# E-mobility business: One in five independent workshops plans without high-voltage customers

* **MEYLE study among German-speaking workshops: High e-mobility sales expected within the next ten years, one in five workshops plans without electric vehicles at all**
* **Training: Technical training for electric vehicles in highest demand in the future**
* **Parts manufacturers are key partners for independent workshops**

**Hamburg, August X, 2024 – The importance of e-mobility varies greatly among independent workshops. While some are already preparing for the shift of maintenance services to electric vehicles, others are not even considering a transformation of their business model. This is the result of a representative study conducted by MEYLE in cooperation with the market research institute INNOFACT AG between March and May 2024. A total of 274 independent workshops in Germany, Austria and Switzerland were asked about their current and future challenges and opportunities. The study is part of the "IAM:CONNECT" dialog platform, which the Hamburg-based manufacturer initiated to intensify the dialog with the industry in 2024.**

**E-mobility not yet a business, high demand for training in high-voltage maintenance**

E-mobility is not yet a business-relevant topic for most independent workshops: only three percent already generate more than half of their turnover with electric vehicles. This will change fundamentally over the next ten years: about 40 percent plan to generate a large portion of their revenue from electric vehicles during this period. This shows that the trend towards e-mobility is a long-term development and will not happen as quickly as originally predicted. However, it is also a fact that the demand for services for electric vehicles is there. Customers with electric drive systems are already regularly visiting independent repair shops. 40 percent of respondents said they have electric cars in their garage at least once or several times a week. Tire changes are still the most common request (58 percent), followed by general repairs (49 percent) and brake service (38 percent). For the repair of electric vehicles, the German Social Accident Insurance (DGUV) prescribes a step-by-step qualification for work on vehicles with high-voltage systems, which is divided into general work, work in a de-energized state and work on high-voltage systems under voltage.

The vast majority of workshops are equipped to meet the current demand for mainly general repairs: 78 percent are allowed to welcome electric vehicles. However, one-third of them are only allowed to carry out this general work, while another 25 percent are qualified to perform off-grid maintenance. Only one in five are allowed to work on high-voltage systems and replace live components. In view of the increasing importance of electric vehicles for sales, there is still a great need for qualification in the coming years. The surveyed workshops are aware of this: When asked about the need for training programs, 70 percent said that e-mobility training was the most important for the future. However, the study also revealed that there are many workshops that will continue to focus exclusively on servicing combustion engines: Almost one in five shops (19 percent) do not plan to generate any revenue from electric cars. This could be due to the numerous challenges ahead.

**The workshop of the future: these services will become relevant**

Digitalization has long since arrived in the independent aftermarket. The integration of the Internet of Things (IoT) into vehicles and the use of real-time vehicle data are already determining many new product launches by OEMs. For the future of independent repair shops, this means that their service offerings will have to change. The maintenance and repair of Advanced Driver Assistance Systems (ADAS) is seen as the most important (83 percent) for future workshop business. Three-quarters of respondents also said that optimizing software to increase workshop efficiency as well as repairing and maintaining vehicle infotainment systems will be in high demand in the future. Independent workshops also see sustainability as becoming more important: they believe that the environmentally friendly disposal or recycling of car batteries will be the second most important service provided by workshops in the future (77 percent).

**Support in demand: what workshops want from their partners**

Independent workshops need support to continue to provide services in the future. They rely primarily on parts manufacturers: 64 percent cite them as their most important partner. They are closely followed by software and diagnostic tool providers (58 percent) and wholesalers (52 percent). In particular, the interviewed workshops would appreciate if parts manufacturers offer access to diagnostic tools and repair services (65 percent), the provision of specific training and certification (65 percent), and online technical support platforms (60 percent). In addition to training on electric and hybrid vehicles (70 percent), shops want training on the use of artificial intelligence (60 percent) and training on new service and communication technologies (58 percent).

"The IAM is in motion. It is precisely these kinds of insights that we need in order to understand the challenges and pain points of workshops so that we can focus our product range accordingly. The results show that independent workshops need solutions beyond the conventional production of parts in order to keep pace in the future. Most independent players are far too small to make a difference on their own. That's why we at MEYLE want to collaborate with the industry to develop ideas for the independent aftermarket of the future. The basis for this is our dialog platform IAM:CONNECT," says Michael Grimm, Innovation Manager at MEYLE AG.

**IAM:CONNECT: Working together for the future**

The Independent Aftermarket (IAM) is undergoing rapid change. MEYLE has launched the IAM:CONNECT initiative to understand what is currently driving workshops, customers and partners and to work together on solutions. The Hamburg-based company wants everyone to be part of the transformation and help shape it. So that IAM participants become drivers of the transformation. As a forum for dialogue, IAM:CONNECT is not a snapshot, but a process: before, during and after Automechanika, MEYLE wants to stay in touch with everyone involved. Ready to connect? Click here for more details: [Automechanika 2024 | Improving what´s moving | MEYLE](https://automechanika.meyle.com/en/)

**Pictures**

**Caption:** The latest MEYLE study asked German-speaking independent workshops about their current and future challenges and opportunities. (Source: MEYLE AG)

**Contact:**

1. MEYLE AG, Sarah Quinn, tel.: +49 40 67506 7234, email: [press@meyle.com](mailto:press@meyle.com)
2. MEYLE AG, Anna-Maria Granegger, tel.: +49 40 67506 569, email: [press@meyle.com](mailto:press@meyle.com)

**About the company**

MEYLE AG is a company of Wulf Gaertner Autoparts AG.

MEYLE AG develops, produces and markets high-quality spare parts for passenger cars and vans for the independent aftermarket under the MEYLE brand. With its three product lines – MEYLE ORIGINAL, MEYLE PD and MEYLE HD – MEYLE offers precise solutions and parts for every situation and every driver, from competent workshop employee and ambitious rally driver to classic car enthusiast and every driver around the world who needs to be able to rely on their own car. MEYLE offers its customers over 24,000 reliable and durable spare parts manufactured in their own plants and at the facilities of select production partners. The MEYLE product portfolio is correspondingly sophisticated.

The Group has some 1,000 employees worldwide, including nearly 500 in Hamburg, at the logistics centre and the company headquarters. MEYLE works with partners, workshops and car mechanics in 120 countries worldwide to ensure that drivers can rely on MEYLE’s superior parts and solutions.

**Follow us on our social media channels:** [**Instagram**](https://www.instagram.com/meyle_parts/)**,** [**Facebook**](https://www.facebook.com/meyle.parts), [**LinkedIn**](https://www.linkedin.com/company/meyle-ag/) **and** [**YouTube**](https://www.youtube.com/user/MEYLETV)**.**