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"In a market where competition between those offering services is high, a major challenge for any supplier is how to grow sales. Understanding both the reasons behind competition as well as the demands of drivers and owners is crucial."

- Neil Mason, Head of Retail Research

This report looks at the following areas:

- Demands of older drivers
- · The few who do not proactively maintain their car
- · Competition within the market

This report presents a review of the UK market for car servicing and maintenance. It focuses on both commercial and DIY servicing/maintenance of cars as well as associated replacement/fitting of parts. The performance of the market has been strongly impacted in the last five years by the poor performance of both the UK economy and the car market. Both weathered a difficult period during 2008/09 but are now showing evidence of a strong recovery.

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This report is part of a series of reports, produced to provide you with a more holistic view of this market



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