

## Car Servicing Survey

### Fieldwork : September 6th-8th 2002

Absolutes/col percents

Table 1

**Q.1 Do you own or are you the main driver of a car? I am excluding company cars?****Base: All respondents**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	1000	466	534	70	163	223	157	162	225	196	287	236	281	266	261	246	137	90
Weighted base	1000	490	510	111	192	192	172	131	201	238	277	208	277	266	258	250	137	89
Yes	617 62%	350 71%	267 52%	40 36%	132 69%	142 74%	123 71%	87 66%	93 46%	180 76%	181 65%	140 68%	115 42%	153 58%	168 65%	161 65%	91 66%	44 50%
No	383 38%	140 29%	243 48%	71 64%	60 31%	51 26%	49 29%	44 34%	109 54%	58 24%	96 35%	68 32%	162 58%	113 42%	90 35%	89 35%	47 34%	45 50%

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Table 2

**Q.2 Do you agree or disagree with the following statements about your car?****Base: All respondents who own or are the main driver of a (non-company) car**

	Sex			Age						Social Class				Region				
	Total	Male	Fe- male	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid- lands	North Eng- land	Wales & South West	Scot- land
Unweighted base	645	348	297	29	113	168	117	112	106	154	201	165	125	163	177	164	93	48
Weighted base	617	350	267	40	132	142	123	87	93	180	181	140	115	153	168	161	91	44
<b><u>I/we sometimes forget to have the car serviced on time</u></b>																		
Agree	189 31%	113 32%	76 28%	14 35%	57 43%	50 36%	38 31%	17 20%	12 13%	53 29%	59 33%	48 34%	29 25%	48 31%	50 30%	53 33%	29 32%	9 21%
Disagree	419 68%	231 66%	188 70%	26 65%	76 57%	87 62%	85 69%	68 78%	77 83%	124 69%	122 67%	89 64%	83 72%	104 68%	113 68%	105 65%	61 67%	35 79%
Don't know	9 1%	6 2%	3 1%	- -	- -	4 3%	- -	2 2%	3 3%	3 2%	- -	3 2%	3 3%	1 1%	4 2%	3 2%	1 1%	- -
<b><u>I/we sometimes distrust our car mechanics advice when I/we do have it serviced or repaired</u></b>																		
Agree	251 41%	161 46%	90 34%	18 44%	65 49%	55 39%	50 41%	29 34%	34 36%	77 43%	78 43%	54 38%	42 37%	79 52%	60 36%	66 41%	30 33%	15 34%
Disagree	346 56%	175 50%	171 64%	23 56%	64 48%	84 59%	69 56%	55 63%	52 57%	101 56%	98 54%	79 56%	69 60%	68 44%	103 61%	92 57%	56 61%	28 64%
Don't know	19 3%	14 4%	5 2%	- -	3 3%	2 2%	4 3%	3 3%	7 7%	2 1%	5 3%	8 6%	4 4%	6 4%	4 3%	3 2%	5 5%	1 2%
<b><u>I/we have changed our garage or mechanic in the past two years</u></b>																		
Agree	194 31%	118 34%	76 29%	15 37%	58 44%	43 31%	30 25%	26 30%	21 23%	60 33%	58 32%	45 32%	31 27%	56 36%	47 28%	53 33%	28 31%	9 21%
Disagree	415 67%	226 65%	189 71%	26 63%	74 56%	96 68%	91 74%	59 67%	70 75%	118 65%	123 68%	93 66%	81 70%	94 61%	118 70%	106 66%	62 68%	35 79%
Don't know	9 1%	7 2%	2 1%	- -	1 1%	3 2%	1 1%	2 3%	2 2%	2 1%	- -	3 2%	4 3%	4 3%	2 1%	2 1%	1 1%	- -