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"While the test drive remains key in the car buying process, many are turning to online research and resources to compare things such as pricing, dealership incentives and gas mileage. Consumers are also going online to peruse professional vehicle reviews, dealership reviews and to view owners' experiences."

- Andrew Zmijak, Research Analyst

This report looks at the following areas:

- Women are more likely to cite expensive repairs
- Online reviews can influence choice, especially among younger consumers
- Dealerships can be intimidating

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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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SUVs and crossovers are all the rage

Discounts and incentives

New vehicle sales continue to see growth

Repairs can be expensive

Challenging the franchise dealership model

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Most are considering an SUV or sedan

Most are considering a new vehicle

Mileage of vehicle is a key purchase motivator

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Performing research and comparing dealership incentives is important

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SUVs and sedans top the list

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Abbreviations



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