

Daniel Johnson MSP
Convener of Economy and Fair Work Committee
By email: economyandfairwork.committee@parliament.scot

28th October 2025

Dear Convener,

Investigation into consumer issues in Scotland's used car market

Consumer Scotland has today launched an investigation into issues faced by consumers in the used car market in Scotland.

The used car market plays a vital role in Scotland's economy and in the daily lives of consumers. The sector is also distinctive in Scotland, where second-hand dealers operate under a local licensing system intended to support better outcomes for buyers and sellers.

Evidence from the consumer advice service managed by Advice Direct Scotland shows persistently high complaint volumes (around 25% of all complaints received), while national consumer data ranks second-hand vehicle purchases among the leading sources of consumer detriment in the UK.¹

The investigation will focus on the consumer experience within Scotland's used car market, supported by detailed research, data analysis, and a systematic examination of evidence from both consumers and industry stakeholders. It will identify the most harmful issues faced and propose practical recommendations – whether for policy, regulation, or industry practice - to strengthen fairness, transparency and confidence in the used car market, and to help drive meaningful change in a sector that matters to consumers across Scotland.

We anticipate being in a position to publish our findings by summer 2026 and a copy of our report will be shared with Scottish Ministers and the Economy and Fair Work Committee.

If you would like to discuss the investigation in more detail I can be contacted at the e-mail address above.

Further information on the investigation is available on our investigation webpages:

¹ [Consumer detriment survey 2024](#)

<https://consumer.scot/publications/investigation-launch-scotlands-used-car-sector-html/>

Yours sincerely

A handwritten signature in blue ink, appearing to be 'Sam Ghibaldan', with a stylized, sweeping flourish extending to the right.

Sam Ghibaldan