

Vehicle service survey results

1 February 2018

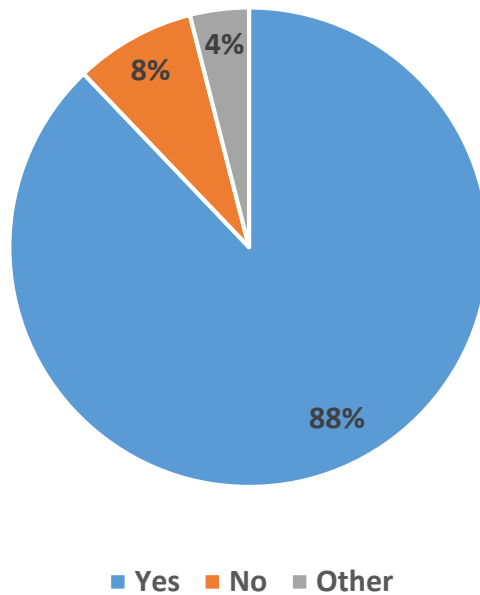


1. Overview of current report

The current report highlights the insights acquired from the AA 'Vehicle service preference' survey. The results presented below showcases the opinions of respondents on how they feel towards their experiences with Franchise Dealers and Private Mechanics.

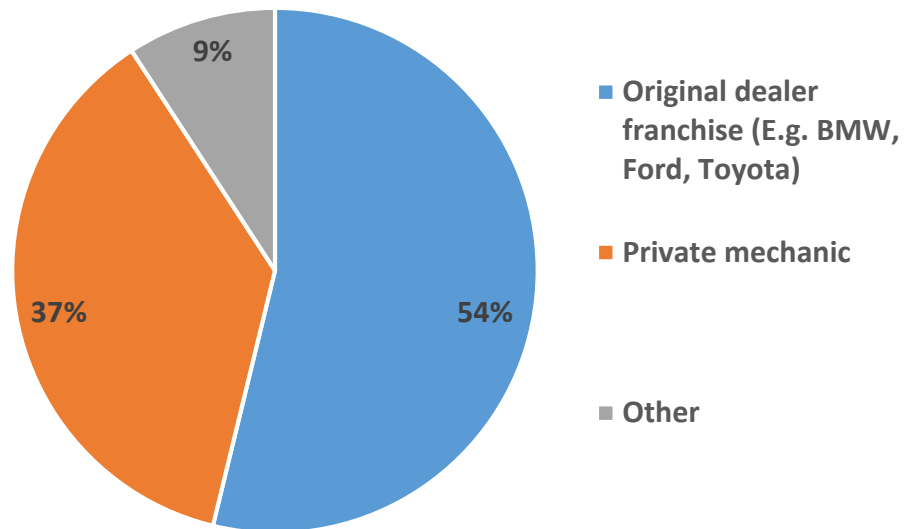
2. Results

Figure 1: When servicing your vehicle do you adhere to the service intervals recommended in your vehicle's ownership manual?



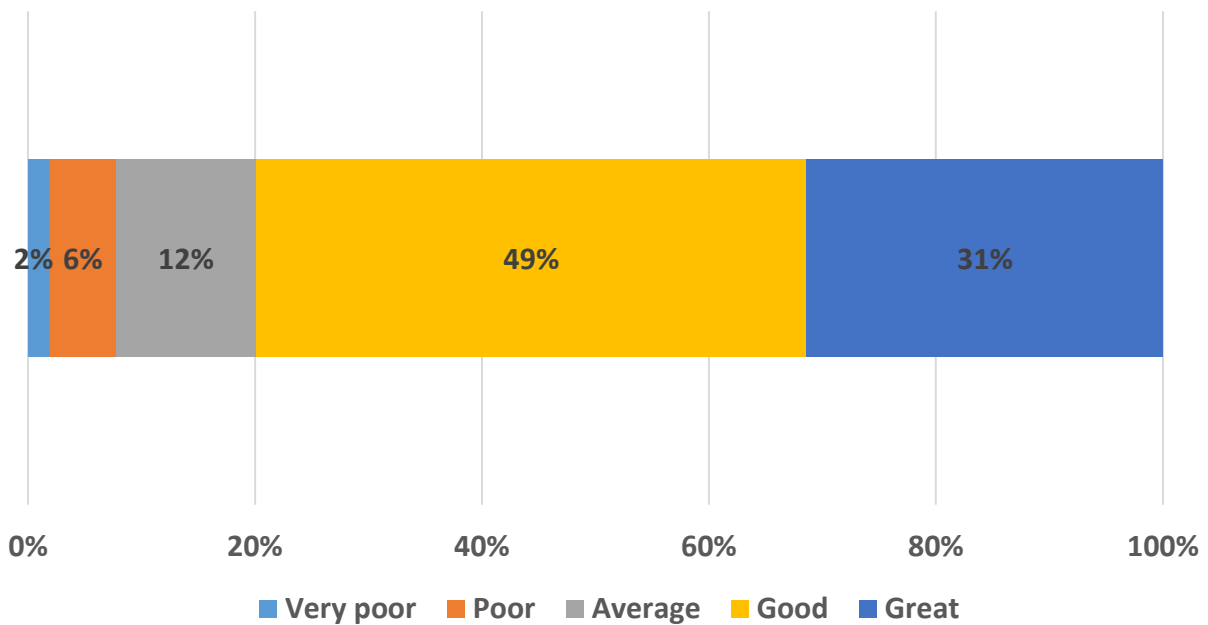
Sample: 503

Figure 2: Where do you currently service your motor vehicle?



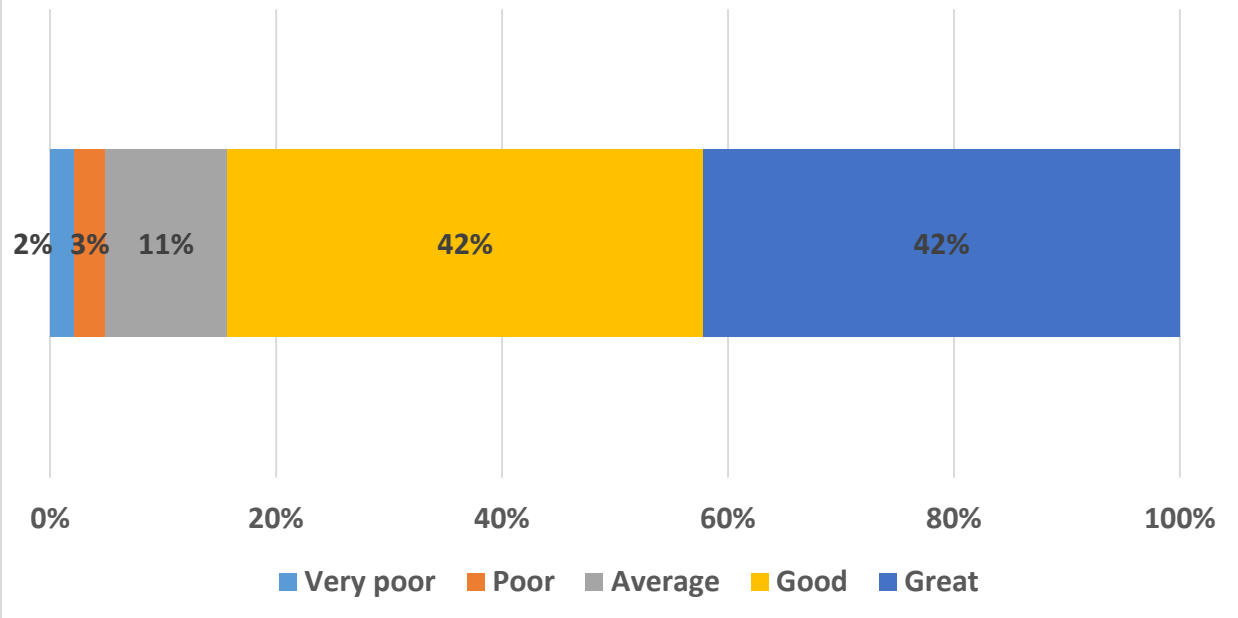
Sample: 500

Figure 3: How would you rate the service experience you received at the Original Dealer Franchise?



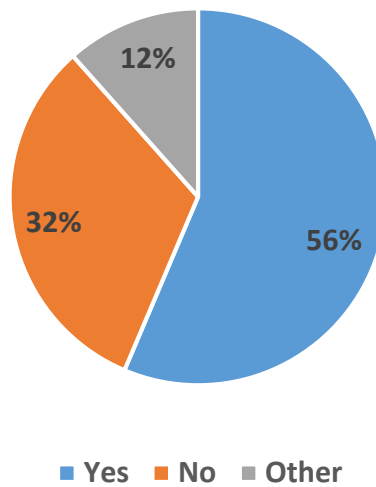
Sample: 309

Figure 4: How would you rate the service experience you received at the Private Mechanic?



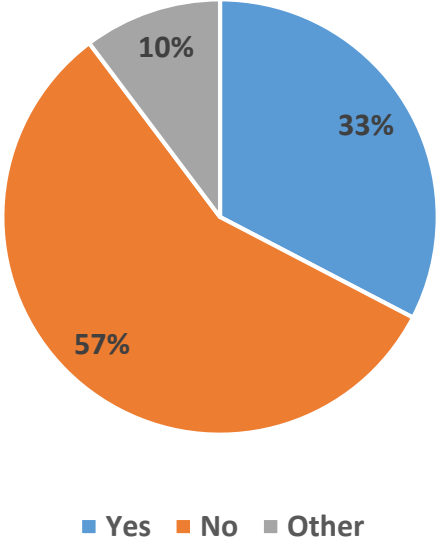
Sample: 185

Figure 5: Do you feel Private Mechanics can offer the same level of service and repair standards as Original Dealer Franchises?



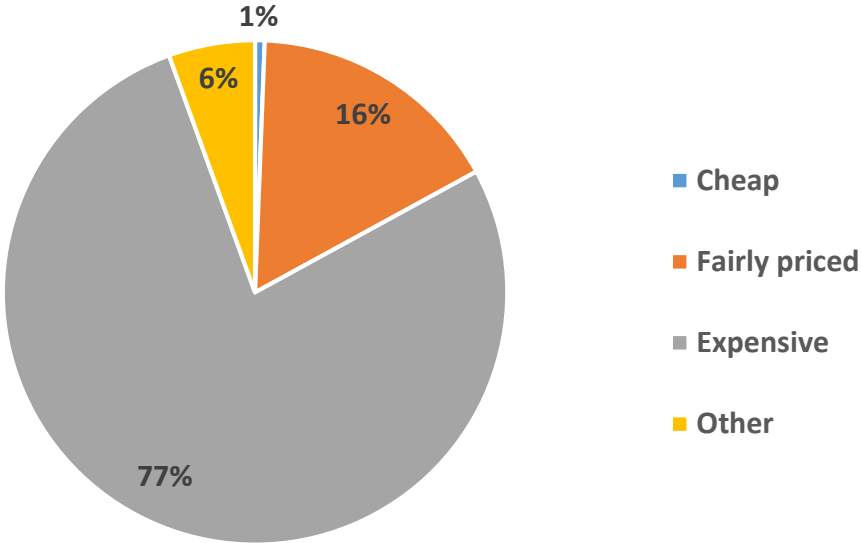
Sample: 493

Figure 6: Would you be comfortable with using non-original parts when servicing and repairing your motor vehicle?



Sample: 487

Figure 7: Do you feel that spare parts for motor vehicles are:



Sample: 487

End.

Thank you!