

# Car-Pass



ANNUAL REPORT  
**2021**

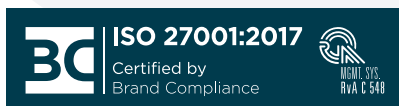
**20<sup>06</sup>21**  
15 years Car-Pass

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## What is Car-Pass?

Are you buying a used car or light van in Belgium? The seller is legally required to give you a Car-Pass. It doesn't matter whether the vehicle is being sold commercially or privately. The Car-Pass shows the odometer reading on different dates and other relevant information about the vehicle. The document may not be more than two months old. If you do not receive a Car-Pass, the sale is invalid and you can request to cancel the contract and receive a full refund. The odometer reading on the Car-Pass comes from many different sources: garages, body shops, fast fit service centres, tyre companies, technical inspections, etc. After maintenance, repair, assembly or inspection, they forward the current odometer reading to Car-Pass non-profit. They have to by law. All of those odometer readings are stored in the Car-Pass database. The data can only be used for the Car-Pass itself –not for commercial purposes. The database does not contain the license plate number or any personal data related to the owner of the vehicle.



Car-Pass non-profit is the organisation that has the task of registering the odometer reading and other data required by law pursuant to the implementation of the law of 11 June 2004 on the provision of information for the sale of used vehicles. The non-profit association was recognised for this purpose by the Royal Decree of 4 May 2006.

This report implements Article 2 §2 of the Royal Decree of 21 February 2005 on the recognition and control of the association responsible for registering the odometer readings of vehicles

Car-Pass non-profit was certified by royal decree to manage the database and issue the mileage documents. It was founded by the associations representing the automotive industry and the motorists in Belgium. Car-Pass documents are issued at vehicle inspection stations at the time of the compulsory inspection before the new owner registers a used vehicle. The non-profit doesn't receive subsidies and is fully funded by Car-Pass sales at the price set by royal decree. The Car-Pass model has been a real success. Since the Car-Pass system was introduced, the number of new cases of tampered odometers has fallen dramatically: from over 60,000 per year to only 1,578 in 2021.

# WORD FROM THE CHAIRMAN

Dear Reader,

Our society is going through turbulent times, and this is also making itself felt in the automotive sector. New vehicle registrations have fallen by 30% in two years. It is above all private individual customers that are not showing up. On the other hand, 2021 was an excellent year for the second-hand market. This can be seen from the figures of Car-Pass. We delivered nearly 840,000 Car-Pass documents, an all-time record. This illustrates the growing confidence of consumers, who are showing increasing interest in quality pre-owned vehicles. I am not afraid to assert that the introduction of Car-Pass, fifteen years ago now, has played a hand in this.

Indeed, 8 March 2021 was the official 15th birthday of non-profit organisation Car-Pass and 1 December 2021 was the 15th anniversary of the issue of the first Car-Pass. In this period Car-Pass has accumulated 263 million odometer readings and issued 12 million Car-Pass documents. There is general consensus that, thanks to the introduction of the Car-Pass, odometer fraud in Belgium has practically disappeared. I would like to thank all the professionals in the automotive sector who report mileages to us on a daily basis and pay tribute to all who have contributed to successful expansion of the Car-Pass system. The past fifteen years have seen widespread

acceptance of the Car-Pass, among both professionals and consumers. Naturally the non-profit organisation Car-Pass wishes to maintain familiarity with the Car-Pass and therefore each year makes a significant allocation in its budget to communication, awareness raising and training.

The only disappointment in the past few years is the fact that the European Commission has turned a deaf ear to our calls for a European Car-Pass. In our opinion the European Commissioner in charge of consumer protection, Belgian Didier Reynders, holds the key in his hands. I therefore once again appeal to him to give his urgent attention to legislation that would afford effective protection to buyers of pre-owned cars throughout the European Union. We are at his disposal to share our knowledge and experience. We will continue anyhow to lobby for our cause.

This report shows what valuable information our association has. The data allow trends in the automotive sector to be accurately identified, for example. I am therefore delighted that Secretary of State Eva De Bleeker is preparing an amendment to the Act of 11 June 2004 to allow our data to be shared for the compilation of studies for historical, scientific or statistical purposes. I trust that the legislative work will be successfully concluded in the course of this year.

I would also like to thank all the Car-Pass staff for their daily diligence.

Dear reader, you will see that the non-profit organisation Car-Pass is not resting on its laurels and will be taking on new tasks of general interest. You can read about all the exciting findings later in this report.

I hope you enjoy reading this report.

Didier Perwez  
Chairman of the Board



# KEY FIGURES 2021

## Car-Pass documents



Number of documents issued in 2021

839,890



Number of documents issued upon import

117,590



Number of documents with open recalls

60,169



Average size of the fraud (km)

61,559



Number of (highly) probable cases of fraud

1,578



Number of vehicle history requests

374,926

## Mileage readings



Number of mileage readings in the database on 31.12.2021

263,441,401



Number of mileage readings received in 2021

16,555,107



Number of mileage readings that are linked to active vehicles (\*)

159,013,753



Number of users who have provided at least one mileage reading

13,426

## Vehicles



Number of vehicles in the database on 31.12.2021

24,877,011



Number of active vehicles (\*)

8,881,978

1km+

Number of vehicles for which at least one mileage reading was received in 2021

6,448,584



Average mileage reading upon issuing the Car-Pass

104,843



Average age of the vehicle upon issuing the Car-Pass (in years)

9.08

(\*) The active fleet consists of all vehicles registered on 31.12.2021 and/or the vehicles for which Car-Pass received at least one odometer reading in the period 30.6.2020 to 31.12.2021.

# 1578 CASES OF FRAUD IN 2021



As the odometer is generally altered right before a sale, the amount of fraud cases can become apparent by comparing the current reading to the previous odometer reading(s) when the Car-Pass is issued. Car-Pass also receives foreign odometer readings from RDW (for imports from the Netherlands) and from the car manufacturers' central databases, which allows us to detect fraud with imported vehicles. For one imported vehicle out of two, either the manufacturer or the Dutch RDW could provide odometer readings.

In 2021, 1578 cases of odometer fraud were uncovered in this way. 906 were domestic sales (0.13% of the total) and in 672 (1.2%) cases, the vehicle had been tampered with when imported into our country. Even though these cars are generally significantly younger, the risk of fraud is almost 10 times higher when a vehicle is imported. We can expose fraud on the Car-Pass document because of the data we receive from the manufacturers when a vehicle is imported.

On average, the odometer reading of Belgian vehicles decreased by almost 52,000 kilometres. With foreign vehicles it went up to 75,000 km. When buying an imported vehicle, you should therefore always look at the Car-Pass carefully. Not only is the risk of fraud significantly higher, on average, 50% more kilometres are taken off the odometer. The table shows the ten biggest fraud cases in which the odometer was shamelessly rolled back more than 300,000 km. Mercedes is 'popular' among fraudsters, but it is a Renault Kangoo (from 2012) that tops this sad ranking with almost half a million km.



Data from the manufacturers reveals import fraud.



For import vehicles, the risk of fraud is 10 times greater than for Belgian vehicles.



Biggest fraud case in 2021: 486,240 km less on the odometer.

	Brand	Model	Year of 1st registration	Latest mileage	Previous mileage	Difference	Imported
1	Renault	Kangoo	2012	157,736	643,976	486,240	no
2	Mercedes	C 180 CDI	2011	121,290	548,963	427,673	yes
3	Volkswagen	Touran	2012	143,093	542,799	399,706	yes
4	Peugeot	Expert	2011	421,123	800,833	379,710	no
5	Mercedes	Sprinter	2014	100,179	475,008	374,829	no
6	Mercedes	C 220 CDI	2011	100,877	437,171	336,294	yes
7	Renault	Kangoo	2007	56,847	387,634	330,787	no
8	Mercedes	E 200 Bluetec	2015	180,493	504,020	323,527	no
9	Mercedes	E 200 D	1996	77,056	380,200	303,144	yes
10	Mercedes	E 200 CDI	2014	126,216	428,586	302,370	yes



# FACTS & FIGURES<sup>(\*)</sup>

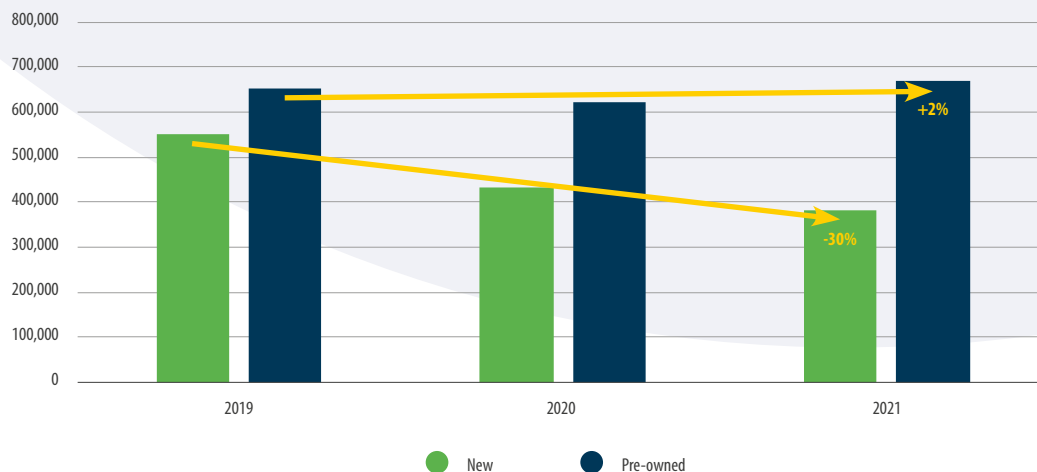
We are experiencing very exceptional times in the automotive industry. The new market is going through a particularly difficult time. In two years time, the number of new passenger car registrations decreased by 30%. The scarcity of semiconductors, which causes major problems during production, is the most common explanation. Car-Pass surveyed 187 car dealerships in September 2021. They revealed a second important explanation for the decline in new car sales; the reluctance of private customers to invest in more expensive hybrid or

electric cars that currently dominate the car manufacturers' range. They prefer to wait and see what the future brings first. The economic uncertainty caused by the Corona crisis and the fact that new cars, with all their new technology, have become more expensive, were also identified as important factors. Over the past year, many private individuals opted for a used car with a classic combustion engine. This explains the 2% increase in used-car registrations in 2021 compared to the pre-Corona year 2019.



The registrations of used cars increased by 2% in 2021 compared to the pre-Corona year 2019. Those of new cars have decreased by 30%.

The registration figures of new and pre-owned cars



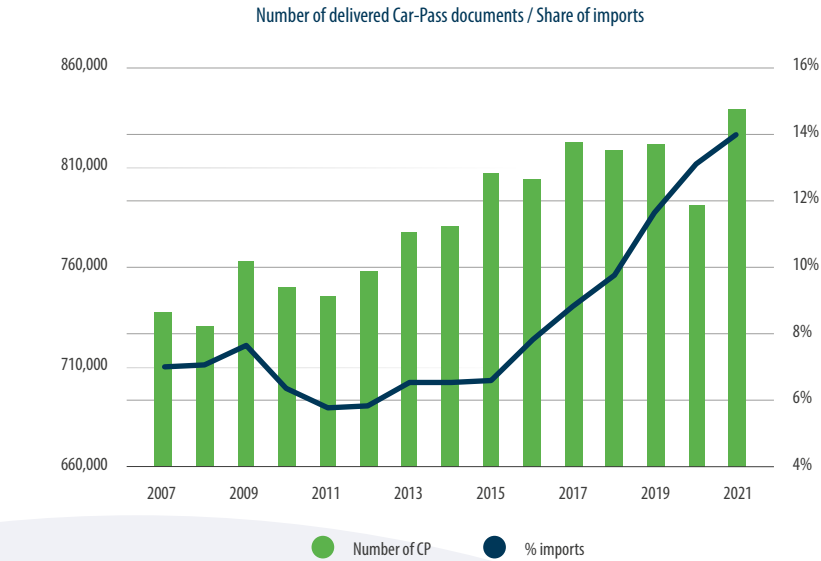
\* Figures refer to cars (cat. M1) and light commercial vehicles (cat. N1).



For light commercial vehicles, we even saw an increase of 5% over the same period. Rising numbers also mean that new customers are entering the used car market for the first time. It's an illustration of Belgian people having a growing amount of confidence in the used car market. The introduction of the Car-Pass will undoubtedly have made a significant contribution to this.

It is of course logical that Car-Pass rode the wave of positive figures. 2021 was therefore an absolute record year with 839,890 printed Car-Pass documents. In its 15 years of existence, Car-Pass has never produced that many documents.

When fewer new cars are registered, fewer vehicles are exchanged and the used car market decreases when demand is growing. This created some market tightness in 2021. Many dealers therefore went abroad, often to Germany, to look for suitable cars, which resulted in a further import increase. 14% of all Car-Pass documents were issued during an import inspection. In 2015, this was only 6.6%. Imports have more than doubled in just a few years.



This is not entirely risk free. During the summer of 2021, the German automobile association ADAC published a study showing that 30% of all German cars have a reversed odometer. Car-Pass' figures also show that the risk of fraud with an imported car is ten times higher than with a Belgian used car. Fortunately, Belgian legislation obliges car manufacturers and their importers to share the odometer readings in their databases with Car-Pass. This somewhat fills in the blind spots before the import date, which makes fraud more difficult. However, not all manufacturers provide this information, and it applies only to the odometer readings that are recorded by the official dealer network. As long as the EU does not enact comprehensive legislation, based on the Belgian model, it will remain very difficult to eradicate odometer fraud in the international used car market.



**839,890 Car-Pass documents delivered in 2021.**



**The share in imports has increased to 14%**



The average used car was 9.1 years old and had driven 104,853 km.

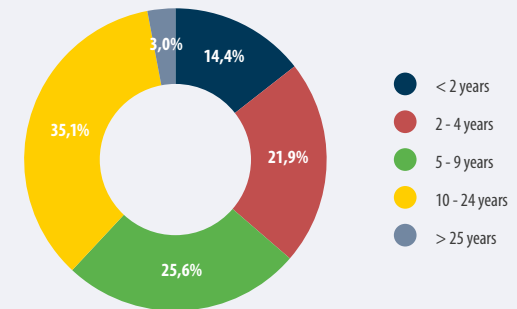


Data from after-sales activities have dropped by almost 10% in two years.

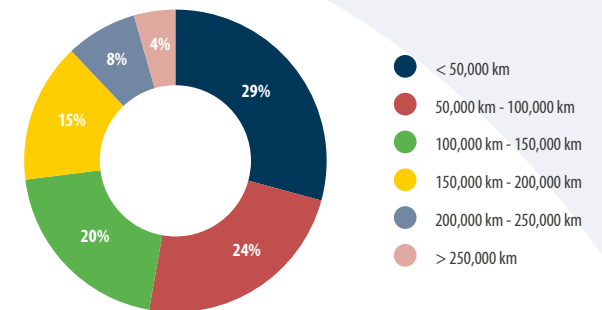
The average Belgian used car or van was 9.08 years old. This is a slight increase compared to 2020 when the average was 9.01 years. In 2008, this was less than 8 years. So the average used car is slowly getting older. We would like to add that more than a third of all used cars (38.1%) are at least 10 years old. There is also a clear difference in age between Belgian and imported vehicles. Only 10% of Belgian cars are younger than 2 years, this is 40% for imported cars.

It appears that a used car has an average of 104,853 km on the odometer when it is sold, which is 3,575 km less than in 2020. We can clearly see the impact of the Corona crisis here, which has accelerated the downward trend of the past years. In 2016, the average was 117,382 km, which comes down to a decrease of 11% in 5 years. 29% of used cars have less than 50,000 km on the odometer. At the other end of the spectrum, 12% have driven more than 200,000 km.

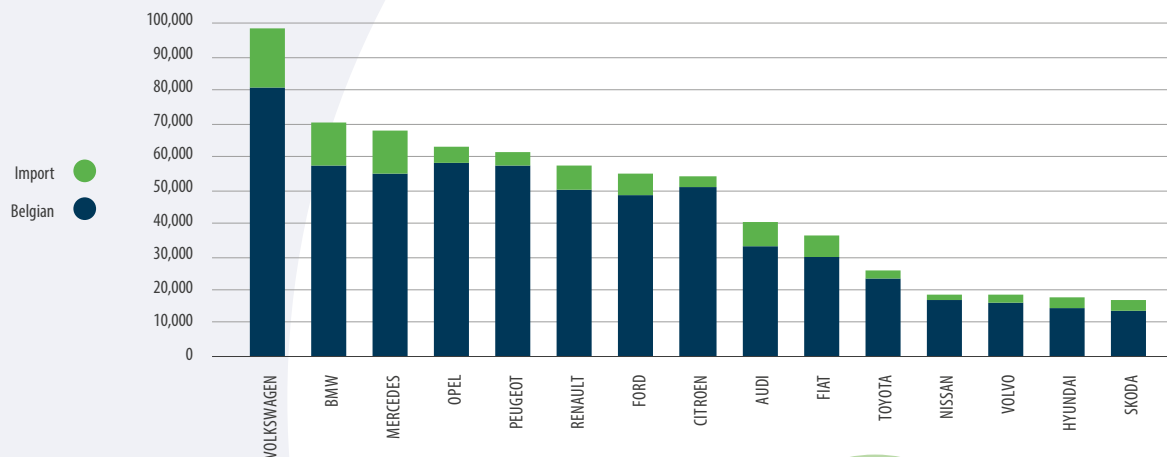
The distribution of the Car-Pass documents according to age



The distribution of the Car-Pass documents according to mileage



The number of Car-Pass documents by brand



Almost 98,000 Car-Pass documents were requested for a Volkswagen. It remains by far the most popular brand on the used car market. German premium brands BMW and Mercedes complete the top 3. The import share for these three brands is just under 20%, considerably higher than the average (14%). The champion of imports is Porsche. 30% of all used Porsches come from abroad.

Data source	2021		2020		2019		2021 vs 2020	2021 vs 2019
Technical inspection	5,810,796	35.10%	5,545,288	36.54%	5,611,004	35.12%	<b>4.79%</b>	<b>3.56%</b>
Car Professionals via website	1,000,004	6.04%	940,062	6.20%	1,068,002	6.68%	<b>6.38%</b>	<b>-6.37%</b>
Car Professionals via DMS	8,024,919	48.47%	7,683,144	50.63%	8,875,318	55.55%	<b>4.45%</b>	<b>-9.58%</b>
RDW (Netherlands)	171,626	1.04%	164,843	1.09%	137,472	0.86%	<b>4.11%</b>	<b>24.84%</b>
Vehicle history checks	374,926	2.26%	322,224	2.12%	285,595	1.79%	<b>16.36%</b>	<b>31.28%</b>
Manufacturers (import)	378,422	2.29%	173,343	1.14%				
Manufacturers (Connected Cars)	794,411	4.80%	345,085	2.27%				
<b>Total</b>	<b>16,555,104</b>		<b>15,173,989</b>		<b>15,977,391</b>		<b>9.10%</b>	<b>3.62%</b>

Car-Pass received 16.555 million odometer readings in 2021, which is 9.1% more than in 2020. After 2020, the difficult Corona year with the lockdown in the spring, a rise was to be expected. More than 8 million odometer readings were sent by automotive companies to Car-Pass via their own Dealer Management Software (DMS). One million were entered manually via the Car-Pass website. We would like to note that the data from pure after-sales activities are almost 10% lower than in 2019. Fortunately, this decrease is compensated by the data we receive from the car manufacturers. More specifically, this involves the mileage history of imported vehicles and the mileage history of the connected vehicles from the Belgian fleet. Together, they account for 1.17 million odometer readings. Given the growing market share of imported cars, it is very important that Car-Pass has access to the foreign vehicle's

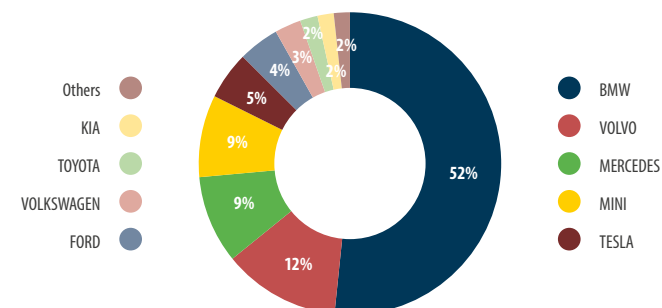
mileage history, as otherwise the door to fraud would be left wide open. Two years after the introduction of the legal obligation, the communication of this data is up and running for most brands. For 48.5% of imported vehicles, foreign odometer readings were indicated on the Car-Pass. This has doubled compared to last year.

Since 1 January 2020, manufacturers are obliged to report the odometer reading of their connected vehicles registered in Belgium to Car-Pass four times a year. Unfortunately, this has not yet been achieved by many brands. The talks are difficult, and despite the legal basis, some manufacturers hide behind the GDPR or other legal and financial arguments not to provide the data. Two years after the deadline has passed, we would hereby like to launch an urgent appeal to the brands in question to

comply with the legislation. This information is an important addition to the data we receive from workshops. Due to their high accuracy, they allow for an easier correction of errors in the mileage history. The graph shows the share of different brands in the data of connected vehicles. They relate to a total of 410,994 different vehicle identification numbers (VIN's).

For half of all imported vehicles,  
Car-Pass received the foreign  
mileage history.

Data from connected cars: share per brand



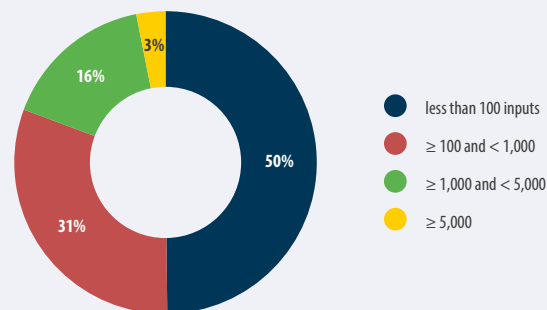
With a share of 35.1% in the supplied data, the technical inspection is, as always, an important and stable source for Car-Pass. The number of vehicles imported from the Netherlands remained virtually unchanged, while the number of mileage readings received from RDW increased by 1%.

The number of history checks increased even more in 2021 (+4.1%). Professional dealers are obliged to display the information contained in the Car-Pass in their online advertisements and showroom when they put a used car up for sale. To do this, they have to carry out a history check, which was done 375,000 times last year. This is becoming more and more common, although there are still websites and online advertisements without a link to the Car-Pass data. Together with Traxio and the major advertising platforms, Car-Pass continues to work on raising awareness and informing used-vehicle salespeople in order to improve this. It is a point that the Economic Inspectorate closely monitors and, if necessary, they draw up an official report.

The number of professionals who reported odometer readings last year increased by 3.3% to 13,426. Never before have we recorded such a high number. This increase is due, exclusively, to users communicating via the website. Dealers are mainly obliged to request the vehicle's history when putting it up for sale. 37% of all companies use their DMS software to communicate the data to Car-Pass. 63% communicate their data via the Car-Pass website. The latter are mainly smaller enterprises, as this flow only represents 6.0% of the total data volume.

This is also confirmed by the graph showing that half of all companies reported less than 100 odometer readings per year. Only 19% exceed the mark of 1,000 readings per year.

Distribution of companies as a function of the number of inputs



**13.426 companies reported mileage readings in 2021. An absolute record.**



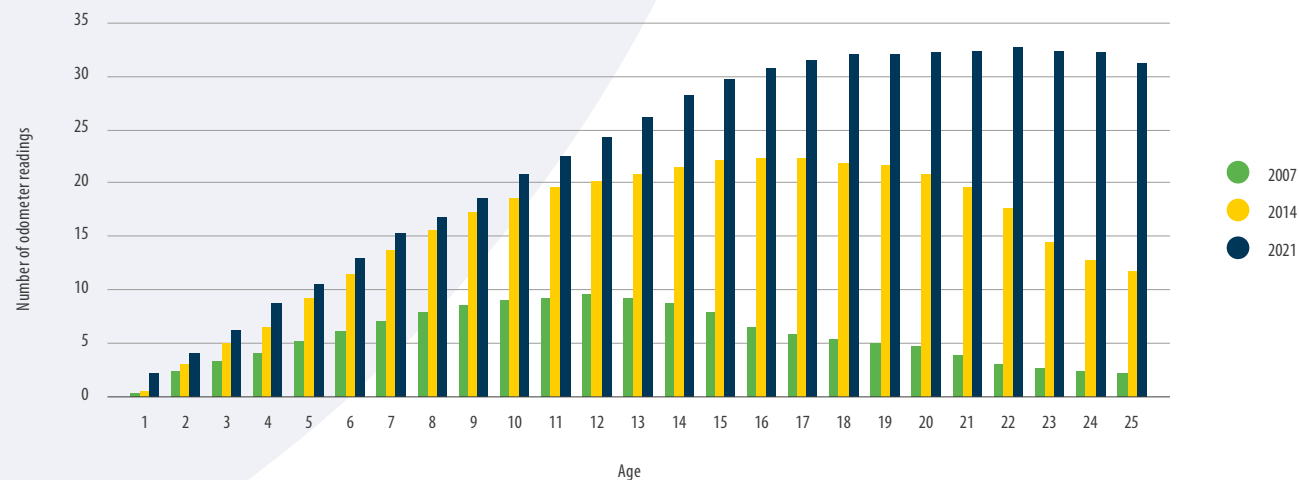
**As of 31 December 2021, the Car-Pass database contained a total of 263.4 million odometer readings, of which 159.0 million relate to the active fleet.**



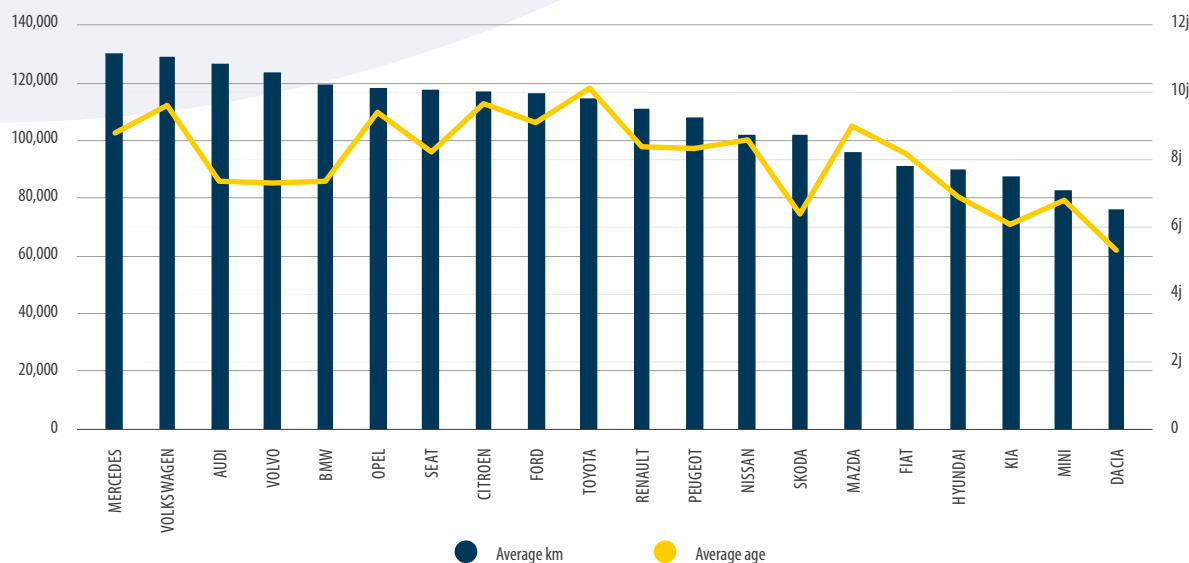
**The history of an active vehicle has an average of 17.9 odometer readings.**

The Car-Pass database grows every year. The amount of VIN's has increased from 14.8 million in 2006 to 24.9 million by the end of 2021. Over the past 15 years, we have stored more than 263 million odometer readings. 40% of this data relates to vehicles that are no longer part of the Belgian vehicle fleet. A vehicle in the active fleet is, on average, 8.7 years old and its history contains 17.9 counter readings. This comes down to 2 per year. The growth in the database is aptly illustrated by the accompanying graph showing the number mileages stored per vehicle age in 2007, 2014 and 2021. The graph shows a quasi-linear growth up to the age of 15, where the mark of 30 readings per vehicle is exceeded, after which the curve flattens. It is no coincides that this point coincides with the launch of the Car-Pass system.

The growth of the data base



Average mileage and age per brand



Volkswagen is the brand with the largest fleet, and the brand for which Car-Pass has stored the most odometer readings in its database; 179 million. Peugeot, Renault, Mercedes, Opel, Citroën, BMW and Ford also exceed the 10 million mark.

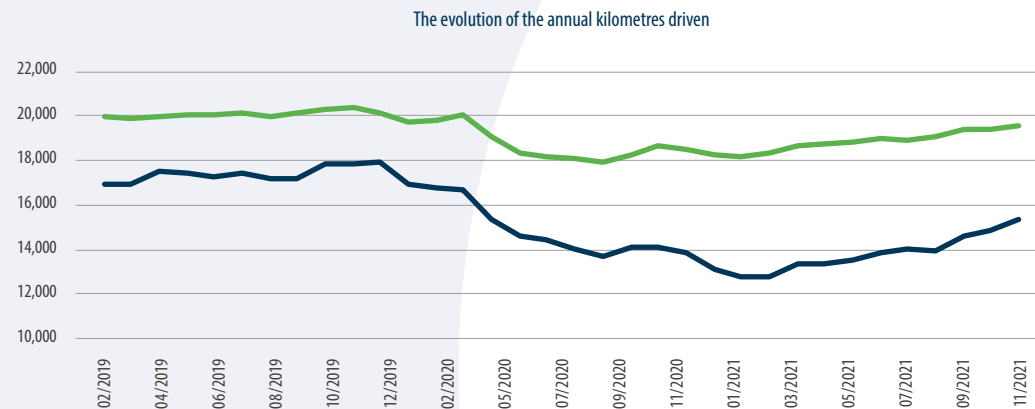
The graph shows the average of the last reading received and the average age when this data was received. For the top 10, the average mileage varies between 110 and 130,000 kilometres. Mercedes, with an average of 130,222 km at 8.8 years, leads the ranking, ahead of Volkswagen and Audi. Brands of which the Belgian fleet is relatively young (e.g. Kia or Dacia), have naturally covered less kilometres.

\* The active vehicle fleet consists of all vehicles registered on 31.12.2021 and/or the vehicles for which Car-Pass was used in the period 30.6.2020 through 31.12.2021.

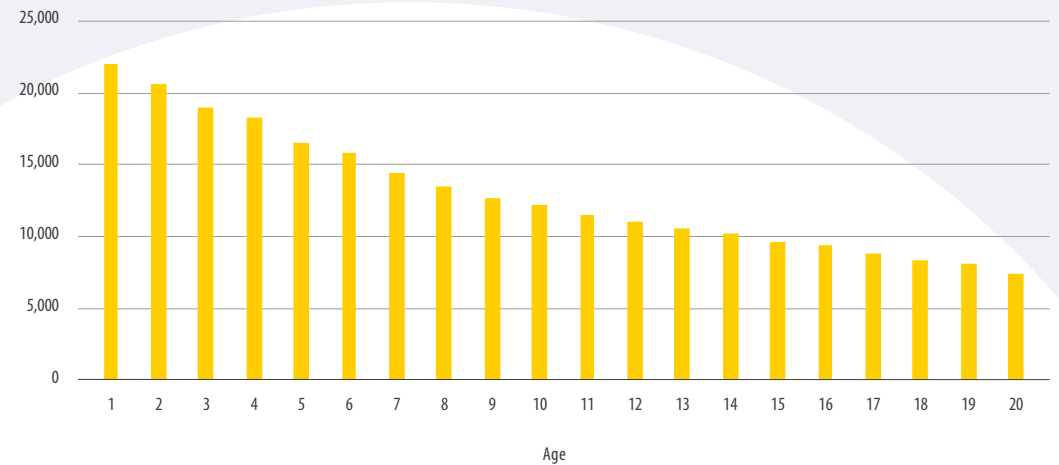
# CAR USE INCREASED AGAIN IN 2021.

Car-Pass manages the central register of odometer readings for the Belgian car fleet and thus has a good overview of automobility. For all vehicles for which the organisation has registered an odometer reading in any given month, the annual mileage is calculated based on previous odometer readings. The average passenger car covered 15,384 km in 2021. The figures confirm that car usage has increased again compared to 2020 (+11%), but also that we have not yet reached the level of before the Corona crisis (-14% vs 2019). The increased number of people who have continued to telework, undoubtedly has something to do with this.

In the case of vans, the differences are less pronounced. They travelled an average of 19,537 km last year, which is an increase of 6% compared to 2020, and only 3% less than in 2019.



Km travelled in 2021 as a function of vehicle age



The younger the vehicle, the more it is driven. In their first year, Belgian cars cover 22,000 km, after 11 years only half and after 20 years only a third.

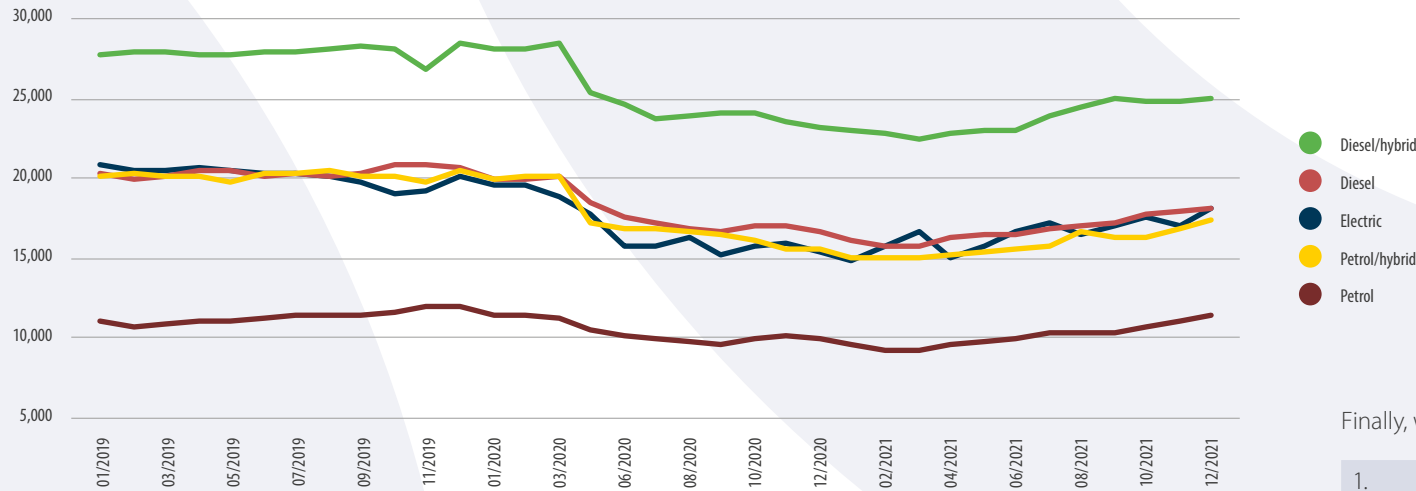
The average passenger car covered 15,384 km in 2021.



Looking at the power source, drivers of diesel hybrid cars are the most frequent drivers among us. This is not surprising since these are relatively new vehicles and are mainly found in company fleets. They travelled an average of 25,081 km in 2021. Electric vehicles are also used extensively. They drove 18,177 km last year. This is comparable to regular diesels and petrol hybrids.

The average petrol car 'only' drove 11,440 km last year. They are mainly registered by private individuals and are also slightly older, which explains the lower figure.

Km/year as a function of the energy source



Finally, we will list the top 5 brands:

1.	Tesla	20,919 km
2.	DS	20,026 km
3.	Volvo	19,013 km
4.	Mercedes	19,010 km
5.	Skoda	18,438 km

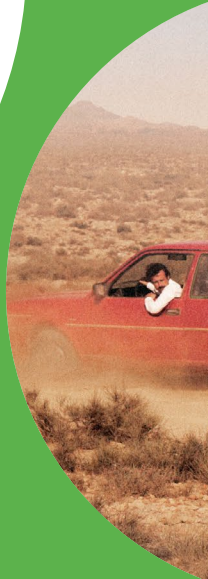
It may seem surprising that Tesla and DS lead the ranking, but their car fleets are, on average, less than 3 years old and are thus significantly younger than Volvo and Mercedes, whose average age is between 7 and 9 years respectively.



That is 11% more than in 2020,  
but still 14% less than in the  
Corona-free year 2019.

# 2006

15 years Car-Pass







# WHO'S WHO ?

## General Assembly

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### Founding members

**FEBIAC asbl**

*Boulevard de la Woluwe 46, boîte 6, 1200 Bruxelles*

**TRAXIO asbl**

*Avenue Jules Bordet 164, 1140 Bruxelles*

**AIBV sa**

*Boulevard Sylvain Dupuis 235, 1070 Bruxelles*

**Auto Contrôle Technique sa**

*Rue Colonel Bourg 118, 1140 Bruxelles*

**Autosécurité sa**

*Zoning Industriel de Petit Rechain,  
Avenue du Parc, 4800 Verviers*

**Autoveiligheid nv**

*Brusselsesteenweg 460, 2800 Mechelen*

**Bureau voor Technische Controle nv**

*Santvoortbeeklaan 34-36, 2100 Deurne*

**CTA nv**

*Ambachtenlaan 10, 3001 Leuven*

**Keuringsbureau Motorvoertuigen nv**

*Zandvoordestraat 442A, 8400 Oostende*

**La Sécurité Automobile sa**

*Rue Lieutenant Lotin 21, 1190 Bruxelles*

**Studiebureel voor Automobieltransport nv**

*Poortakkerstraat 129, 9051 Sint-Denijs-Westrem*

### Associated members

**Royal Touring Club de Belgique asbl**

*Rue de la Loi 44, 1040 Bruxelles*

**VAB nv**

*Pastoor Coplaan 100, 2070 Zwijndrecht*

### Observers of the federal government

**Ministry of Economy, SMEs, Self-Employed and Energy**

*Boulevard du Roi Albert II 16, 1000 Bruxelles*

**Ministry of Mobility and Transports**

*City Atrium, Rue du Progrès 56, 1210 Bruxelles*

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and Energy



# Car-Pass

Car-Pass non-profit is an initiative from FEBIAC, TRAXIO and the companies certified for roadworthiness inspection, supported by Touring and VAB and in collaboration with the Federal Ministry of Economy and with the Federal Ministry of Transport.

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