



# Car Servicing and Repairs

## Mystery shopping research



dti

Department of Trade and Industry

# Car Servicing and Repairs: Mystery shopping research

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## Executive Summary

This report presents the findings of a nationwide survey of the car servicing and repair market in the UK. The survey was commissioned by the Consumer and Competition Policy Directorate of the Department of Trade and Industry, with the help of a steering group with representatives from OFT, NCC, TSI, LACORS and VI, and was undertaken by ITS Research and Testing Centre, formerly Consumers' Association Research & Testing Centre, between March and June 2002.

The project consisted of a mystery shopping exercise designed to obtain information on the quality of service to the consumer in the car servicing and repair sector.

A range of garages was included in the research – car manufacturer's franchises (franchise dealers), of which 119 garages were visited, independent garages, of which 88 were visited and fast fit Centres, of which 58 were visited. The respective totals reflected the approximate value of the market share for each business type.

The research was two fold – garage servicing among the franchise dealers and independent garages, and brake and tyre checks among the fast fit centres.

The project was designed with a sufficient sample to give statistically robust data that in turn could provide a reasonable representation of the sector as a whole. It includes a representative national cross section of businesses within the sector, including different sizes and types of business. It distinguishes between trade association members and non-members.

Trading Standards' recommended independent mechanics were used to inspect cars before and after servicing. During the pre-service inspection the mechanics noted any faults found on the car that should be rectified or reported, marked any components that should be changed according to the manufacturer's service schedule, and introduced a number of non-safety critical faults to the car.

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## Findings - Garage Servicing

- Only 5% of garages surveyed were rated very good, indicating they had carried out a thorough service, according to the manufacturer's service schedule, rectified all the introduced faults and other defects found prior to service.
- 51% were rated either poor or very poor. A poor rating indicated that the garage had omitted more than two minor items, or the vehicle had a minor safety defect that the garage had failed to rectify or report. 'Very poor' indicated that the garage had missed one or more serious safety related faults, or a major service item that should have been carried out or a part replaced had not been conducted.
- There was no significant difference in overall ratings between the types of garage – 53% of independent garages and 50% of franchise dealers were rated either poor or very poor with 6% of independents and 4% of dealers being rated as very good.
- There was no significant difference in overall ratings between trade association members and non-members.
- There were differences, between regions, with the North of England, Wales and Northern Ireland performing worse than the other regions.

Additional notable points from the research are as follows:

- Overall, 17% of garages carried out unnecessary work. This was particularly so in London and the South where 28% of garages carried out unnecessary work.
- Overall, 40% of garages missed or did not replace at least one item on the service schedule. This was particularly so for female car owners – 58%.
- Overall, 86% of garages missed at least one of the introduced faults. 17% missed all four introduced faults.
- 43% of garages did not provide customers with an accurate quote prior to the service.
- 71% of garages did not show the customer the original parts that had been replaced.
- 8% of garages carried out work that had not been agreed with the customer prior to the work being undertaken. This percentage was higher among independent garages – 12%.
- Services were most expensive in London and the South and cheapest in Scotland.

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## Findings - Fast Fit Centres

- 28% of the Fast Fit Centres were rated poor or very poor for overall quality of work, with only 2 of our sample (3%) carrying out a thorough check and rectifying both the introduced faults.
- There were no significant differences in overall ratings between the different chains in our sample, including across the regions.

Additional notable points from the research are as follows:

- 33% of the outlets recommended replacing brake components, of these 32% were unjustified (approximately 10% of the total).
- Almost 30% of the outlets recommended replacing tyres, of these 35% were unjustified (just over 10% of the total).
- 95% of outlets missed at least one of the two faults introduced. 67% missed both.
- 83% of outlets missed the deflated spare tyre.

Taking the overall service rating to be the most important sample characteristic, we are confident, at the 95% significance level, that the mean overall service ratings for garages/fast fit centres in the UK will differ by no more than 0.5 (i.e. half a point on a 5-point scale) from the sample results.

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## Introduction

This report presents the findings of a nationwide survey of the car servicing and repair market in the UK. The survey was commissioned by the Consumer Affairs Directorate of the Department of Trade and Industry and was undertaken by the ITS Research and Testing Centre, formerly Consumers' Association Research & Testing Centre.

The project consisted of a mystery shopping exercise designed to obtain information on the quality of service to the consumer in the car servicing and repair sector. It was the result of a recommendation in September 2001 by the DTI Task Force on Car Servicing and Repair that 'further work should be undertaken to improve the quality of evidence on consumer detriment in the sector'.

Consumer detriment was defined to include:

- being charged for work not carried out
- work being carried out, or recommended, unnecessarily
- failure to carry out safety checks to detect simple faults (eg tyres, brakes or lights)
- work being carried out without approval
- being charged more than they might have expected to pay, based on the information provided prior to the work being carried out
- not being provided with written quotes/estimates and invoices
- poor level of customer care
- non compliance with stated standards to which the service provider claims to adhere.

The research was designed, to address these issues.

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The research was divided into two areas:

- garage servicing – covering the top 10 car manufacturer’s franchise garages and a range of independent garages.
- Fast Fit Centres – covering the top 5 fast fit outlets

The survey consisted of the following phases:

- Market picture
- Recruitment of Which? members and other car owners to take part in the research
- Selection and identification of specific garages
- Recruitment of Trading Standards recommended engineers (inspectors)
- Pre-inspection of the cars against manufacturer’s service schedules before servicing
- Introduction of non-safety critical faults (4 for garage servicing, 2 for Fast Fits)
- Post-inspection of the cars ie after servicing
- Completion of car owner and inspection questionnaires
- Statistical analysis of the results
- Overall co-ordination by ITS-RTC

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## Objective

The overall objective of this research was to provide up to date information on the performance in the sector.

Specific types of evidence tested for were:

- Any practices causing detriment to consumers according to types of business and across the regions.
- Any differences between male and female consumers.
- Degree of compliance with the motor industry codes of practice.

The project was to be designed to be representative of the sector as a whole.

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## Research Methodology

### *Cars/Car Owners*

The Consumers' Association maintains a large database of members with details of car ownership. This was used to recruit the volunteers required for this survey and included up to date information on approximately 34,000 cars.

The members' cars selected for the situation research exercise were between four and six years old and had covered between 25,000 and 75,000 miles.

The members were charged with taking their own cars to the garages for the service. They were instrumental in data collection, gathering information concerning the quality of service received. The information was collected using the 'members questionnaire', a copy of which is included in Appendix II.

Towards the end of the exercise it was found necessary to use a small number of cars belonging to members of staff of ITS-RTC and others, in order to fill gaps. Cars from eleven members of staff and 7 associates of members of staff were used. These individuals were fully briefed in the same way as the CA members.

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## *Inspectors*

Trading Standards' independent approved mechanics were used to inspect cars before and after servicing. Help in identifying appropriate engineers around the country was provided by Local Authorities Coordinators of Regulatory Services (LACORS), who asked local authorities to identify trusted individuals, with a proven track record in the field of anonymous vehicle inspections - most were recruited in this way. Of the eleven inspectors recruited, two were sourced by ITS RTC directly. The qualifications of these inspectors were in line with the LACORS recommended engineers and both had a proven track record of working as expert vehicle industry consultants. 6% of the inspections were performed by ITS-RTC car testing staff. These members of staff have many years experience of vehicle related projects, including car testing and garage servicing projects for Which? magazine.

The motor engineers recruited for the exercise were trained to perform the inspections during briefing sessions that were either held at ITS-RTC or by visiting the engineers at their normal place of work. This enabled a consistent approach among the engineers according to standard ITS and Consumers' Association testing procedures.

The engineers were contacted on a week by week basis with feedback concerning the quality and consistency of their work, maintaining standards throughout the duration of the project.

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## Faults

The inspectors noted any faults found on the cars, which should be rectified or reported during the service or check.

### *Introduced faults*

A few faults were introduced to the cars by the inspectors. The faults were selected on the basis that they did not result in the car becoming illegal when driven, but were of a type that should have been detected and corrected by the garages as part of a manufacturers' recommended service schedule or during a routine check at a fast fit.

Garage Servicing faults:      blown reversing lamp(s)  
   deflated spare tyre  
   100mm longitudinal split in front passenger wiper  
   blade missing tyre valve dust cap

Fast Fit faults:                      deflated spare tyre  
   missing tyre valve dust cap

### *Selected components marked*

The inspectors marked the components that should be changed according to the manufacturer's service schedule to reveal whether the garage had adjusted or replaced components as appropriate.

## *Garages*

In order to cover a significant proportion of the UK garage servicing market within the four-month time frame for this project, approximately 270 garages across the UK (England, Wales, Scotland and Northern Ireland) were targeted– representing approximately one percent of the total number of garages. To assist in the implementation of the survey the UK was divided up into regions. These regions were arbitrary and bear no relationship to the Standard regions.

## Sampling

The survey was intended to cover three different business types within the garage servicing and repair sector and cover both members and non-members of the main motor industry trade associations:

- Car Manufacturer Franchises (Franchise Dealers)
- Independent Garages
- Fast Fit Outlets

There are an estimated 26,000 outlets in the UK offering car servicing and repair services; over 6000 franchised dealers, 15,000 independents and almost 4000 fast fit outlets.

The relative proportion of the different garage type samples was chosen to reflect as far as practicable the market share by value of each type, given the need also to achieve a representative geographical spread. Although there are more independent outlets than franchises, in terms of value of the repair and servicing market franchise dealers account for approximately half the total market.

The table below gives data on the breakdown of the car servicing market as detailed in the Mintel Market Intelligence report dated February 2002, Car Servicing/MOT.

Type of outlet	Mintel estimates by no. of outlets	Mintel estimates by value	Project sample
Franchise	25%	51%	45%
Independent	60%	29%	33%
Fast Fit	15%	20%	22%

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## *Franchise Dealers*

It was agreed to cover the top 10 franchise dealers in the UK. These cover 72% of the total market for car sales:

- Citroen
- Fiat
- Ford
- Nissan
- Peugeot
- Renault
- Rover
- Toyota
- Vauxhall
- Volkswagen

Selections from each were spread as evenly as practicable across the regions.

## *Independent Garages*

Garages were selected at random from the Yellow Pages to correspond with the location of Which? members whose cars were being used. 7 or 8 independent garages were selected in each region to reflect the approximate proportion of the dealership tested.

Yellow Pages was selected as it has nationwide coverage and it was considered that most independent garages would ensure they were represented in the directory since it is distributed to every house in the country and is available on the Internet.

## *Fast Fit Outlets*

Fast Fit centres also represent a significant proportion of the market for garage servicing and repairs. It was decided to assess the top five chains and the following were selected on the basis of number of outlets. Locations were selected to provide national coverage and as even a spread across the five chains as practicable.

Fast Fit chain	No. of Outlets
● Kwik-Fit	640
● Hi Q	564
● ATS Euromaster	555
● National Tyres and Autocare	545
● Rapid Fit	300

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## *Selection and Identification of Specific Garages*

All of the garages were selected at random using the Internet. The franchise dealership and Fast Fit Centres could be selected by using the web sites set up by the car manufacturers or fast fit chain – most of which had excellent dealer or outlet locator sections. The independent garages were selected using the Internet Yellow Pages (Yell.com) – this also enabled a list of garages to be identified rapidly.

When selecting the garages, it was necessary to make a preliminary anonymous phone call to enable ITSRTC to establish that the garage was still trading, was trading under the required franchise, and was a suitable garage for the shopper, both in terms of geographic location and ability to deal with their specific make and model of car. Information about requirements for booking a car in and trade association membership could also be recorded during the telephone call.

## *Inspections*

The cars were inspected by the motor engineers, both before and after the garage service, and the condition compared against the appropriate manufacturers' service schedule taken from Glass's ICME Service Schedules 2002. The results were recorded using an "inspectors questionnaire", a copy of which is included in Appendix II. The inspectors travelled to and from the members' homes or place of work in order to carry out the pre and post service inspections, to introduce faults to the car and, on completion of the service, to correct any introduced faults missed by the garage.

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# Rating System

## *Garage Servicing*

The inspectors rated the quality of service overall using the following rating scale.

Ratings took into account the following:

- whether the garage had carried out all items on the relevant service schedule,
- whether the introduced faults had been rectified or advised,
- whether additional faults found on the car had been rectified or advised,
- whether any unnecessary work had been carried out,
- whether work had been carried out satisfactorily.

The ratings were:

- 5 (very good) – All items have been attended to, or advised upon (i.e. all items on the service schedule, all introduced faults, where relevant, and other noted faults)
- 4 (good) – Only one minor item has been overlooked
- 3 (average) – Two minor items have been overlooked
- 2 (poor) – More than two minor items have been omitted, or the vehicle has a minor safety defect
- 1 (very poor) – One or more serious safety related faults were missed, or a major service item that should have been carried out or replaced has not been conducted.

The cost of the service was not included in the rating system. The primary consideration was how the service had been carried out to the manufacturer's service schedule and whether the faults on the car had been addressed.

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## Examples of Defects/Faults:

### *Minor Items*

- Fluid level low (except brake fluid)
- Brake pad thickness less than 3mm
- Reversing light not working

### *Minor Safety defect*

- Brake fluid on min level
- Light not working (excluding reversing light)
- Tyre under inflated by 10 to 20% of recommended setting (approx. 0.4 bar/6psi to 0.8bar/12psi)
- Tyre over inflated by more than 0.5bar/7psi
- Poor wiper clearance/split wiper blades

### *Serious Safety defect*

- Brake fluid level below min level
- Tyre seriously under inflated or split/damaged such that failure is likely to occur
- Tyre tread below legal limit
- Both side/stop/head lights not working

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## *Fast Fits*

The inspectors rated the quality of service at Fast Fit Centres overall using the following rating scale:

- 5 – very good advice – accurate indication of component wear, both faults rectified
- 4 – good advice – reasonably accurate indication of component wear, missed a minor fault
- 3 – satisfactory advice – reasonably accurate indication of component wear, missed several minor faults
- 2 – poor advice – recommended replacement of serviceable components if borderline
- 1 – very poor advice – recommended replacement of serviceable components, if only partly worn

## *Co-ordination by ITS-RTC*

In order to ensure a consistent approach throughout the survey, it was necessary to maintain close control over the work being conducted in the field. This duty was performed by ITS-RTC test engineers, each with between 10 and 20 years experience of appraising and testing cars, for both mystery shopping type exercises and for car performance tests.

ITS-RTC testing experts trained the inspectors to carry out the inspection work, and checked the quality of inspectors work, providing feedback throughout the exercise.

ITS-RTC co-ordinated communications between the inspectors and the Consumers' Association members across the UK.

ITS-RTC established garage membership of trade associations by checking invoices and telephoning individual garages.

ITS-RTC also co-ordinated the payment of the inspectors and reimbursement of garage service and other costs to Consumers' Association members, located suitable members for use in the situation research and co-ordinated the collection of questionnaires and the production of a results spreadsheet.

ITS-RTC staff performed all of the project management involved in conducting the situation research exercise.

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## Results – Garage Servicing

Completed questionnaires were received for 207 car services. 119 of these services were carried out by franchised garages and 88 services were carried out by independent garages.

The number of garages in the sample by type (i.e. independent or dealer) and region are shown in Table 1.1 in Appendix I.

The 119 franchised garages included between 10 and 13 garages of each of the ten main car manufacturers. These were evenly distributed by region for most car manufacturers. It was not possible to find a Fiat owner willing to take part in the survey who lived in Wales or N. Ireland. For all other makes of car at least one car of each make was serviced by a franchised garage in each of the five grouped regions.

Two-thirds of the 207 cars were taken to the garage by a male and one-third by a female. Independent garages and franchised garages in total have the same breakdown by sex but the breakdown by sex is variable for the ten dealers.

The independent and franchised garages have similar breakdowns by age of car, size of car and by mileage.

## Overall Quality of Service

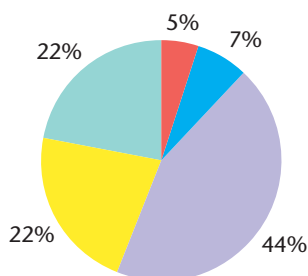
Results from 119 franchised garages are included in this research (about 1.8% of all franchised garages in the UK). We can say with 95% confidence that the mean overall service rating for all 6500 franchised garages in the UK would be within 0.37 of the mean overall service rating calculated using the results of the franchised garages in the survey (i.e. a 95% confidence interval for the true population mean is (2.39,3.13)).

Results from 88 independent garages are included in this research (about 0.5% of all independent garages in the UK). We can say with 95% confidence that the mean overall service rating for all 16000 independent garages in the UK would be within 0.46 of the mean overall service rating calculated using the results of the independent garages in the survey (i.e. a 95% confidence interval for the true population mean is (2.23,3.15)).

Combining the results for all garages gives us 207 garages (about 0.9% of all garages in the UK). We can say with 95% confidence that the mean overall service rating for all 22500 garages in the UK would be within 0.3 of the mean overall service rating calculated using the results of the garages in the survey (i.e. a 95% confidence interval for the true population mean is (2.20,3.26)).

106 garages (51%) were given a rating of 1 or 2 – very poor or poor. 10 garages (5%) were rated 5 – the top rating, of these 5 were dealers and 5 independents. The unweighted overall mean rating is 2.73.

### Overall Service rating



### Ratings were based on the following rating scale:

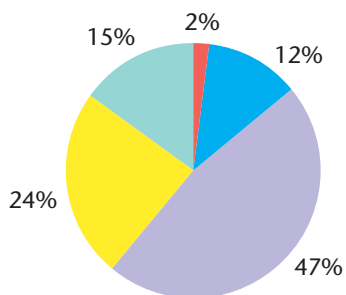
- 5** All items have been attended to, or advised upon
- 4** Only one minor item has been overlooked
- 3** Two minor items have been overlooked
- 2** More than two minor items have been omitted, or the vehicle has a minor safety defect
- 1** One or more serious safety related faults were missed, or a major service item that should have been carried out or a part replaced has not been done

There were no differences in the mean ratings by type of garage or by dealership.

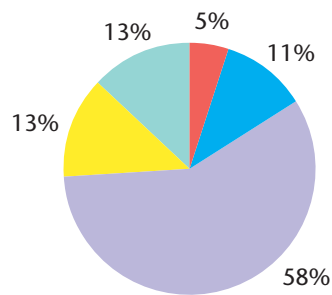
The mean ratings by region were significantly different – the North of England, Wales and Northern Ireland were rated 2 and the other three regions (Scotland, Midland and the East, London and the South) were rated 3.

The mean rating for males was 2.8 and the mean rating for females was 2.6.

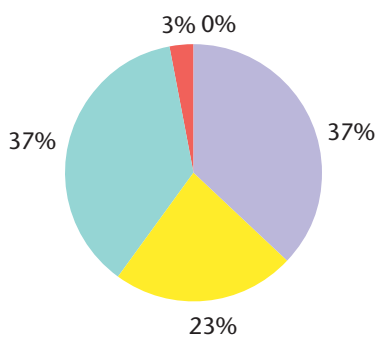
**North England – Service rating**



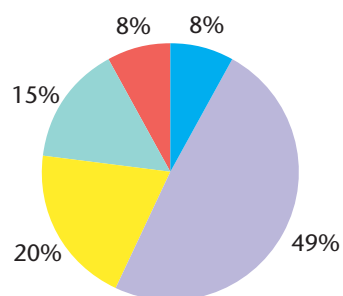
**Wales/N Ireland – Service rating**



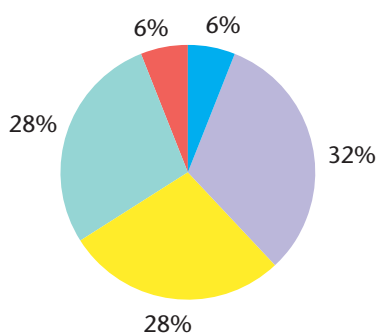
**Scotland – Service rating**



**Midlands/East – Service rating**



**London/South – Service rating**



## Examples of services rated 1 (very poor)

Franchise dealer in Wales – 72,000 mile service carried out, these were the results of the post-service inspection:

- The wrong air filter was fitted – this was approximately 6cm too short for the application. As a result of which all air entering the filter box would pass over the filter directly into the inlet manifold. This could cause serious internal wear.
- The coolant and power assisted steering fluid remained low. Also the coolant header tank was left empty. There was therefore the real risk that the car could overheat.
- Left side wing repeater was left inoperative and was not reported.
- Right side front side light was left inoperative and was not reported.
- Spare tyre pressure remained low and was not reported.
- Reversing lights were still inoperative and were not reported.
- The fuel filter was not changed.
- The right side and rear wipers were replaced unnecessarily.
- The missing mounting bush from the air filter box and the missing nut from the exhaust manifold were not replaced or reported.

Independent garage in the North West – 36,000 mile service carried out. These were the results of the post-service inspection:

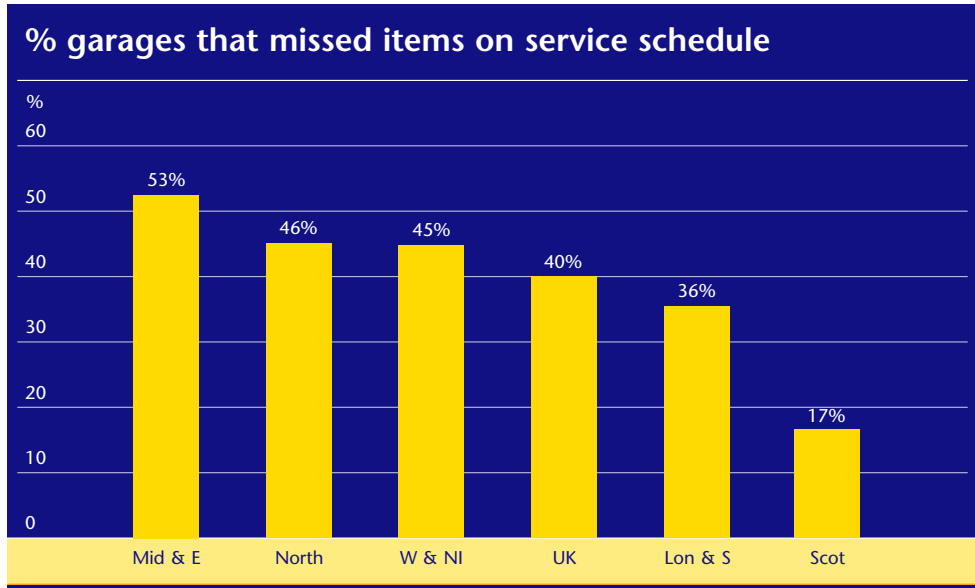
- Low depth of tread on all running tyres (near legal limit), nail in left side rear and piece of plastic in right side rear not reported.
- Left side front wiper not replaced or reported.
- Reversing light still inoperative and not reported.
- Spare pressure remains low and was not reported.
- Brake fluid not replaced.
- Fuel filter not replaced.
- Left side number plate light still inoperative.

- Rear washer jet still aimed too high.
- No fault found with knocking noise from underside – suggested just wear and tear – (fault appears to be loose baffle in exhaust front box).

For more examples of both very poor and very good services please see Appendix III.

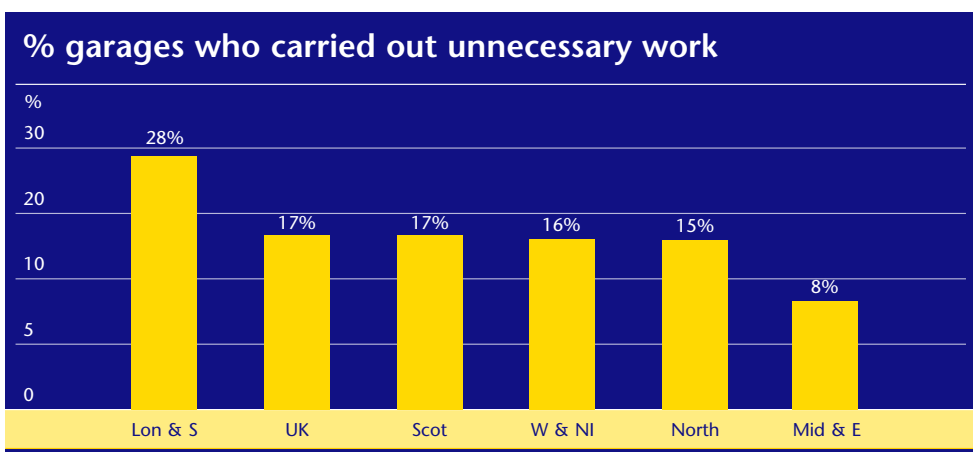
### *Being charged for work not carried out*

- 40% of garages missed an item on the service schedule.
- Independent garages were slightly more likely than dealers to miss something (44% compared to 36%).
- Garages in Scotland were least likely to miss something (17%).
- Garages were more likely to miss something if the car owner was a female (58% compared to 40% for males).
- 56% of garages that missed something missed only one item. 18% missed two items, 16% missed three items and 11% missed four or more items.



## Unnecessary Work

- 17% of garages carried out work that was considered to be unnecessary by our inspectors.
- Independent garages and dealers were equally as likely to carry out unnecessary work.
- There was no difference between female and male car owners.
- Garages in London and the South were much more likely to carry out unnecessary work (28% compared to 14% for the other regions).
- 72% of the garages that carried out unnecessary work carried out one item and a quarter carried out two items.

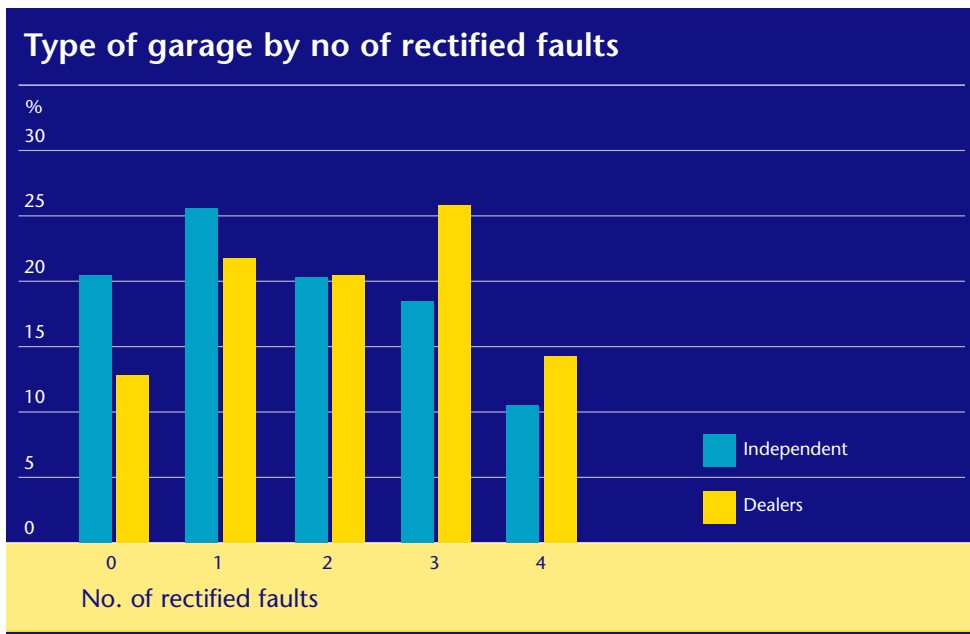


## Failure to carry out checks to detect simple faults

### Introduced faults

- 14% of garages rectified or advised on all four introduced faults.  
17% of garages missed all four faults.
- Dealers rectified slightly more introduced faults than the independent garages.

There were differences across the regions in terms of number of faults rectified, but these differences are not statistically significant.

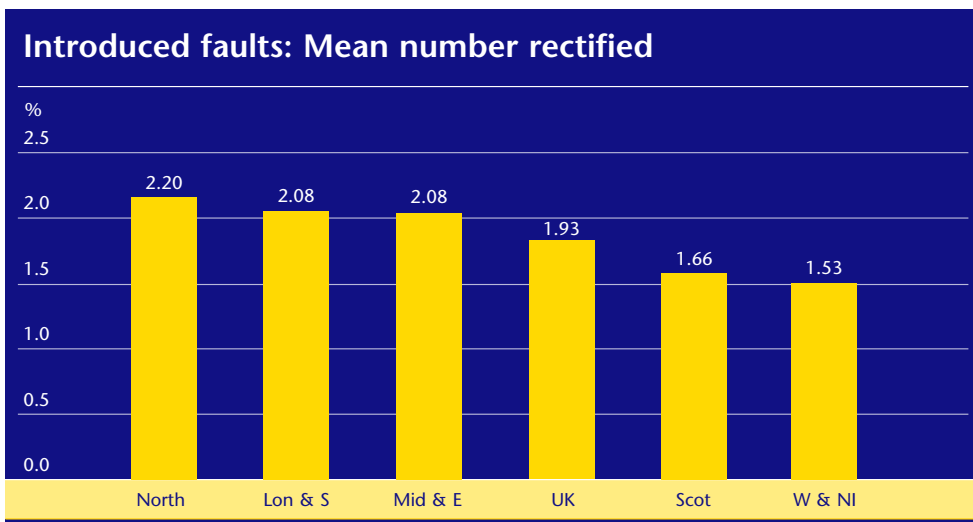
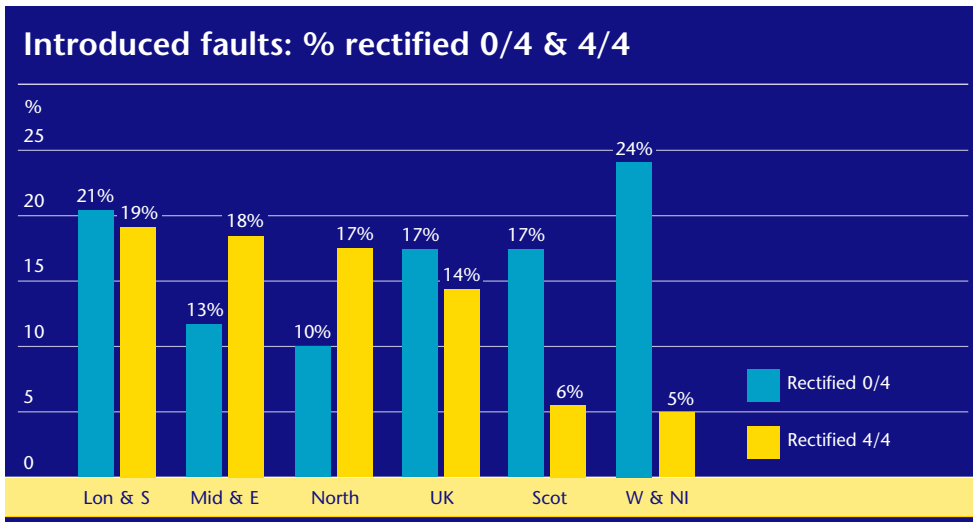


#### Split in front left wiper:

- 60% of garages rectified this fault. Another 12% advised the customer of the fault. Over a quarter of garages did not rectify or advise the customer of this fault.
- Almost a third of independent garages missed this fault compared to just under a quarter of dealers.
- Half the garages in Wales and Northern Ireland missed this fault compared to only 14% of garages in Scotland.

#### Low pressure in spare tyre:

- 46% of garages rectified or advised on the condition of the spare tyre.
- Dealers were slightly more likely to rectify the fault (50% compared to 41% of independents).
- 61% of garages in the North of England rectified the fault compared with about a third of garages in Scotland.



#### Reversing light blown:

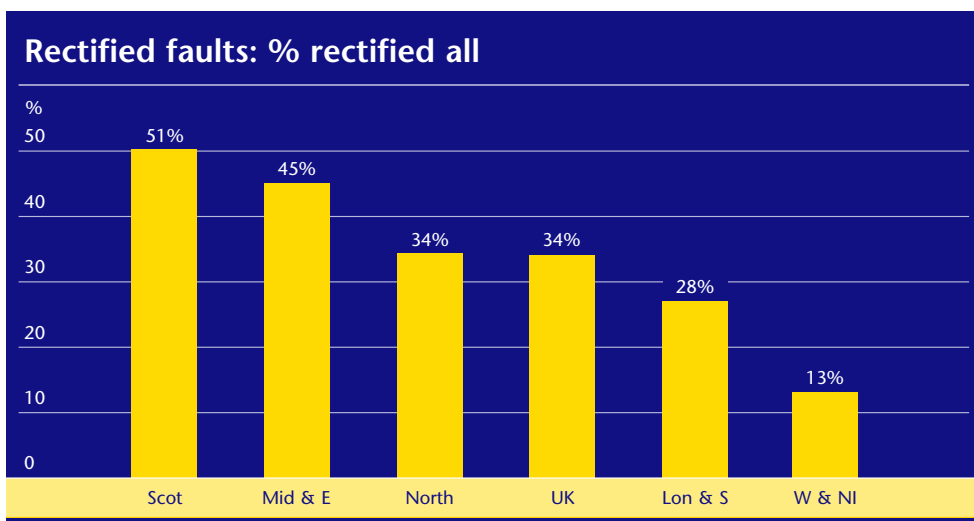
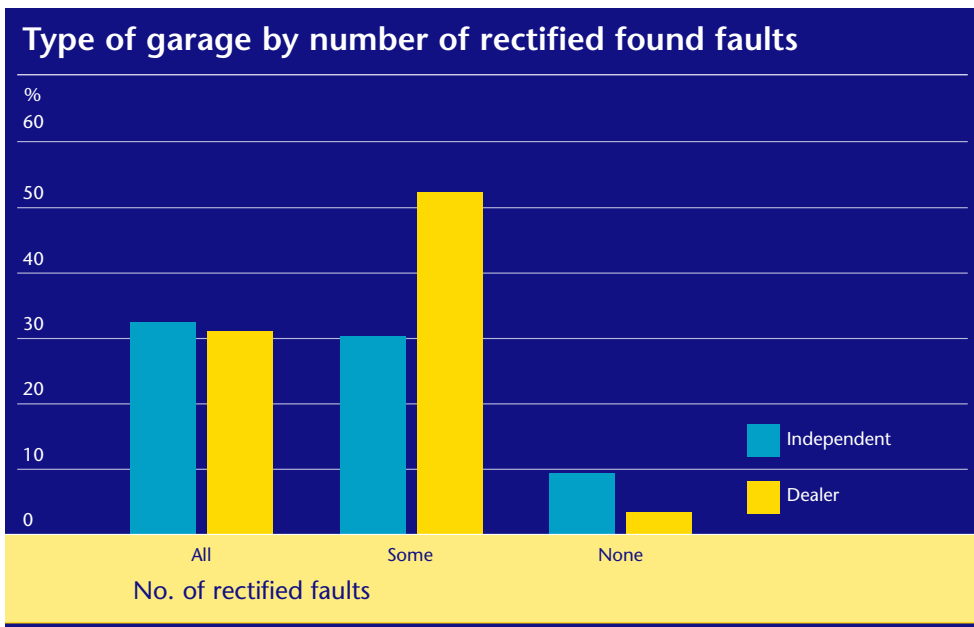
- 55% of garages rectified or advised on this fault.
- Dealers were more likely than independents to do so (61% compared to 48%).
- Nearly 70% of garages in Scotland spotted the fault but only 42% of garages in Wales and Northern Ireland did so.

#### Missing dust cap:

- Over two-thirds of garages missed this fault.
- Garages in Scotland were most likely to miss this fault (80%) whereas just over half of garages in the Midlands and East missed this fault.

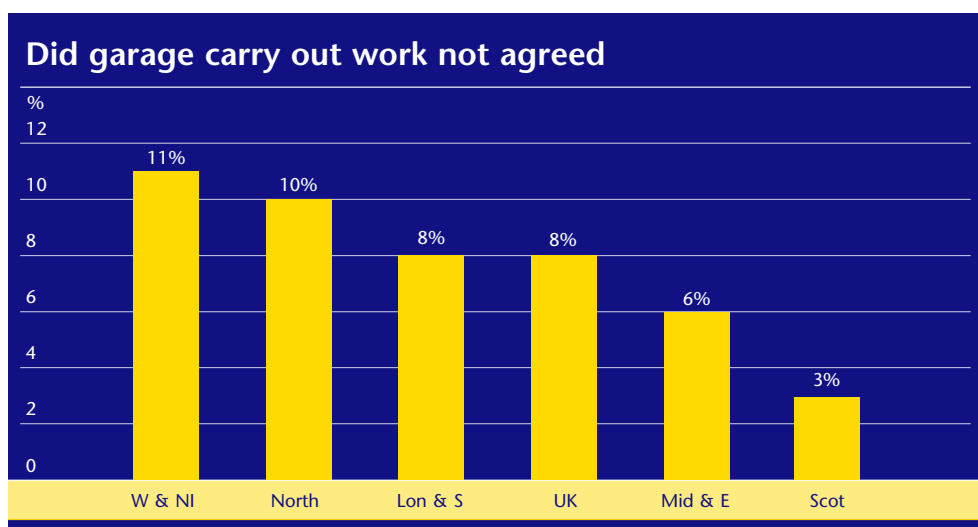
## Found (additional) Faults

- Inspectors found faults on 87% of the cars prior to being serviced. Just over a third of garages rectified or advised on all additional faults, 46% rectified or advised on some of the faults and 7% missed all the additional faults.
- 11% of independents missed all the additional faults compared to 3% of dealers.
- 51% of garages in Scotland rectified all additional faults found on the cars. Only 13% of garages in Wales and N. Ireland rectified all additional faults.



## Carrying out work without approval

- 8% of garages carried out work that was not agreed with the customer in advance. This was split 12% female car owners as against 6% male car owners.
- These were more likely to be independent garages (12% compared to 5% of dealers).
- 11% of garages in Wales and N. Ireland carried out work without prior approval from the customer compared to only 3% of garages in Scotland.

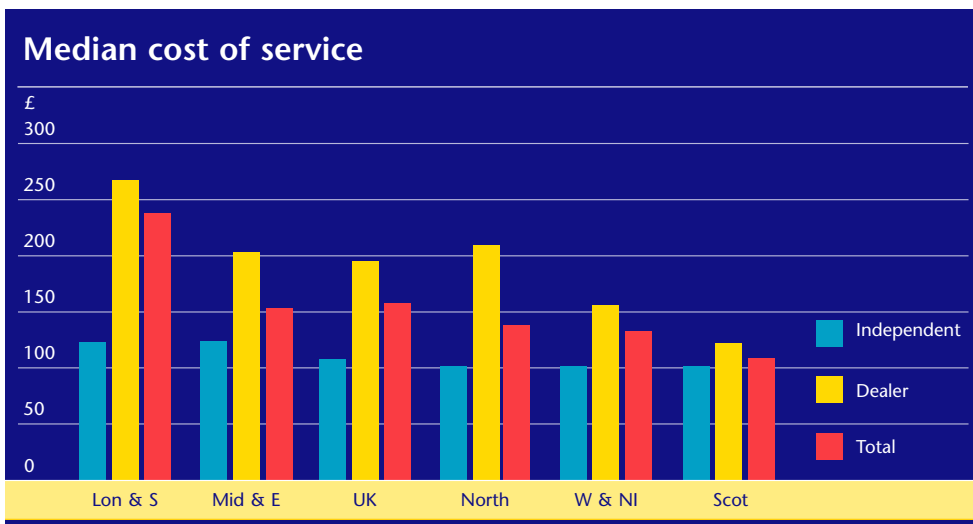


## Cost of servicing

- The overall median cost of a service was £158. The median cost for dealers was £199 compared to £116 for independents, over 70% more. The overall median cost of labour only for the service (excluding any extra work) was £70 - £78 for dealers and £60 for independents.
- Women were charged roughly the same as men in independent garages but dealers charged women about £50 more than men.
- Overall, services were most expensive in London and the South and were the cheapest in Scotland (£241 compared to £115).

## Not being provided with quotes or estimates

- 57% of garages provided the customer with an accurate quote. There was no difference between independents and dealers overall. Garages were equally likely to provide the customer with an accurate quote regardless of whether they belonged to a trade association or not.



Information was available for 36 garages that had not provided an accurate quote. 4 garages charged less than quoted and 32 charged more than quoted. The overall median difference between price quoted and price charged was £18.

Dealers were slightly more likely to explain to the customer what was included in the price than independents (65% of dealers compared with 52% of independents – 59% overall). Garages in the north of England and those in the Midlands and East England were more likely to explain the price than garages in London, the South, Scotland, Wales and Northern Ireland (70% compared with 54%).

Trade association members were slightly more likely to explain the price to the customer than non-members (63% compared to 57%).

## Level of Customer Care

Over 80% of the customers felt the garages were friendly and courteous and just over half of the garages were considered to be knowledgeable. 6% of garages were considered rude, dismissive, condescending or unhelpful. Three-quarters of these were franchised garages and just under three-quarters of these were garages in the North of England and the Midlands and East. Customers were more likely to have their car cleaned if they had taken it to a franchised garage (52% compared to 19% of independents).

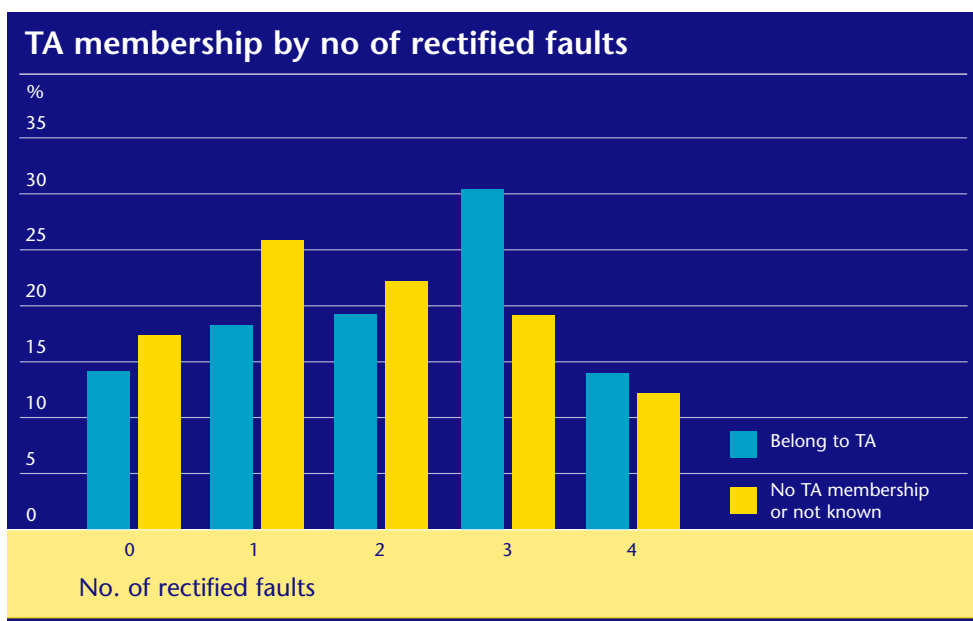
87% of cars were ready on time. Slightly more independent garages had the car ready on time compared to dealers – 93% compared to 83%.

## Non-compliance with codes of practice

36% of garages belonged to a recognised trade association. 45% of franchised garages were members compared to only 24% of independent garages.

Garages in Scotland and London and the South were more likely to belong to a trade association (44% compared to 29% in the rest of Great Britain).

There were no significant differences between the overall quality of service ratings for trade association members and those not. However, trade association members were slightly more likely to rectify more of the introduced faults than garages with no trade association membership.



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**Only 29% of garages showed the customer the replaced parts.**

Independent garages were slightly more likely to do so than dealers (35% compared with 25%). Trade association members were slightly less likely to show the customer replaced parts than non-members (26% compared to 31%).

## Results – Fast Fit Centres

Completed questionnaires were received from 58 car owners who had taken their cars to a fast fit centre to be checked. The fast fit centres were selected from the top five chains; ATS Euromaster, Kwik-Fit, Hi-Q, National Tyres and Autocare and Rapid Fit. Between 11 and 13 centres were selected from each chain. The centres were fairly evenly distributed by age of car, mileage and size of car. It proved very difficult to recruit female car owners (only 9 out of 58) so no analyses were carried out by sex. However, an investigation into Fast Fit Centres by Which?, reported in January 2000, found no difference between advice given to males or females.

Full tables of results are included in Appendix I.

### *Overall Quality of Service*

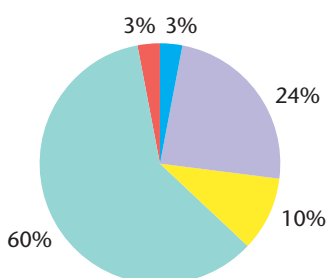
Results from 58 fast fit centres are included in this research (about 1.7% of all fast fit centres in the UK). We can say with 95% confidence that the mean overall service rating for all 3400 fast fit centres in the UK would be within 0.53 of the mean overall service rating calculated using the results of the fast fit centres in the survey (i.e. a 95% confidence interval for the true population mean is (2.81,3.87)).

16 (28%) Fast Fit Centres were given a rating of 1 or 2 overall, very poor or poor.

The unweighted overall mean rating was 3.3.

There were no significant differences by chain or grouped regions.

### Overall Service rating



### Ratings were based on the following rating scale:

- 5** very good advice – accurate indication of component wear, both introduced faults rectified
- 4** good advice – reasonably accurate indication of component wear, missed a minor fault
- 3** satisfactory advice – reasonably accurate indication of component wear, missed several minor faults
- 2** poor advice – recommended replacement of serviceable components if borderline
- 1** very poor advice – recommended replacement of serviceable components, if only partly worn

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## Examples of Fast Fit outlets rated 1 (very poor)

### Fast Fit outlet in the East :

- replaced front brake pads which were only half worn
- missed both introduced faults

### Fast Fit outlet in Wales

- replaced n/s rear tyre which did not require replacing
- missed both introduced faults

### Brakes

A third of the centres (19 cases) told the customer that some brake components needed servicing or replacing. Our inspectors told us that 32% of these (6 cases) were unjustified.

### Tyres

Nearly 30% of centres (17) recommended replacing one or more tyres. Around 35% of these (6) were unjustified.

### Introduced Faults

Only 3 centres (5%) rectified both faults, 28% rectified one of the faults and just over two-thirds failed to rectify both faults.

### Low pressure on spare tyre:

Only 10% of centres re-inflated the spare tyre although 17% in total commented on its condition.

### Missing dust cap:

28% of centres replaced the missing dust cap.

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### **Additional Work**

Nearly a quarter of centres said that something else needed replacing or needed attention. 3 of these 14 cases were considered unjustified by our inspectors. Of the 6 centres who carried out additional work, 1 was considered to be below standard.

### **Cost of Additional Work**

For each centre, it was estimated how much of the total cost was for unnecessary work. The median cost of the unnecessary work was £170. This was based on estimates for 9 centres.

### **Customer Care**

83% of customers thought the centres were courteous, 76% thought they were friendly, less than half thought they were knowledgeable. 7% were thought to be dismissive or unhelpful. The waiting area was clean and tidy in 86% of centres. Just over half of customers waited for five minutes or less before they were dealt with. Another 16% waited 5-15 minutes, 5% waited 15-30 minutes, 5% waited 30-60 minutes and 3% waited an hour or more.

## Appendix 1 - Table of results

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## Tables

**Please note: Those of the following tables which include data relating to individual organisations are included to illustrate the process of data collection and the basis on which statements in this report are made.**

**The data relating to individual organisations does not provide a statistically sound basis on which to draw conclusions about the overall performance of any individual organisation or to draw conclusions by comparison with the performance of other individual organisations.**

### *Garage Servicing*

- |          |   |
|----------|---|
| <b>1</b> | <b>Description of sample</b>                        |
| 1.1      | Type of garage by region                            |
| 1.2      | Type of garage by combined region                   |
| 1.3      | Dealer by region                                    |
| 1.4      | Dealer by combined region                           |
| 1.5      | Dealer by sex                                       |
| 1.6      | Type of garage by size of car                       |
| 1.7      | Type of garage by age of car                        |
| 1.8      | Type of garage by mileage                           |
| 1.9      | Type of garage by make of car                       |
| <b>2</b> | <b>Treatment of customer</b>                        |
| 2.1      | Accurate quote by type of garage                    |
| 2.2      | Accurate quote by region                            |
| 2.3      | Accurate quote by combined region                   |
| 2.4      | Accurate quote by dealer                            |
| 2.5      | Did garage explain price by type of garage          |
| 2.6      | Did garage explain price by region                  |
| 2.7      | Did garage explain price by combined region         |
| 2.8      | Was customer shown replaced parts by type of garage |

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- 2.9 Was customer shown replaced parts by region
  - 2.10 Was customer shown replaced parts by combined region
  - 2.11 Was customer shown replaced parts by dealer
  - 2.12 Did garage carry out work not agreed by type of garage
  - 2.13 Did garage carry out work not agreed by region
  - 2.14 Did garage carry out work not agreed by combined region
  - 2.15 Did garage carry out work not agreed by dealer
  - 2.16 Did garage carry out work not agreed by sex
  - 2.17 Was car ready on time by type of garage
  - 2.18 Was car ready on time by region
  - 2.19 Was care ready on time by combined region
  - 2.20 Was car ready on time by dealer
  - 2.21 Customer care: counts of YES replies by type of garage
  - 2.22 Customer care: counts of YES replies by region
  - 2.23 Customer care: counts of YES by combined region
  - 2.24 Customer care: counts of YES replies by dealer
  - 2.25 Accurate quote by trade association membership
  - 2.26 Explain price by trade association membership
  - 2.27 Shown replaced parts by trade association membership

### **3 Total cost of service**

- 3.1 Median cost of service by region and type of garage
- 3.2 Median cost of service by sex and type of garage
- 3.3 Median cost of service by dealer
- 3.4 Median cost of service by size of car and type of garage
- 3.5 Median cost of service by age of car and type of garage
- 3.6 Median cost of service by type of garage and mileage

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## **4 Introduced faults**

- 4.1 Split wiper by type of garage
- 4.2 Split wiper by region
- 4.3 Split wiper by combined region
- 4.4 Split wiper by dealer
- 4.5 Missing dust cap by type of garage
- 4.6 Missing dust cap by region
- 4.7 Missing dust cap by combined region
- 4.8 Missing dust cap by dealer
- 4.9 Spare tyre by type of garage
- 4.10 Spare tyre by region
- 4.11 Spare tyre by combined region
- 4.12 Spare tyre by dealer
- 4.13 Reversing light bulb by type of garage
- 4.14 Reversing light bulb by region
- 4.15 Reversing light bulb by combined region
- 4.16 Reversing light bulb by dealer
- 4.17 Number of faults rectified by type
- 4.18 Number of faults rectified by region
- 4.19 Number of faults rectified by combined region
- 4.20 Number of faults rectified by dealer
- 4.21 Number of faults rectified by sex

## **5 Additional faults**

- 5.1 Additional faults by type
- 5.2 Additional faults by region
- 5.3 Additional faults by combined region
- 5.4 Additional faults by dealer
- 5.5 Additional faults by sex
- 5.6 How many rectified or advised on by type
- 5.7 How many rectified or advised on by region

- 
- 5.8 How many rectified or advised by combined region
  - 5.9 How many rectified or advised on by dealer
  - 5.10 How many rectified or advised on by sex

## **6 Standard of service**

- 6.1 Did garage miss or not replace any items on the service schedule by type
- 6.2 Did garage miss or not replace any items on the service schedule by region
- 6.3 Did garage miss or not replace any items on the schedule by combined region
- 6.4 Did garage miss or not replace any items on the service schedule by dealer
- 6.5 Did garage miss or not replace any items on the service schedule by sex
- 6.6 How many items missed by type
- 6.7 How many items missed by region
- 6.8 How many items missed by combined region
- 6.9 How many items missed by dealer
- 6.10 How many items missed by sex

## **7 Unnecessary work**

- 7.1 Did the garage carry out any unnecessary work by type
- 7.2 Did the garage carry out any unnecessary work by region
- 7.3 Did the garage carry out any unnecessary work by combined region
- 7.4 Did the garage carry out any unnecessary work by dealer
- 7.5 Did the garage carry out any unnecessary work by sex
- 7.6 How many items carried out by type
- 7.7 How many items carried out by region
- 7.8 How many items carried out by combined region
- 7.9 How many items carried out by dealer

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## **8 Trade Association membership**

- 8.1 Garage membership by type
- 8.2 Garage membership by region
- 8.3 Garage membership by combined region
- 8.4 Garage membership by dealer
- 8.5 Trade Association membership by quality of service rating
- 8.6 Trade Association membership by number of faults rectified
- 8.7 Trade Association membership by unnecessary work carried out
- 8.8 Individual Trade Association membership by overall service rating
- 8.9 Trade Association membership displayed in garage by type of garage
- 8.10 Trade Association membership displayed in garage by region
- 8.11 Knowledge of Trade Association membership
- 8.12 Lack of knowledge about Trade Association membership by type of garage
- 8.13 Lack of knowledge about RMIF membership by region

## **9 Quality of service rating**

- 9.1 Rating by type of garage
- 9.2 Rating by dealer
- 9.3 Rating by sex

### *Fast Fit Tables*

- 1 Description of sample
- 1.1 Fast Fit chains by region
- 1.2 Fast Fit chains by combined regions
- 1.3 Fast Fit chains by make
- 1.4 Fast Fit chains by age of car
- 1.5 Fast Fit chains by size of car
- 1.6 Fast Fit chains by mileage
- 1.7 Fast Fit chains by sex

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## **2 Brakes**

2.1 Did they say brake components needed replacing/servicing

2.2 Was replacement or servicing justified

3 Tyres

3.1 Did they say any tyres needed replacing

3.2 Was replacement justified

## **4 Introduced faults**

4.1 Did they comment on condition of spare tyre

4.2 Did they re-inflate spare tyre

4.3 Was missing dust cap replaced

4.4 Did they rectify both faults

## **5 Any additional work**

5.1 Did they say anything else needed replacing/attention

5.2 Were these parts fitted (or work done)

5.3 Was the work done to the appropriate standard

5.4 Was additional work or recommendation justified

## **6 Cost of unnecessary work**

6.1 Median cost of unnecessary work by chain

6.2 Did they carry out any unnecessary work

## **7 Customer care**

7.1 Customer care by chain

7.2 Mean, minimum and maximum waiting times by chain

7.3 Waiting times by chain

## **8 Quality of service rating**

8.1 Service rating by chain

8.2 Service rating by grouped region

# Garage Servicing

## 1 Description of Sample

**1.1 Type of garage by region**

Region	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
NI	7	8%	5	4%	12	6%
Scot	15	17%	20	17%	35	17%
Wales	12	14%	14	12%	26	13%
NW	10	11%	8	7%	18	9%
NE	8	9%	15	13%	23	11%
East	6	7%	9	8%	15	7%
Mid	9	10%	16	13%	25	12%
Lon	5	6%	10	8%	15	7%
SE	6	7%	8	7%	14	7%
SW	10	11%	14	12%	24	12%
Total	88	100%	119	100%	207	100%

**1.2 Type of garage by combined region**

Region	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
Scotland	15	17%	20	17%	35	17%
Wales/NI	19	22%	19	16%	38	18%
North	18	20%	23	19%	41	20%
Mid/East	15	17%	25	21%	40	19%
Lon/South	21	24%	32	27%	53	26%
Total	88	100%	119	100%	207	100%

## Garage Servicing

### 1.3 Dealer by region

Region	DEALER										Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	
NI	1	0	1	0	1	1	1	0	0	0	5
Scot	2	2	2	2	2	2	2	2	2	2	20
Wales	2	2	3	1	1	2	0	1	2	0	14
NW	1	0	1	0	1	1	0	2	0	2	8
NE	1	1	1	3	2	1	2	1	3	0	15
East	1	0	1	1	1	1	1	1	1	1	9
Mid	1	3	1	2	1	1	3	1	1	2	16
Lon	1	1	1	1	1	1	1	1	1	1	10
SE	1	2	1	1	1	2	0	0	0	0	8
SW	1	1	1	2	1	1	2	2	2	2	14
Total	12	12	13	13	12	12	12	11	12	10	119

Note: The aim was to include 12 garages in each of the 10 dealerships. 2 should be in Scotland, 2 in Wales and 1 in each of the English regions

### 1.4 Dealer by combined by region

Region	DEALER										Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	
Scot	2	2	2	2	2	2	2	2	2	2	20
Wales/NI	3	2	4	1	2	3	1	1	2	0	19
North	2	1	2	3	3	2	2	3	3	2	23
Mid/East	2	3	2	3	2	2	4	2	2	3	25
Lon/South	3	4	3	4	3	3	3	3	3	3	32
Total	12	12	13	13	12	12	12	11	12	10	119

## Garage Servicing

### 1.5 Dealer by sex

Dealer	SEX				Total	
	Male		Female			
	No.	%	No.	%	No.	%
Ford	10	83%	2	17%	12	100%
Vauxhall	10	83%	2	17%	12	100%
Peugeot	9	69%	4	31%	13	100%
Renault	9	75%	3	25%	12	100%
VW	5	50%	5	50%	10	100%
Citroen	8	73%	3	27%	11	100%
Toyota	4	50%	4	50%	8	100%
Rover	8	73%	3	27%	11	100%
Nissan	6	55%	5	45%	11	100%
Fiat	5	56%	4	44%	9	100%
Dealer total	74	68%	35	32%	109	100%
Indpt total	54	66%	28	34%	82	100%
Total	128	67%	63	33%	191	100%

### 1.6 Type of garage by size of car

Size	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
Small	25	29%	42	35%	67	33%
Medium	23	26%	32	27%	55	27%
Large	31	36%	40	34%	71	34%
Other	8	9%	5	4%	13	6%
Total	87	100%	119	100%	206	100%

Note: "Other" includes executive cars, MPVs, sports cars and offroad cars

## Garage Servicing

### 1.7 Type of garage by age of car

Age	TYPE				Total	
	Independent No.	%	Dealer No.	%		
K,L or M	6	8%	3	3%	9	5%
N	15	19%	13	12%	28	15%
P	25	32%	34	31%	59	32%
R	22	28%	35	32%	57	31%
S	7	9%	15	14%	22	12%
T, V, X or Y	3	4%	8	7%	11	6%
Total	78	100%	108	100%	186	100%

### 1.8 Type of garage by mileage

Mileage	TYPE				Total	
	Independent No.	%	Dealer No.	%		
30,000 or less	13	17%	23	22%	36	20%
30,000 to 40,000	18	23%	29	28%	47	26%
40,000 to 50,000	21	27%	18	17%	39	22%
50,000 to 60,000	13	17%	13	13%	26	14%
60,000 or more	13	17%	20	19%	33	18%
Total	78	100%	103	100%	181	100%

## Garage Servicing

### 1.9 Type of garage by make of car

Make	TYPE				Total	
	Independent No.	%	Dealer No.	%	No.	%
Ford	13	15%	12	10%	25	12%
Vauxhall	4	5%	12	10%	16	8%
Peugeot	14	16%	13	11%	27	13%
Renault	11	13%	13	11%	24	12%
VW	5	6%	13	10%	17	8%
Citroen	5	6%	12	10%	17	8%
Toyota	2	2%	12	10%	14	7%
Rover	6	7%	11	9%	17	8%
Nissan	7	8%	12	10%	19	9%
Fiat	4	5%	10	8%	14	7%
Other	17	19%	0	0%	17	8%
<b>Total</b>	<b>88</b>	<b>100%</b>	<b>119</b>	<b>100%</b>	<b>207</b>	<b>100%</b>

## 2 Treatment of Customer

### 2.1 Did the garage provide the customer with an accurate quote (by type of garage)

Accurate	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
Yes	48	56%	67	58%	115	57%
No	37	44%	49	42%	86	43%
Total	85	100%	116	100%	201	100%

### 2.2 Did the garage provide the customer with an accurate quote (by region)

Region	ACCURATE				Total	
	Yes		No		No.	%
	No.	%	No.	%		
NI	6	50%	6	50%	12	100%
Scot	19	66%	10	34%	29	100%
Wales	13	50%	13	50%	26	100%
NW	14	78%	4	22%	18	100%
NE	13	57%	10	43%	23	100%
East	6	40%	9	60%	15	100%
Mid	13	52%	12	48%	25	100%
Lon	8	53%	7	47%	15	100%
SE	10	71%	4	29%	14	100%
SW	13	54%	11	46%	24	100%
Total	115	57%	86	43%	201	100%

## Garage Servicing

### 2.3 Did the garage provide the customer with an accurate quote (by combined region)

Accurate	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	19	19	27	19	31	115
No	19	10	14	21	22	86
Total	38	29	41	40	53	201

### 2.4 Did the garage provide the customer with an accurate quote (by dealer)

Accurate	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Yes	11	7	6	9	7	5	5	8	5	4	48	115
No	1	5	7	4	5	6	6	3	7	5	37	86
Total	12	12	13	13	12	11	11	11	12	9	85	201

### 2.5 Did the garage explain what was included in the price (by type of dealer)

Explain	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
Yes	34	52%	55	65%	89	59%
No	31	48%	30	35%	61	41%
Total	65	100%	85	100%	150	100%

## Garage Servicing

### 2.6 Did the garage explain what was included in the price (by region)

Region	EXPLAIN PRICE				Total	
	Yes		No			
	No.	%	No.	%	No.	%
NI	5	71%	2	29%	7	100%
Scot	14	54%	12	46%	26	100%
Wales	10	48%	11	52%	21	100%
NW	9	75%	3	25%	12	100%
NE	10	71%	4	29%	14	100%
East	9	82%	2	18%	11	100%
Mid	9	56%	7	44%	16	100%
Lon	9	60%	6	40%	15	100%
SE	2	22%	7	78%	9	100%
SW	12	63%	7	37%	19	100%
Total	89	59%	61	41%	150	100%

### 2.7 Did the garage explain what was included in the price (by combined region)

Explain	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	15	14	19	18	23	89
No	13	12	7	9	20	61
Total	28	26	61	27	43	150

### 2.8 Was the customer shown the replaced parts (by type of dealer)

Shown	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
Yes	23	35%	22	25%	45	29%
No	43	65%	66	75%	109	71%
Total	66	100%	88	100%	154	100%

## Garage Servicing

### 2.9 Was the customer shown the replaced parts (by region)

Region	SHOWN REPLACED PARTS				Total	
	Yes		No			
	No.	%	No.	%	No.	%
NI	2	33%	4	67%	6	100%
Scot	9	35%	17	65%	26	100%
Wales	7	30%	16	70%	23	100%
NW	4	29%	10	71%	14	100%
NE	5	29%	12	71%	17	100%
East	5	45%	6	55%	11	100%
Mid	4	25%	12	75%	16	100%
Lon	2	13%	13	87%	15	100%
SE	0	0%	7	100%	7	100%
SW	7	37%	12	63%	19	100%
Total	45	29%	109	71%	154	100%

### 2.10 Was the customer shown the replaced parts (by combined region)

Shown	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	9	9	9	9	9	45
No	20	17	22	18	32	109
Total	29	26	31	27	41	154

### 2.11 Was the customer shown the replaced parts (by dealer)

Shown	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Yes	1	3	2	4	2	3	0	3	1	3	23	45
No	9	7	7	5	6	7	7	7	7	4	43	109
Total	10	10	9	9	8	10	7	10	8	7	66	154

## Garage Servicing

### 2.12 Did the garage carry out work that was not agreed (by type of garage)

Not agreed	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
Yes	10	12%	5	5%	15	8%
No	74	88%	104	95%	178	92%
Total	84	100%	109	100%	193	100%

### 2.13 Did the garage carry out work that was not agreed (by region)

Region	CARRY OUT WORK NOT AGREED				Total	
	Yes		No			
	No.	%	No.	%	No.	%
NI	2	17%	10	83%	12	100%
Scot	1	3%	33	97%	34	100%
Wales	2	8%	23	92%	25	100%
NW	1	6%	17	94%	18	100%
NE	3	13%	20	87%	23	100%
East	0	0%	13	100%	13	100%
Mid	2	10%	18	90%	20	100%
Lon	2	13%	13	87%	15	100%
SE	1	9%	10	91%	11	100%
SW	1	5%	21	95%	22	100%
Total	15	8%	178	92%	193	100%

## Garage Servicing

### 2.14 Did the garage carry out work that was not agreed (by combined region)

Not agreed	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	4	1	4	2	4	15
No	33	33	37	31	44	178
Total	37	34	41	33	48	193

### 2.15 Did the garage carry out work that was not agreed (by dealer)

Not agreed	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Yes	0	1	0	0	1	2	0	1	0	0	10	15
No	12	8	13	10	10	10	12	9	11	9	74	178
Total	12	9	13	10	11	12	12	10	11	9	84	193

### 2.16 Did the garage carry out work that was not agreed (by sex)

Not agreed	SEX		Count
	Male	Female	
Yes	7	7	14
No	112	52	164
Total	119	59	178

## Garage Servicing

### 2.17 Was the car ready on time (by type of dealer)

Not agreed	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
Yes	82	93%	99	83%	181	87%
No	6	7%	20	17%	26	13%
Total	88	100%	119	100%	207	100%

### 2.18 Was the car ready on time (by region)

Region	WAS CAR READY ON TIME				Total	
	Yes		No			
	No.	%	No.	%	No.	%
NI	11	92%	1	8%	12	100%
Scot	32	91%	3	9%	35	100%
Wales	21	81%	5	19%	26	100%
NW	15	83%	3	17%	18	100%
NE	20	87%	3	13%	23	100%
East	12	80%	3	20%	15	100%
Mid	23	92%	2	8%	25	100%
Lon	13	87%	2	13%	15	100%
SE	12	86%	2	14%	14	100%
SW	22	92%	2	8%	24	100%
Total	181	87%	26	13%	207	100%

## Garage Servicing

### 2.19 Was the car ready on time (by combined region)

Ready	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	32	32	35	35	47	181
No	6	3	6	5	6	26
Total	38	35	41	40	53	207

### 2.20 Was the car ready on time (by dealer)

Ready	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Yes	9	10	11	11	9	10	12	9	11	7	82	181
No	3	2	2	2	3	2	0	2	1	3	6	26
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 2.21 Customer care: Counts of YES replies (by type of dealer)

	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
Friendly	74	84%	95	80%	169	82%
Courteous	76	86%	103	87%	179	86%
Knowledgeable	46	52%	63	53%	109	53%
Rude	0	0%	1	1%	1	0%
Dismissive	1	1%	6	5%	7	3%
Condescending	1	1%	4	3%	5	2%
Unhelpful	2	2%	1	1%	3	1%
Cleaned	17	19%	62	52%	79	38%
Total garages	88	100%	119	100%	207	100%

## Garage Servicing

### 2.22 Customer care: Counts of YES replies (by region)

Region	NO. OF YES REPLIES								Total garages
	Friendly	Courteous	Knowledgeable	Rude	Dismissive	Condescending	Unhelpful	Cleaned	
NI	10	8	3	0	1	0	1	4	12
Scot	27	34	14	0	1	0	0	14	35
Wales	24	23	18	0	1	0	0	9	26
NW	15	16	10	0	1	2	1	7	18
NE	19	18	10	0	1	0	0	8	23
East	14	15	9	0	0	0	0	5	15
Mid	18	20	11	1	2	3	0	12	25
Lon	14	12	12	0	0	0	0	8	15
SE	13	11	6	0	0	0	0	4	14
SW	15	22	16	0	0	0	1	8	24
Total	169	179	109	1	7	5	3	79	207

### 2.23 Customer care: Counts of YES replies (by combined region)

	TYPE					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
Friendly	34	27	34	32	42	169
Courteous	31	34	34	35	45	179
Knowledgeable	21	14	20	20	34	109
Rude	0	0	0	1	0	1
Dismissive	2	1	2	2	0	7
Condescending	0	0	2	3	0	5
Unhelpful	1	0	1	0	1	3
Cleaned	13	14	15	17	20	79
Total garages	38	35	41	40	53	207

## Garage Servicing

### 2.24 Customer care: Counts of YES replies (by dealer)

	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Friendly	9	9	10	9	11	11	11	10	10	5	74	169
Courteous	11	9	12	11	11	11	9	10	11	8	76	179
Knowledgeable	8	7	6	6	6	7	7	7	7	2	46	109
Rude	0	1	0	0	0	0	0	0	0	0	0	1
Dismissive	0	1	1	0	0	0	1	1	0	2	1	7
Condescending	0	0	0	1	0	0	0	0	0	3	1	5
Unhelpful	0	0	0	0	0	0	0	0	0	1	2	3
Cleaned	3	5	9	9	6	6	6	5	6	7	17	79
Total garages	12	12	13	13	12	12	12	11	12	10	88	207

### 2.25 Trade association membership by codes of practice (accurate quote given)

Accurate quote	MEMBERSHIP				Total	
	Yes		No/Don't know		No.	%
	No.	%	No.	%		
Yes	42	59%	73	57%	115	58%
No	29	41%	56	43%	85	43%
Total	71	100%	129	100%	200	100%

### 2.26 Trade association membership by codes of practice (price explained)

Explain price	MEMBERSHIP				Total	
	Yes		No/Don't know		No.	%
	No.	%	No.	%		
Yes	35	63%	53	57%	88	59%
No	21	38%	40	43%	61	41%
Total	56	100%	93	100%	149	100%

### 2.27 Trade association membership by codes of practice (replacement parts shown)

Parts shown	MEMBERSHIP				Total	
	Yes		No/Don't know		No.	%
	No.	%	No.	%		
Yes	15	26%	30	31%	45	29%
No	42	74%	66	69%	108	71%
Total	57	100%	96	100%	153	100%

### 3 Total Cost of Service

#### 3.1 Median cost of service (by region & type of garage)

Region	TYPE		Total
	Independent	Dealer	
Lon/South	£134.30	£274.37	£241.02
Mid/East	£132.28	£211.02	£168.96
North	£101.71	£214.00	£139.21
Scot	£109.64	£128.01	£114.69
Wales/NI	£111.68	£169.30	£134.66
Total	£115.59	£199.09	£158.39

#### 3.2 Median cost of service (by type of garage & sex)

Sex	TYPE		Total
	Independent	Dealer	
Male	£127.28	£192.02	£163.97
Female	£112.16	£242.93	£148.40
Sex not stated	£99.79	£123.98	£113.86
Total	£115.59	£199.09	£158.39

## Garage Servicing

### 3.3 Median cost of service (by dealer)

Dealer	Median cost
Rover	£311.53
Vauxhall	£258.53
Fiat	£255.67
Citroen	£233.31
VW	£202.86
Toyota	£188.00
Ford	£175.03
Peugeot	£173.48
Renault	£166.32
Nissan	£138.29
Indpt	£115.59
Total	£158.39

### 3.4 Median cost of service (by type of garage & size of car)

Size	TYPE		Total
	Independent	Dealer	
Small	£114.53	£233.31	£174.07
Medium	£94.04	£214.25	£164.46
Large	£117.61	£173.48	£135.00
Other	£130.79	£148.40	£134.30
Total	115.17	£199.09	£156.77

## Garage Servicing

### 3.5 Median cost of service (by type of garage & age of car)

Age	TYPE		Total
	Independent	Dealer	
K, L or M	£298.84	£99.32	£140.00
N	£171.78	118.07	£148.40
P	£230.49	£117.61	£168.28
R	£234.51	£123.79	£182.83
S	£164.54	£134.30	£141.63
T, V, X, or Y	£150.99	£58.83	£120.24
Total	£205.00	£118.07	£163.18

### 3.6 Median cost of service (by type of garage and mileage)

Mileage	TYPE		Total
	Independent	Dealer	
30,000 or less	£119.62	£241.44	£205.53
30,000 to 40,000	£103.71	£259.17	£155.14
40,000 to 50,000	£114.18	£203.26	£133.23
50,000 to 60,000	£126.19	£187.22	£164.54
60,000 or more	£122.50	£189.48	£161.53
Total	£115.59	£216.50	£163.48

## 4 Introduced Faults

### 4.1 Did the garage rectify (R), advise on (A) or miss/ignore (N) the split wiper (by type)

Wiper	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
A	11	13%	13	11%	24	12%
R	49	56%	76	64%	125	60%
N	28	32%	29	24%	57	27%
NA	0	0%	1	1%	1	0%
Total	88	100%	119	100%	208	100%

### 4.2 Did the garage rectify (R), advise on (A) or miss/ignore (N) the split wiper (by region)

Region	WIPER				Total
	A	R	N	NA	
NI	0	1	11	0	12
Scot	9	21	5	0	35
Wales	1	17	8	0	26
NW	3	10	5	0	18
NE	2	17	4	0	23
East	1	9	5	0	15
Mid	3	13	8	1	25
Lon	0	11	4	0	15
SE	3	8	3	0	14
SW	2	18	4	0	24
Total	24	125	57	1	207

## Garage Servicing

### 4.3 Did the garage rectify (R), advise on (A) or miss/ignore (N) the split wiper (by combined region)

Wiper	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
A	1	9	5	4	5	24
R	18	21	27	22	37	125
N	19	5	9	13	11	57
NA	0	0	0	1	0	1
Total	38	35	41	40	53	207

### 4.4 Did the garage rectify (R), advise on (A) or miss/ignore (N) the split wiper (by dealer)

Wiper	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
A	1	2	0	3	3	0	0	2	0	2	11	24
R	8	8	7	9	3	10	10	8	7	6	49	125
N	3	2	6	1	6	2	1	1	5	2	28	57
NA	0	0	0	0	0	0	1	0	0	0	0	1
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 4.5 Did the garage rectify (R), advise on (A) or miss/ignore (N) the missing dust cap (by type)

Dust cap	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
A	0	0%	1	1%	1	0%
R	25	28%	40	34%	65	32%
N	63	72%	77	65%	140	68%
Total	88	100%	118	100%	206	100%

## Garage Servicing

### 4.6 Did the garage rectify (R), advise on (A) or miss/ignore (N) the missing dust cap (by region)

Region	MISSING DUST CAP			Total
	A	R	N	
NI	0	2	10	12
Scot	1	6	28	35
Wales	0	7	19	26
NW	0	4	14	18
NE	0	8	15	23
East	0	6	9	15
Mid	0	13	12	25
Lon	0	4	10	14
SE	0	4	10	14
SW	0	11	13	24
Total	1	65	140	206

### 4.7 Did the garage rectify (R), advise on (A) or miss/ignore (N) the missing dust cap (by combined region)

Dust cap	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
A	0	1	0	0	0	1
R	9	6	12	19	19	65
N	29	28	29	21	33	140
Total	38	35	41	40	52	206

## Garage Servicing

### 4.8 Did the garage rectify (R), advise on (A) or miss/ignore (N) the missing dust cap (by dealer)

Dust cap	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
A	0	0	0	1	0	0	0	0	0	0	0	1
R	2	6	4	5	1	4	5	2	7	4	25	65
N	10	6	9	7	11	8	7	9	5	5	63	140
Total	12	12	13	13	12	12	12	11	12	9	88	206

### 4.9 Did the garage rectify (R), advise on (A) or miss/ignore (N) the spare tyre (by type)

Spare	TYPE					
	Independent		Dealer		Total	
	No.	%	No.	%	No.	%
A	1	1%	0	0%	1	0%
R	36	41%	59	50%	95	46%
N	51	58%	60	51%	111	54%
Total	88	100%	119	101%	207	100%

## Garage Servicing

### 4.10 Did the garage rectify (R), advise on (A) or miss/ignore (N) the spare tyre (by region)

Region	SPARE TYRE			Total
	A	R	N	
NI	0	2	10	12
Scot	1	11	23	35
Wales	0	13	13	26
NW	0	12	6	18
NE	0	13	10	23
East	0	8	7	15
Mid	0	13	12	25
Lon	0	6	9	15
SE	0	7	7	14
SW	0	10	14	24
Total	1	95	111	207

### 4.11 Did the garage rectify (R), advise on (A) or miss/ignore (N) the spare tyre (by combined region)

Spare	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
A	0	1	0	0	0	1
R	15	11	25	21	23	95
N	23	23	16	19	30	111
Total	38	35	41	40	53	207

## Garage Servicing

### 4.12 Did the garage rectify (R), advise on (A) or miss/ignore(N) the spare tyre (by dealer)

Spare	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
A	0	0	0	0	0	0	0	0	0	0	1	1
R	7	5	4	9	6	5	6	8	7	2	36	95
N	5	7	9	4	6	7	6	3	5	8	51	111
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 4.13 Did the garage rectify (R), advise on (A) or miss/ignore (N) the bulb (by type)

Bulb	BLOWN BULB				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
A	4	5%	5	4%	9	4%
R	38	43%	68	58%	106	51%
N	46	52%	46	39%	92	45%
Total	88	100%	119	101%	207	100%

## Garage Servicing

### 4.14 Did the garage rectify (R), advise on (A) or miss/ignore (N) the bulb (by region)

Region	BLOWN BULB			Total
	A	R	N	
NI	0	4	8	12
Scot	4	20	11	35
Wales	0	12	14	26
NW	1	9	8	18
NE	1	15	7	23
East	0	9	6	15
Mid	2	12	11	25
Lon	0	5	10	15
SE	1	6	7	14
SW	0	14	10	24
Total	9	106	92	207

### 4.15 Did the garage rectify (R), advise on (A) or miss/ignore (N) the bulb (by combined region)

Bulb	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
A	0	4	2	2	1	9
R	16	20	24	21	25	106
N	22	11	15	17	27	92
Total	38	35	41	40	53	207

## Garage Servicing

### 4.16 Did the garage rectify (R), advise on (A) or miss/ignore (N) the spare tyre (by dealer)

Bulb	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
A	0	0	0	1	0	0	1	2	0	1	4	9
R	4	7	8	9	8	5	8	6	9	4	38	106
N	8	5	5	3	4	7	3	3	3	5	46	92
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 4.17 Number of faults rectified (by type)

Number rectified	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%	No.	%
0	19	22%	16	13%	35	17%
1	23	26%	27	23%	50	24%
2	19	22%	26	22%	45	22%
3	17	19%	32	27%	49	24%
4	10	11%	18	15%	28	14%
Total	88	100%	119	100%	207	100%

## Garage Servicing

### 4.18 Number of faults rectified (by region)

Region	NUMBER RECTIFIED					Total
	0	1	2	3	4	
NI	7	3	0	2	0	12
Scot	6	10	11	6	2	35
Wales	2	11	3	8	2	26
NW	2	6	3	5	2	18
NE	2	4	5	7	5	23
East	2	2	5	4	2	15
Mid	3	7	6	4	5	25
Lon	4	3	2	3	3	15
SE	3	2	5	3	1	14
SW	4	2	5	7	6	24
Total	35	50	45	49	28	207

### 4.19 Number of faults rectified by combined region

Number rectified	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
0	9	6	4	5	11	35
1	14	10	10	9	7	50
2	3	11	8	11	12	45
3	10	6	12	8	13	49
4	2	2	7	7	10	28
Total	38	35	41	40	53	207

## Garage Servicing

### 4.20 Number of faults rectified (by dealer)

Number rectified	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
0	2	1	2	1	4	2	0	1	1	2	19	35
1	4	2	4	4	0	3	3	3	1	3	23	50
2	2	3	2	1	6	3	2	2	2	3	19	45
3	3	6	3	2	2	1	6	3	5	1	17	49
4	1	0	2	5	0	3	1	2	3	1	10	28
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 4.21 Number of faults rectified (by sex)

Number rectified	TYPE				Total	
	Male		Female			
	No.	%	No.	%	No.	%
0	21	16%	11	17%	32	17%
1	30	23%	17	27%	47	25%
2	31	24%	11	17%	42	22%
3	26	20%	19	30%	45	24%
4	20	16%	5	8%	25	13%
Total	128	100%	63	100%	191	100%

## 5 Additional Faults

### 5.1 Did the inspector find any additional faults (by type)

Additional faults	MEMBERSHIP				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
Yes	70	80%	110	92%	180	87%
No	18	20%	9	8%	27	13%
Total	88	100%	119	100%	207	100%

### 5.2 Did the inspector find additional faults (by region)

Region	ADDITIONAL FAULTS				Total	
	Yes		No			
	No.	%	No.	%	No.	%
NI	12	100%	0	0%	12	100%
Scot	22	63%	13	37%	35	100%
Wales	26	100%	0	0%	26	100%
NW	18	100%	0	0%	18	100%
NE	23	100%	0	0%	23	100%
East	11	73%	4	27%	15	100%
Mid	23	92%	2	8%	25	100%
Lon	13	87%	2	13%	15	100%
SE	11	79%	3	21%	14	100%
SW	21	88%	3	13%	24	100%
Total	180	87%	27	13%	207	100%

## Garage Servicing

### 5.3 Did the inspector find any additional faults (by combined region)

Additional faults	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	38	22	41	34	45	180
No	0	13	0	6	8	27
Total	38	35	41	40	53	207

### 5.4 Did the inspector find any additional faults (by dealer)

Additional faults	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Yes	11	11	12	11	11	12	10	11	12	9	70	180
No	1	1	1	2	1	0	2	0	0	1	18	27
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 5.5 Did the inspector find any additional faults (by sex)

Additional faults	SEX				Total	
	Male		Female			
	No.	%	No.	%	No.	%
Yes	109	85%	58	92%	167	87%
No	19	20%	5	8%	24	13%
Total	128	100%	63	100%	191	100%

## Garage Servicing

### 5.6 If additional faults, how many were rectified or advised on (by type)

Advised/ rectified	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
All	30	34%	40	34%	70	34%
Some	30	34%	66	55%	96	46%
None	10	11%	4	3%	14	7%
NA	18	20%	9	8%	27	13%
Total	88	100%	119	100%	207	100%

### 5.7 If additional faults, how many were rectified or advised on (by region)

Region	HOW MANY RECTIFIED/ADVISED ON				Total
	All	Some	None	NA	
NI	1	8	3	0	12
Scot	18	4	0	13	35
Wales	4	22	0	0	26
NW	6	10	2	0	18
NE	8	15	0	0	23
East	8	3	0	4	15
Mid	10	10	3	2	25
Lon	0	10	3	2	15
SE	5	4	2	3	14
SW	10	10	1	3	24
Total	70	96	14	27	207

## Garage Servicing

### 5.8 If additional faults, how many were rectified or advised on (by combined region)

Advised/ rectified	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
All	5	18	14	18	15	70
Some	30	4	25	13	24	96
None	3	0	2	3	6	14
NA	0	13	0	6	8	27
Total	38	35	41	40	53	207

### 5.9 If additional faults, how many were rectified or advised on (by dealer)

Advised/ rectified	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
All	2	4	2	4	5	3	3	6	4	7	30	70
Some	8	7	9	7	6	9	7	5	7	1	30	96
None	1	0	1	0	0	0	0	0	1	1	10	14
NA	1	1	1	2	1	0	2	0	0	1	18	27
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 5.10 If additional faults, how many were rectified or advised on (by sex)

Advised/ rectified	SEX		Count
	Male	Female	
All	46	19	65
Some	55	33	88
None	8	6	14
NA	19	5	24
Total	128	63	191

## 6 Standard of Service

### 6.1 Did the garage miss or not replace any items on the service schedule (by type)

Missed	TYPE				Total	
	Independent		Dealer		No.	%
	No.	%	No.	%		
Yes	39	44%	43	36%	82	40%
No	49	56%	76	64%	125	60%
Total	88	100%	119	100%	207	100%

### 6.2 Did the garage miss or not replace any items on the service schedule (by region)

Region	DID GARAGE MISS OR NOT REPLACE ANY ITEMS				Total	
	Yes		No		No.	%
	No.	%	No.	%		
NI	3	25%	9	75%	12	100%
Scot	6	17%	29	83%	35	100%
Wales	14	54%	12	46%	26	100%
NW	9	50%	9	50%	18	100%
NE	10	43%	13	57%	23	100%
East	7	47%	8	53%	15	100%
Mid	14	56%	11	44%	25	100%
Lon	7	47%	8	53%	15	100%
SE	3	21%	11	79%	14	100%
SW	9	38%	15	63%	24	100%
Total	82	40%	125	60%	207	100%

## Garage Servicing

### 6.3 Did the garage miss or replace any items on the service schedule (by combined region)

Missed	REGION					Total
	Wales/ N. Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	17	6	19	21	19	82
No	21	29	22	19	34	125
Total	38	35	41	40	53	207

### 6.4 Did the garage miss or not replace any items on the service schedule (by dealer)

Missed	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Yes	7	3	5	4	5	4	5	3	5	2	39	82
No	5	9	8	9	7	8	7	8	7	8	49	125
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 6.5 Did the inspector find any additional faults (by sex)

Missed	SEX				Total	
	Male		Female			
	No.	%	No.	%	No.	%
Yes	43	42%	32	60%	75	48%
No	59	58%	21	40%	80	52%
Total	102	100%	53	100%	155	100%

## Garage Servicing

### 6.6 If yes, how many did they miss (by type)

Number missed	TYPE		Total
	Independent	Dealer	
NA	49	73	122
1	21	25	46
2	6	9	15
3	5	8	13
4	3	2	5
5	2	0	2
6	1	0	1
7	1	0	1
Total	88	117	205

### 6.7 If yes, how many did they miss (by region)

Region	NUMBER MISSED								Total
	NA	1	2	3	4	5	6	7	
NI	9	2	1	0	0	0	0	0	12
Scot	28	5	1	1	0	0	0	0	35
Wales	12	5	4	2	0	1	1	1	26
NW	9	4	2	2	1	0	0	0	18
NE	13	5	2	2	1	0	0	0	23
East	8	7	0	0	0	0	0	0	15
Mid	11	9	3	1	1	0	0	0	25
Lon	8	3	1	2	0	1	0	0	15
SE	11	1	0	2	0	0	0	0	14
SW	13	5	1	1	2	0	0	0	22
Total	122	46	15	13	5	2	1	1	205

## Garage Servicing

### 6.8 If yes, how many did they miss (by combined region)

Number missed	REGION					Total
	Wales/ N. Ireland	Scotland	North	Midlands/ the East	London/ South	
NA	21	28	22	19	32	122
1	7	5	9	16	9	46
2	5	1	4	3	2	15
3	2	1	4	1	5	13
4	0	0	2	1	2	5
5	1	0	0	0	1	2
6	1	0	0	0	0	1
7	1	0	0	0	0	1
Total	38	35	41	40	51	205

### 6.9 If yes, how many did they miss (by dealer)

Number missed	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
NA	5	9	8	8	7	8	6	8	7	7	49	122
1	4	3	3	2	4	2	2	0	2	3	21	46
2	1	1	1	2	0	1	2	2	0	0	6	15
3	1	1	1	0	0	1	1	1	3	0	5	13
4	1	0	0	0	1	0	0	0	0	0	3	5
5	0	0	0	0	0	0	0	0	0	0	2	2
6	0	0	0	0	0	0	0	0	0	0	1	1
7	0	0	0	0	0	0	0	0	0	0	1	1
Total	12	12	13	12	12	12	11	11	12	10	88	205

## Garage Servicing

### 6.10 If yes, how many did they miss (by sex)

Missed	SEX					
	Male		Female		Total	
	No.	%	No.	%	No.	%
Yes	43	42%	32	60%	75	48%
No	59	58%	21	40%	80	52%
Total	102	100%	53	100%	155	100%

## 7 Unnecessary Work

### 7.1 Did the garage carry out any unnecessary work (by type)

Un-necessary	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
Yes	15	17%	21	18%	36	17%
No	73	83%	98	82%	171	83%
Total	88	100%	119	100%	207	100%

### 7.2 Did the garage carry out any unnecessary work (by region)

Region	UNNECESSARY WORK				Total	
	Yes		No			
	No.	%	No.	%	No.	%
NI	1	8%	11	92%	12	100%
Scot	6	17%	29	83%	35	100%
Wales	5	19%	21	81%	26	100%
NW	3	17%	15	83%	18	100%
NE	3	13%	20	87%	23	100%
East	2	13%	13	87%	15	100%
Mid	1	4%	24	96%	25	100%
Lon	6	40%	9	60%	15	100%
SE	2	14%	12	86%	14	100%
SW	7	29%	17	71%	24	100%
Total	36	17%	171	83%	207	100%

## Garage Servicing

### 7.3 Did the garage carry out any unnecessary work (by combined region)

Un-necessary	REGION					Total
	Wales/ N. Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	6	6	6	3	15	36
No	32	29	35	37	38	171
Total	38	35	41	40	53	207

### 7.4 Did the garage carry out any unnecessary work (by dealer)

Un-necessary	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
Yes	3	3	0	5	0	2	0	4	0	4	15	36
No	9	9	13	8	12	10	12	7	12	6	73	171
Total	12	12	13	13	12	12	12	11	12	10	88	207

### 7.5 Did the garage carry out any unnecessary work (by sex)

Un-necessary	SEX				Total	
	Male		Female			
	No.	%	No.	%	No.	%
Yes	23	18%	12	19%	35	18%
No	105	82%	51	81%	156	82%
Total	128	100%	63	100%	191	100%

## Garage Servicing

### 7.6 If yes how many (by type)

Unnecessary	TYPE		Count
	Male	Female	
1	13	13	26
2	2	7	9
3	0	1	1
4	0	0	0
Total	15	21	36

### 7.7 If yes how many (by region)

Region	NUMBER UNNECESSARY				Total
	1	2	3	4	
NI	0	1	0	0	1
Scot	4	2	0	0	6
Wales	5	0	0	0	5
NW	1	2	0	0	3
NE	2	1	0	0	3
East	0	2	0	0	2
Mid	1	0	0	0	1
Lon	4	1	1	0	6
SE	2	0	0	0	2
SW	7	0	0	0	7
Total	26	9	1	0	36

## Garage Servicing

### 7.8 If yes how many (by combined region)

Un-necessary	REGION					Total
	Wales/ N Ireland	Scotland	North	Midlands/ the East	London/ South	
1	5	4	3	1	13	26
2	1	2	3	2	1	9
3	0	0	0	0	1	1
4	0	0	0	0	0	0
Total	6	6	6	3	15	36

### 7.9 If yes how many (by dealer)

Un-necessary	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
1	1	3	0	2	0	1	0	3	0	3	13	26
2	1	0	0	3	0	1	0	1	0	1	2	9
3	1	0	0	0	0	0	0	0	0	0	0	1
4	0	0	0	0	0	0	0	0	0	0	0	0
Total	3	3	0	5	0	2	0	4	0	4	15	36

## 8 Trade Association Membership

### 8.1 Does the garage belong to a trade association (by type)

Association	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
RMIF	19	22%	38	32%	57	28%
SMMT	0	0%	1	1%	1	0%
SMTA	2	2%	13	11%	15	7%
VBRA	0	0%	2	2%	2	1%
MVRA	2	2%	1	1%	3	1%
ANYTA	21	24%	53	45%	74	36%
Total	88	100%	119	100%	207	100%

### 8.2 Does the garage belong to a trade association (by region)

Region	ASSOCIATION						Total garages
	RMIF	SMMT	SMTA	VBRA	MVRA	ANY TA	
NI	2	0	0	0	0	2	12
Scot	0	0	15	1	0	15	35
Wales	9	0	0	0	2	10	26
NW	5	0	0	0	0	5	18
NE	4	0	0	0	0	4	23
East	9	0	0	0	1	9	15
Mid	4	1	0	1	0	5	25
Lon	3	0	0	0	0	3	15
SE	9	0	0	0	0	9	14
SW	12	0	0	0	0	12	24
Total	57	1	15	2	3	74	207

## Garage Servicing

### 8.3 Does the garage belong to a trade association (by combined region)

Association	REGION					Total
	Wales/ N. Ireland	Scotland	North	Midlands/ the East	London/ South	
RMIF	11	0	9	13	24	57
SMMT	0	0	0	1	0	1
SMTA	0	15	0	0	0	15
VBRA	0	1	0	1	0	2
MVRA	2	0	0	1	0	3
ANYTA	12	15	9	14	24	74
Total	38	35	41	40	53	207

### 8.4 Does the garage belong to a trade association (by dealer)

Association	DEALER											Total
	Ford	Vaux	Peugeot	Renault	VW	Citroen	Toyota	Rover	Nissan	Fiat	Indpt	
RMIF	5	4	4	4	3	5	3	3	3	4	19	57
SMMT	0	0	1	0	0	0	0	0	0	0	0	1
SMTA	0	2	2	1	2	0	1	2	2	1	2	15
VBRA	0	0	1	0	0	0	0	0	0	1	0	2
MVRA	0	0	0	1	0	0	0	0	0	0	2	3
ANYTA	0	6	7	6	4	5	4	5	5	6	21	74
Total	12	12	13	13	12	12	12	11	12	10	88	207

## Garage Servicing

### 8.5 Trade association membership by measures of standard of service – rating

Rating	ANY TRADE ASSOCIATION MEMBERSHIP				Total	
	Yes		No/don't know		No.	%
	No.	%	No.	%		
1	5	7%	10	8%	15	7%
2	32	43%	59	45%	91	44%
3	16	22%	30	23%	46	22%
4	18	24%	26	20%	44	21%
5	3	4%	7	5%	10	5%
Total	74	100%	132	100%	206	100%

### 8.6 Trade association membership by measures of standard of service – number of faults rectified

Number rectified	ANY TRADE ASSOCIATION MEMBERSHIP				Total	
	Yes		No/don't know		No.	%
	No.	%	No.	%		
1	11	15%	24	18%	35	17%
2	14	19%	35	27%	49	24%
3	15	20%	30	23%	45	22%
4	23	31%	26	20%	49	24%
5	11	15%	17	13%	28	14%
Total	74	100%	132	100%	206	100%

### 8.7 Trade association membership by measures of standard of service – any unnecessary work

Member-ship	UNNECESSARY				Total	
	Yes		No/don't know		No.	%
	No.	%	No.	%		
Yes	18	51%	56	33%	74	36%
No	17	49%	115	67%	132	64%
Total	35	100%	171	100%	206	100%

## Garage Servicing

### 8.8 Garages with trade association membership by overall service – rating

Trade Association	OVERALL SERVICE RATING					Total
	1	2	3	4	5	
RMIF	5	24	13	12	3	57
SMMT	0	1	0	0	0	1
SMTA	0	6	3	6	0	15
VBRA	0	2	0	0	0	2
MVRA	0	1	1	1	0	3
At least one of above	5	32	16	18	3	74

### 8.9 Was any trade association membership displayed in garage (by type of garage)

Trade Association	UNNECESSARY				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
Yes	15	17%	9	8%	24	12%
No	72	82%	104	88%	176	85%
NA*	1	1%	5	4%	6	3%
Total	88	100%	118	100%	206	100%

\* Member did not take car to garage

## Garage Servicing

### 8.10 Was any trade association membership displayed in garage (by region)

Trade Association	REGION					Total
	Wales & N. Ireland	Scotland	North	Midlands/ the East	London/ South	
Yes	5	3	4	4	8	24
%	13%	9%	10%	10%	15%	12%
No	32	31	34	35	44	176
%	84%	91%	83%	88%	83%	85%
NA*	1	0	3	1	1	6
%	3%	0%	7%	3%	2%	3%
Total	38	34	41	40	53	206
%	100%	100%	100%	100%	100%	100%

\* Member did not take car to garage

### 8.11 When asked, did garages know whether or not they belonged to a trade association

Trade Association	GARAGE						Total	
	Yes		No		Don't know		No.	%
	No.	%	No.	%	No.	%		
RMIF	57	32%	84	48%	35	20%	176	100%
SMMT	1	1%	139	79%	36	20%	176	100%
SMTA	15	8%	168	84%	17	9%	200	100%
VBRA	2	1%	138	78%	36	20%	176	100%
MVRA	3	2%	136	77%	37	21%	176	100%

## Garage Servicing

### 8.12 Garage who did not know whether they belonged to a trade association (by type of garage)

Trade Association	GARAGE								
	Don't know	Total	% of total	Don't know	Total	% of total	Don't know	Total	% of total
RMIF	12	85	14%	23	91	25%	35	176	20%
SMMT	12	85	14%	24	91	26%	36	176	20%
SMTA	12	85	14%	5	115	4%	17	200	9%
VBRA	12	85	14%	24	91	26%	36	176	20%
MVRA	12	85	14%	25	91	27%	37	176	21%

### 8.13 Garage who did not know whether they belonged to RMIF (by combined region)

RMIF	REGION					Total
	Wales/ N. Ireland	Scotland	North	Midlands/ the East	London/ South	
Don't know	7	7	12	8	1	35
Total	33	32	37	34	40	176
% of total	21%	22%	32%	24%	3%	20%

## 9 Quality of Service Rating

### 9.1 Type of garage by overall rating

Rating	TYPE				Total	
	Independent		Dealer			
	No.	%	No.	%	No.	%
1	8	9%	7	6%	15	7%
2	39	44%	52	44%	91	44%
3	18	20%	28	24%	46	22%
4	18	20%	27	23%	45	22%
5	5	6%	5	4%	10	5%
Total	88	100%	119	100%	207	100%

### 9.2 Overall rating (by dealer)

Dealer	RATING										Total	
	1		2		3		4		5			
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Ford	2	17%	8	67%	0	0%	2	17%	0	0%	12	100%
Vauxhall	1	8%	3	25%	6	50%	2	17%	0	0%	12	100%
Peugeot	1	8%	8	62%	2	15%	1	8%	1	8%	13	100%
Renault	0	0%	3	23%	6	46%	3	23%	1	8%	13	100%
VW	1	8%	7	58%	2	17%	2	17%	0	0%	12	100%
Citroen	0	0%	6	50%	1	8%	4	33%	1	8%	12	100%
Toyota	1	8%	5	42%	2	17%	4	33%	0	0%	12	100%
Rover	0	0%	4	36%	3	27%	3	27%	1	9%	11	100%
Nissan	1	8%	4	33%	2	17%	4	33%	1	8%	12	100%
Fiat	0	0%	4	40%	4	40%	2	20%	0	0%	10	100%
Indpt	8	9%	39	44%	18	20%	18	20%	5	6%	88	100%
Total	15	7%	91	44%	46	22%	45	22%	10	5%	207	100%

## Garage Servicing

### 9.3 Sex of car owner by overall rating

Rating	SEX				Total	
	Male		Female			
	No.	%	No.	%	No.	%
1	8	6%	6	10%	14	7%
2	53	41%	30	48%	83	43%
3	30	23%	14	22%	44	23%
4	29	23%	12	19%	41	21%
5	8	6%	1	2%	9	5%
Total	128	100%	63	100%	191	100%

# Fast Fit Centres

## 1 Description of Samples

### 1.1 Fast fit chains (by region)

Region	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
NI	1	0	0	2	1	4
Scot	2	2	2	1	2	9
Wales	2	1	2	2	1	8
NW	0	1	1	1	2	5
NE	2	1	1	1	1	6
East	0	2	1	1	1	5
Mid	3	2	2	1	2	10
Lon	0	1	2	1	1	5
SE	0	0	0	0	0	0
SW	1	3	0	2	0	6
Total	11	13	11	12	11	58

### 1.2 Fast fit chains (by combined region)

Region	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
Wales/NI	3	1	2	4	2	12
Scot	2	2	2	1	2	9
North	2	2	2	2	3	11
Mid/East	3	4	3	2	3	15
Lon/South	1	4	2	3	1	11
Total	11	13	11	12	11	58

## Fast Fit Tables

### 1.3 Fast fit chains (by make)

Make	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
Ford	3	1	1	0	3	8
Nissan	3	0	0	1	2	6
VW	1	1	0	0	0	2
Renault	1	3	2	3	0	9
Vauxhall	0	2	0	3	1	6
Rover	0	1	1	1	2	5
Citroen	0	1	1	1	1	4
Peugeot	1	1	1	0	1	4
Toyota	1	0	2	0	0	3
Other	1	3	3	3	1	11
<b>Total</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>58</b>

### 1.4 Fast fit chains by age (registration)

Age	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
M&N	2	1	5	1	3	12
P	1	2	1	5	3	12
R	6	8	4	3	2	23
S,T&W	1	1	0	1	1	4
<b>Total</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>51</b>

## Fast Fit Tables

### 1.5 Fast fit chains (by size of car)

Size	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
Small	4	2	0	2	2	10
Medium	3	3	5	4	3	18
Large	3	4	4	5	5	21
Other	1	4	2	1	1	9
Total	11	13	11	12	11	58

### 1.6 Fast fit chains (by mileage)

Mileage	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
30,000 or less	4	0	2	2	1	9
30,000 to 40,000	2	4	1	2	3	12
40,000 to 50,000	4	4	2	4	1	15
50,000 to 60,000	1	4	3	1	1	10
60,000 or more	0	1	1	2	4	8
Total	11	13	9	11	10	54

## Fast Fit Tables

1.7 Fast fit chains visited by sex			
	SEX		
Chain	Male	Female	Total
ATS	9	2	11
KwikFit	1	1	13
NatTyre	8	3	11
HiQ	9	2	11
RapidFit	10	1	11
Total	48	9	57

## 2 Brakes

### 2.1 Did they say any brake components need replacing or servicing

Chain	Yes	No	NA	Count
ATS	2	9	0	11
KwikFit	6	7	0	13
NatTyre	3	7	0	10
HiQ	3	9	0	12
RapidFit	5	6	0	11
Count	19	38	0	57

### 2.2 Was replacement or servicing or justified

Chain	Yes	No	NA	Count
ATS	2	1	8	11
KwikFit	4	2	7	13
NatTyre	3	0	8	11
HiQ	1	2	9	12
RapidFit	5	1	5	11
Count	15	6	37	58

## 3 Tyres

### 3.1 Did they say that tyres needed replacing

Chain	Yes	No	Count
ATS	4	7	11
KwikFit	1	12	13
NatTyre	3	8	11
HiQ	4	8	12
RapidFit	5	6	11
Count	17	41	58

### 3.2 Was the replacement of tyres justified

Chain	Yes	No	NA	Count
ATS	3	1	7	11
KwikFit	0	1	12	13
NatTyre	2	1	8	11
HiQ	3	1	8	12
RapidFit	3	2	6	11
Count	11	6	41	58

## 4 Introduced Faults

### 4.1 Did they comment on the condition of the spare tyre

Chain	Yes	No	Count
ATS	1	10	11
KwikFit	1	12	13
NatTyre	2	9	11
HiQ	2	10	12
RapidFit	4	7	11
Count	10	48	58

### 4.2 Did they re-inflate the spare tyre

Chain	Yes	No	Count
ATS	1	10	11
KwikFit	1	12	13
NatTyre	0	11	11
HiQ	2	10	12
RapidFit	2	9	11
Count	6	52	58

## Fast Fit Tables

### 4.3 Was the missing dustcap replaced

Chain	Yes	No	Count
ATS	5	6	11
KwikFit	2	11	13
NatTyre	1	10	11
HiQ	5	7	12
RapidFit	3	8	11
Count	16	42	58

### 4.4 Did they rectify both faults

Chain	Yes	No	1	Count
ATS	0	5	6	11
KwikFit	1	11	1	13
NatTyre	0	10	1	11
HiQ	1	6	5	12
RapidFit	1	7	3	11
Count	3	39	16	58

## 5 Any Additional Work

### 5.1 Did they say anything else needed replacing or attention

Chain	Yes	No	NA	Count
ATS	2	9	0	11
KwikFit	1	12	0	13
NatTyre	1	10	0	11
HiQ	6	6	0	12
RapidFit	4	7	0	11
Count	14	44	0	58

### 5.2 Were these parts fitted (or work done)

Chain	Yes	No	NA	Count
ATS	2	0	0	2
KwikFit	1	0	0	1
NatTyre	1	1	0	2
HiQ	1	4	0	5
RapidFit	1	3	0	4
Count	6	8	0	14

### 5.3 Was the work done to the appropriate standard

Chain	Yes	No	NA	Count
ATS	2	0	0	2
KwikFit	1	0	0	1
NatTyre	1	0	0	1
HiQ	0	1	0	1
RapidFit	1	0	0	1
Count	5	1	0	6

## Fast Fit Tables

5.4 Was additional work or recommendation justified				
Chain	Yes	No	NA	Count
ATS	2	0	0	2
KwikFit	1	0	0	1
NatTyre	1	0	0	1
HiQ	2	3	0	5
RapidFit	4	0	0	4
Count	10	3	0	13

## 6 Cost of Unnecessary Work

### 6.1 Median cost of unnecessary work (by chain)

	CHAIN				Total
	ATS	HiQ	KwikFit	RapidFit	
No	2	1	4	2	9
Median cost	£208.16	£50.00	£126.98	171.17	169.95

### 6.2 Did they carry out any unnecessary work

	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
Yes	2	4	0	1	2	9
NA	9	9	11	11	9	49
Total	11	13	11	12	11	58

## 7 Customer Care

### 7.1 Customer care (by chain)

	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
Friendly	6	8	10	11	9	44
Courteous	8	10	9	10	11	48
Knowledgeable	4	8	4	4	8	28
Rude	0	0	0	0	0	0
Dismissive	2	0	0	0	0	2
Condescending	0	0	0	0	0	0
Unhelpful	1	0	0	1	0	2
Waiting area clean – Yes	9	12	9	9	11	50
Waiting area clean – No	1	12	2	2	0	5
Total garages	11	13	11	12	11	58

### 7.2 Mean, minimum & maximum waiting times (by chain)

Chain	Count	Mean	Minimum	Maximum
ATS	11	20.37	0	90
KwikFit	13	15.22	2	45
NatTyre	11	3.2	0	10
HiQ	12	14.1	0	90
RapidFit	11	11.6	0	60
Margin	58	12.53	0	90

## Fast Fit Tables

7.3 Waiting times (by chain)						
Time	CHAIN					Total
	ATS	KwikFit	NatTyre	HiQ	RapidFit	
5 minutes	5	4	9	7	5	30
10 minutes	0	0	1	1	2	4
15 minutes	1	2	0	0	2	5
30 minutes	0	2	0	1	0	3
45 minutes	1	1	0	0	0	2
60 minutes	0	0	0	0	1	1
90 minutes	1	0	0	1	0	2
More than 90 minutes	0	0	9	0	0	0
Total garages	8	9	10	10	10	47

## 8 Quality of Service Rating

### 8.1 Service rating by chain (1-5 rating)

Rating	CHAIN					Total
	ATS	KwikFit	Nat Tyre	HiQ	RapidFit	
1	0	1	1	0	0	2
2	3	2	2	5	2	14
3	3	1	0	1	1	6
4	5	9	8	5	7	34
5	0	0	0	1	1	2
Total	11	13	11	12	11	58

### 8.2 Service rating by region (1-5 rating)

Rating	REGION					Total
	Wales/ N.Ireland	Scotland	North	Midlands/ East	London/ South	
1	1	0	0	1	0	2
2	3	3	4	2	2	14
3	4	2	0	0	0	6
4	3	4	6	12	9	34
5	1	0	1	0	0	2
Total	12	9	11	15	11	58

## APPENDIX II – Questionnaires

# Garage Servicing (Project 20082)

## Questionnaire 1 – Car Owners

Please complete each section of this questionnaire as soon as possible after completing each task.

### *1 Vehicle Details*

1.1 Your name and address including post code:

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1.2 Your vehicle make and model (e.g. Vauxhall Astra 1.6 GLS Saloon):

1.3 Vehicle registration: \_\_\_\_\_

1.4 Vehicle mileage: \_\_\_\_\_

### *2 Booking The Service*

You will be advised when and where the service should be carried out, if after contacting the garage they are unable to accommodate the service on the required day then please contact Phil Rhodes on 020 7770 7764 or phil.rhodes@which.co.uk so that an alternative can be found.

When asking for a service say that you would like the vehicle *serviced in accordance with the manufacturers requirements* for the mileage it has covered. Ask the garage to confirm which service it intends to carry out unless you are able to specify exactly which service is required.

2.1 Date and time of booking for service: \_\_\_\_\_

2.2 Name and location of garage: \_\_\_\_\_

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2.3 Date and time of service: \_\_\_\_\_

2.4 Service requested (if the garage is unable to specify the exact service it intends carrying out please obtain this information when taking the car in for service):

\_\_\_\_\_

### *3 Initial Inspection Notes*

**This section will be completed by the inspector completing the initial inspection of your car.**

3.1 The following items are considered to affect the safety of your vehicle and we recommend that you take the indicated action before or during use of the vehicle:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3.2 The following items should be notified to the garage carrying out the service at the time of leaving the vehicle:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### *4 Vehicle Service*

**Please complete this section after delivering your car for service.**

Name of person who took the car to the garage:      Male/Female (please circle)

\_\_\_\_\_

4.1 Date and time of delivery for service:

\_\_\_\_\_

4.2 Details of service requested (if not already specified in 2.4):

\_\_\_\_\_

4.3 Any points worthy of note eg problems with delivering the car for service:

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4.4 Please note any trade association membership displayed eg SMMT (Society of Motor Manufacturers and Traders), SMTA (Scottish Motor Trade Association), MVRA (Motor Vehicle Repairers Association), VBRA (Vehicle Builders & Repairers Association) or RMIF (Retail Motor Industry Federation):

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**Please complete the following questions after collecting your car from service.**

4.5 Were you provided with an accurate quote for the service?

Yes  No

If NO, How much did the final cost differ from the estimate?

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4.6 Did this quote include VAT?

Yes  No

**If extra work was required**

4.7 Were you provided with an accurate quote?

Yes  No

If NO, How much did the final cost differ from the estimate?

---

4.8 Did the garage explain what parts, if any, would be included in the price?

Yes  No

4.9 Were replaced parts made available to you for inspection?

Yes  No

4.10 Did the garage carry out any work that was not agreed (exclude any charges for minor fault rectification)?

Yes  No

If YES please give details:

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4.11 Total cost of service including all work carried out (including VAT):

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4.12 Was the car ready to collect at the agreed time?

Yes  No

4.13 With regard to the overall level of service, please tick as many of the following that apply:

Attitude of staff: Friendly  Courteous  Knowledgeable   
Rude  Dismissive  Condescending   
Unhelpful

4.14 Had the car been cleaned free of charge?

Yes  No

PLEASE RECORD ANY OTHER COMMENTS ABOUT THE OUTLET AND THE SERVICE YOU RECEIVED THAT YOU THINK ARE RELEVANT TO THE SURVEY

Please remember to attach you notes and/or prepared quotes.

Thank you very much for your help with this project.

# Garage Servicing (Project 20082)

## Questionnaire 2 - Inspectors

### *1 Initial Vehicle Inspection*

**Note:** You will need to fill in Section 3 of Questionnaire 1 as well. The following checks should be made to the requirements of the vehicle service schedule (ICME Service Schedules 2002).

1.1 Record the model, registration, VIN and mileage;

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Number of doors/body style: \_\_\_\_\_

Mileage: \_\_\_\_\_ Registration: \_\_\_\_\_

VIN: \_\_\_\_\_

1.2 Record details of the service requested:

\_\_\_\_\_

1.3 Record fluid levels as follows;

Engine oil:   OK/NOK       Coolant:       OK/NOK

Brake fluid:   OK/NOK       Screen wash: OK/NOK

PAS fluid:     OK/NOK

1.4 Record details of any significant fluid leaks;

Under bonnet:OK/NOK       Underneath: OK/NOK

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1.5 Check operation of the following lamps;

Headlamps(main):	OK/NOK	Headlamps(dip):	OK/NOK
Sidelights(front):	OK/NOK	Sidelights(rear):	OK/NOK
Stop lights:	OK/NOK	Fog lights:	OK/NOK
Indicators:	OK/NOK		

**Note;** The reversing light(s) bulbs should be blown.

Reversing lights: \_\_\_\_\_

1.6 Record the tyre size and note if any tyres fitted to the vehicle are of a different size:

1.7 Check and record tyre pressure, tread depth and condition for each tyre:

Front right; pressure:	_____	Tread depth:	_____	Condition:	OK/NOK
Front left; pressure:	_____	Tread depth:	_____	Condition:	OK/NOK
Rear left; pressure:	_____	Tread depth:	_____	Condition:	OK/NOK
Rear right; pressure:	_____	Tread depth:	_____	Condition:	OK/NOK

**NOTE;** Spare pressure to be set to 10 psi.

Spare; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition: OK/NOK

**Note;** Remove the front right dust cap.

1.8 Check operation and condition of the wipers; Condition: OK/NOK

**Note;** The passenger side wiper should have a 100mm section of blade split from the lower end of the wiper.



---

## 2 Post Service Inspection

2.1 Record the following

Registration: \_\_\_\_\_ Mileage: \_\_\_\_\_

2.2 Record fluid levels as follows;

Engine oil:      OK/NOK      Coolant:      OK/NOK      Brake fluid:      OK/NOK

Screen wash:      OK/NOK      PAS:      OK/NOK

2.3 Check operation of any lamps not functioning at the pre service inspection, record any lamps that are not functioning including the reversing light(s).

Note if non-operation of any lamp was advised upon.

\_\_\_\_\_

2.4 Check and record tyre pressure, tread depth and condition for each tyre;

Front right; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition:      OK/NOK

Front left; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition:      OK/NOK

Rear left; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition:      OK/NOK

Rear right; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition:      OK/NOK

Spare; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition:      OK/NOK

Record whether missing dust cap was replaced.

\_\_\_\_\_

2.5 Check condition and operation of wipers, record whether passenger side wiper replaced or advised upon.

\_\_\_\_\_

2.6 Check that all items requiring attention, as noted under section 1.9, have been repaired, replaced or advised upon.

\_\_\_\_\_

\_\_\_\_\_

---

2.7 With reference to the invoice, list any additional work (not included with the service or work undertaken to correct the introduced faults) that has been carried out by the garage:

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2.8 Within the limits of the inspection, has this work been carried out to a satisfactory standard? Were all of the parts listed fitted to the vehicle?

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2.9 Within the limits of the inspection, and in the opinion of the inspector was this work justified?

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2.10 Record any other concerns regarding the work carried out for the service, were the items in 1.10 addressed:

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2.11 List and photograph significant findings regarding the work carried out for the service:

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2.12 Rate the quality of service according to the following:

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5 - All items have been attended to, or advised upon.

4 - Only one minor item has been overlooked

3 - Two minor items have been overlooked

2 - More than two minor items have been omitted, or the vehicle has a minor safety defect

1 - Vehicle is considered to be in a dangerous condition, such that it should not be driven on public roads. Or a major service item that should have been carried out or replaced has not been conducted.

## Rating

Note; the above rating qualifications are given for guidance, the rating is subjective in nature, examples of defects are given as follows:

### *Example of Defects*

#### **Minor Defects**

- Fluid level low (except brake fluid)
- Brake pad thickness less than 3mm
- Reversing light not working

#### **Minor Safety Defects**

- Brake fluid on min level
- Light not working (excluding reversing light)
- Tyre under inflated by 10 to 20% of recommended setting (approx 0.4 bar/6psi to 0.8bar/12psi)-Tyre over inflated by more than 0.5bar/7psi
- Poor wiper clearance/split wiper blades

#### **Serious Safety Defects**

- Brake fluid level below min level
- Tyre seriously under inflated or split/damaged such that failure is likely to occur
- Tyre tread below legal limit
- Both side/stop/head lights not working

# Fast-Fit Questionnaire (Project 20082)

## Questionnaire 3 Car Owners

Please complete each section of this questionnaire as soon as possible after completing each task.

### *1 Vehicle Details*

1.1 Your name and address including post code:

---

---

---

1.2 Your vehicle make and model (e.g. Vauxhall Astra 1.6 GLS Saloon):

1.3 Vehicle registration: \_\_\_\_\_

1.4 Vehicle mileage: \_\_\_\_\_

### *2 Booking the Visit*

You will be advised when and where the brake and tyre check should be carried out, if after contacting the garage they are unable to accommodate the service on the required day then please contact Phil Rhodes on 020 7770 7764 or phil.rhodes@which.co.uk so that an alternative can be found.

Name of chain: \_\_\_\_\_ Date of visit: \_\_\_\_\_

Address of branch: \_\_\_\_\_ Time of visit: \_\_\_\_\_

Telephone: \_\_\_\_\_



**TYRES**

4.4 Did they say that the tyres needed replacing?

Yes                      No                      Other

4.4.1 How many did they say need replacing?      1      2      3      4

4.4.2 Which ones did they say needed replacing?

front nearside              front offside              rear nearside              rear offside

Please summarise anything else they said:

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**SPARE TYRE**

4.5 Did they comment on the condition of the spare tyre?              Yes              No

Please summarise what they said:

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---

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**OTHER**

4.6 Did they say that anything else needed replacing?              Yes              No

Please summarise what they said:

---

**Cost of replacement parts (attach actual quotes if possible)**

If they said that replacement parts were necessary, how much did they say it would cost to replace them? (Check that this cost includes VAT and fitting)

Brakes £ \_\_\_\_\_              Tyres £ \_\_\_\_\_

On what type/brand of tyre was the based?

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Spare tyre £ \_\_\_\_\_

Other parts (please specify) £ \_\_\_\_\_

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Other work (please specify) £ \_\_\_\_\_

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TOTAL ESTIMATED COST £ \_\_\_\_\_

4.7 Please note any trade association membership displayed eg SMMT (Society of Motor Manufacturers and Traders), SMTA (Scottish Motor Trade Association), MVRA (Motor Vehicle Repairers Association), VBRA (Vehicle Builders & Repairers Association) or RMIF (Retail Motor Industry Federation):

---

4.8 With regard to the overall level of service, please tick as many of the following that apply:

Attitude of staff:    Friendly        Courteous        Knowledgeable      
                                 Rude        Dismissive        Condescending      
                                 Unhelpful   

4.9 Was the waiting area clean and tidy?

Yes        No   

PLEASE RECORD ANY OTHER COMMENTS ABOUT THE OUTLET AND THE SERVICE YOU RECEIVED THAT YOU THINK ARE RELEVANT TO THE SURVEY

Time of leaving the outlet: \_\_\_\_\_ time form completed: \_\_\_\_\_

Please remember to attach you notes and/or prepared quotes and if they have changed any components, ask for the old parts for inspection/measurement.

Thank you very much for your help with this project.

# Fast-Fit Questionnaire (Project 20082)

## Questionnaire 4 Inspectors

### *1 Vehicle Details*

**Note:** You will need to fill in Section 3 of Questionnaire 3 as well.

1.1 Record the model, registration, VIN and mileage;

Make: \_\_\_\_\_ Model: \_\_\_\_\_

Number of doors/body style: \_\_\_\_\_

Mileage: \_\_\_\_\_ Registration: \_\_\_\_\_

VIN: \_\_\_\_\_

1.2 Record fluid levels as follows;

Engine oil: OK/NOK      Coolant: OK/NOK

Brake fluid: OK/NOK      Screen wash: OK/NOK

PAS fluid: OK/NOK

1.3 Record details of any significant fluid leaks;

Under bonnet:OK/NOK      Underneath: OK/NOK

1.4 Check operation of the following lamps;

Headlamps(main): OK/NOK      Headlamps(dip): OK/NOK

Sidelights(front): OK/NOK      Sidelights(rear): OK/NOK

Stop lights: OK/NOK      Fog lights: OK/NOK

Indicators: OK/NOK

**COMPLETED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ **VEHICLE CODE:** \_\_\_\_\_

---

1.5 Record the tyre size and note if any tyres fitted to the vehicle are of a different size:

\_\_\_\_\_

1.6 Check and record tyre pressure, tread depth and condition for each tyre:

Front right; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition: OK/NOK

Front left; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition: OK/NOK

Rear left; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition: OK/NOK

Rear right; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition: OK/NOK

**NOTE;** Spare pressure to be set to 10 psi.

Spare; pressure: \_\_\_\_\_ Tread depth: \_\_\_\_\_ Condition: OK/NOK

**Note;** Remove the front right dust cap.

1.7 Note any other safety concerns regarding vehicle condition:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1.8 List and photograph any significant findings:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**COMPLETED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ **VEHICLE CODE:** \_\_\_\_\_

## 2 Post Fast Fit Inspection

### BRAKES

a) Did they change any of the brake components?

Yes                      No                      (Please circle one)

Inspect these components and decide if replacement of these parts was justified:

Yes                      No

If no describe why:

---

### TYRES

b) Did they change any of the tyres?

Yes                      No                      Other

(i) How many did they replace?    1            2            3            4

(ii) Which ones did they replace?

front nearside            front offside            rear nearside            rear offside

Was replacement of these tyres justified:

Yes                      No

If no describe why:

---

### SPARE TYRE

c) Did they re-inflate the spare tyre?

Yes                      No

Record whether missing dust cap was replaced?

Yes                      No

**COMPLETED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ **VEHICLE CODE:** \_\_\_\_\_



## **APPENDIX III – Case studies**

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## Garage Servicing Case Studies – Very Poor (rated 1)

A number of the services were rated very poor, meaning that one or more serious safety related faults were missed, or a major service item that should have been carried out or replaced was not conducted.

These included the following five examples:

### *Wales – Dealer 12*

- The wrong air filter was fitted – this was approximately 6cm too short for the application. As a result of which all air entering the filter box would pass over the filter directly into the inlet manifold. This could cause serious internal wear.
- The coolant and power assisted steering fluid remained low. Also the coolant header tank was left empty. There was therefore the real risk that the car could overheat.
- Left side wing repeater was left inoperative and was not reported.
- Right side front side light was left inoperative and was not reported.
- Spare tyre pressure remained low and was not reported.
- Reversing lights were still inoperative and were not reported.
- The fuel filter was not changed.
- The right side and rear wipers were replaced unnecessarily.
- The missing mounting bush from the air filter box and the missing nut from the exhaust manifold were not replaced or reported.

### *Midlands – Dealer 5*

- Right side front tyre tread separation not reported to the car owner.
- Flat spare tyre was not rectified or reported and the wrong tread depths were given to the customer.
- Split front left wiper not replaced or reported.
- Reversing light bulbs not replaced or reported.
- Spark plugs, fuel filter and air filter not replaced. Although a 72 month service was requested, only a basic 'level 1' was conducted – hence three items above not replaced.

---

## *London – Dealer 2*

- Advised on replacement of left side rear tyre, even though the front right was the most worn tyre (near the legal limit).
- Tyre tread depths measured incorrectly.
- Advised that the radiator was leaking – it was not.
- Spare tyre pressure remains low and was not reported.
- Reversing light still inoperative and not reported.
- Right side number plate light still inoperative and not reported.
- Air filter not cleaned.
- Two good wiper blades replaced unnecessarily.
- No comment on inoperative air conditioning.
- Door hinges not lubricated.

## *North West – Independent 3*

- Low depth of tread on all running tyres (near legal limit), nail in left side rear and piece of plastic in right side rear not reported.
- Left side front wiper not replaced or reported.
- Reversing light still inoperative and not reported.
- Spare pressure remains low and was not reported.
- Brake fluid not replaced.
- Fuel filter not replaced.
- Left side number plate light still inoperative.
- Rear washer jet still aimed too high.
- No fault found with knocking noise from underside – suggested just wear and tear – (fault appears to be loose baffle in exhaust front box).

---

## *London – Independent 5*

- No comments concerning incorrect load rating of front tyres.
- Replacement front brake pads not necessary.
- Pad wear wires to left side front not fitted correctly.
- Left side front wiper not replaced or reported.
- Leaking constant velocity gaiter had been cleaned-up but no comment regarding condition.
- Spare tyre pressure remains low and not reported.
- Reversing light still inoperative and not reported.
- No evidence gearbox level checked (level plug pre-marked).

## **Fast Fit Outlets – very poor (rated 1)**

### *East – Fast Fit 2*

- New brake pads were fitted but the originals were only approximately half worn.
- Spare tyre pressure remains low and not reported.
- Dust cap still missing.

### *Wales – Fast Fit 7*

- Left rear tyre replaced when still 4mm tread remaining and no side wall defects.
- Spare tyre pressure remains low
- Dust cap still missing.
- Case Studies – Very Good (rated 5)

A number of the services were rated very good, meaning that all items had been attended to or advised upon, including the introduced faults. Also any information provided to the car owner was found to be accurate and reliable.

These included the following five examples:

---

### *Scotland – Dealer 2*

- All items on service schedule completed
- All four introduced faults rectified
- No other faults advised

### *Wales – Dealer 3*

- All items on service schedule completed
- All four introduced faults rectified
- All other faults rectified

### *South West – Dealer 6*

- All items on service schedule completed
- All four introduced faults rectified
- Advised correctly on tyres and clutch

### *East – Independent 1*

- All items on service schedule completed
- All four introduced faults rectified
- Replaced tyres correctly

### *South West – Independent 2*

- All items on service schedule completed
- All four introduced faults rectified or advised
- Replaced wheel cylinder correctly
- Advised other faults correctly

