



AVILOO conducts international study

Transparency builds trust: Customers see independent battery certificates as the key to the used EV market

AVILOO, the global market leader in independent battery diagnostics, recently conducted an international study among customers in ten European countries. The results of the B2B study clearly show that independence and transparency are decisive factors for trust, purchasing decisions and market acceptance of used electric vehicles.

Wiener Neudorf, April 21st 2026 – Trust is the decisive factor when purchasing used electric vehicles. This is confirmed by a recent international B2B customer survey conducted by AVILOO among automotive industry companies in the DACH region, the United Kingdom, Sweden, Finland, Denmark, France, Italy and the Netherlands. Transparency regarding battery condition and manufacturer-independent assessments play a particularly central role. The results underline that independent battery certificates from AVILOO are increasingly perceived by market participants as a foundation for credibility, security and fairness in the used vehicle market.

Transparency as the most important driver

For the vast majority of surveyed companies, transparency in the sales process is crucial. 92.9% of participants state that increasing transparency and buyer trust is a key reason for using independent battery certificates. One used-car dealer commented as follows: *“Due to a lack of information, skepticism among many potential buyers of used electric vehicles remains high. A manufacturer-independent battery certificate creates objective transparency, increases trust and strengthens the dealer’s professional competence in the field of electromobility. This is particularly relevant for older vehicles or models with higher mileage that are approaching the end of the manufacturer’s battery warranty. As these vehicles increasingly enter the used-car market, their tradability and value retention are of central importance – and ultimately benefit all market participants.”*

No other surveyed aspect achieved comparable approval rates. This clearly shows that battery condition is a key decision criterion for buyers of used electric vehicles – and that comprehensible, objective information about it builds trust.



Independence as an essential instrument

In addition to transparency, independence from manufacturers plays a major role. 93.4% of respondents believe that an independent battery certificate increases credibility in the sales process, while 88.8% emphasize the importance of manufacturer-independent results. The results show that market participants view independent testing as an essential tool for avoiding potential conflicts of interest and ensuring objective assessments – particularly in the sensitive area of high-voltage batteries. There is also growing demand from customers: 84.4% of respondents state that customers are now actively asking for an independent battery certificate. With the FLASH Test, AVILOO clearly differentiates itself as the only provider of a truly independent quick battery test for electric vehicles on the market, offering customers a unique added value.

Greater security in the sales process

Survey results further indicate that transparency and independence not only strengthen buyer trust but also support the sales process itself:

- 46.2% of surveyed companies report higher sales prices since introducing independent battery certificates
- 44.0% observe shorter standing times for used electric vehicles

These figures illustrate that objective information about battery condition reduces uncertainty and accelerates decision-making processes. This uncertainty is reduced not only for buyers, but also for sellers even before the vehicle is actively offered on the market. 74.7% use AVILOO's independent battery certificate to minimize risks of complaints and returns by testing vehicles prior to purchase. The results also show that an independent battery certificate not only increases prices and reduces standing times, but also serves as a strong sales argument, as highlighted by one respondent: *"We trade many electric vehicles with higher mileage. That is why an independent battery test to verify battery condition and objectively assess vehicle status is our most important sales argument."* Another respondent particularly emphasized the reduced standing time: *"We recently created a battery certificate for a used-car dealer; the Fiat 500e had already been standing there for two to three months. After the AVILOO certificate was created and uploaded, the vehicle was sold within four days."*



High satisfaction and willingness to recommend

The perceived relevance of AVILOO's independent battery certificate is also reflected in user satisfaction:

- 94.4% of respondents are satisfied overall with the use of independent battery certificates
- 92.4% would recommend them

Frequently cited reasons include trust building, traceability of results and objectively sound decision-making.

Trust as the foundation of the used EV market

The survey results clearly show that the used electric vehicle market requires standardized, understandable and independent information on battery condition. Transparency and manufacturer independence are no longer seen as added value, but increasingly as basic prerequisites. Independent battery certificates therefore make an important contribution to the professionalization of the used-car market and to strengthening trust in electromobility overall, as emphasized by AVILOO CEO **Marcus Berger**: *“With our AVILOO FLASH Test, we are the only provider on the market offering a manufacturer-independent battery quick test. We differ from all other quick tests, which merely read out the BMS, by using precise calculation methods that truly guarantee independence and transparency – benefiting all market participants. We are therefore very pleased that these advantages are clearly recognized by our customers.”*

About the survey

The survey is based on an international sample with participants from several European markets, including Switzerland, France, Denmark, the United Kingdom and Sweden. The international B2B customer survey was conducted among several hundred companies from the automotive sector, including dealerships, trading companies, testing organizations and fleet operators. The survey was conducted anonymously and included both quantitative and qualitative questions.

About AVILOO

AVILOO is the global leader in battery diagnostics for electric and plug-in hybrid vehicles. The company develops and markets precise, fast, and manufacturer-independent tests to detect the State of Health (SoH) and defects in drive batteries of used vehicles. Test results are provided in detailed reports and certificates. All analysis methods and certificates are TÜV and CARA certified, ensuring complete transparency and safety for used car buyers, sellers, and users - both commercial and private. With the AVILOO FLASH Test, the company offers the only independent EV battery quick test on the market – not a BMS readout, but a genuine diagnostic that can be carried out cost-effectively and easily on the vehicle in just three minutes. AVILOO currently covers over 96% of all available brands.



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Press contact AVILOO: Uwe Blümel, Corporate Communications, Tel. 0043 676 3310430