

APPENDIX 4.19  
(referred to in paragraph 4.44)

**Gross and departmental profit margins earned by dealer departments as a percentage of turnover, 1994 to 1998**

Department	1994		1995		1996		1997		1998	
	G*	DP†	G	DP	G	DP	G	DP	G	DP
New cars	5.5	3.0	3.5	2.6	4.0	2.8	4.3	3.5	4.6	3.9
Used cars	6.0	2.4	5.5	1.9	5.8	2.2	5.6	2.0	5.7	1.7
Car parts	23.0	11.7	23.2	12.0	21.5	11.7	21.4	11.6	21.1	11.4
Workshop and servicing	66.9	31.4	64.5	29.1	63.8	28.8	65.3	29.8	63.7	28.8
Bodyshop	54.8	25.2	53.0	20.4	54.8	20.6	53.0	21.2	51.8	19.5
Forecourt	7.4	2.5	7.4	2.6	6.3	1.9	6.8	2.3	4.6	1.8
Other	27.2	10.4	18.0	6.5	15.5	6.9	10.0	6.0	15.1	8.0

Source: Commission survey.

\*Gross profit.

†Departmental profit.

