



May 20, 2013 10:15 BST

Three-quarters of car buyers fear being sold a 'lemon'

Three out of four people looking to buy a used car fear they will be ripped off on the forecourt and sold a duff vehicle, according to new poll* of 1,000 motorists.

The survey, carried out by [RAC Cars](#), reveals used car salesmen have failed to shift the dodgy 'Del Boy' image, as issues around trust and reliability are top of the list of concerns from people buying a second-hand vehicle.

And, it's not just car dealers that make people feel wary as more than a

quarter (27%) of men and more than a third (35%) of women said the thought of buying a used car from a private owner made them feel 'stressed and anxious'.

However, despite the lack of faith in the market, many consumers feel they have little choice as 60% said they are unable to afford to buy a new car. In fact, people see used cars as better value for money, with more than a third (36%) thinking that a new car would lose its value too quickly.

The top consumer concerns in the RAC Cars survey were:

- 73% fear being sold a 'lemon' – a duff car with pre-existing problems
- 37% worry that the car they have bought may be 'clocked'**
- 41% say they are concerned about buying a vehicle without a warranty

Instead used car buyers most want to have:

1. A full service history – 30%
2. A full MoT and service to reassure them – 28%
3. A warranty in case something goes wrong – 23%

RAC Cars chairman Rupert Keane said: "Consumers feel like they are stuck down a 'cul-de-sac' when it comes to buying a used car as many have little choice but to take the risk despite their anxieties.

"We asked RAC members what they wanted from the used car buying experience and the top answers were quality vehicles, peace of mind and outstanding value for money. RAC Cars will provide all three by giving buyers the reassurance that every car is prepared by dealers to high standards and is supplied with a warranty and RAC [breakdown cover](#) should something go wrong. This is why we think the launch of RAC Cars (www.raccars.co.uk) looks set to bring a new level of trust, transparency and confidence to the used car market."

The RAC Cars 3-2-1 Go! reassurance plan includes a minimum of **threemonths'** warranty, **two** months' RAC Rescue and **one** five-day drive-away insurance plan included in the advertised price. This allows buyers to

immediately enjoy driving their new vehicle with complete confidence.

Keane continues: “The RAC’s decision to bring its name and skills to improve this experience is excellent news for anyone looking for reassurance when buying their next used car. That’s why we believe the launch of RAC Cars, created following the acquisition of Netcars.com, provides ‘the safer way to buy a used car’.”

Prospective buyers logging on to www.raccars.co.uk can browse upwards of 60,000 cars and make a purchase safe in the knowledge that the vehicle’s past won’t come back to haunt them.

Notes to Editors

* Research carried out by One Poll with 1,000 UK drivers on 26 April 2013

** Clocking is a term referring to the illegal practice of reducing the number of miles on a vehicle’s odometer

About the RAC

First formed in 1897, the RAC has been looking after the needs of its members and championing the interests of drivers for more than 120 years.

Today it has more than eight million members and 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 drivers at a national level. This includes voicing concerns about the increasing cost of motoring, particularly the price of fuel and the high level of tax levied on it, advancing levels of road safety, and supporting the needs of all drivers, from young to old.

The RAC's annual [Report on Motoring](#) – first published in 1989 – is one of a kind and 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](#). It provides a comprehensive guide to the latest UK unleaded petrol and diesel prices – both at the wholesale level and at the pump - and tracks these prices daily to help drivers check if the price they pay to fill up is a fair one.

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