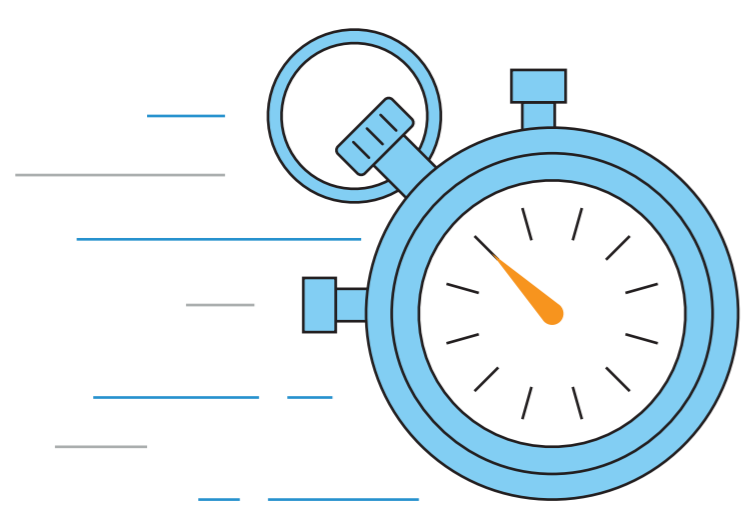


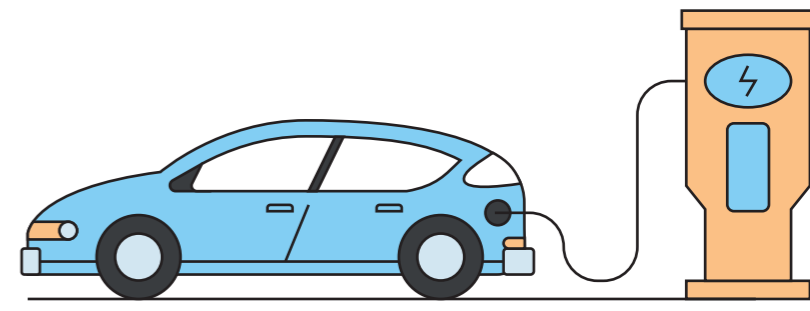
CHALLENGES FOR INDEPENDENT REPAIR SHOPS AND TECHNICIANS IN 2020; ADVICE THEY'D GIVE TO FUTURE TECHS



Heading into 2020, according to independent repair shops, the biggest challenges to shops and their technicians include finding time for hands-on training (**42.6%**), staying up to date with advances in diagnostics (**31.6%**), keeping up with advances in vehicle technology (**31.1%**) and finding good, knowledgeable and motivated technicians (**29.2%**).

Despite an emphasis on keeping up with diagnostic technology, only **18.0%** of shops with 1-3 bays prioritized that concern, compared to **37.1%** of shops with 4-7 bays and **38.3%** of shops with 8+ bays.

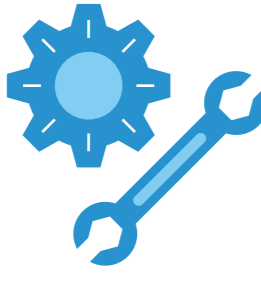
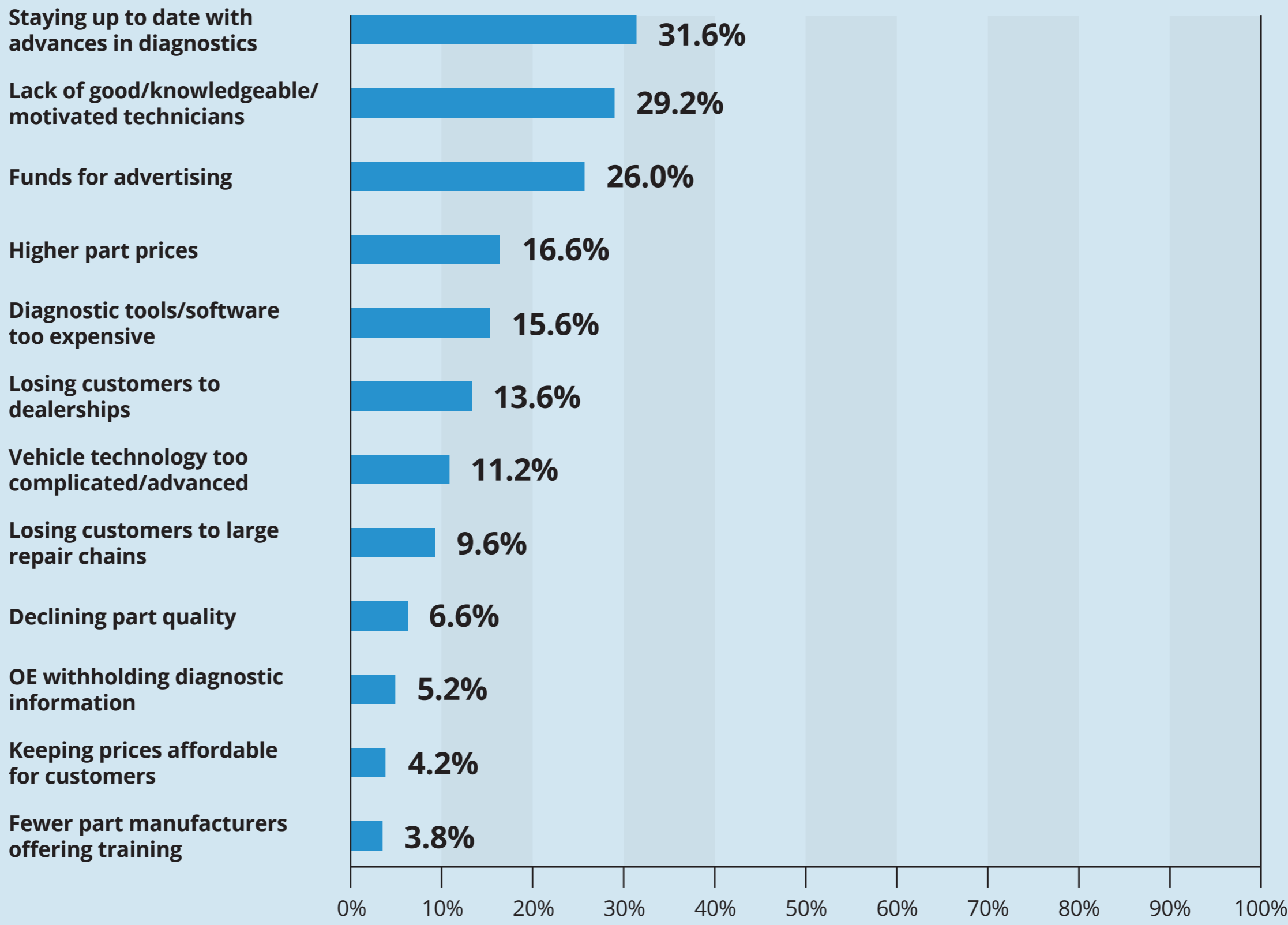
In addition, while shops mentioned keeping up with advances in vehicle technology as a challenge (**31.1%**), they also believe their technicians will be specifically challenged with having broad enough skills to be able to repair all types of vehicles (**17.5%**), including older, newer, foreign, and electric/hybrid vehicles.



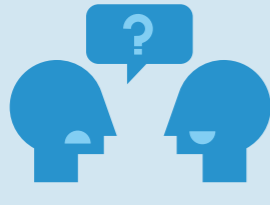
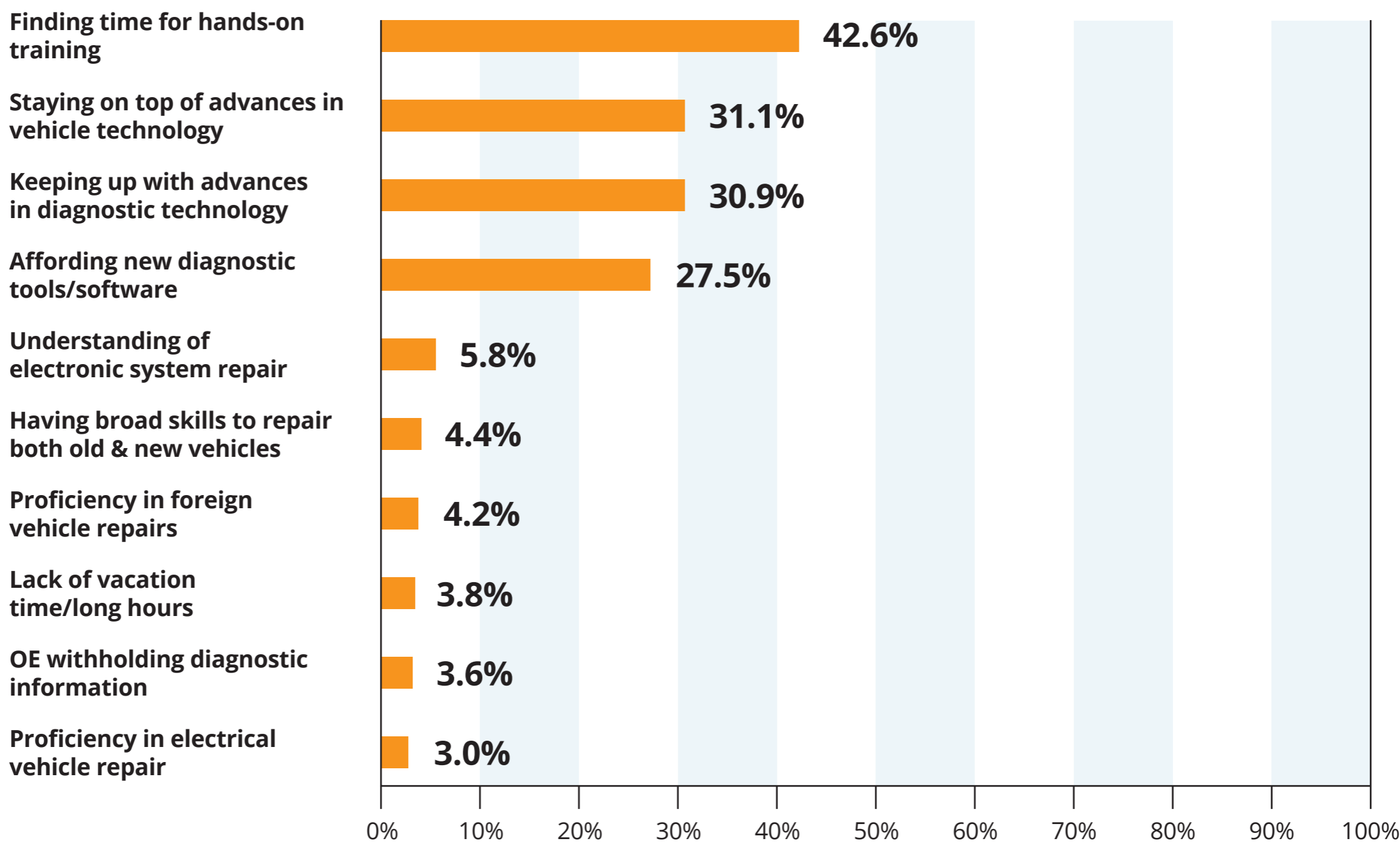
When telling us what advice they'd give to young people considering a career as a technician, they've given advice that would presumably offset some of the challenges they see facing them in 2020 and beyond. Read more below.



Top challenges to independent repair shops



Key challenges for automotive technicians



Advice for young people considering a career as a technician

