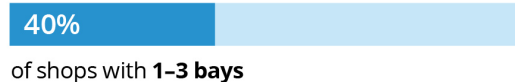
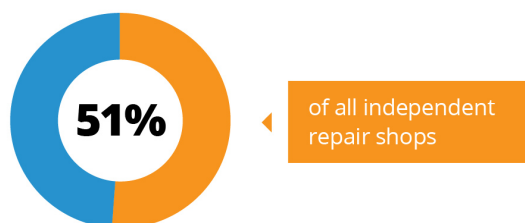




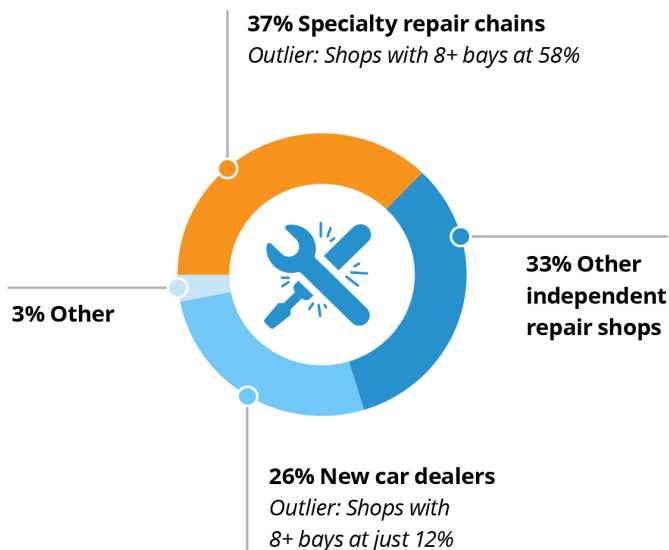
REPAIR SHOPS REVEAL THEIR BIGGEST COMPETITORS

We asked independent automotive repair shops who they consider their top competitors to be. As it turns out, their perception isn't far off from the reality about their competition.

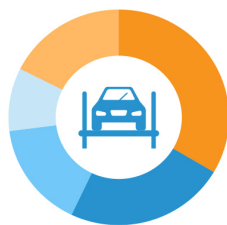
► Most say they have no competitors



► Who shops named as their #1 competitor



IMR's CCAMS tracking study shows the following channel share for 2017 which confirms the shop's beliefs about who their top competitors are:



- **33.7%** Specialty repair shops
- **23.8%** New car dealers
- **15.8%** Independent repair shops
- **9.2%** Discount stores and mass merchandisers
- **17.5%** All other repair outlets