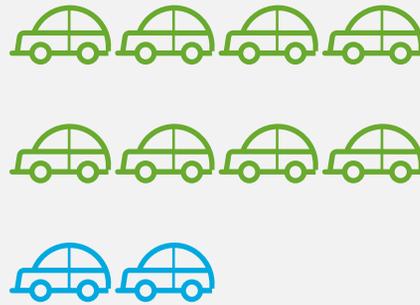


# USED CAR PURCHASE COMPLAINTS BROUGHT BY CONSUMERS TO TMO IN 2023



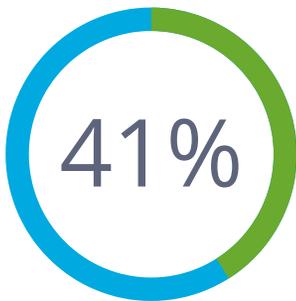
Nearly 10,300 used car purchase complaints were submitted

10262



**8 in 10** vehicle purchase complaints were about a used car

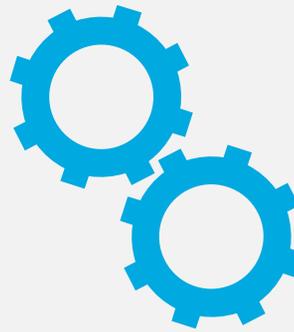
The increase in used car purchase complaints versus 2022 (7,285)



On average, 28 used car purchase complaints were logged daily by consumers during the year

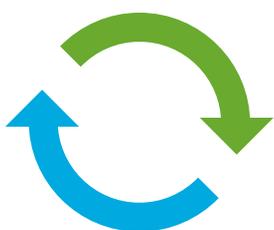


The majority (48%) of complaints were about a diesel model followed by a petrol car (45%)



Over half of complaints (55%) stemmed from an issue related to the engine

The most requested resolution to bring a dispute to a close



**A full refund**

The average value applied to a preferred resolution by consumers

£ 5,950