October 2026

# Making Tracks

## The Auto Repair Report



fixmycar

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# Pressure And Progress: The State Of UK Auto Repair



**Amanda Webb**
CEO at FixMyCar

**“The past 12 months have tested the resilience of the UK’s independent garage sector, and revealed its capacity for progress in equal measure.**

Cost pressure remains the dominant concern. Earlier this year, nine in ten UK workshops report that rising costs, across energy, wages, parts, and business rates, would define the year ahead[1]. For smaller independents operating on constrained margins, this represents a significant and sustained operational challenge, and one that shows no immediate sign of easing.

The skills gap compounds this pressure considerably. Apprenticeship intake has not kept pace with industry demand, and the transition to electric vehicles has widened this shortfall further still. The sector requires a substantially larger pool of technicians trained in high-voltage systems than currently exists, and this shortage is increasingly cited as a barrier to growth.

Consumers, too, are exercising greater caution than in previous years. Household budgets remain under strain, prompting many drivers to defer non-essential repairs and scrutinise costs more

closely than before. This places additional pressure on garages to communicate value and pricing with clarity, at every stage of the customer relationship. Set against this backdrop, however, the past year has also delivered meaningful progress for the sector, and this deserves equal attention.

From April this year, accredited independent garages gained formal access to manufacturer vehicle data for the first time with the launch of the SERMI scheme. This is a significant development for the industry. For years, this information sat almost exclusively with dealer networks. Independent garages can now compete on considerably more equal terms, and drivers benefit from greater choice in where they have their vehicles serviced.

Consumer trust in independent garages is also rising, supported by clearer pricing, transparent reviews, and platforms, including our own, that set out costs before work begins. Transparency, once the exception in this industry, is fast becoming the expectation among customers.

It is also encouraging to see a growing number of garages investing in EV training ahead of demand, rather than in response to it. Though more progress here is needed to meet the rising EV demand, it is a sign that our industry is proactively adapting.

At FixMyCar, we regard it as our responsibility to support this progress and to continue to reflect on the changes happening in our industry. Our Making Tracks report analyses the developments in auto repair over the past 12 months, as seen in data collected from the day-to-day work of our garage network. Led by driver behaviour, the report reflects on the trends influencing our sector to provide insight for hard-working garages. The past 12 months have placed real and sustained strain on this industry, and that strain has not disappeared. The garages we work with, however, are not asking for sympathy. They are asking for a fairer market, better access to data, and customers who trust them, and we are encouraged to see genuine progress on all three fronts. We intend to keep playing our part in that progress over the year ahead."

> "Transparency, once the exception in this industry, **is fast becoming the expectation among customers."**



# Key Findings

### Quote values for repairs and maintenance keep climbing

The average quoted price for repairs and maintenance rose **8%** to **£193.84** over the past year, with full service costs up across every vehicle type.

### More than a third of drivers are delaying recommended repairs to save money

**34%** of drivers have put off a repair their garage recommended. Of those, the vast majority **(72%)** say they did it to save money.

### "Driver sentiment continues shifting away from petrol and diesel, and hybrid now leads.

Hybrid has overtaken combustion engines as drivers' most popular choice for their next car **(30% vs 25%)**.

### Convenience and transparency matter more to drivers than low prices

**56%** say a local, convenient garage is their top priority when booking, and **46%** want clear, transparent pricing. Only **33%** rank finding the lowest price as most important.

### AI has become part of how drivers manage their car

**60%** of drivers have used an AI tool for a car-related task in the past year, including diagnosing a fault, understanding a quote or finding a DIY repair guide.

# In the Driver's Seat

## Repair Market Driver Insights

**We surveyed 2,000 drivers across the UK to find out what matters most to them when it comes to choosing a garage and looking after their car. The results paint a clear picture: drivers want convenience, honesty and value, in that order.**

**More than half (56%)** told us the garage being local and convenient is the most important factor when booking a repair. Clear and transparent work and pricing came a close second, mattering to **46%** of drivers, while **33%** said finding the lowest or best-value price was their top priority.

Trust plays a part too. Close to a third **(32%)** said a garage having mostly good reviews from other drivers is important to them when choosing where to book.

The average quoted price for repairs or maintenance rose by **8% in the last 12 months** to **£193.84**, in line with the rising cost of car ownership. This price rise could be a result of increasing labour costs within the aftermarket.

Understandably cost is a top concern on drivers' minds, and garages that offer flexibility around payments stand to win more work. **59%** of drivers said they'd use a payment plan to spread the cost of a large repair if their garage offered one, a clear signal that more ways to say yes to a bigger job could unlock work that would otherwise be turned away.

**2,000 UK drivers** surveyed on what matters most when choosing a garage

**56%**

Say a local and convenient garage is their top factor when booking a repair

**£193.84**

Average quoted price for repairs and maintenance, up **8%** in the last 12 months

**59%**

Of drivers would use a payment plan to spread the cost of a large repair



## Weighing Up the Cost

**In the past 12 months, 34% of drivers put off a repair their garage recommended. Of those, the vast majority (72%) did it to save money, while 22% simply didn't think the repair was necessary.**

A recommended repair that gets delayed isn't just lost revenue today. It's often a bigger, more expensive job further down the line, for the driver and for the garage that eventually picks up the work. What is most notable here is the **1 in 5 customers** that didn't think the repair is necessary. Not only does this speak to a potential lack of trust in the garage recommendation, but it also highlights the importance of clear and detailed explanations of why a repair is being recommended.

**31%** said they'd spend between **£500** and **£1,000** on a single repair before considering scrapping their car altogether, and a further one in five **(21%)** would go as far as **£1,000** to **£1,500**. Knowing where that ceiling sits gives garages a useful benchmark for talking through big-ticket repairs with cost-conscious customers.

Money isn't the only consideration when it comes to driver decisions. **55%** of drivers said they'd rather pay more for quality parts, while **19%** said they'd rather pay less and go for second-hand parts instead. Another **24%** don't want to pay more, but they don't want to compromise on quality either. This last group is worth talking to directly. They need a clear case for why quality parts earn their keep, not just a straight choice between cheap and premium.

**56%** of drivers expect a warranty covering both parts and labour, while a third **(33%)** expect a warranty on parts alone. Being upfront about what's covered, and for how long, is a simple way for garages to build trust before a driver even asks.

### Full Warranty Expectations

Most drivers expect complete coverage on both parts and labour.

Offering upfront warranties and clear quotes builds the trust needed to help drivers approve major work.

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# Meeting Demand: The Importance of Core Services

**When cost is a top concern, it becomes even more important for garages to deliver the services drivers value most. The table to the right shows the most requested services by drivers, and the average quote prices, for the most popular car brands on FixMyCar over the last 12 months.**

Core service prices have risen by **5%** on average across the five brands this year, but that average hides some sharp differences underneath.

Clutch replacement rose for every single brand, by **7%** on average, making it the most consistently rising service on the list. While cambelt and water pump costs prove to be the most uneven across the brands. Timing chain jobs, already among the most expensive repairs a garage can quote, climbed by **23.5%** for Vauxhall and **9.1%** for BMW, where a single job now averages over **£1,300.**

Aircon regas is also worth a special mention. It's one of the cheapest job on every brand's list, but it rose by around **10%** for Volkswagen, BMW and Audi alike, a striking and consistent jump for what is usually treated as a low-cost add-on service.

Across all five brands, full service has dropped down the list of top five most requested jobs since last year. For Volkswagen, Ford and Audi, it's fallen all the way to fifth place. In its place, more expensive repairs have moved up. This suggests drivers are forgoing basic maintenance and possibly exposing themselves to more expensive repairs later on.

**Ford**

| | | | |
|---|---|---|---|
| 1. | Cambelt & Water Pump | £492.67 | -16.6% |
| 2. | MOT | £47.11 | 2% |
| 3. | Clutch Replacement | £634.55 | 6.5% |
| 4. | Wetbelt | £960.73 | 3.1% |
| 5. | Full Service | £204.35 | 1.8% |

**Vauxhall**

| | | | |
|---|---|---|---|
| 1. | MOT | £46.79 | 1.7% |
| 2. | Clutch Replacement | £748.99 | 8% |
| 3. | Cambelt & Water Pump | £483.80 | 24.3% |
| 4. | Full service | £200.01 | 0.2% |
| 5. | Timing Chain | £908.43 | 23.5% |

**Volkswagen**

| | | | |
|---|---|---|---|
| 1. | MOT | £47.51 | 1.8% |
| 2. | Cambelt & Water Pump | £561.89 | -2.6% |
| 3. | Clutch Replacement | £694.19 | 4.7% |
| 4. | Aircon Regas | £77.84 | 10.9% |
| 5. | Full Service | £204.04 | 1% |

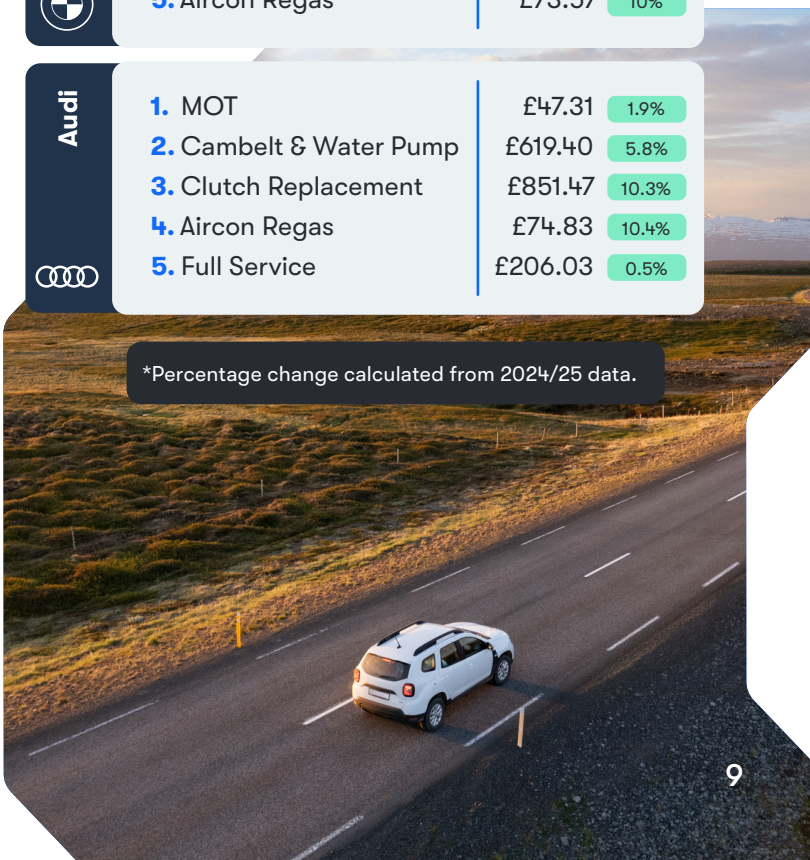
**BMW**

| | | | |
|---|---|---|---|
| 1. | MOT | £47.03 | 1.8% |
| 2. | Timing Chain | £1,310.00 | 9.1% |
| 3. | Full Service | £208.15 | -0.7% |
| 4. | Clutch Replacement | £592.05 | 5.5% |
| 5. | Aircon Regas | £73.57 | 10% |

**Audi**

| | | | |
|---|---|---|---|
| 1. | MOT | £47.31 | 1.9% |
| 2. | Cambelt & Water Pump | £619.40 | 5.8% |
| 3. | Clutch Replacement | £851.47 | 10.3% |
| 4. | Aircon Regas | £74.83 | 10.4% |
| 5. | Full Service | £206.03 | 0.5% |

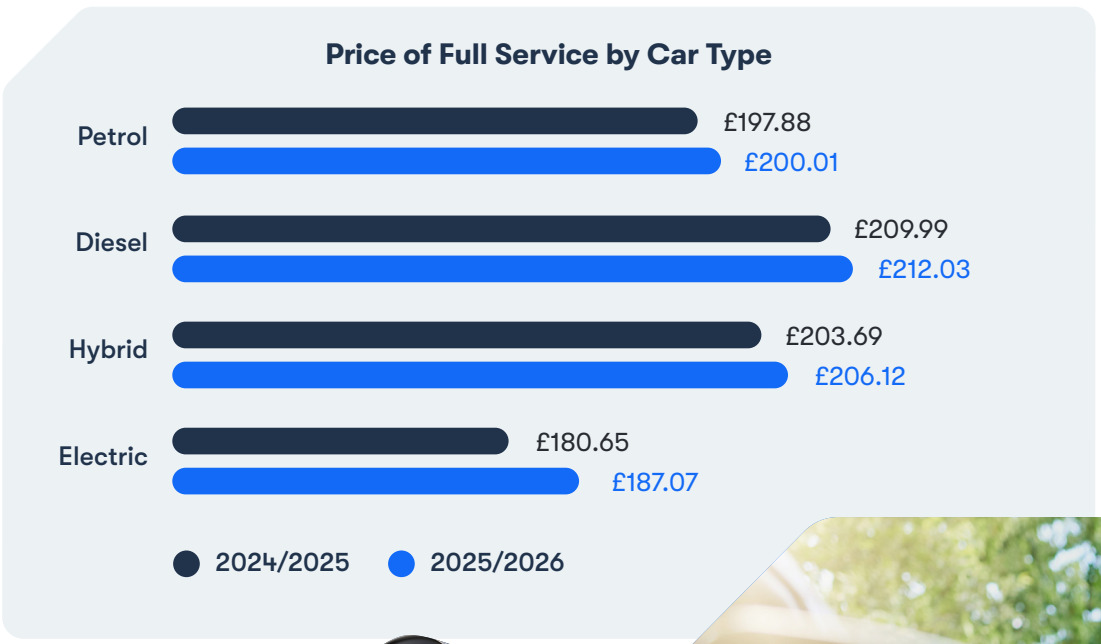
*Percentage change calculated from 2024/25 data.



## Fuelling the Future: What's Next for the Aftermarket?

**According to FixMyCar's data, on average the cost of a full service has risen since last year for every vehicle type, with electric vehicles seeing the largest increase of 3.6%.**

When considered alongside the **34%** of drivers who told us they've put off a recommended repair, this looks like the same trend seen from two different angles. Drivers are stretching out the time between routine maintenance, and garages are picking up the bigger, costlier repair work that follows when smaller jobs get left too long.








## Inside the Minds of Modern Drivers

**90% of drivers told us they shop around for the best price before booking car repairs or maintenance, and for many, this isn't a one-off choice. 18% shop around every single time they need work done, and a further 25% do it often.**

This isn't limited to the big jobs. Half **(50%)** of drivers who shop around do it for all types of repairs and maintenance, not just the more expensive ones. A cheap job gets compared across garages just as often as an expensive one.

Read alongside our previous finding, that only **33%** of drivers rate low price as an important factor when choosing a garage, this looks less like a hunt for the cheapest quote and more like due diligence. Trust and reliability appear to weigh on drivers' decisions as much as cost. Getting a job done cheaply and getting it done well aren't the same thing, and drivers seem to know it.

We see further evidence of due diligence in our research as **59%** of drivers say they look for details like average repair prices and how long a job will take before booking, while **40%** want to understand what the repair will actually involve.

Garages that publish this kind of detail, whether on their own site or through their FixMyCar profile, are meeting drivers exactly where their research habits already are.

Our own blog data backs this up. The most viewed articles on FixMyCar this year focus on diagnosing specific problems and understanding running costs, model by model. It's further proof that drivers want to walk into a conversation with their garage already informed.

Once drivers have the information they need, they move fast. **83%** of drivers accept a quote on FixMyCar within 24 hours, up **3%** on the previous 12 months.

The contrast between repair types highlights this even further. Last year, drivers took an average of **66 hours** to accept a quote for higher-cost repairs, and **27.5 hours** for lower-cost jobs and routine maintenance. This year, that gap has narrowed considerably: acceptance times are **down 22%** for higher-cost repairs and **down 33%** for lower-cost jobs. There's still a gap between how quickly drivers commit to a big job versus a small one, but across the board, drivers are making decisions a lot faster than they were 12 months ago.

### Blog Analytics

Top Five Most-Viewed Blogs on FixMyCar (last 12 months)

How Can You Find Out If a Car Has a Timing Chain or Timing Belt

**30,407 views**

What Aircon Gas Is Right For Your Car

**21,943 views**

Volkswagen Polo Tyre Pressure

**14,791 views**

Peugeot 2008 Common Problems

**12,535 views**

How Much Does a Ford Wet Belt Replacement Cost

**10,281 views**

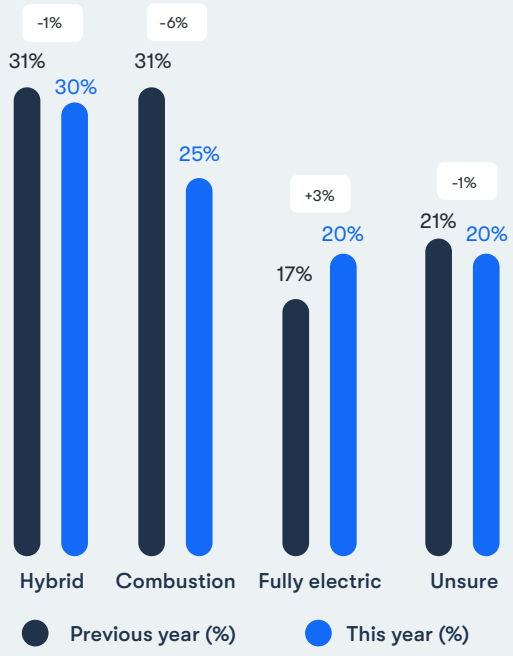
## EV and Hybrid Popularity Rises

Driver appetite for hybrid and electric vehicles continues to build. This year's results show that Hybrid is now the single most popular choice, but the direction of travel continues to point away from combustion engines.

As demand for electric and hybrid vehicles rises, so does the cost of repairs and maintenance. In the last 12 months, the average price quoted for repairs or maintenance on EV or hybrid vehicles is **£110.06.** This is an increase of **5.7%** for drivers owning these types of vehicles compared to the previous year.

For garages, this is confirmation that the shift towards electrified vehicles isn't slowing down. In fact, data from FixMyCar over the last 12 months shows that the number of bookings related to electric vehicles grew by **12.7%** year-on-year. What's more, as of August 2026 there are over **2,180,000** fully electric cars on UK roads, representing a **25.6%** share of new car registrations year-to-date[2].

**We asked 2,000 drivers what type of car they're likely to buy next**




Garages that are investing in getting EV-ready today and are already building trust among EV owners will find themselves in a far stronger competitive position as electric vehicle demand rises.

**"For a garage owner, investing in EV and hybrid capability needs to make commercial sense. It's about understanding the vehicles coming through the door, the work you're currently referring elsewhere and whether you can continue looking after loyal customers when they change cars.**

The investment goes beyond buying a piece of equipment. Diagnostic capability, suitable lifting equipment, battery handling tools and technician training all need to be considered, alongside the impact on workshop capacity. The right approach will depend on what the garage already has and the work it wants to take on.

At One.funding, we take time to understand those plans and help garages explore funding for both equipment and the wider investment. Spreading the cost can help keep cash available for wages, parts and day-to-day running costs while the new services build revenue. The aim is to invest at a pace the business can support, with a clear view of how that investment will earn its keep."

**Lee Schofield**
**CEO & Founder, One.funding**

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## Drivers Turn to AI

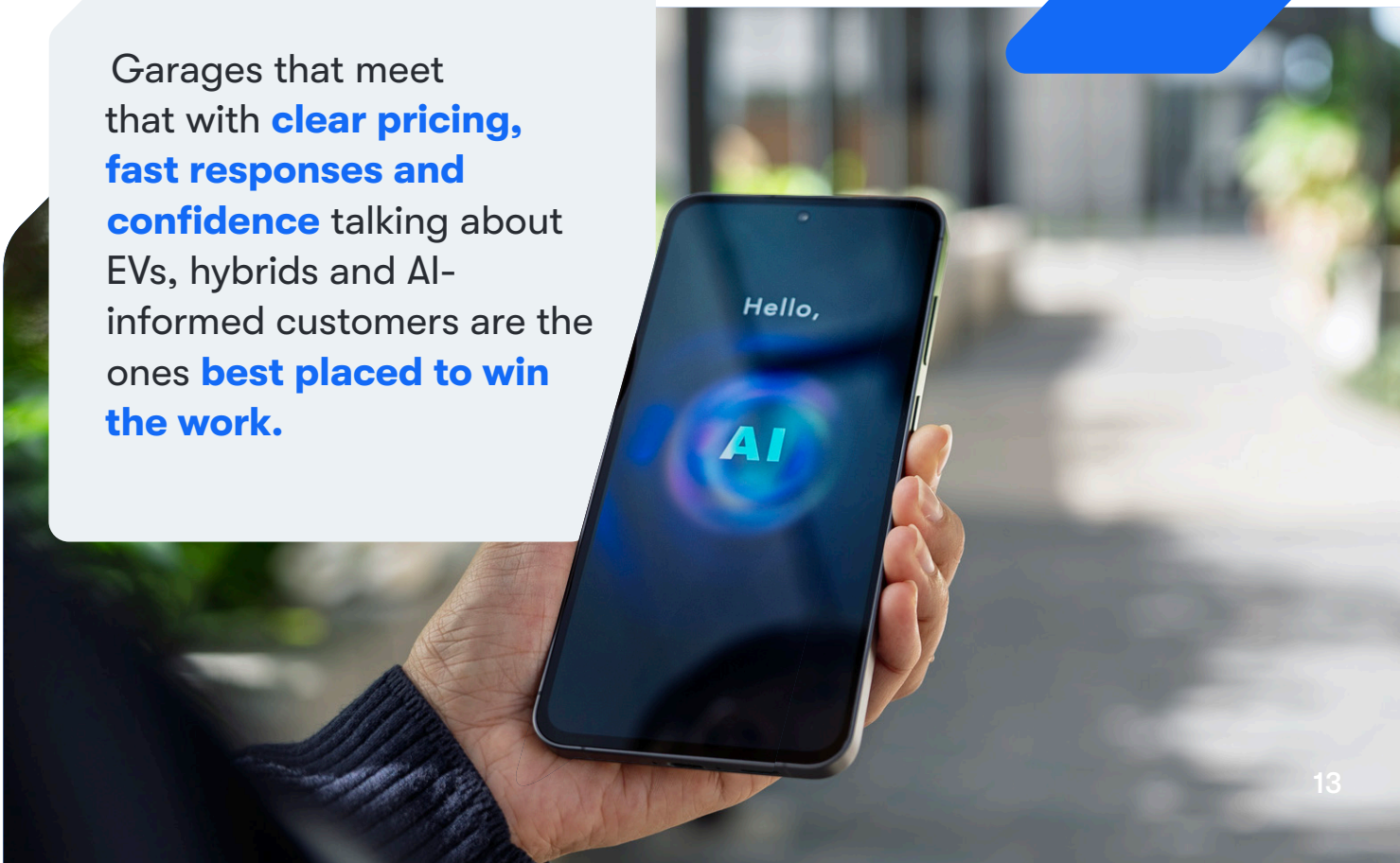
**This year's research surfaced a new trend: drivers are bringing AI into their car care routine. 60% of drivers say they've used an AI tool, like ChatGPT, for car-related tasks in the past 12 months.**

**25%** have used AI to try to work out what's wrong with their car. A further **20%** have used it to help them understand a quote they've received, and **15%** have gone a step further, using AI to find a repair guide so they can attempt the repair themselves.

This cuts both ways for garages. A driver using AI to understand their quote is a driver who wants transparency, and garages that already explain their pricing clearly have nothing to fear there. But the **15%** using AI to find DIY repair guides is a reminder that some jobs are at risk of walking out the door before a driver even picks up the phone. The garages that win here will be the ones who can explain, quickly and in plain terms, why a job is worth leaving to a professional.

Taken together, this year's data tells a consistent story. Drivers are more cost-conscious, better informed and quicker to decide once they have the information they need.

Garages that meet that with **clear pricing, fast responses and confidence** talking about EVs, hybrids and AI-informed customers are the ones **best placed to win the work.**



# Behind the Repairs

## Accelerating Garage Growth

The UK's auto repair market keeps growing, even as costs rise and competition intensifies. IBISWorld estimates there are now around **43,000** motor vehicle maintenance and repair businesses in the UK[3]. Growth is good news for the industry as a whole, but it also means standing out and gaining a competitive edge matters more than ever for independent garages.

The UK's cars are also getting older, with the average age rising to **9.7** years, up from **9.5** in 2024[5]. This is more good news for garages as drivers are likely to move away from main dealers and OEM prices as their cars age.

Winning more complex and higher-value work is one way to gain and keep that competitive edge. These jobs not only provide better profit margins, but also a chance to win a customer for life through an excellent customer experience.

**As vehicles get older and more complex, and as drivers put off routine maintenance in favour of bigger, less frequent jobs, the garages best placed to grow are the ones who can quote confidently and quickly on the work drivers eventually can't avoid.**

Top five **highest-value jobs** coming through FixMyCar in 2026:

Engine replacement

AVG. QUOTE PRICE

**£1,455.00**

Timing chain

AVG. QUOTE PRICE

**£1,182.10**

Clutch and Dual Mass Flywheel

AVG. QUOTE PRICE

**£1,104.00**

Head Gasket Failure

AVG. QUOTE PRICE

**£921.67**

Wetbelt

AVG. QUOTE PRICE

**£854.59**



# Turning Driver Behaviour into Garage Opportunity

**Our driver research points to some clear, practical opportunities for garages. Here's what the data means for your business, and what to do about it.**

### Opportunity 1: Payment Plans

**59%** of drivers said they'd use a payment plan to spread the cost of a large repair if their garage offered one. That's more than half of your customer base telling you exactly how to turn a "that's too expensive" conversation into a booking.

### Opportunity 2: Parts and Warranty

**55%** of drivers would rather pay more for quality parts, and **56%** expect a warranty on both parts and labour. Only **19%** actively want the cheaper, second-hand option. If you're not already offering tiered parts choices and clear warranty terms, you're leaving trust, and revenue, on the table for a competitor to pick up.

### Opportunity 3: Catching Deferred Repairs

**34%** of drivers have put off a recommended repair in the past year, mostly to save money. Every deferred repair is a job that's still coming, just later, and probably bigger. A quick, friendly follow-up call or reminder six months on could be the difference between winning that job and losing it to a competitor.

> **"There's nothing more frustrating than losing a job you've quoted to the garage down the road or seeing a customer delay essential work when their vehicle is already on the ramp.**
>
> FixMyCar's research supports what we see across our own network: price remains a real blocker for drivers. When garages offer flexible payment options, that barrier is removed. We consistently see higher conversion and increased customer spend per visit, helping garages secure more of the work they quote while giving drivers an affordable way to keep their vehicles safely on the road."

**Chris Pursey**
**CEO & Co-Founder, PayItMonthly**

payitmonthly

## Top Trends Driving Revenue Potential

### Warranty work

With the average UK car now **9.7 years old** according to SMMT[6] and millions running past manufacturer warranty, more owners are relying on aftermarket or extended warranties rather than a dealer's cover.

In fact, over **11,600** warranty jobs were completed through FixMyCar in the last 12 months, increasing from the year before. Warranty providers direct their customers to approved garages for repairs, which creates a unique opportunity for garages to win new customers and drive revenue at the same time.

### Tyre fitting

The UK tyre market is growing steadily following a rise in consumer demand in early 2026. Steady increases in overall vehicle ownership, EVs and demand for All-Season tyres are all attributed to this market growth.

We see it in FixMyCar's data too. Bookings through our tyre fitting network grew by **29%** in 2024/25, then by another **13%** over the last 12 months. That's two years of solid, back-to-back growth, not a one-off spike. This steady demand makes tyre fitting an ideal, low-admin opportunity for garages to drive revenue.

### EV and hybrid servicing

The skills gap in electric and hybrid servicing is narrowing, but not quickly enough. The IMI's most recent TechSafe data[4] shows **35%** of the total workforce is now EV-qualified. It forecasts a shortfall of more than **43,000** qualified technicians by 2035, with the sharpest pressure landing in the years running up to 2030. For garages, this gap is the opportunity. Right now, every EV or hybrid job completed is a customer relationship a garage could keep for years to come.

### Fleet servicing

Fleet work is an exciting growth area for independent garages. According to the SMMT[6], fleet buyers account for roughly **57%** of all new car registrations in the UK in 2026, so far.

Fleet contracts bring predictable, recurring revenue and higher average invoice values than retail walk-ins, and dealer closures and consolidation are pushing more of this work towards independent garages that can turn cars around fast.

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## FixMyCar Fixtures

**Our large garage network enables us to have unique insight into the aftermarket. Here are some of the key data points gathered from the work our garage network has completed over the last 12 months.**

- The average job price of all car services available on FixMyCar is **£193.84.**
- **350+ garages** joined one or more of FixMyCar's partner networks to win even more work.
- **11,600+** warranty jobs were completed through our platform.
- On average, our garages won **54 additional jobs** through FixMyCar in the last year, while our most engaged garages earned **120 more jobs** each in the past 12 months.
- On average, garages on the FixMyCar network earned up to **£14,000** in the last 12 months.



**"The IMI's data shows a real EV technician shortfall coming by 2035, but for garages that's an opportunity, not just a warning. Every hybrid or EV job you can do in-house, rather than turn away, is a customer you keep for years, not just one visit.**

Our Hybrid & Electric Vehicle Repair and Replacement course gives technicians the confidence and IMI-accredited qualification to diagnose, remove and replace high-voltage components safely. Garages that train now aren't just filling a skills gap. They're building a service their competitors can't yet offer. It's one of the strongest returns on investment we see in the whole Bosch training portfolio."

**Kevin Kelly**
**Sales Director, Bosch Car Service**

## Building Trust: Accreditation and Reviews

**Trust remains one of the biggest differentiators in UK auto repair, and it's increasingly something drivers actively look for rather than assume.**

**FixRated**, FixMyCar's approved garage network, was built to provide drivers with vetted garages they can trust. The **FixRated** network now includes **150 trusted garages**. As part of the network all garages are required to be accredited by an official industry body as a mark of commitment to high standards that drivers can have confidence in. **18%** of our **FixRated** garages are accredited with The Motor Ombudsman, the government-backed dispute resolution body for the motor industry with its own dedicated Service and Repair Code for garages to commit to.

With good reviews mattering to a third **(32%)** of drivers and clear, transparent pricing mattering to nearly half **(46%)**, formal accreditation is one of the fastest ways for a garage to prove it's the real deal before a driver ever walks through the door.

**"Customer confidence is so fundamental to the success of any garage. When motorists choose where to take their vehicle, they want to know they are dealing with a business they can rely on - one that communicates openly, gives clear information, and delivers high-quality workmanship and customer service.**

At The Motor Ombudsman, we see first-hand how much value recognised standards and independent accreditation can bring. Businesses accredited to our CTSI-approved Codes of Practice are showing customers that they are committed to transparency, professionalism and fair treatment. For consumers, that can provide real peace of mind when deciding where to go.

If something does go wrong and a dispute cannot be resolved directly, our independent and impartial Alternative Dispute Resolution (ADR) service provides an important safety net. It gives customers and businesses a fair way to resolve concerns quickly, before they become more difficult and potentially affect reputation, loyalty or repeat business.

This is backed up by our latest consumer research, which found that 89% of customers would feel more confident choosing a business accredited to The Motor Ombudsman for service and repair work. In a competitive market, that reassurance really matters. It helps businesses build trust, strengthen customer relationships and show their commitment to high standards of service."

**Sureyya Cansoy**
**Director of Business Services & Engagement, The Motor Ombudsman**

# Going the Extra Mile

## Advice from the Experts

Growing a successful auto repair business is no easy task in today's climate, yet so many garages on our network do it well. We asked some experts from across the industry for their best advice for garage owners based on the trends and insights they see day to day.

"Garages looking to win more work online should make instant quoting central to their strategy. More than 90% of bookings secured through the FixMyCar platform come from Auto Quotes, demonstrating how strongly customers value receiving a clear price without delay. Enabling as many relevant Auto Quotes as possible helps garages appear in more searches, respond around the clock and reduce missed opportunities. Garages should also maximise Parts and Labour Quotes. With GSF now available alongside ECP and NAPA on FixMyCar, garages have greater choice when sourcing parts, making it easier to offer competitive pricing while protecting margins and converting more enquiries into confirmed bookings."

**Matthew James**
Senior Garage Performance and Retention Manager at FixMyCar

**"Independent garage owners need to understand the behaviours and processes affecting workshop productivity. Too often, low efficiency is tackled with short-term fixes rather than identifying the real cause. Know your numbers, understand what your business costs to run and use that information to make better decisions.**

With EVs, leasing and fleet work changing the market, garages need to position themselves for the opportunities ahead. Don't measure just to have feel good numbers, measure to understand what is happening, why it is happening and what you need to change to build a stronger future."

**Tina Drayson**
Operations Director at CCM

**“Do not forget the basics! As your business grows and you structure your activity, do not forget the basics. Most customers are dreading having to take their car to a workshop. What they expect the most from workshops are to be contacted as soon as the car is ready; and getting a thorough explanation of the invoice and the job done.**

Only 25% of drivers who went to a workshop in 2025 felt like they had the latter. You can offer all the fancy other services and technologies in your workshop, if these two basic elements are not offered, then your other effort will be written off.”

**Quentin Le Hetet**
Country Director UK at GiPA

**“To maximise growth in the current market climate, garages must prioritise convenience over all else. Being easy to deal with and, more importantly, minimising the disruption motorists face when they encounter vehicle servicing will be key, in addition to changing attitudes towards roadworthiness.**

Clear communication, effective customer service and transparency of work will ensure customers are more invested in the service and maintenance process. Motorists are becoming more detached from their vehicle due to extended servicing intervals, on board features and the increased number of electric vehicles on UK roads – the independent garage excels at convenience and service to the busy consumer.”

**Mark Field**
Chief Executive at IAAF



# Summary

The past 12 months have placed real strain on the UK's independent garage sector, but they've also delivered clear signs of progress. **Nine in 10** workshops say rising costs, across energy, wages, parts and business rates, would define the year[1], while the skills gap has narrowed, the electric vehicle transition still outpaces technician training[4]. Yet this same period has brought the SERMI scheme, giving accredited independent garages formal access to manufacturer vehicle data for the first time, alongside rising consumer trust built on clearer pricing and transparent reviews.

Cost pressure is reshaping driver behaviour just as much as it's reshaping garage margins. The average quoted price for repairs or maintenance rose **8%** to **£193.84** over the past year. More than a third of drivers **(34%)** put off a repair their garage recommended, mostly to save money, and **90%** now shop around before booking. However, convenience still wins out overall. **56%** say a local, convenient garage matters most, but transparent pricing **(46%)** and value for money **(33%)** follow close behind, while trust, through reviews and clear communication, increasingly shapes where drivers choose to book.

Core services are shifting too. Core services are shifting too. Core service prices rose by **5%** on average this year, but full service and MOT barely moved, while clutch replacement climbed across every brand. This is evidence that drivers are stretching out routine maintenance and picking up bigger, pricier repairs later.

Electrification continues to build momentum, though the picture has changed since last year. Hybrid is now the single most popular choice for a driver's next car **(30%)**, while interest in combustion engines has cooled to **25%** and fully electric has grown to **20%**. Repair costs for EVs and hybrids rose **5.7%** to **£110.06**, reflecting both rising demand and the ongoing shortage of EV-qualified technicians, a gap the IMI expects to reach more than **43,000** by 2035[4].

## Summary

A new trend has also emerged this year with drivers turning to AI. Six in ten **(60%)** have used a tool like ChatGPT for car-related tasks, whether diagnosing a problem, understanding a quote or, in **15%** of cases, finding a DIY repair guide. This cuts both ways for garages. It rewards those who already explain pricing clearly, while putting pressure on all garages to make the case for professional work over a DIY attempt.

**Taken together, this year's data points to an industry under sustained pressure but responding with real progress. Garages that offer payment flexibility, tiered parts and warranty options, and confidence talking about EVs and hybrids with AI-informed customers are best placed to win the work ahead. Combined with fast, transparent quoting and industry accreditation or referral, these remain the clearest routes to standing out in a growing but increasingly competitive market.**



# Methodology

**We process millions of car repair and maintenance requests annually and connect drivers with our extensive network of thousands of garages.**

Having access to this data since our creation in 2011, our view of the car aftercare marketplace is exceptionally detailed. We can track changes and trends for a vast number of data points over a very long time.

All data in this report was compiled during August 2026 and is based on our quote/booking data from August 1st 2025, to July 31st 2026. Wherever we make a comparison, this is made against the previous 12-month period (August 1st 2024, to July 31st 2025).

Wherever we provide average prices within this report for specific jobs/tasks/services, we have removed the top and bottom **5%** of values. This ensures that any anomalous data points do not affect the averages we show.

All data is anonymised to protect our users' privacy. When providing quote/booking data based on specific locations, we've grouped these into areas to further anonymise our data. However, the necessary insights can still be gained.

Unless otherwise stated, all the data in this report is taken directly from our internal database. The qualitative consumer survey data referenced in this report was collected in September 2026 from 2,000 UK driving licence holders. Other consumer data has been collected from polling drivers who visit our website.

## References

1. The Motor Ombudsman (2026), "Rising costs to pose biggest challenge for 9 in 10 repairers in 2026"

2. ZapMap (2026) "EV Market Stats 2026"

3. IBISWorld (2026) "Motor Vehicle Maintenance & Repair in the UK Industry Data and Analysis"

4. Institute of the Motor Industry (2025), "EV TechSafe Technician Forecast - Q4 2025

5. SMMT (2026) "One in 22 vehicles now zero emission as uk fleet reaches record high"

6. SMMT (2026) "UK Car Registrations"


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## You know where you are with

# fixmycar

FixMyCar is the online marketplace for car repairs and maintenance, helping millions of drivers each year compare prices and reviews on repair services from the UK's largest network of trusted garages.

Our mission is to simplify vehicle ownership by connecting leading garages with drivers online. We strive to empower drivers with choice and convenience while keeping trust and transparency at the heart of everything we do.

Since launching in 2011, we've built the UK's largest Garage Network, which has over **15,000** top-rated garages, mobile mechanics and dealerships, helping them quote and book workshop jobs that maximise the potential of their business.

## For more information visit fixmycar.com

## Contact Us


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