

Service and Repair



Monthly Survey
03 April 2020

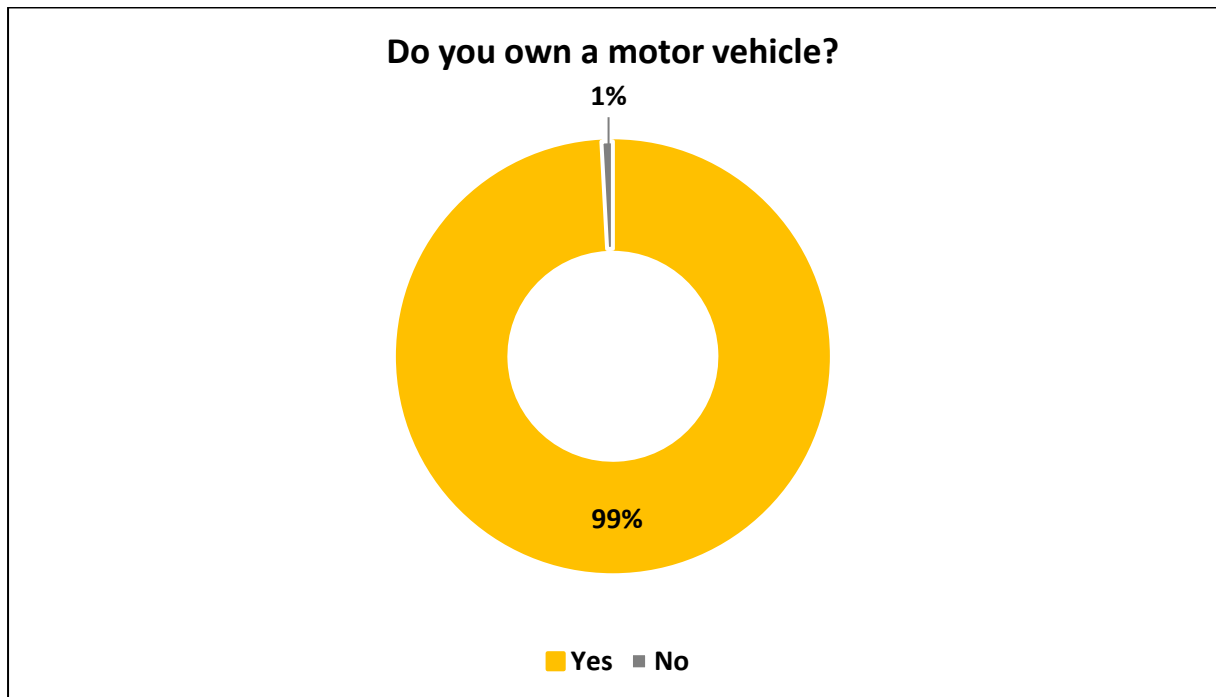
AA Research



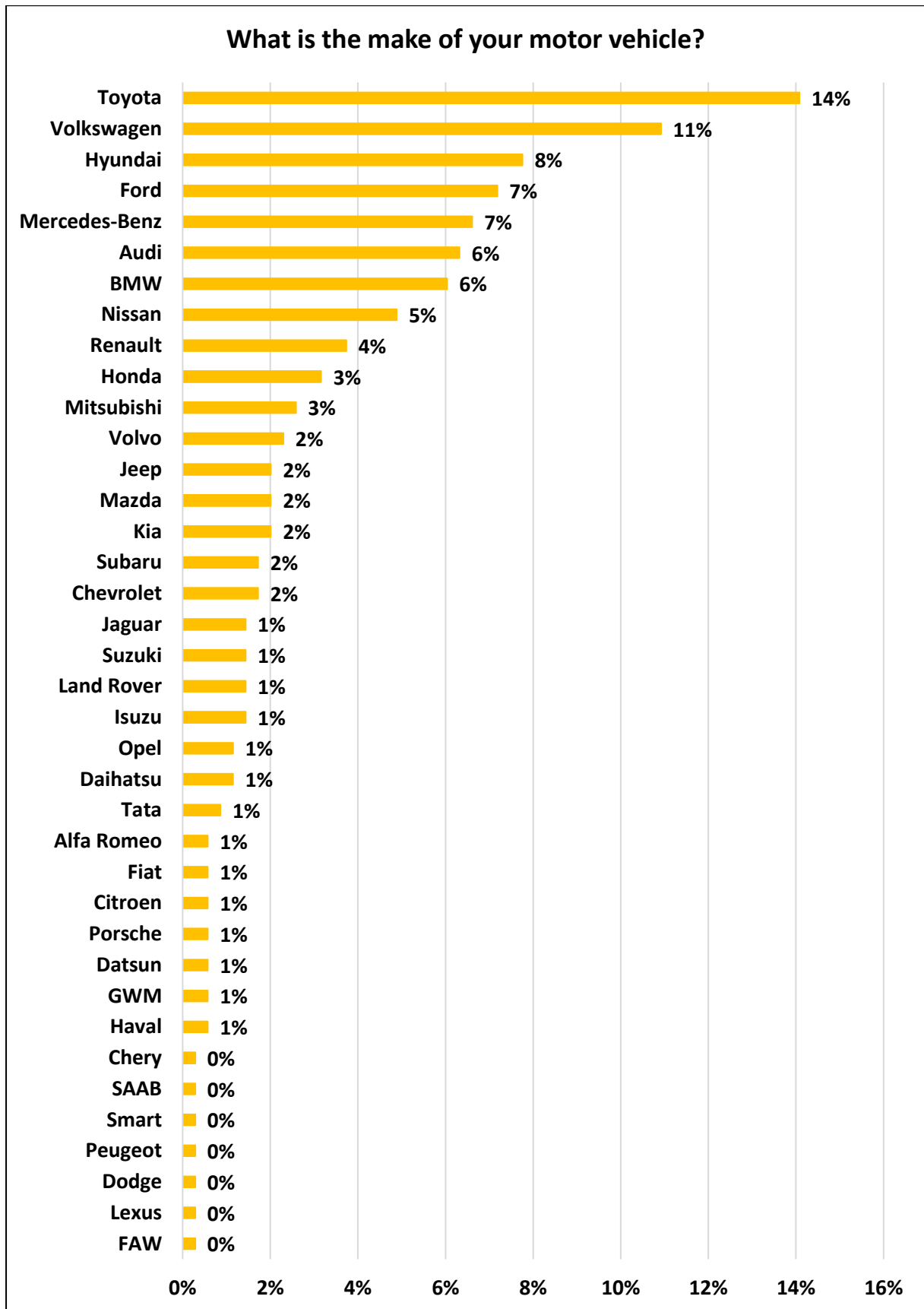
1. Overview of the report

The current report highlights the insights from the AA monthly survey, Service and Repairs. The results illustrate the respondents' awareness of the Competition Commission's aim to authorise Independent Service Providers (ISPs) to service and maintain vehicles without affecting the validity of the warranty. Additionally, respondents were asked how well they understand the fine print of their service plans and maintenance plans.

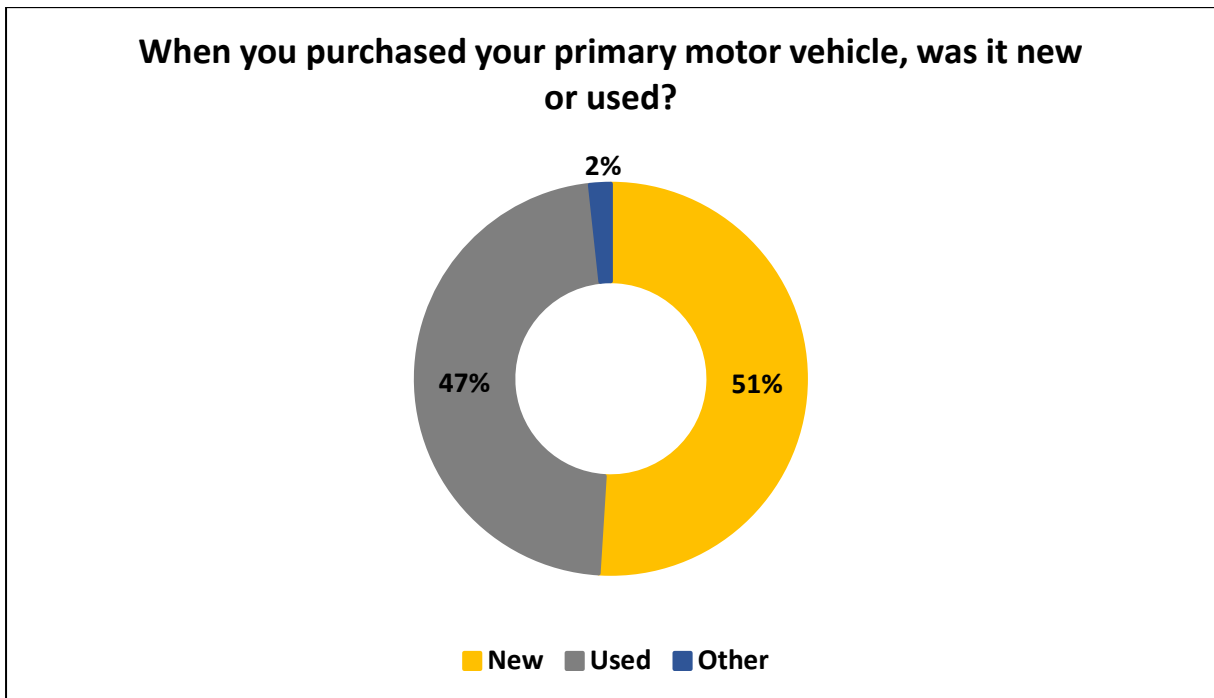
2. Results



Sample 352



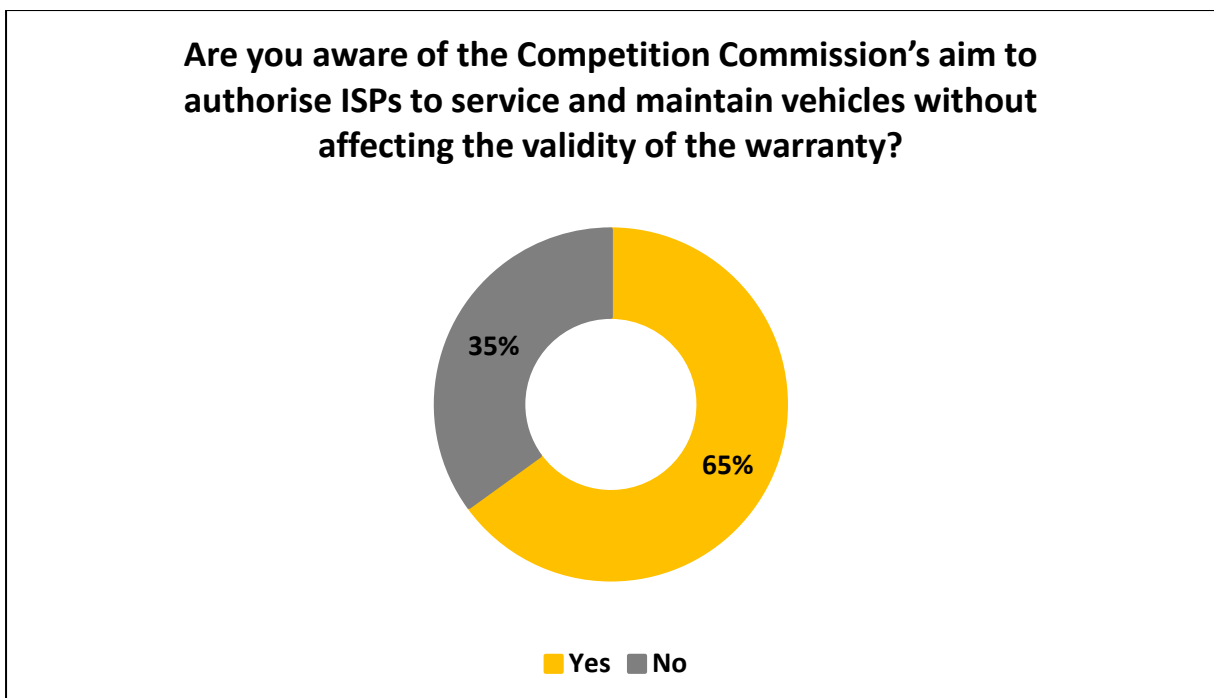
Sample 348



Sample 349

Other:

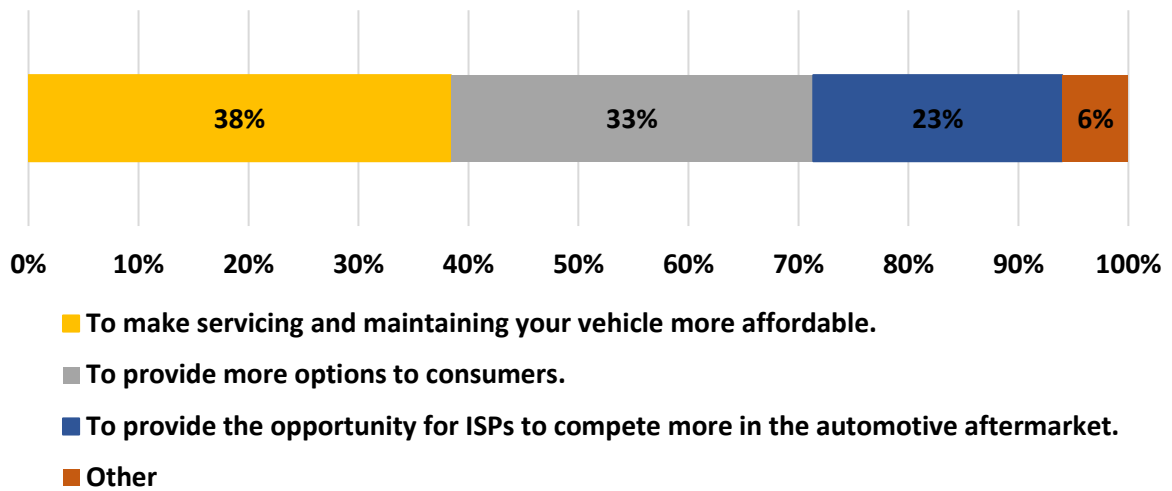
Demo



Sample 349

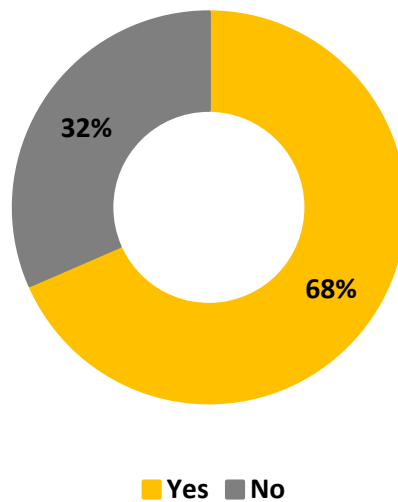


In your opinion, why do you think the Competition Commission aims to authorise ISPs to service and maintain vehicles without affecting the validity of the warranty?

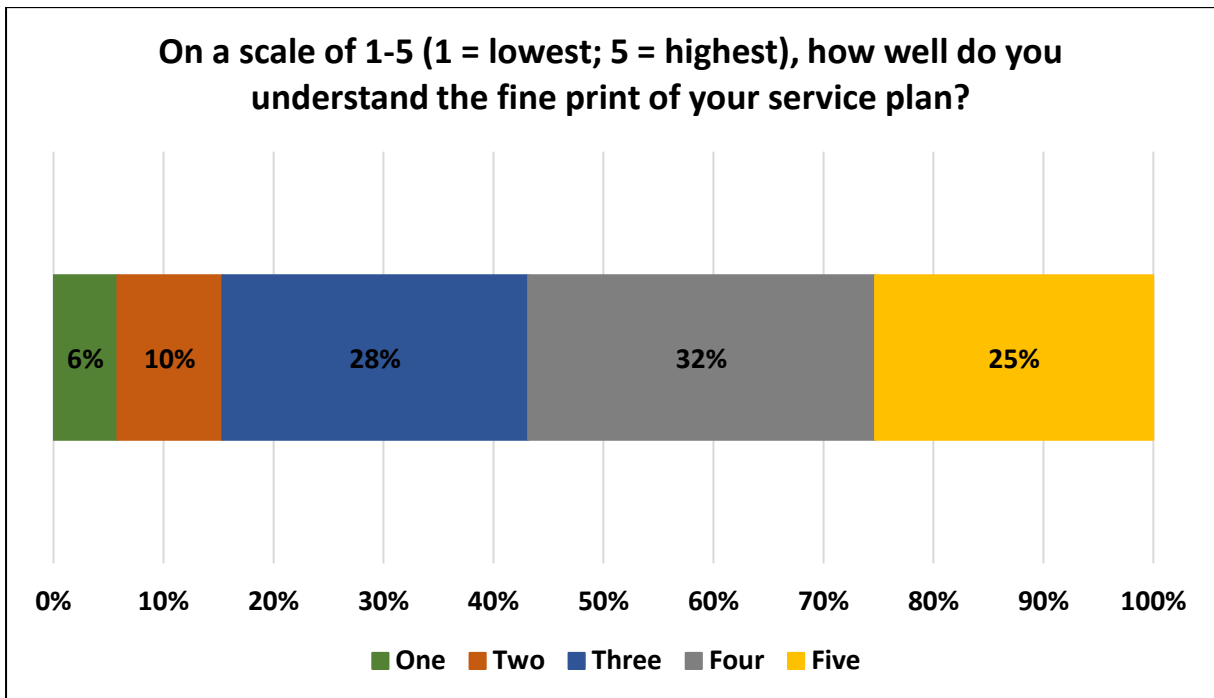


Sample: 349

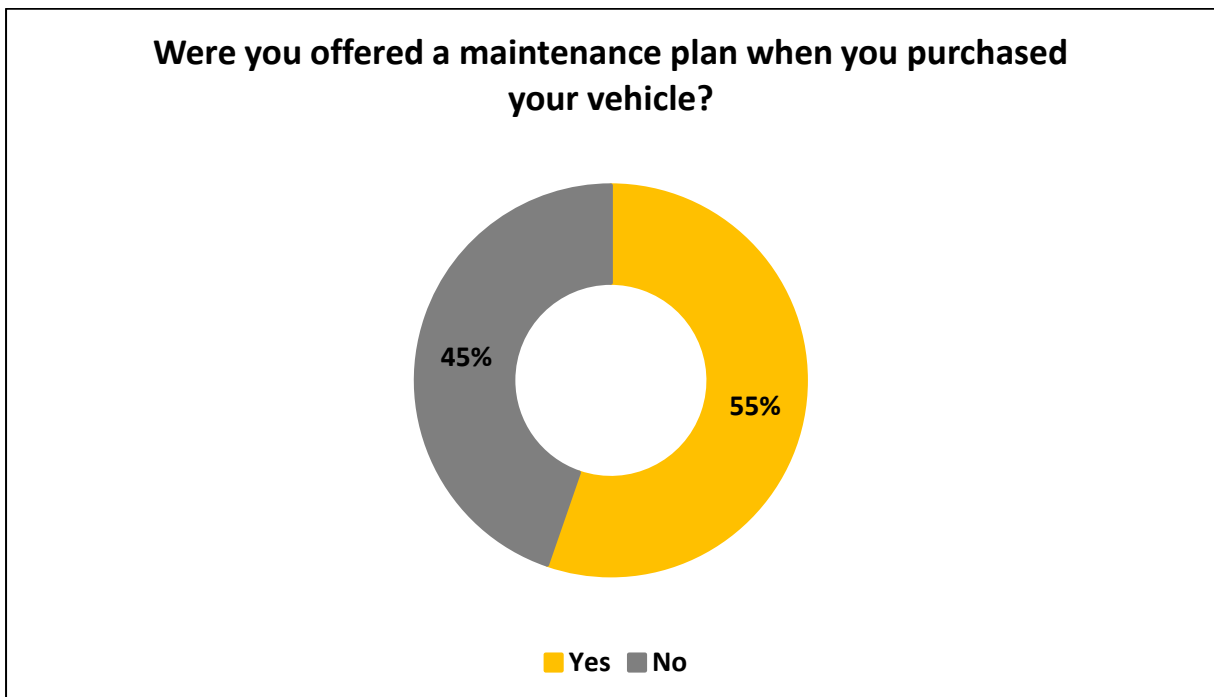
Were you offered a service plan when you purchased your vehicle?



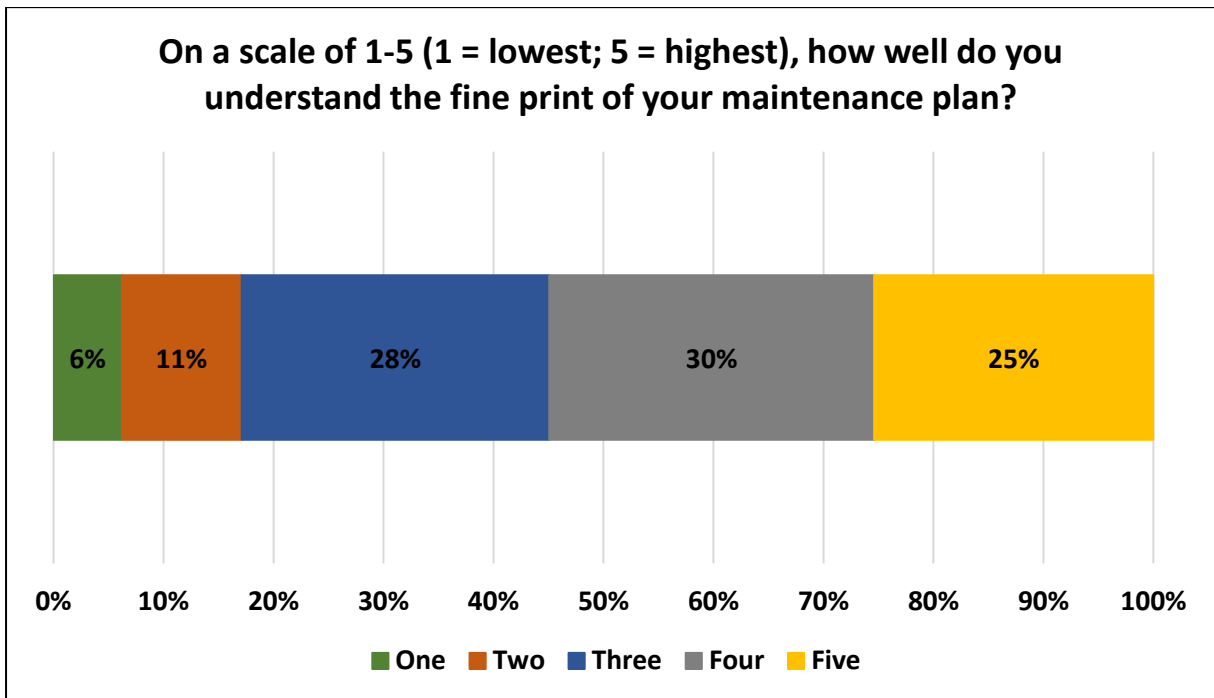
Sample 349



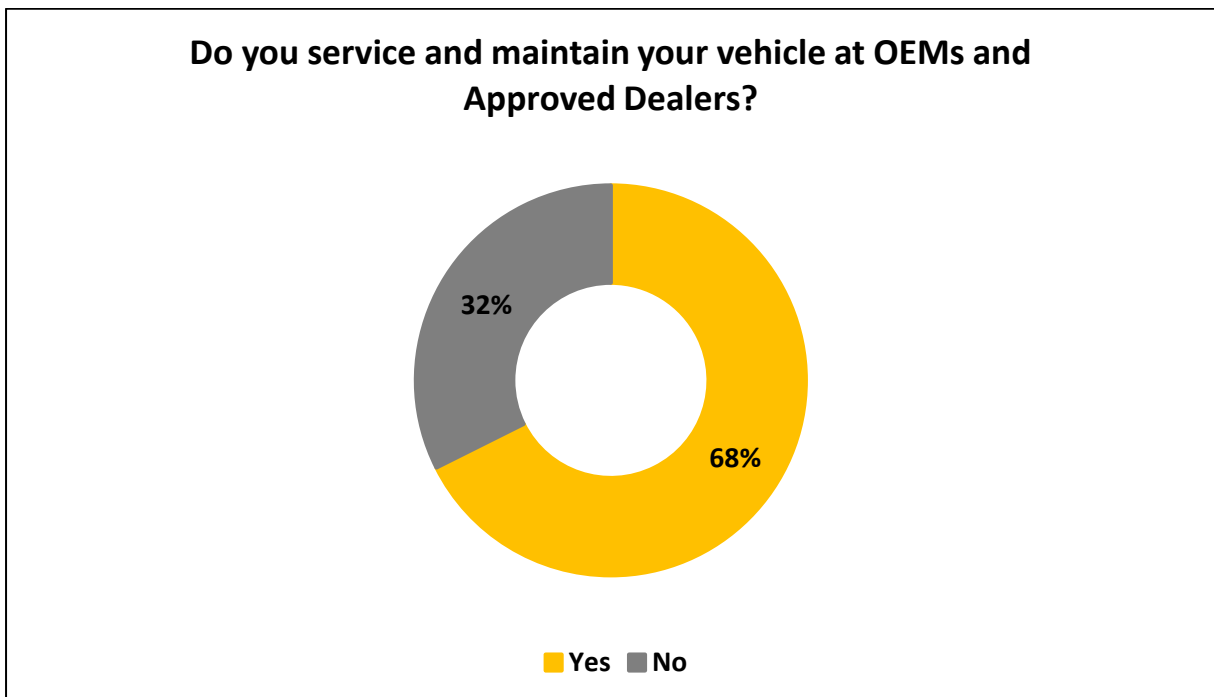
Sample 241



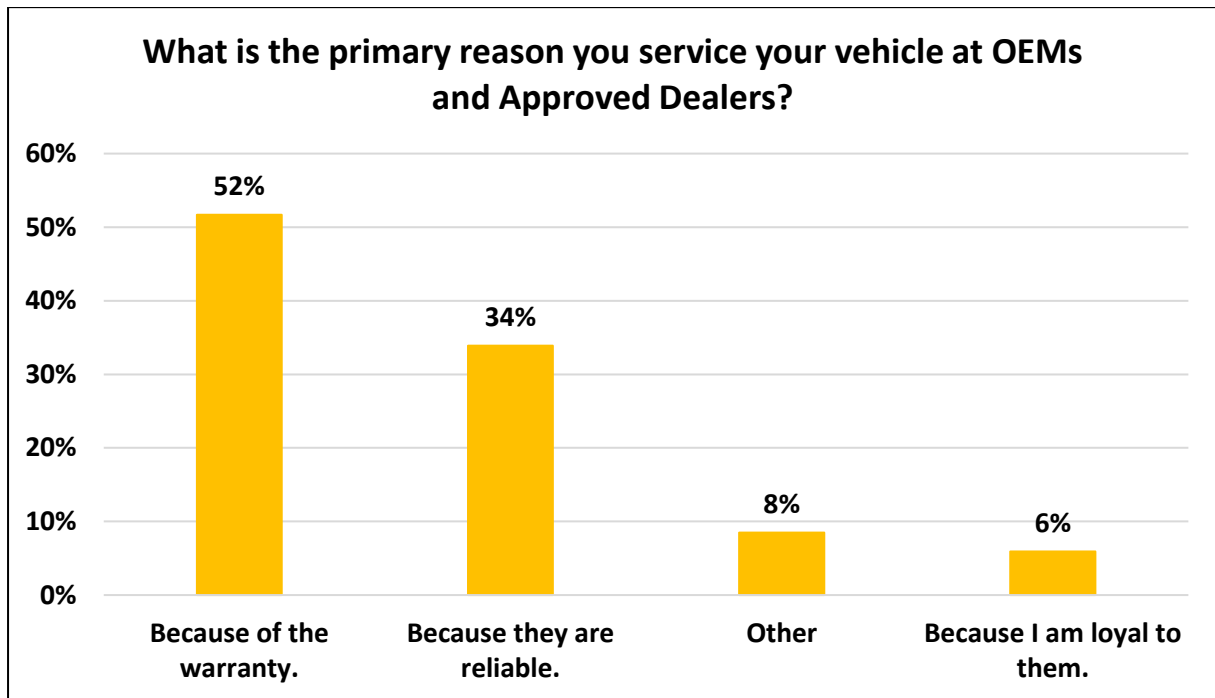
Sample 349



Sample 193



Sample 349



Sample 236

Other:

Due to the service plan.

Having a service history from the OEM adds value when reselling the car.

They use original parts and know the product better.

All three options and convenience.



End.