Used EV buyers' biggest fear is the battery – and more than half don't know it can be tested

In the UK, dealers are certifying – but buyers don't know to ask

- New AVILOO Used EV Trust Study across Europe and the US shows more than half (50.7%) of EV-interested consumers don't know a used EV battery can be tested.
- Yet once the option is put to them, they rate a reliable battery health check as the most relevant issue in the used EV market – joint top with battery warranties.
- Almost half (48.1%) of businesses selling used EVs say three-quarters or more of them already come with a battery certificate.
- Buyers' hesitation is practical, not ideological: battery health and repair costs are the biggest barriers to buying a used EV, while dislike of green technology is the smallest.
- The surveyed UK businesses that sell used EVs say that, on average, over two-thirds (68.5%) of them come with a battery certificate.
- The study was based on surveys of 837 EV-interested consumers and 443 car dealers, leasing firms and auction houses across eight markets in Europe and the US.
- AVILOO's media kit is available here

LONDON, 24th November 2026 – AVILOO, the global leader in EV battery diagnostics, has found that more than half of people interested in buying an electric car don't know a used EV battery can be tested – even though the battery is what worries them most. Dealers, meanwhile, are already putting battery certificates on many of the EVs they sell. The AVILOO Used EV Trust Study surveyed 837 EV-interested consumers and 443 car dealers, leasing firms and auction houses across eight markets in Europe and the United States.

Across Europe and the US

Buyers want a battery check, but more than half don't know it exists

The consumers surveyed are not average car buyers: more than two in five (43.5%) have owned or driven an electric or plug-in hybrid car. Yet more than half (50.7%) didn't know, before the survey, that an EV battery can be tested for its health and expected lifespan. Awareness was highest in the US, where around six in ten (60.8%) knew.

But once the option is put to them, they want it. All the consumers surveyed – including those who didn't know testing existed – were asked to rate how relevant different topics are in the used EV market, on a scale of 1 (not at all relevant) to 5 (very relevant). A reliable battery health check came joint top, at 4.4, alongside battery warranties. In other words, the thing consumers rate as most relevant is something more than half of them didn't know was available.

Dealers are certifying – buyers don't know to ask

On the other side of the deal, almost half (48.1%) of the businesses surveyed that sell used EVs say three-quarters or more of them already come with a battery certificate.

Buyers and sellers agree on where the risk lies. Consumers and businesses both say the battery is seen as the biggest risk when buying a used EV, and businesses agree that a battery certificate builds buyer confidence and helps sell used EVs faster.

Battery doubts, not dislike of green technology

Buyers' hesitation is practical rather than ideological. Asked to rate barriers to buying a used EV on a scale of 1 (not a barrier) to 5 (a major barrier), consumers put uncertainty about battery health and worries about future repair or replacement costs at the top (both 4.1). General dislike of green technology comes bottom, at 1.9.

Battery doubts also put pressure on prices: consumers agree that uncertainty about the battery would make them demand a lower price (4.2 out of 5), and dealers say it often leads to tougher negotiations.

UK: dealers are certifying, buyers don't know to ask

UK dealers already put battery certificates on most of the used EVs they sell.

The 53 UK businesses surveyed that sell used EVs say that, on average, over two-thirds (68.5%) of them come with a battery certificate.

Yet more than half (53.9%) of the 102 UK consumers surveyed didn't know, before the survey, that an EV battery can be tested.

The findings come as UK EV industry groups call for battery health certificates to become mandatory for used EVs.

Marcus Berger, CEO of AVILOO, said: *"With a used petrol car, age and mileage tell you a lot. With a used EV, they tell you almost nothing about the battery – and the battery is the most valuable part of the car. Our study shows that more than half of the people interested in electric cars don't know a battery can be tested, even though a reliable battery check is exactly what they want. Our tests draw on the world's largest battery database, so results rest on independent measurement rather than on what the car reports about itself. And we stand behind our analysis with the AVILOO Battery Warranty."*

– ENDS –

Notes to editors

- **About the study:** The AVILOO Used EV Trust Study is based on online surveys of 443 businesses (349 car vendors, 67 leasing firms and 27 auction houses) and 837 EV-interested consumers in France, Germany, Italy, the Netherlands, Norway, Sweden, the United Kingdom and the United States. Between 100 and 109 consumers and between 42 and 63 businesses were surveyed in each market. In the UK, 102 consumers and 57 businesses were surveyed. Fieldwork took place between April and September 2026.
- **Consumer sample:** Consumers were recruited through an online panel and screened for interest in EVs. They currently own or drive an electric or plug-in hybrid car, have done so in the past, or would consider buying one if they needed a car today. They are not representative of all car buyers.
- **Self-reported figures:** All figures are self-reported. Shares of used EVs sold with a battery certificate are averages of the estimates given by the businesses surveyed that sell used EVs, not measured market data.
- **Scores:** Unless stated otherwise, scores are averages on a scale of 1 to 5, where 1 means "not at all relevant", "not a barrier" or "fully disagree", and 5 means "very relevant", "a major barrier" or "fully agree".

About AVILOO

AVILOO began in 2018 with independent battery diagnostics for electric and plug-in hybrid vehicles and has since become the global industry standard and market leader. Founded near Vienna, Austria, the

company operates worldwide and has had a base in Denver, Colorado, since 2024. AVILOO develops precise, fast and manufacturer-independent tests that measure the state of health (SoH) of drive batteries in used vehicles and detect defects.

Its first product, the AVILOO PREMIUM Test, is the world's most comprehensive battery test for individuals. Drawing on thousands of PREMIUM tests and the world's largest battery database built from them, AVILOO developed the FLASH Test, which assesses a battery's condition in three minutes – ideal for fleets and remarketing. Covering more than 96% of available brands, the FLASH Test is currently the fastest comprehensive battery diagnostic on the global market. All AVILOO analysis methods and certificates are certified by TÜV and CARA, giving commercial and private buyers, sellers and users full transparency and confidence.

aviloo.com/en-us/pressroom

Media contacts

AVILOO
Nikolay Evstratov, Corporate Communications
Tel: +43 676 331 04 30
nikolay.evstratov@aviloo.com

Influence eMobility
Tom Green, PR Director
tom@influenceemobility.com