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Six in 10 motorists worry about hidden garage costs

As many as six in 10 motorists (59%) claim to worry about hidden costs when booking their car into a garage for an MOT, service or repair.

Research carried out by RAC Garage Compare* found almost a quarter (24%) of those who admit to being fearful, describe themselves as being 'very concerned' of unexpected 'extra' charges.

Sadly, for more than one in 10 (12%) the concerns turn out to be well-founded as their bills end up being more expensive than the garage said it would be. Only 3% actually finish up paying less than they were told it would be.

More than half of the motorists (51%) surveyed rate local garages as being 'good' in terms of the fairness of their pricing whereas only 5% class them as being 'bad' and one in three (28%) believing them to be 'ok'.

Nearly a third (31%) of those surveyed felt it would be very useful to be able to compare upfront garage prices for MOTs, services and general repairs before booking.

RAC Garage Compare spokesman Pete Williams said: "Despite most motorists being reasonably satisfied with the cost of their bills one in 10 (11%) claim not to trust local garages at all while a wary 41% say they do 'a little' which doesn't really seem like an overwhelming vote of confidence.

"Even though we now live in a society which is obsessed with comparing prices for almost everything we buy, this behaviour has not become

commonplace when booking a car in for an MOT, service or repair. This is partly because it had previously been a case of having to phone around to get prices and partly because there wasn't an online service simplifying the process.

“With RAC Garage Compare it couldn't be easier to compare costs for an MOT or service which therefore helps to make the often-expensive maintenance element of the cost of motoring that bit cheaper. But if you would prefer to speak to someone, we have a team of mechanics ready to answer your questions and you can also book a garage over the phone.”

The RAC Garage Compare research also found:

- 90% would find it useful to be able to look-up what's included in the different types of service for their cars
- 88% of motorists would find it beneficial to compare prices
- 80% would like to check out online reviews of garages
- 65% would benefit from being able to book their car in online

Working on the same principles as comparison websites covering products such as motor insurance and other financial products, [RAC Garage Compare](#) is designed to provide motorists with absolute transparency over service standards and pricing.

It gives motorists access to thousands of reviewed independent, franchised and fast-fit garages across the UK, allowing them to compare costs for MOTs, services and repairs as well as booking their vehicle in via an online booking system.

Consumers simply enter their postcode and registration number plus details for the kind of services they require from a menu – choosing from three pre-defined levels of servicing with the option of an MOT. Results show the price they will pay, plus ratings and reviews from customers that have previously used each garage. The customer can also see the full service schedule before booking for complete transparency. Finally, the website allows quick and easy online booking.

About the RAC

With more than eight million members, the RAC is one of the UK's most progressive motoring organisations, providing services for both private and business motorists. Whether it's roadside assistance, insurance, buying a used car, vehicle inspections and checks, legal services or up-to-the-minute traffic and travel information – the RAC offers a solution for all motoring needs. The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

The RAC is the motorist's champion and campaigns to support the interests of its members and UK motorists at a national level, including advancing levels of road safety, supporting the needs of young drivers and voicing concerns about the increasing cost of motoring. The RAC's annual [Report on Motoring](#) – first published in 1989 – provides a clear insight into the concerns and issues facing today's motorists.

For the very latest news on UK fuel prices, check [RAC Fuel Watch](#) or follow [#racfuelwatch on Twitter](#). This is a comprehensive guide to the latest UK unleaded petrol and diesel prices – both at the wholesale level and at the pump. RAC Fuel Watch analyses how prices changed through the previous month and compares the most recent prices with those from three, six and 12 months before.

The RAC supports and is a founding member of [FairFuelUK](#) which campaigns for fairer taxes on petrol and diesel.

Key facts:

- RAC patrols fix four out of five vehicles at the roadside and on average within 34 minutes
- RAC vans carry more than 500 parts and tools to get members' vehicles going again
- 98% of members would recommend RAC Rescue to their friends and family

Contacts



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