



# Independent Garage & Franchise Dealer Workshop Survey

## INDUSTRY INSIGHT REPORT

Published April 2025

# Introduction

A Motor Ombudsman survey of vehicle repairers across the UK looks at the approach of consumers in relation to the repair and maintenance of their vehicles.

The key findings of the research are presented in this report.

125 survey respondents



Online study conducted  
06th - 13th March 2025

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**Q1: What are the most common maintenance mistakes made by customers that lead to avoidable repairs or increased costs?**



**83%**

**1/ Not keeping to recommended servicing intervals**



**77%**

**2/ Ignoring dashboard warning lights**



**69%**

**3/ Driving with low oil or fluids**



**58%**

**4/ Ignoring squeaks and rattles**



**55%**

**5/ Delaying tyre replacements**

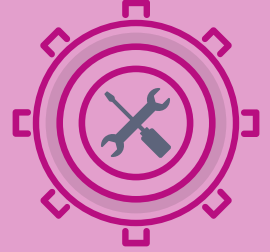
**6/ Skipping brake pad or disc replacements (46%)**

**7/ DIY repairs (45%)**

**Q2. Within the past year, how often have you seen vehicle owners delay essential repairs and maintenance?**

**42%**

1/ Frequently  
(31 – 50% of customers)



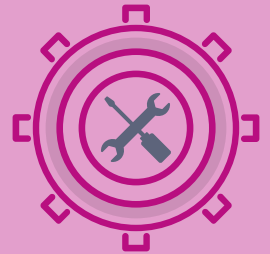
**39%**

2/ Occasionally  
(11 – 30% of customers)



**14%**

3/ Very frequently  
(More than 50% of customers)

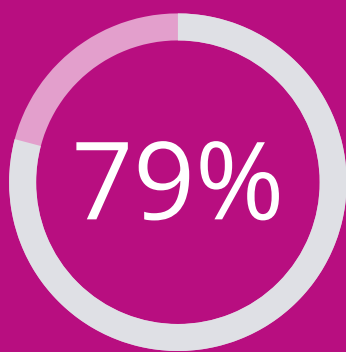


**5%**

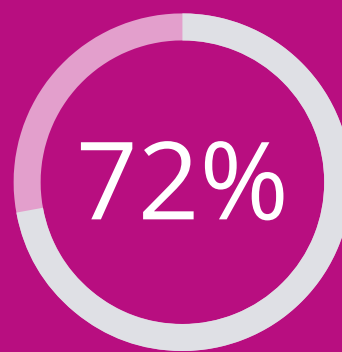
4/ Rarely  
(Less than 10% of customers)



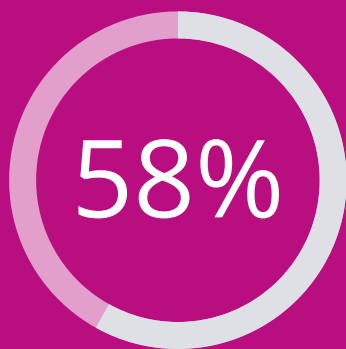
### Q3. What types of repairs or maintenance are most often delayed by customers?



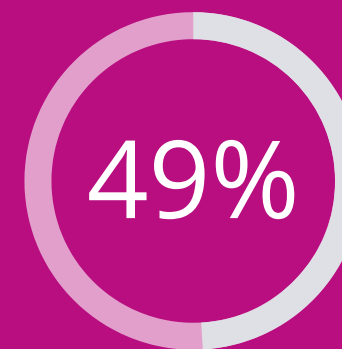
1/ Replacing a timing belt at required intervals



2/ Changing the oil and filter between services



3/ Replacing worn tyres

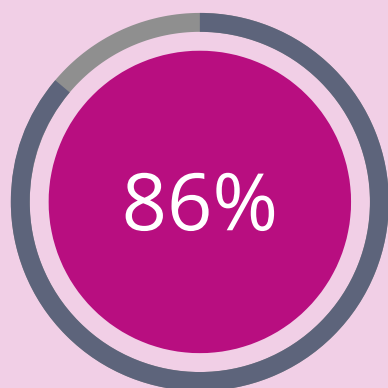


4/ Fixing an engine oil leak

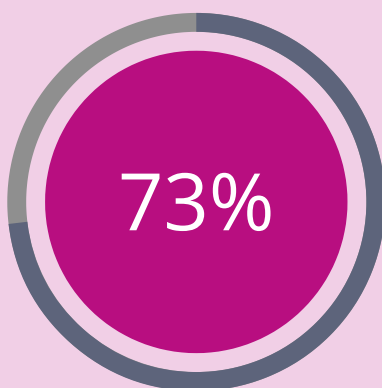


5/ Replacing worn brake pads

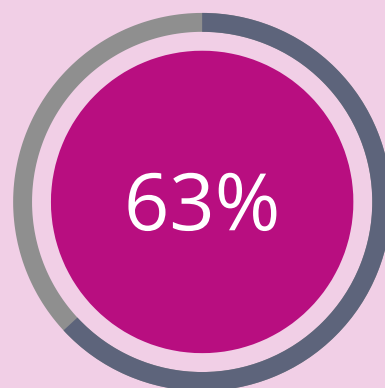
#### Q4. What are the most common issues that can be encountered by consumers delaying repairs to their vehicle?



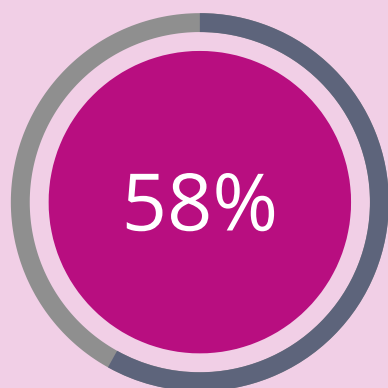
1/ Increased repair costs



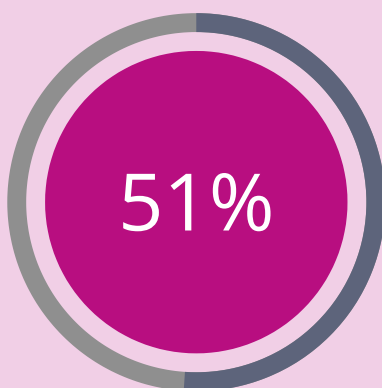
2/ Decreased vehicle reliability



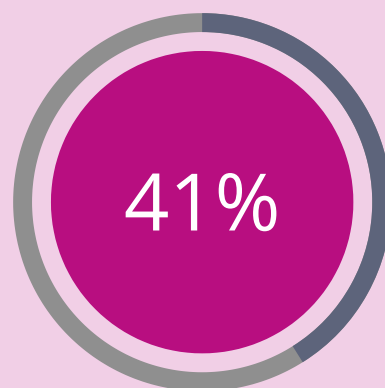
3/ Long-term component damage



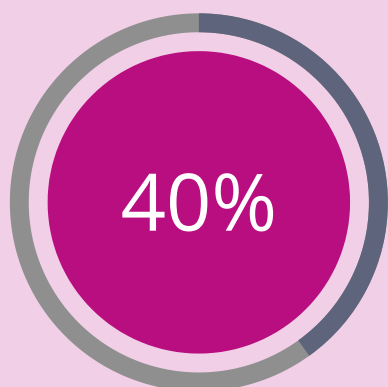
4/ Safety risks



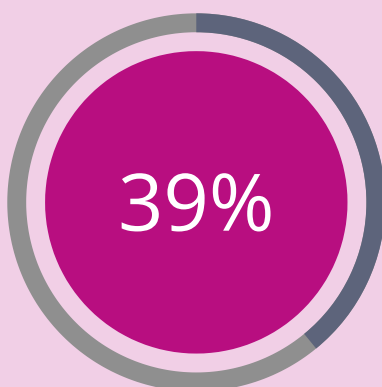
5/ Premature component wear / failures



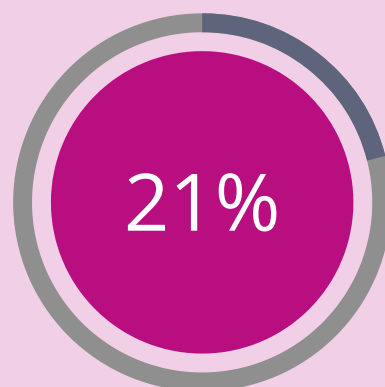
6/ Increased emissions



7/ Compromised driving performance and comfort



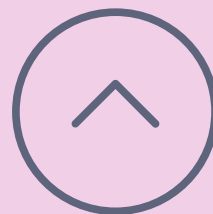
8/ Reduced fuel efficiency / range



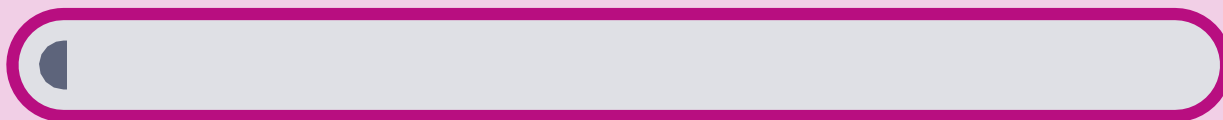
9/ Lower resale value

## Q6. What is the average increase in cost when repairs are delayed by customers?

Less than £100



▼ 2%



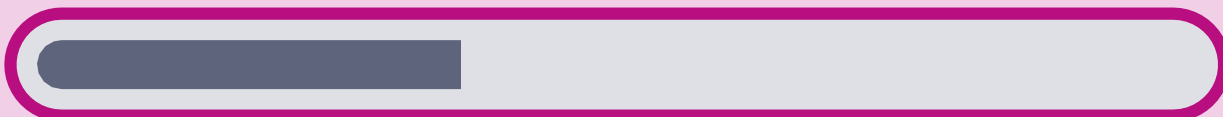
£101 - £300

▼ 35%



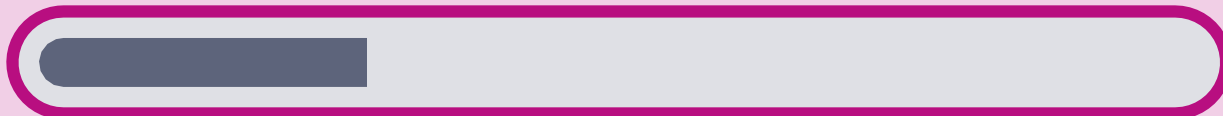
£301 - £500

▼ 36%



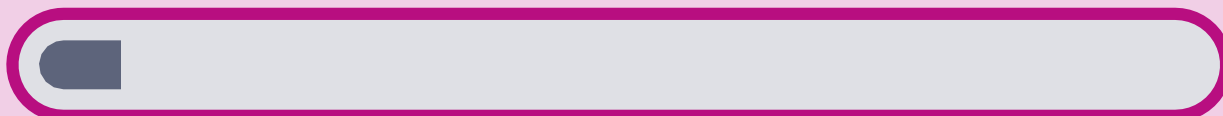
£501 - £1,000

▼ 28%



£1,001 - £1,500

▼ 7%





# Q7. What is the most expensive repair you've seen caused by delayed maintenance? What would have been the cost of addressing the issue, and what did the consumer end up paying due to avoiding repairs?\*



Original cost of  
maintenance needed

£245

Actual cost of  
delaying repairs

£700

+185%

To replace brake pads

To replace pads, discs  
and a brake caliper



Original cost of  
maintenance needed

£200 -  
£300

Actual cost of  
delaying repairs

£1,000 -  
£1,500

+400%

An annual service where  
spark plugs are replaced  
(petrol model)

To replace the catalytic  
converter following a  
failure

Original cost of  
maintenance needed

£400

Actual cost of  
delaying repairs

£5,000

+1,150%

To replace the  
timing belt

To install a new engine  
following the timing belt  
failure

Original cost of  
maintenance needed

£200

Actual cost of  
delaying repairs

£9,000

+4,400%

Routine oil service

Repair of engine  
damage

\*Examples cited by  
vehicle repairers



## Q8. Based on the average car, how much would it cost approximately for the following to be replaced / repaired, including labour?

REPAIR REQUIRED	APPROXIMATE AVERAGE COST
Engine replacement	£5,394
Clutch replacement	£753
Fix overheating issue	£665
Timing belt replacement	£600
Windscreen replacement	£385
Fix oil leak	£344
Ignition system repair	£291
Exhaust repair	£290
Fix coolant leak	£260
Brake disc replacement	£237
Battery replacement	£189
Brake pad replacement	£133
Tyre replacement	£94
Headlight bulb replacement	£20

## Q9. As a repairer, what are the top three pieces of advice you would give to drivers to reduce their annual car ownership costs?



1. Regularly check tyre pressures
2. Regularly check fluid levels
3. Keep to manufacturer-prescribed service intervals



1. Buy a car you can afford to run
2. Carry out servicing at required intervals
3. Regularly check tyres and fluid levels



1. Choose a reputable garage for repairs
2. Pay attention to strange noises
3. Don't ignore warning lights on the dashboard



1. Regular servicing
2. Stay on top of the small maintenance jobs
3. Don't ignore any unwanted noises



1. Conduct regular maintenance
2. Drive sensibly
3. Don't ignore any faults





**Visit our Knowledge Base for  
answers to frequently-asked  
service and repair questions:**

**[www.TheMotorOmbudsman.org/  
kb-cats/service-and-repair](http://www.TheMotorOmbudsman.org/kb-cats/service-and-repair)**