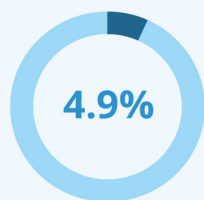


INSTALL-IT-FOR-ME TRENDS AT INDEPENDENT REPAIR SHOPS

We asked independent repair shops what percentage of consumers bring parts to their shop and ask them to install it. Here's what we learned about IIFM events.



Percentage of consumers bringing their own parts for the shop to install (IIFM)



6.5%

At shops whose 1st-call supplier is a parts retailer



4.1%

At shops whose 1st-call supplier is a WD



By bay size

1-3 bays:

5.3%

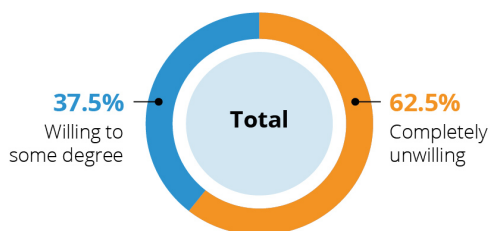
4-7 bays:

4.8%

8+ bays:

4.6%

► Are Shops Willing to Install IIFM Parts?



Willing to some degree

46.4%

Completely unwilling

53.6%

1-3 bays

35.9%

64.1%

4-7 bays

30.2%

69.8%

8+ bays

► 10 Most Common IIFM Parts



Brake Shoes/
Pads



Brake
Rotors



Rotating
Electrical



Headlights/
Bulbs



Shocks/
Struts



Spark
Plugs



Oil Filters



Wiper
Blades



Batteries



Motor Oil