

USED CAR PURCHASE COMPLAINTS BROUGHT BY CONSUMERS TO TMO IN 2024



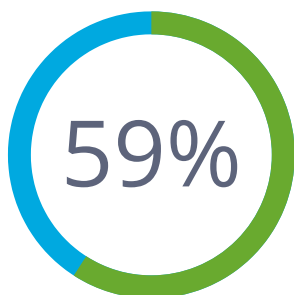
Over 16,300 used car
purchase complaints
were submitted

16317



9 in 10
vehicle
purchase
complaints
were about a
used car

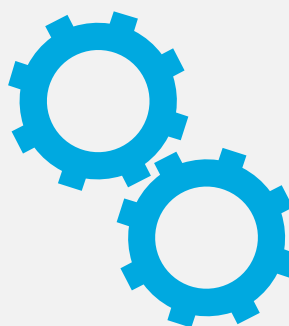
The increase in used car purchase
complaints versus 2023 (10,262)



On average, 45 used
car purchase
complaints were
logged daily by
consumers during the
year



46% of
complaints
were about a
petrol model
followed by a
diesel car (45%)



Over half of
complaints (58%)
stemmed from an
issue related to
the engine

The most requested resolution to
bring a dispute to a close (29%)



**A vehicle
rejection**

The approximate average
value applied to a preferred
resolution by consumers

£ £4,266