# DATmagazine

ENGLISH VERSION


Automotive excellence
starts with us.

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# Dear readers,

DAT is a company that has been at the heart of the automotive industry for over 95 years. With our data, software solutions and technologies, we support industry stakeholders both nationally and internationally. As a neutral data source, we stand firmly by our values: data-driven, knowledgeable, future-shaping, connecting, automotive enthusiasts, market-structuring and responsible.

DAT's mission since the beginning has been to provide the entire market with comprehensive, static vehicle data – and, in recent years, dynamic, too – across different IT systems and technologies. This makes DAT a unique and systemically important company for the automotive industry. This makes it all the more important to push innovation while ensuring continuity, quality and neutrality,
and that applies not only to products, but also to our strategy. And since it is always people who drive and implement strategies, we can look to the future with confidence. After all, DAT's recipe for success is that its entire team works excellently together, and that remains true even as the company grows and changes.

This issue of DATmagazine was produced in collaboration with numerous colleagues from various product lines and departments. The aim behind it is to explain what DAT does, how it does that and why it does that. In doing so, we highlight products that are already in use, how they have evolved and the areas that our company innovates in.

Enjoy reading, and wishing you all the best!

**Uta Heller**
Head of
Corporate Communication

**Dr. Martin Endlein**
Head of
Corporate Communication

**The latest information from DAT:**

dat.de/newsletter

PRODUCTS, SERVICES AND FOCUS AREAS



## Legal information


**Deutsche Automobil Treuhand GmbH**
Corporate communications
Hellmuth-Hirth-Straße 1 | 73760 Ostfildern
T +49 711 4503-0 | www.dat.de

**Responsibility for content** Uta Heller and Dr. Martin Endlein
**Authors** Jana Babutzka, Dr. Karin Bayha, Dr. Martin Endlein, Isabella Finsterwalder, Uta Heller, Bernd Reich
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For ease of reading, all references to specific genders have been avoided and the neutral pronoun 'they' is used to apply to all genders unless otherwise explicitly stated.

# SUPPORTED BY THE ENTIRE INDUSTRY

**Since its founding more than 95 years ago, DAT has occupied a unique position in the automotive industry. Automotive associations serve as its shareholders. Representatives of manufacturers, importers, car dealerships and car repair shops make decisions about the future of DAT in various committees.**

DAT has specific core brand values that define the company. The word 'connecting' reflects this shareholder structure better than it could for almost any other stakeholder in the automotive industry. In addition to the German Association of the Automotive Industry (VDA), the Association of International Motor Vehicle Manufacturers (VDIK) and the German Federation of the Motor Vehicle Trade (ZDK), the Federal Guild Association of the Motor Vehicle Trade (BiV) joined in 2026. This unique structure within the automotive industry ensures absolute neutrality and provides DAT with stability and an understanding of the industry that no other company in this sector has.

**Becoming a leading technology company**

In addition, DAT continues to grow. In recent years, it has increasingly evolved from being purely a data and software provider and into a leading technology company in the automotive industry. The focus is increasingly on proprietary AI and data science solutions that make customers' processes more efficient, more precise and more digital.

**Moving forward with new directors**

In 2026, DAT initiated a change in its management team. Dr Thilo Wagner, who is in charge of products and IT, will retire in the summer of 2027 after nearly 15 years in his role. To ensure continuity, transparency and trust in these key areas at DAT, his successor, Oliver Hepfner, joined the ▶

The current DAT Administrative Board, including its former members and current directors

company on 1 June 2026 and will work with Dr Thilo Wagner to achieve a successful transition in the coming months.
The generous length of the transition period, which will also cover Jens Nietzschmann's retirement, is a deliberate decision by DAT's shareholders with the aim of enabling a very thorough, smooth and solid transfer of knowledge. Oliver Hepfner, Chief Technology Officer (CTO), has more than 25 years of experience in technology, software, product development and digital transformation. In addition, Oliver Hille joined DAT on 1 September as Chief Financial Officer (CFO) and, as such, is the company's director in charge of commercial matters. He also has more than 25 years of experience and has hands-on knowledge of repair shops, commerce and industry alike. In the future, he will also take over some of Jens Nietzschmann's responsibilities. As part of the changes, Helmut Eifert, DAT's Director Innovation and International, will also become responsible for sales in the German market – and therefore for sales globally – in the role of Chief Sales Officer (CSO).
Together, Helmut Eifert, Oliver Hepfner and Oliver Hille will form the future DAT management team.

**Strategic growth**

Ensuring continuity while DAT undergoes change and growth is a particular challenge during these years of transition. International markets in particular offer significant growth potential that DAT needs to capitalise on. Responding to this challenge requires, among other things, organisational adaptation so that we can react to customer requests with even more speed and precision. We have a focus on multiple issues: taking a critical look at our own processes, leveraging the synergies between DAT's national subsidiaries even more effectively and fostering a global understanding of our brand. This international development is embodied in a shared corporate culture, a global mindset and a sense of dynamism and speed. Amongst all of that is a clear view of technology. In this context, the use of and response to artificial intelligence within DAT and in customer applications are, alongside IT security, a key area of action.

**Technology changing the way we reach customers**

For example, the core product SilverDAT offers not only the traditional pillars of vehicle identification via VIN request, vehicle valuation and repair cost estimation, but also numerous new AI-based features: an automated image and damage detection system called FastTrackAI® and a voice-to-text language model called Silvie, which allows repair shops to record damage via voice input and directly convert it into a repair cost estimate. In addition, solutions such as the integrated Parts Completion Service help users consider additional parts when calculating repair costs by suggesting them to users in the context of their specific estimate.
Many stakeholders both domestically and abroad are now increasingly opting for AI-based DAT solutions. Fundamentally, the core products are essentially the same everywhere, while the nature of the interface and the access methods vary depending on the customer and country. With these products, too, technology is a key driver changing the way we reach customers.

**Telematics data: a strategic line of business**

In telematics, we are pushing ahead with our efforts to integrate data and reach new target markets. Thanks to our participation in High Mobility, we have brand-independent access to connected-car data, such as odometer readings, service requirements and fluid levels, and integrate it automatically into our new SilverDAT Connect product. The same applies here: technology is driving our business processes. It puts a focus on new target markets such as fleet managers; at the same time, damage assessments will become even more precise when telematics or diagnostic data from the vehicle can be incorporated into damage analysis in the future.

**A stable employer**

DAT is an IT and technology company that differs from many of its competitors. Because of its unique shareholder structure – comprised of the four automotive associations BiV, VDA, VDIK and ZDK – it is not a private equity firm, and that has implications for employees, prices and products for the more than 150,000 SilverDAT users wordlwide. DAT is highly valued as a stable employer precisely because of the stable and reliable way it operates for customers in the market.
This quality, combined with DAT's core competencies, continues to be a guarantee of success for DAT. Also paving the way to DAT's future is its processing and organising of large volumes of cross-brand data and making them available to the market through appropriate software solutions combined with technology.

**Keeping our eyes firmly fixed on Mission 2030**

DAT is the leading technology company in Germany and in select international markets, providing all relevant vehicle data to ensure mobility for everyone impartially and at the right time. That is what DAT Mission 2030 is about at its core. Along the way, the task will often involve digitising complexity and expert knowledge, packaging it and integrating it into a process. DAT achieves this in collaboration with colleagues both in Germany and abroad. Growth in each of these markets will ensure that DAT continues on its success trajectory in the future.


DAT directors (from left): Dr Thilo Wagner, Oliver Hille, Helmut Eifert, Oliver Hepfner, Jens Nietzschmann (Chairman of the Management Board)

**More information:**
dat.de

# SO, WHAT EXACTLY IS DAT?

**A recent DAT campaign with the hashtag #getDATjob had the aim of recruiting new employees. It featured the slogan: 'So, what exactly is DAT?' And the answer to this question? 'We at DAT, short for Deutsche Automobil Treuhand, are part of the mobility in your life. Always. Even if you might not know us yet.'**


DAT has been a part of the mobility in many, many people's lives for almost 100 years. And if you ask an AI about DAT, you will learn a few more details all revolving around the same message: 'DAT is a neutral provider of data, technologies and services for the automotive industry.' This is a pretty accurate description, but to really get a sense of what DAT is all about, it might be worth taking a closer look at the following three questions: **'What does DAT do?'**, **'How does DAT do that?'** and finally, **'Why does DAT do that?'**

### What does DAT do?

It is hard to sum up what DAT does in a single sentence. DAT is an international software and technology company which also operates a network of experts in Germany. On top of that, DAT – the world's oldest market research institute – regularly conducts representative studies of the automotive market, particularly from the perspective of end consumers. These three areas of activity broadly outline DAT's responsibilities and define its characteristics as the neutral and authoritative data source for the automotive industry.

Essentially, all forms of data, software and technology from DAT can be labelled 'automotive knowledge', which is why DAT's tagline, 'Knowledge about cars starts with us,' perfectly encapsulates what DAT does. Accordingly, DAT provides automotive knowledge through various channels and media in a very multifaceted way.

### DAT Expert Partner

An important, and also the oldest, source from which knowledge about cars is provided is DAT's own network of experts. At nearly 500 locations across Germany, these 'DAT Expert Partners', who serve as automotive assessors with specialised expertise and qualifications, carry out important tasks for the automotive industry, including damage assessments, being neutral third parties at motor vehicle arbitration boards or preparing appraisal reports for historic vehicles. As a rule, DAT Expert Partners have an official appointment and oath, and they have a wide range of specialisms. They always act as independent automotive experts who are affiliated with DAT through a cooperation agreement.

### SilverDAT product family

DAT provides automotive expertise on a large scale through IT systems which serve a wide variety of functions. They are used, for example, for precise vehicle identification, vehicle valuation or repair cost estimation, and they always operate based on original manufacturer data. For this reason, the software products often include 'SilverDAT' in their names, since the contracts that DAT has entered into with carmakers and importers often permit the use of this data only in conjunction with a SilverDAT product. DAT's solutions are always process-oriented and vehicle-specific, supporting the workflows of a wide variety of industry players such as automotive dealerships. Use cases include, for example, claim management, trade-ins and vehicle marketing. At the same time, the solutions provide banks and leasing companies with forecasts of residual value to help determine lease or loan payments. They allow fleet managers to configure passenger cars or get a read-out of a company car's current mileage. Repair shops can access repair manuals through SilverDAT. Big data technologies such as Power BI and artificial intelligence help claim adjusters and insurance companies with image recognition for car damage. Users can access DAT products either directly or via an interface.

### Publications and events

In Germany, DAT is also responsible for providing various publications. They include official lists detailing E10 fuel tolerance and overviews of fuel and electricity consumption by new cars available in Germany. In addition, there is for example the DAT Report, which has been published for over 50 years and provides a unique analysis of private consumers' automotive attitudes. This study has established itself as the standard reference work in the automotive industry. DAT participates in over 100 events each year, both in Germany and abroad. The largest of these is the New Year's Summit in Berlin at the end of January, with over 1,000 attendees.




**What does DAT do?**

DAT is an international software and technology company with its own network of experts in Germany. It provides automotive knowledge in the form of data, software, services and market research findings, and always doing so neutrally. Its slogan, 'Knowledge about cars starts with us', is a perfect summary of this role as a neutral and authoritative source of data for the automotive industry.

**How DAT works**

DAT employs approximately 600 people worldwide, more than 400 of whom are based in Ostfildern, Germany. Through its subsidiaries and affiliates, it operates at more than 20 locations worldwide. Its strength lies in its close connections with manufacturers, insurance companies, automotive companies and other stakeholders, based on static and dynamic vehicle data.

**Core business areas and products**

Key business areas include the sale of technologies and software through the SilverDAT product family. They consist of process- and vehicle-specific data and software solutions for vehicle identification, valuation and repair cost estimation based on original manufacturer data. These solutions support the processes of numerous automotive industry stakeholders, both in Germany and internationally.

**History and mission**

DAT was founded in 1931 to save the automotive market from collapse in the face of the Great Depression. To this end, it developed a method for appraising used cars and established market rules. Today, it is the data source that makes all relevant vehicle data universally accessible, impartially and at the right time, to ensure mobility. At the same time, it has its eye firmly set on the future with its 100th anniversary approaching in 2031.

**How does DAT do that?**

DAT operates internationally and employs approximately 600 people worldwide. Of these, just over 400 work at the Ostfildern site. Its subsidiaries and affiliated companies, situated at more than 20 locations, focus on different customer categories. In many countries, it is insurance companies and mobility providers that are seeking solutions.

In Germany, on the other hand, automotive businesses – specifically car dealerships and repair shops – are DAT's largest customer category. With over 22,000 software licences in Germany alone, DAT has comprehensive market access. Of the 100 largest automotive dealership groups, more than 90 are listed in DAT's customer database. Thanks to its contracts with nearly 50 carmakers, its precise processing and its standardised structuring of these numerous data formats, DAT acts as an interpreter within the industry. DAT's strength in this regard lies in its ability to provide data for numerous and very diverse processes in the automotive industry via cloud-based applications. With its investment in High Mobility, DAT's portfolio now includes dynamic data – known as connected-car data – in addition to the existing static passenger car data (e.g. vehicle parts).

DAT also conducts studies (of residual value) for numerous manufacturers and importers in connection with the launch of new vehicles. In addition, DAT customers receive training through the DAT Academy, including through DAT's subsidiary Promotor XD. Promotor uses exclusively DAT data for consulting projects with manufacturers and importers. In addition, Promotor plays an important role in the training and continuing education of staff at automotive dealerships.


**DAT's mission began with the drafting of market rules, which contained provisions governing the sale of new and used vehicles. In addition, by publishing its price lists, DAT laid the foundation for the work of its own network of experts in Germany.**

**Why does DAT do that?**

DAT was founded in 1931. Not with the aim of bringing a specific product to market, but rather because it had been contracted to perform a task. This task was entitled 'The Rise or Fall of the Automotive Industry and Trade in Germany. A Critical Economic Analysis of the Possibility of Recovery.' This report was published for the International Motor Show (IAA) in Berlin on 28 February 1931. In the late 1920s, during the Great Depression, representatives of the automotive industry and car dealers agreed that a neutral and authoritative data source was needed to organise the automotive market and get it back on track. The aim, essentially, was to save the market from going into a 'fall', as the title of the report put it. These efforts began with the revitalisation of the used-car market and the subsequent establishment of a dedicated network of automotive experts. At that time, DAT was the first-ever company to develop a structured methodology for appraising used cars.

At the same time, it drafted 'market rules' that laid out in detail how the trade in new and used passenger cars was to operate. All manufacturers and automotive companies at the time committed to complying with these market rules, which marked the beginning of DAT's success story. It was and remains the neutral and authoritative source that receives data and information from manufacturers as well as dealers, with the mission of returning this information to the market in a structured and refined format enriched with DAT expertise, using various media (initially, for example, in the form of price lists or overviews of standard and optional equipment for individual passenger cars; later followed by distribution on CD and DVD). And on the journey to its 100th anniversary in 2031, DAT is set on being the leading technology company in Germany and in select international markets, providing all relevant vehicle data to ensure mobility for everyone impartially and at the right time.



# GLOBALLY CONNECTED, NEUTRAL AND AUTHORITATIVE DATA SOURCE FOR THE AUTOMOTIVE SECTOR

**DAT is the neutral and authoritative data source for the automotive industry and has also been active internationally since the 1990s. As a technology-driven company, it processes extensive static and dynamic automotive data and makes it available through IT systems and interfaces in Germany and internationally. In this way, DAT provides its customers with accurate, reliable information and plays a key role in ensuring transparency and comparability in a globally interconnected industry.**

### Active in Europe and Asia

For many years, DAT has been successfully represented in numerous markets across Europe and Asia through its offices and branches. The work of the various sales partners, subsidiaries and affiliated companies is tailored to local needs and adapted as needed to the prevailing conditions. Data is collected in each country, provided locally and also always processed centrally by DAT.

### Country-specific product variety

The extent of the product range varies from country to country, often reflecting the varying levels of digitisation as well as customer needs. For example, when claims are processed in other countries, the processes can be driven much more by insurance companies. However, the role of experts and the legal requirements for claim adjustment also vary significantly from country to country. Software developers from different countries work closely together across borders, and the knowledge gained from these international efforts is also incorporated into product development in Germany.

| | Country | Market entry |
|---|---|---|
| 1 | Germany | 1931 |
| 2 | Switzerland | 1994 |
| 3 | Italy | 1995 |
| 4 | Spain | 2000 |
| 5 | France | 2005 |
| 6 | Austria | 2006 |
| 7 | Romania | 2007 |
| 8 | Slovakia | 2008 |

| | Country | Market entry |
|---|---|---|
| 9 | Czech Republic | 2008 |
| 10 | Turkey | 2009 |
| 11 | Bulgaria | 2012 |
| 12 | Netherlands | 2013 |
| 13 | Poland | 2013 |
| 14 | Hungary | 2013 |
| 15 | China | 2015 |
| 16 | Greece | 2015 |

| | Country | Market entry |
|---|---|---|
| 17 | Cyprus | 2015 |
| 18 | Lithuania | 2018 |
| 19 | Portugal | 2018 |
| 20 | South Korea | 2018 |
| 21 | Denmark | 2020 |
| 22 | Latvia | 2026 |
| 23 | Japan (coming soon) | |
| 24 | Croatia (coming soon) | |

### International cooperation

Many of DAT's customers, such as OEMs, banks, leasing companies and large automotive groups, operate across national borders. Thanks to the international collaboration within DAT, these major clients can be served optimally.

### Uniform data structure

All DAT products are based on a uniform data structure. Regardless of where the application is used or in what context the data is needed, international comparisons – for example, of vehicles and their features – can be carried out reliably. This structure promotes transparency, makes benchmarking easier and supports well-informed decision-making processes in a global automotive industry. DAT stands for neutral, high-quality data and technologies from a globally connected organisation.

**More information:**
datgroup.com

# HIGHLIGHTS FROM INTERNATIONAL ACTIVITIES

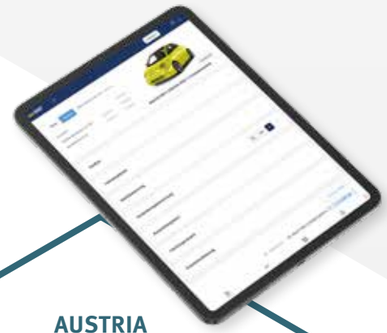
**International sales: cross-border collaboration**

DAT sales employees from 16 countries travelled to Thessaloniki for this year's international sales meeting, where the transnational perspective and cross-market dialogue about successful projects fostered learning from one another. The focus was on successful sales and technical project updates from the previous year, 2025, including for example solutions like weDAT®, FastTrackAI® and SilverDAT Connect. In addition, there were fascinating insights into the latest innovations in processes at various departments as well as presentations on Chinese OEMs.

**OneDAT: building a shared identity**

DAT is becoming more international. To that end, DAT is working intensively to develop a shared understanding of its brand values and how they can be put into practice in different cultures. Surveys and workshops with international subsidiaries promote this with the goal of fostering a OneDAT culture. The company's profile, website and media presence across various channels are also being adapted in line with the brand to create a clear and consistent DAT image.

DAT's international sales team regularly exchanges ideas across national borders and takes a close look at cross-market projects. In 2026, it headed to Thessaloniki, Greece, to do just that.



## AUSTRIA

### All-in-one solution: weDAT®

This cloud-based application can be used entirely within a web browser and is therefore accessible on a variety of devices. weDAT® combines the DAT products VIN request, SilverDAT valuateExpert and calculateExpert into a fully integrated solution for appraisers. Since the widespread transition by major insurance partners in 2025, weDAT® is now the most widely used tool in Austria for professional claim processing by experts. In parallel with that, weDAT® was rolled out to car dealerships and dealership groups. This makes it the central platform for the Austrian automotive industry.

## CZECH REPUBLIC

### FastTrackAI® Robot customer project

FastTrackAI® Robot uses artificial intelligence to detect vehicle damage in photos and estimate repair costs. The project, which was launched in the Czech Republic, goes beyond AI-based damage assessment. In collaboration with leading insurance companies, DAT has reviewed the entire claim processing workflow and integrated AI and automation into its existing processes. Many steps are now completed automatically, which has significantly improved the efficiency of the entire process and saves a lot of time.

## CHINA

### WEDAT® SMART APP

This smart app, developed in China for a client, supports and simplifies digital claim processing at car dealerships. Everything can be managed through the app, from selecting vehicle parts to professional assessments and repair cost estimates based on the manufacturer's original data, all the way to checking the inventory status of parts at the central spare parts centre. Multiple platforms, such as WeChat, CloudDisk and email, can be accessed directly from a mobile phone.

## GREECE

### Fleet Management application

This app is already being used by two major car hire companies in Greece. It offers an integrated solution for end-to-end after-sales management of fleet vehicles. It supports the entire vehicle life cycle, including maintenance, service, body repairs, technical inspections, tyres and a complete historical record for each vehicle. This ensures complete control over the entire after-sales life cycle of every fleet vehicle.

**More information:**
dat.de/silverdat

# SILVERDAT – THE FOUNDATION

**Vehicle valuation and repair cost estimation are the core functions of the SilverDAT product family. It offers customised solutions for all users in the automotive industry. With its user-friendly interface and reliable data on nearly all car models, SilverDAT has won over more than 22,000 car dealers, repair shops and official experts.**

SilverDAT is the digital multifunction tool for users in the automotive industry. This is because DAT's developers constantly adapt the software to market conditions and add practical value from digitisation, regardless of how complex cars become or how sophisticated their features are. The first version of SilverDAT was released as a DOS program back in 1988. This was followed in 1997 by Windows-based SilverDAT II, which remained in use until the end of 2022. In 2013, web-based SilverDAT 3 was launched alongside it. The advantages are obvious. Since then, users have not had to worry about software installation or updates. Every customer automatically works with the most up-to-date data, can use the latest features and has their order data stored securely in cloud data centres.

**Accessed thousands of times via data interface**

Even though most car dealerships and repair shops primarily use a dealer management system (DMS) as their main IT application in their day-to-day operations, these programs access SilverDAT 3 via data interfaces. Even end customers who check used car values for free on the DAT website or request repair cost information for their car through the FairGarage repair shop portal receive their information from SilverDAT 3.

Essentially, SilverDAT 3 is a program that provides users with the specific values that they need from the DAT databases for their particular vehicle valuation or repair costing use case. SilverDAT 3 supports users in the selection of structured data as well as in its management and reuse. In an increasingly complex work environment, this form of digitisation simultaneously simplifies processes and provides more precise values.

**Improvements simplify use**

SilverDAT 3 supports its users in digitising their processes. One aspect of this is optimising the usability of the user interface. The aim is to simplify all configuration and input options and to present the data as clearly as possible. One example of this is WebScan 2.0, which now provides users with more comprehensive information in a clear and visually appealing format. The button- and switch-based user interface is also much easier to operate. Battery-electric vehicle (BEVs) valuation is another example. Here, the user can include the battery's state of health (SoH) in the valuation right away.

The system automatically checks which of the SoH identification service providers available on the market was used to identify the SoH. Time in the repair shop is limited, which is why optimising processes is important. When servicing vehicles, they must always be identified by entering the VIN to use vehicle-specific information. For example, DAT offers a growing number of OEM repair manuals that can be accessed directly from SilverDAT without any disruption in the user experience. Through its partnership with RepairPedia, DAT is expanding access to this valuable information. In addition, SilverDAT users can see directly in the graphical parts selection screen whether additional information about the vehicle is available beyond the manufacturer's specifications. In addition to tips and tricks, this can also include diagnostic guidance thanks to RepairPedia and other partnerships (e.g. with FabuCar). As a result, a great deal of practical repair shop knowledge can be shared. To simplify the process of validating and ordering parts, users can order OEM parts directly from SilverDAT via the interface to partslink24.

**Core competency: valuation**

When you launch SilverDAT 3 to determine a vehicle's value, you can do so in various ways. The vehicle can be selected in the traditional way by sequentially selecting the manufacturer, model, engine type and trim level. You can also find the model by entering the key number from the vehicle registration documents. However, the best solution is to filter by entering the VIN. Although this service comes at a cost, it saves time in the long run, prevents data entry errors and offers the highest level of accuracy since it automatically takes into account all standard and optional equipment as delivered by the factory. By entering the date of first registration, mileage and, for example, the number of previous owners, you can determine a vehicle's value in just a few seconds.

***'SilverDAT is an indispensable tool in day-to-day operations. We have continuously expanded it and enriched it with additional sources of data, including for example RepairPedia. In doing so, we also strengthen SilverDAT's position as a knowledge platform for all forms of service and repair, from maintenance to electric mobility to bodywork repair.'***

Markus König, Head of Costing Applications

SilverDAT offers comprehensive information for repair shop operations, and it is always cloud-based, which means it is always up to date.

Repair shop staff can access digital vehicle records and, for example, send them to insurance companies without any disruption to their workflow.

Once the value has been determined, it can be refined further. For example, if a dealer is purchasing or accepting a trade-in, the price will be offset against the damage identified in the repair cost estimate. If the purchase goes through, the vehicle can be added to the dealer's inventory and uploaded to popular vehicle marketplaces at the click of a button, complete with all equipment details and additional photos. Users can also use the built-in WebScan feature to see how up to 30 comparable vehicles are currently listed online, with the option to adjust the desired parameters for each one.

Using SilverDAT 3, users can also generate price tags for vehicle labeling based on the available data and print out any forms that may be needed. Users can also upload data on purchased vehicles, including images, to popular vehicle marketplaces in just a few simple steps.

In line with the trend towards digitised, paperless workflows in businesses, DAT will integrate digital signatures into SilverDAT. This allows a customer to digitally sign a document, such as an order form or a claim assignment declaration, on a tablet PC or a computer terminal for example. The technology will meet legal and safety requirements.

**Another core competency: repair cost estimation**

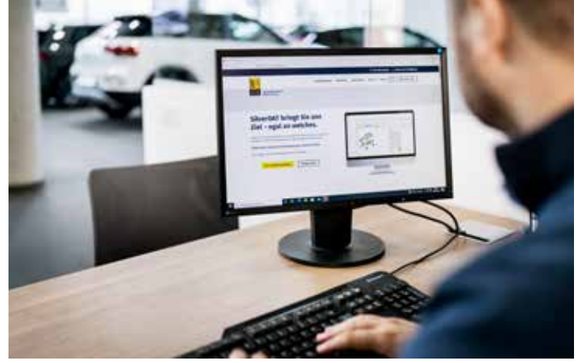
Another equally important application of SilverDAT 3 is repair cost estimation, a feature used by repair shops and official experts. A unique feature of the repair cost calculation function is that it automatically takes into account related work, that is to say, it adds tasks that were not actively selected. For example, if the user selects 'fender replacement' on the selection screen, SilverDAT 3 automatically includes all the work and parts required for that task. The data comes primarily from the manufacturers' repair manuals and labour rate lists, and it is always up to date. Gaps are identified, filled and marked using DAT's methods. For fenders, for example, the repair cost estimate takes into account the necessary removal of the inner fender and the front bumper as well as the cost of painting the fender and additional parts such as bonded trim strips. The program also automatically records special, product-specific details during repairs. When the estimation is completed, the user receives a list of all parts with their original part numbers and a separate list of labour items, which are used to calculate labour costs based on the repair shop's individual hourly rates.

Just as with a vehicle valuation, the first step in estimating repair costs is to identify the vehicle being repaired as precisely as possible. To do this, VIN request must be used, with optional equipment or variant-specific details being taken into account automatically during the estimation. For example, if a windshield is damaged, the user is not presented with multiple options; instead, the program immediately selects the appropriate windshield.

**Visual components simplify cost estimation**

SilverDAT 3 provides a selection screen to help make choices about which parts to repair or replace. In the first step, an illustration of a vehicle appears. Here, the user can immediately specify whether they want to work on the left or right side of the vehicle. Next, the user selects the area to be worked on, for example, the rear of the vehicle. A vehicle-specific, exploded-view drawing then appears for the selected vehicle. The user simply clicks on the damaged parts and selects whether they should be replaced, repaired or, for example, just repainted. The damage is then recorded in SilverDAT 3, one item at a time. If, for example, there are body or paintwork tasks that are not covered in the manufacturers' repair manuals, the user can refer to an 'IFL list' of freely selectable work items. This allows preparatory work or paint samples to be factored into the repair cost estimate and not excluded from it. To keep costs from getting out of hand, a traffic light indicator constantly monitors and expresses the ratio between the vehicle's value and the repair costs. This plays a particularly crucial role in insurance claims. When calculating the cost of a paint job, SilverDAT 3 offers all standard methods, such as the newly revised DAT-Eurolack, manufacturer paint and, depending on the licence model, the AZT paint system as well. This ensures compliance with the applicable guidelines for calculating repair costs.

If necessary, the parts needed for repairs can be ordered within SilverDAT via partslink24.



DAT offers its customers a wide range of training courses, including introductory and advanced webinars.

In addition to passenger cars, SilverDAT 3 also covers motorcycles, vans, commercial vehicles and caravans. Thanks to a partnership with Caravaning Industrie Verband e. V. (CIVD), it is now possible to calculate repair costs for camper vans and travel trailers.

**Continuous improvement**

At the DAT headquarters in Germany's Ostfildern, specialists work every day to add the data required for vehicle valuation and repair cost estimation in SilverDAT 3 to the databases and to make it available in a structured format enriched with DAT expertise. This means that data for new models or updates to existing data by the vehicle manufacturer are available shortly after being published.

The SilverDAT 3 graphical user interface is responsive, meaning it adapts to different screen sizes, and the program runs in a browser regardless of the operating system. Consequently, SilverDAT 3 is also ready for use on any tablet computer. The intuitive user interface makes the software easy to use. Each user can customise the interface to suit his or her needs. For example, the selection screen can be displayed in full-screen mode to make it easier to use.

SilverDAT 3 now offers integration with various insurance claim networks. It allows users to perform a wide range of analyses and offers numerous communication options, for example, with the parties involved in an insurance claim (insurance companies, car hire companies, experts, towing services, etc.). This makes cooperation very easy and helps not only to digitise complex processes but also to simplify them significantly.

A new addition is a special interface for diagnostic devices. This makes it possible to import diagnostic results into SilverDAT, for example, for documentation or further processing. With the new vehicle registration document scanner, users do not have to enter the data when they create a new order. A photo of the registration certificate is sufficient, and SilverDAT automatically captures all the necessary data such as the VIN, address information and date of first registration.

***'We offer comprehensive support features that are specifically integrated into SilverDAT for repair shop staff. They include, for example, quick and easy access to original repair manuals. These very comprehensive documents contain a great deal of DAT expertise, such as quickly locating assemblies.'***

Michael Manske, Head of Costing Applications

**More information:**
dat.de/webinare


**More information:**
dat.de/silverdat

# THE PATH TO VALUE

**SilverDAT makes it possible to determine a vehicle's value quickly. There are several ways to do this. The standard procedure involves, among other things, entering the vehicle make, model, engine type, body style, number of doors and transmission type. Then, the mileage and date of initial registration are entered. The next step is to select the equipment. Just one more click and the valuation begins. SilverDAT lists the vehicle's residual value.**

Valuation is significantly faster, more convenient and at the same time more precise when using VIN request. The value is displayed immediately after the car's vehicle identification number (VIN), mileage and date of initial registration are entered. The advantage of VIN request is that the VIN contains both the car's exact technical specifications and a complete list of its standard and optional equipment. This automatically imports the car with all its factory specifications, ensuring that nothing is forgotten or mixed up.

In both cases, any necessary repairs, worn tyres and similar items must be deducted from the final vehicle value.

**How the values are determined**

SilverDAT contains thousands of vehicle values that are used in expert reports and residual value assessments. Yet how does DAT calculate these values?

Since its founding in 1931, DAT has been involved in the appraisal of vehicle values. While there were just over 300,000 passenger cars registered in Germany back then, there are currently 48.8 million. Every car is unique because it has its own initial registration date, its own specific features, its own mileage and differing condition when compared with other cars. Nevertheless, DAT's market analysis provides the exact value for almost all of these vehicles. DAT focuses on cars that are readily available on the market and traded in large quantities, whose values are accessed thousands of times a day by assessors and dealers. DAT also provides valuations for vehicles that are more than 30 years old or have limited availability in the market, i.e. 'exotic' and vintage cars. These are based on our own market observations and are supplemented by data from our partners.

**Collecting data systematically**

***'Dealer reports of their sales revenues are a very important basis for vehicle valuation at DAT. These reports reflect actual transaction prices charged by retailers to end consumers. They are transmitted to DAT and processed using our methodology. The advantage to them is that the actual sales prices are much closer to reality than the asking prices listed on online marketplaces.'***

Hendrik Pötter, Head of Residual Value Research

One of the cornerstones of the values provided by DAT is actual transaction prices. These are retail prices charged to end customers and are tracked nationwide. DAT receives this anonymous data from retailers, manufacturers, importers and other stakeholders. This methodology is supplemented with asking prices from used-car platforms, which DAT obtains via a data interface. In addition, figures from expert reports and residual value studies are factored into the valuation. What is key to this is that asking prices and selling prices are set in relation to each other to ensure maximum precision in the monitoring of the used-car market. This makes it possible to determine the actual market value of each vehicle model and keep that value up to date at all times. Thanks to the broad data base – that is, the large volume of underlying data – the data is of high quality. All values are compared with quoted prices to monitor potential discounting trends in the market. Price trends over time are also documented precisely.

**Accurate values via VIN request**

If, for example, a dealer or assessor queries the value of a specific vehicle model by entering the VIN, that value is revised mathematically beyond the base value based on the date of initial registration and mileage as well as the value of the factory-installed optional equipment. Thanks to VIN request, no equipment detail is overlooked, and the precise residual value of the vehicle in question is displayed.

**Other factors**

The dealer or assessor also has the option of making additional, custom adjustments. For example, a vehicle may be offered very frequently in a similar configuration in the area around a manufacturer's plant, and the price may be slightly lower in that region. Or the car's colour might have proven particularly difficult to sell, which would also drive down its specific value. With the integrated Webscan feature, users have another way to view a selection of similar passenger cars on the major online vehicle marketplaces. This makes it easier to determine the value of the individual vehicle being appraised.

**Thanks to its extensive market monitoring, DAT can provide a value for almost any used car.**

**More information:**
dat.de/silverdat

# VALUES PAST AND PRESENT

**Providing vehicle valuations has been part of DAT's core business for more than 95 years. With a strong sense of responsibility, DAT's market monitoring team analyses a wide range of sources to determine market values.**

The classic use case for a vehicle's value is when it is traded in. The key question here is how much the dealer offers to the customer so that the car can be resold at a profit. With SilverDAT, this question is easy to answer. VIN request does more than just uniquely identify the vehicle type. At the same time, all factory-installed features are listed in full and are factored into the valuation along with the mileage and date of first registration. A distinctive feature that DAT offers is the inclusion of battery state of health (SoH) as a value-influencing factor for battery-electric vehicles. In SilverDAT, the valuation process also includes the costs of repairs that are due or the replacement of worn-out tyres. With Webscan, users can also check how comparable cars are being offered on the market. No matter the situation, the buyer can make the customer an offer for their vehicle that is in line with market conditions.

**Looking ahead**

In some cases, it might be necessary to know what a vehicle will be worth in the future, for example, when a leasing company leases a vehicle to a customer. Ideally, the lease payment agreed upon at the start of the contract should offset the vehicle's depreciation by the end of the contract. To that end, DAT offers residual value forecasts. This product comprises a complex mathematical process and the expertise of DAT's specialists. For each new vehicle model, a market assessment is conducted based on a number of factors. The relevant questions include: How will the new model fare in the market environment? How good are the quality and features? How future-proof is the new model? Based on the answers to these questions and the analysis of market data, DAT prepares a residual value forecast, and its accuracy is impressive. It is not uncommon for the difference between the projected residual value and the actual residual value at the end of the lease term to be only a few euros.

When residual value forecasts are generated, a complex process is run to produce them. For each new vehicle model, a market assessment is conducted based on a number of factors, such as how it will fare in the market, how good the quality and features are or how certain its future is. This, combined with market data, makes up the residual value forecast from DAT.

**Past values**

Sometimes the tax office or another institution might make it necessary to determine what a vehicle was worth on a specific date. For this, DAT offers valuations based on specific dates. Vehicles can be valued for a specific point in time, even ones going back many years. These sorts of valuations are often required in divorce cases, when a company car is subsequently removed from the company and in similar situations.

**If the garage is a little bigger**

Many companies with their own vehicle fleets are required to inventory them each year. The aim behind this is to determine the value of the vehicle fleet as at a set date. DAT offers a suitable method for this in the form of bulk valuation. For all vehicles, the VIN is looked up, and the date of initial registration and current mileage are recorded. Companies then receive a tabular overview showing the total value of their vehicle fleets as at the specified date.

In certain cases, the tax office or other institutions require proof of a vehicle's value at a specific point in time in the past. DAT offers valuations based on a specific date for this purpose. They make it possible to retroactively determine a vehicle's value for a specific day multiple years in the past.




Moritz Weiss, Senior Expert Telematics and E-Mobility

# PIONEERS IN BATTERY VALUATION

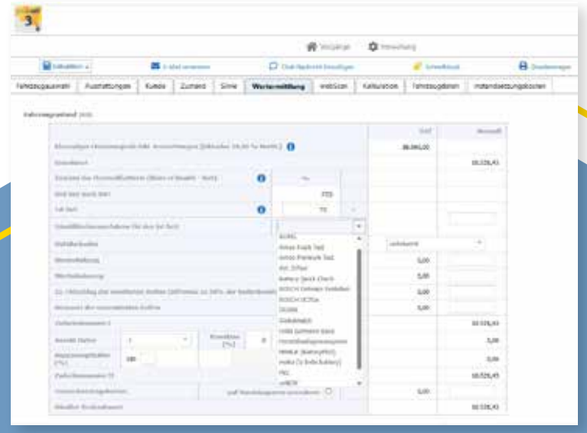
**The most expensive component of an electric car is its battery. The condition of this battery therefore has a significant impact on the value of a used electric car. DAT was the first, and is so far the only, provider to develop a methodology for determining how a battery's condition affects the value of an electric car in euros.**

SilverDAT 3 is the leading system used by more than 20,000 automotive businesses and supports sales and service operations every day. This increasingly includes working with high-voltage vehicles.

**EV market numbers rising**

According to information from the German Motor Transport Authority, there were 2.2 million battery-electric vehicles (BEVs) on the roads in that country as at 1 April 2026. In addition, there were 1.2 million plug-in hybrids (PHEVs). Well over 80% of all these vehicles are less than five years old. Whenever one of these cars needs to be repaired or changes hands, an accurate valuation of the vehicle is essential.

The condition of the battery in these vehicles is therefore a fundamentally important factor affecting the vehicle's price. 'Thanks to the DAT methodology, SilverDAT users can easily and quickly include in the valuation the SoH of BEV batteries and, in the future, PHEV batteries. Most importantly, the data is audit-proof. We were the first to bring this to market and are the pioneers of battery valuation,' explains Moritz Weiss, Senior Expert Telematics and E-Mobility.



**Factors affecting value**

The SilverDAT 3 interface has an icon featuring a lightning bolt to alert the user that the vehicle is an electric car, and it appears from as early as the vehicle selection screen. The user can assess this vehicle as usual, with the following valuation factors able to be taken into account alongside mileage and vehicle age:

- State of health (SoH)/actual SoH as a percentage (up to one decimal place).
- Battery replacement costs, i.e. cost of replacement parts plus labour costs specific to the vehicle (for battery replacements).
- Manufacturer's warranty terms, e.g. a minimum State of Health (SoH) of 70 percent for the factory-supplied high-voltage battery, for up to 160,000 km in a period of eight years.

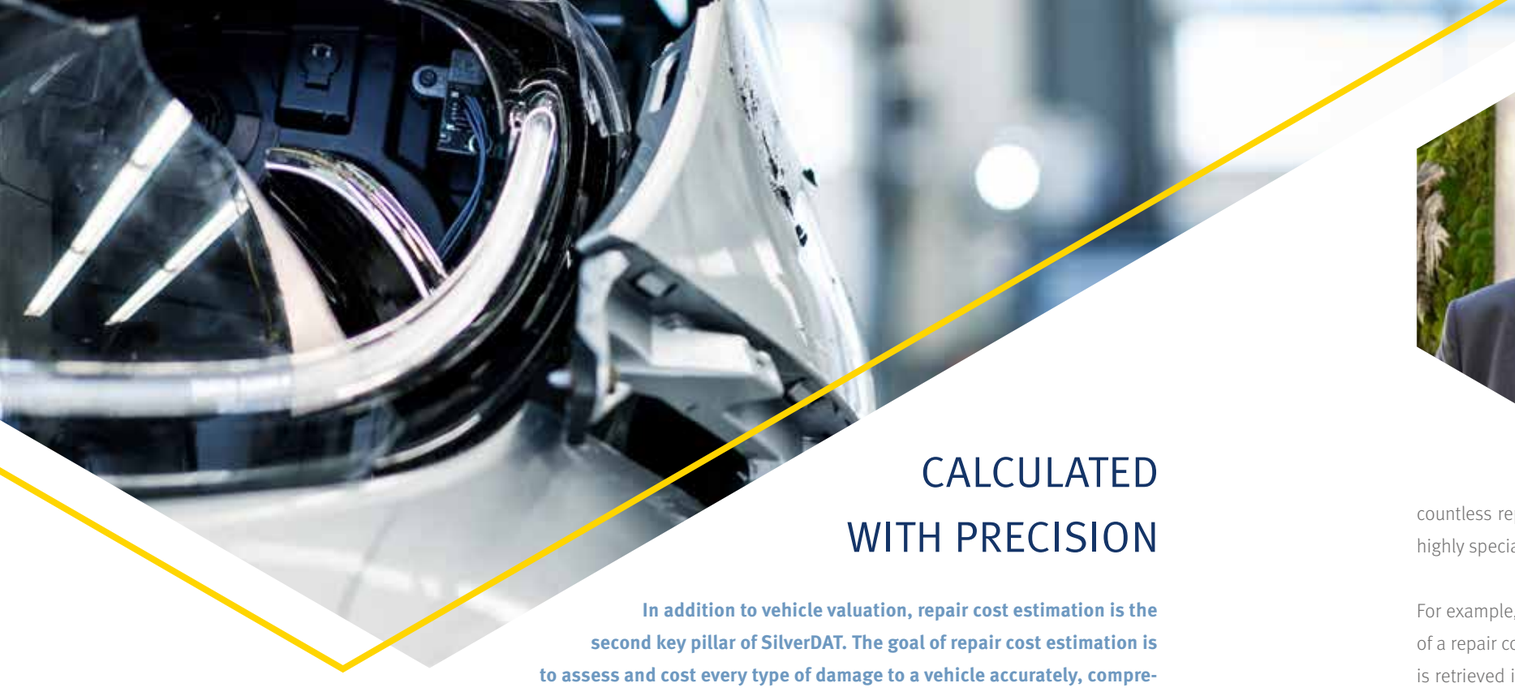
Based on various parameters, SilverDAT calculates the ideal state of health (SoH) that the traction battery – that is, the electric car's battery – should have for its age and mileage. This is the target SoH according to DAT.

Using a pull-down menu in SilverDAT, a service provider specialising in SoH values and its actual SoH can be selected and entered on the screen. The actual SoH is then compared with the stored target SoH. SilverDAT calculates any discrepancies directly in euros and transparently reports the value adjustment as a decrease or increase in value. 'With value adjustments for traction batteries, DAT has introduced a new methodology for valuing electric vehicles. This is an important added-value service for our customers, as it provides them with accurate pricing information for used electric cars, and not only for BEVs, but also for PHEVs in the near future,' says Moritz Weiss.

In addition to valuing traction batteries, DAT's market monitoring will also have a focus on on-demand car features in the future. Even with all the configuration possibilities offered by this hardware and software, there will always ultimately remain the question of their value.

***'A major, and also new, challenge in vehicle valuation comes in the form of features that are installed as permanent hardware but activated over the air as an option.***
***These features are called 'on-demand features'. They can include Matrix lights, steering wheel or seat heating and various driver assistance systems.***
***This technology, which carmakers promote as offering additional flexibility, is a relevant factor when reselling such a vehicle, especially when it comes to valuing these features and checking for any malfunctions. After all, the buyer of the used car will have paid for the hardware.***
***Using the VIN, we at DAT can check if the hardware is installed, although at this time we often still cannot tell for sure whether it has been activated.***
***Telematics data could provide a way to detect this, but the vehicle owner must also have given permission for this. Carmakers had hoped that on-demand features would generate high sales; however, they have not materialised so far.***
***Here at DAT, we are currently working on a methodology to align these features with specified depreciation curves so that our customers can take them into account in valuations. One thing is certain, though, and it is that extra monthly fees for on-demand features reduce a car's value. This is also reflected in the vehicle's price.'***

Martin Weiss, Head of Valuations



# CALCULATED WITH PRECISION

**In addition to vehicle valuation, repair cost estimation is the second key pillar of SilverDAT. The goal of repair cost estimation is to assess and cost every type of damage to a vehicle accurately, comprehensively and in a short amount of time. Repair estimates serve as the basis for costings, damage assessments and invoices.**

When a vehicle is damaged, the repair costs usually need to be determined quickly. Vehicle owners, insurance companies and repair shops need an accurate estimate to decide whether to continue driving the car, to file an insurance claim if necessary or to schedule repairs at the repair shop.

**Finding the right windscreen right away**

Given the high level of complexity and the numerous equipment options in modern vehicles, a DAT repair cost estimate must begin by looking up the VIN. The request indicates the vehicle's condition when it left the factory and is comparable to a fingerprint. The data includes not only equipment options but also trim levels. This ensures that SilverDAT is provided with the correct parts data that is possibly relevant to damage estimates from the outset. For example, some vehicles can have several dozen different windscreens available for them. Looking up the VIN determines which of these windscreens is installed in the vehicle being serviced. However, estimating repair costs is not just about parts. It also involves the disassembly and subsequent reassembly of the parts, which can involve straightening, welding and painting work. Thanks to VIN request, SilverDAT has all the necessary details for an accurate estimate.

After entering basic information such as the VIN, date of initial registration, mileage and order details, the damage assessment begins. This is done primarily through the graphical part selection. Each damaged part is marked in the exploded-view drawing, and a click of the mouse indicates whether it should be repaired or replaced. For body parts, the paint level is also specified. Once all defective parts have been selected, the actual cost estimation is performed. In a clear and concise table, SilverDAT lists all the necessary new parts, all mechanical work and all paintwork. The program automatically includes any necessary related tasks, such as removing and reinstalling the front bumper to replace a fender. In the background, a traffic light indicator continuously shows whether the estimated repair costs exceed the value of the vehicle. Depending on the order, the user can, for example, add items from the IFL list to the estimate or use the Parts Completion Service to add any parts that may have been overlooked. The estimate is then complete and ready to be sent.

**How repair data is generated**

Any user can easily create a repair cost estimate using SilverDAT. There is a sophisticated system behind it, because identical components always have the same designation at DAT regardless of the vehicle manufacturer. And behind every component chosen in the graphical parts selection tool lie countless repair algorithms and the work of a large team of highly specialised experts.

**More information:**
dat.de/silverdat

***Behind every component chosen in the graphical parts selection tool lie countless repair algorithms and the work of a large team of experts.***
Markus König, Head of Costing Applications

For example, if a user selects a fender to be replaced as part of a repair cost estimate, the maker's current spare part price is retrieved in the background. The hours of labour required for removing and installing the fender, as specified in the original repair manuals, are retrieved along with the hours and material costs for painting. If, for example, the front bumper and headlights need to be removed for the installation work, the labour hours required for this are also included in the estimate automatically as associated tasks.

For the user, it takes just a few clicks, but at DAT, every step of the process is carefully analysed anew for each model by experts specialising in that make, and every detail is recorded in accordance with the manufacturer's specifications. This provides the user with a precise estimate of all the work involved.

For brand-new car models, the data is available within just a few months of their market launch.

**Based on the VIN, the system not only displays the paint code, paint ID and paint name to the user, but also automatically identifies the corresponding paint type.**

**More information:**
dat.de/vin-abfrage

# CAR DATA FROM AROUND THE WORLD

**By paying their licence fees, every SilverDAT customer contributes to the ongoing expansion and maintenance of the database used for vehicle valuation and repair cost estimation.**

DAT takes a very pragmatic approach to selecting the makes and models it includes. The brands stored in the systems are, almost without exception, volume brands. As appealing as the idea might be, there is no room in SilverDAT for specially produced models that are only sold in very small quantities in the German market. However, there are exceptions when a car brand is in higher demand in another country. Users can also find data for some discontinued car brands and models in SilverDAT.

The greater a car's market significance, the faster the data becomes available in SilverDAT for repair cost estimates and vehicle valuations. Priority is given to the data that, based on experience, is needed most frequently. For example, the data for body repairs is available before the data for maintenance. Using a sophisticated system, DAT updates its database with every new high-volume model within a few weeks of its market launch and subsequently reflects any changes in prices and features. One of the team's most remarkable achievements to date has been facilitating the strong market entry of nearly ten Chinese manufacturers representing almost 40 automotive brands. The goal is to ensure that as many DAT customers as possible have access to data on the vehicles that are important to them as quickly as possible, in the quality and scope they are accustomed to.

***'Using a sophisticated system, DAT includes every new high-volume model in its database within a few weeks of its market launch.'***
Randolf Brechmann, Head of Vehicle Data





# ADDITIONAL INFORMATION FOR CUSTOMER SERVICE

**Technical questions often arise when estimating the cost of a repair or when carrying it out. If desired, SilverDAT offers users access to numerous information sources at the touch of a button.**

**ZKF tips**
An extensive list of specific tips can be viewed in SilverDAT, appearing on the toolbar as a lightbulb. Depending on where a repair is needed, for example, on the exterior of the front end, clicking on the ZKF tips will display general advice, such as 'Disconnect the battery' and information about plastic body parts, as well as specific tips for assemblies such as 'headlights'.

**Original repair manuals**
As vehicles become increasingly complex, the original repair manuals provided by manufacturers and importers are becoming very important. Immediately after identifying a vehicle using the VIN and making choices in the graphical parts selection, it is possible to navigate to the manufacturer's original repair manual if needed. This is a PDF document that DAT has intelligently linked to parts and areas of the vehicle. This eliminates the need for time-consuming searches through PDFs that run for pages.

**FabuCar Pro**
Since 2022, SilverDAT 3 has included direct access to the FabuCar Pro knowledge platform. When the user has performed a vehicle identification (ideally via VIN request) during the repair cost estimation, he or she can immediately see whether there are already entries for this vehicle in FabuCar Pro and view them. The repair instructions may be available as short videos or text. The idea is based on the principle of swarm intelligence. If someone encounters a technical problem, they can post it on the virtual platform. In the case of FabuCar Pro, only registered users who can provide proof of having completed training in the automotive industry are permitted to use the service. The platform, which can be accessed via smartphone or PC, serves as the medium. You can post any problem there, providing as detailed a description as possible of the vehicle in question. Other users of the platform can also respond with suggested solutions in the form of text and videos. This way, many of the day-to-day problems faced in the repair shop can be solved quickly within the community.

**IFL list**
The IFL list of 'freely selectable work items' is an integral part of SilverDAT. This information 'is intended to serve as a supplementary resource for repair shops and experts to help them perform a complete and professional assessment of accident damage'. This is the description that the Automotive Engineering and Paint Technology Interest Group (Interessengemeinschaft Fahrzeugtechnik und Lackierung, IFL) uses on its website. The list includes just under 100 items that may be necessary or required for certain tasks. The tasks listed on it (such as measurements, calibration test drives and reading the fault memory) are applicable whenever various work items required for a complete and professional accident damage repair estimate have not been included in the estimation systems, or have only been included incompletely. The IFL strongly recommends consulting the latest OEM repair manuals to determine the extent of the damage.

**More information:**
ifl-ev.de

## REPAIRPEDIA

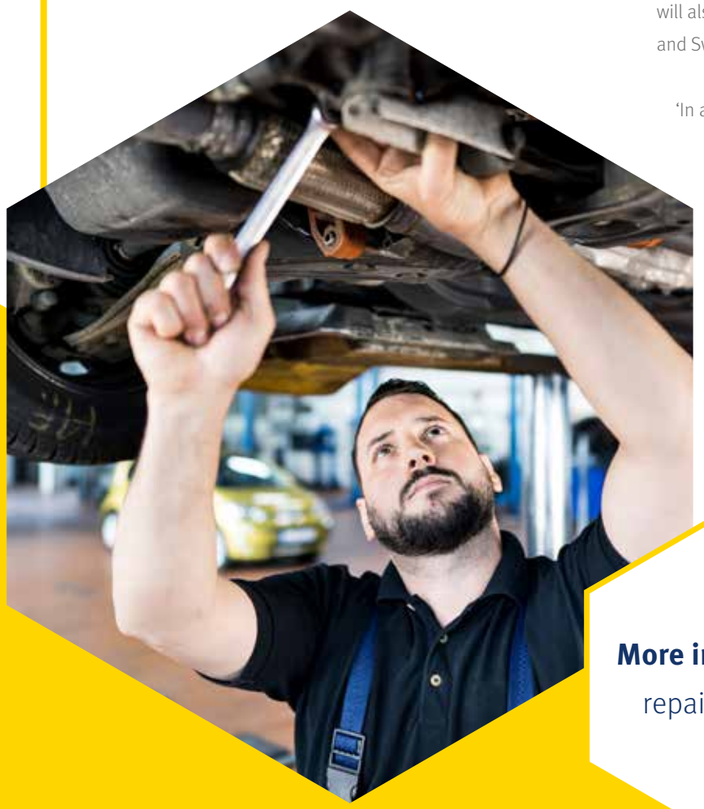
At the start of 2026, DAT acquired RepairPedia. RepairPedia is a unique online portal for automotive professionals that combines proven, hands-on knowledge from the repair shop with technical information from leading suppliers. Since its founding in 2016, the portal has grown to include more than 14 million search results. Today the platform contains manuals and documentation from numerous vehicle manufacturers, importers and other industry partners, making it one of the most comprehensive sources of information on passenger car and commercial vehicle repairs in the German-speaking world.

RepairPedia is available as a standalone version, but can also be accessed through SilverDAT if desired. With this acquisition, DAT aims to expand RepairPedia into a central knowledge platform for all forms of service and repair, from maintenance to electric mobility to bodywork repair.

Starting in early 2026, the following features, among others, will be available:

- Integration of VIN request for rapid vehicle identification, including access to vehicle-specific OEM repair manuals
- Optimised user guidance and modern interfaces for everyday repair shop use
- Starting in 2027, the platform, including its features, will also be migrated to DAT subsidiaries in Austria and Switzerland

'In addition to SilverDAT, we will also develop RepairPedia into an indispensable tool for day-to-day operations at automotive businesses,' explains Jens Nietzschmann, Director at DAT, 'Knowledge about cars starts with us, and the RepairPedia platform will be a central part of that knowledge in the future.'



**More information:**
repair-pedia.eu



## FabuCarfix

**Workshop search portal**
FabuCarfix offers a path to a solution when consumers are faced with an issue they are initially unable to assess. An order enquiry can then be created on the platform, requiring only a few simple steps.

The user can choose whether to run a diagnostic check, receiving assistance through a kind of dialogue system with ten possible issues, such as 'Engine is misfiring', 'Loss of power' or 'Warning lights are on'. In the next step, the issue can be described in a text field, its urgency specified and additional services added. From the perspective of both the end user and the repair shop, the option to attach media such as images or videos is also very useful here.

FabuCarfix can also offer more specific solutions, like when the air conditioning needs servicing or when work needs to be done on the body of the car.

**Workshops' response**
Behind the scenes, the end user's enquiry is forwarded exclusively to businesses near the prospective customer that meet these needs and have been verified by FabuCar. It is then the responsibility of the repair shops to contact the end user.

What sets FabuCarfix apart is the ability for drivers and repair shops to communicate via chat. Once contact has been established with the repair shop, both parties can communicate with each other just like on a messaging app, ask questions and share additional media (photos, audio files, videos). In addition, various booking and planning options will be added, akin to a 'digital' service adviser who passes on drivers' enquiries.

**Online parts ordering system**
partslink24 is an online ordering system for OEM car parts which gives repair shops access to up-to-date part catalogues and allows them to order directly from authorised retailers. It offers a unified user interface which lets users access spare part catalogues for numerous brands inside a single system, without the need for separate programs or printed catalogues. SilverDAT makes it possible to transfer the parts identified during a repair cost estimate directly to partslink24 and place an order for them. Orders can be placed around the clock directly with participating authorised retailers, and stock level and delivery information is included.

## partslink24®

SilverDAT has evolved from a data system to a comprehensive information system. Its features include a function for ordering parts directly through partslink24.

**More information:**
fabucarfix.de
partslink24.com

# WORKING WITH DIAGNOSTIC DATA

**Over the past decade, the complexity of vehicles has increased significantly. With that, the frequency at which control unit diagnostics are carried out in repair shops with the relevant diagnostic systems has also increased significantly.**

These days a diagnostic tool must be used, even for seemingly minor issues. However, there is often no way to store, document or reuse diagnostic reports in a central location. This makes it impossible to compare the results of diagnostics before and after a repair has been completed. Processing the diagnostic data has so far also been time-consuming. A special interface is now being brought out to resolve this issue. It allows SilverDAT users to access diagnostic data, for example, to add it to a cost estimate automatically, attach it to an invoice or save it in a centrally stored vehicle file. Diagnostic data can be incorporated directly into expert assessments. SilverDAT CarDiagnostics is planned to expand even further and be combined with other features, such as the Parts Completion Service, to enable semi-automatic generation of cost estimates in many cases (see p 31).

For this process, DAT is initially focusing the interface on the ten diagnostic systems that are most widely used among SilverDAT users. The first integration was with a strong partner of ours, Hella Gutmann Solutions, and more will follow. The goal is always to import the diagnostic data into SilverDAT without any loss of data integrity. Diagnostic data records are transferred to SilverDAT immediately after they are created, and they can be analysed there. At the same time, this data can also be transferred via an interface to a dealership or body shop management system for further processing.

***'With the CarDiagnostics feature, we are for the first time offering seamless transmission of diagnostic data to SilverDAT. Direct integration enables an end-to-end process, from reading vehicle error codes to damage assessment and sending custom-generated diagnostic reports, all without the need for temporary storage or re-uploading. By tracking vehicle diagnostic data over time, we also provide transparent documentation, a thorough assessment of the vehicle's condition and complete traceability.***

***We are starting the project with our strong partner Hella Gutmann, the first to be integrated. More integrations are already in planning.'***

Melina Anagnostou-Seidel, Product and Innovation Management

**More information:**
dat.de/sd3

SilverDAT streamlines many digital processes in the day-to-day operations of car dealerships and repair shops.

# THE MULTIPLE VARIANTS OF SILVERDAT

**The automotive industry surrounding them is characterised by its businesses of varying sizes. The spectrum ranges from very small businesses to large corporations with several thousand employees. Businesses of all sizes make up the more than 20,000 locations in Germany where SilverDAT is used. That is why the core DAT product is available in budget-friendly basic versions as well as in customised versions for large customers or specific user groups.**

In day-to-day use, people always refer to the product as SilverDAT, although the application is generally available in three versions. For example, SilverDAT 3 valuate focuses on vehicle valuation, while SilverDAT 3 calculate is designed for repair cost estimation. The 'Pro' version of SilverDAT 3, which handles both areas, is the one most commonly used.

SilverDAT also offers an option for communicating with other programs via a data interface. For instance, there are several hundred different interfaces available to connect SilverDAT to a dealer management system (DMS). Data interfaces are also available for systems used by official experts. DAT has a solution for data exchange with claim platforms, just as it does for make-specific glass portals.

SilverDAT can be extended to include many modules, as this very issue of DATmagazine describes. For example, there are optional features for integrating with OE repair manuals, knowledge databases such as RepairPedia and the most popular vehicle marketplaces for uploading listings.

One new feature, for example, is an AI package which helps users assess damage. Another new feature is an interface with a specialised provider that provides information on where to find replacement parts that are no longer available from vehicle manufacturers.

In this way, SilverDAT can orchestrate many different digital processes in the day-to-day operations of car dealerships and repair shops, supporting its users.

**Popular SilverDAT 3 extensions:**

- Interfaces to DMS and ordering systems
- Extension for integration with damage reporting platforms
- Interface to vehicle marketplaces for uploading listings
- Addition of commercial vehicle and camper van data
- Additional paint systems for repair cost estimation
- AI package for damage assessment


**More information:**
dat.de/silverdat

# EFFICIENT, PRECISE AND NO WORKFLOW DISRUPTIONS: SILVERDAT SETS NEW STANDARDS IN DAMAGE ASSESSMENT

**The automotive and repair shop industries face constant pressure to improve their efficiency. After an accident, repair shops, official experts and insurers often have to act quickly.**
**Their work therefore demands reliable digital processes and short lines of communication.**

With its efficiency and precision, the browser-based SilverDAT 3 platform makes a valuable contribution to the adjustment of claims. As a fully cloud-based ecosystem, the software redefines damage assessment and claim processing and lays the foundation for a connected claim management system without any breaks in workflows.

**Maximum precision from the outset – VIN request as the foundation**

Any reliable estimate of repair costs depends entirely on the vehicle being identified accurately. SilverDAT 3 solves this problem through its precise VIN request function. The system uses the manufacturers' most up-to-date data and provides the exact vehicle specifications after the VIN is entered. The model series, body style, engine options and complete list of standard and optional equipment are broken down in detail. For the repair shop, this means a huge boost in certainty because the risk of ordering the wrong replacement parts or overlooking valuation factors is minimised, and order data is stored securely in cloud-based data centres.

**Full mobility directly at the vehicle**

One of the convenient features of SilverDAT 3 is its complete flexibility, since the software runs entirely in the cloud and is operated from a web browser. Users do not have to worry about software installation or updates, can run it on various operating systems, regardless of the platform; and access the most up-to-date data automatically.
The system, when used in combination with mobile applications, offers appealing possibilities, particularly for damage assessment directly on the vehicle. Damage and photos can be recorded and edited directly by the damaged vehicle using a tablet or smartphone, and then this evidence can be added to the digital files via drag and drop. The data syncs automatically as soon as the device connects to the internet, and the tedious, error-prone and time-consuming process of transcribing data from paper forms is completely eliminated.

**Intuitive cost estimation and artificial intelligence**

SilverDAT repair cost estimation is based on reliable original manufacturer data and is performed using a graphical parts selection interface which provides a clear overview in full-screen mode.

Another real game-changer in the process is the introduction of state-of-the-art technologies, with AI-powered applications (such as FastTrackAI®) making it possible to assess vehicle damage and calculate the correct claim amount in real time. Even voice-based damage assessment, which uses intelligent algorithms to recognise common repair codes and correct imprecise language input, forms part of the platform.

**Platform-independent claim network**

An insurance claim never affects just one party alone. SilverDAT 3 connects repair shops, official experts and insurers on a single platform, and all parties involved operate within the same system. Interfaces with dealer management systems (DMS), repair shop software and claim management solutions enable a seamless flow of data between sales, repair shops and claim adjusters. DAT currently works with well over 400 interface partners. They can use custom interfaces to import data from SilverDAT into their own system and to transfer data to SilverDAT, which means users working with both systems do not have to make duplicate entries.

**In summary,** SilverDAT 3 is much more than just a data collection tool. Damage assessment is evolving from an isolated process to an integrated and auditable one. The combination of VIN identification, cloud-based mobility, AI support and seamless connectivity simplifies the entire damage assessment and claim process. For businesses, this means fewer errors, higher quality, traceability and significant time and cost savings for reliable valuation decisions.

**An interview with Julian Marstaller, Head of Data Science**

**What does artificial intelligence (AI) mean for DAT?**

For DAT, artificial intelligence is the automatic, intelligent processing of information. To do this, we use more than just predictive models, that is, models that predict future events based on historical data. Today, AI also includes agents that respond to instructions or independently trigger tasks based on defined signals, such as specific times or incoming messages.

**And how exactly does DAT use AI?**

Our guiding principle is this: 'Quality remains the standard, and the responsibility lies with the human.' Where results can be clearly verified, like in data maintenance (correct/incorrect) or in software (works/does not work), for example, we conduct systematic evaluations. When it comes to the tone of texts and the messages we convey, people are the ones who decide. There are clear guidelines and defined skills for safe and targeted use.
For our customers, our AI projects are specifically designed to simplify usage and reduce the effort required. The core tasks of sales, vehicle identification and repair cost estimation remain unchanged. AI supports the processes in SilverDAT, for example, by automatically importing data, enabling voice commands within the software, alerting users to missing parts or performing targeted searches for repair steps in manuals.

**Where is this leading, and what does it mean for data security?**

In areas such as speech transcription or text recognition, we are not trying to reinvent the wheel. These basic functions are already freely available, and we are integrating them. AI models need to run in locations where data is stored confidentially. In addition, we want to keep our applications domain-specific. SilverDAT does not require general knowledge about the world. Rather, it needs robust knowledge about cars. General-purpose AI models typically result in higher operating costs and are more prone to misinterpretations when they are used for highly specialised tasks in the automotive industry. That is why we rely on specialised AI, particularly for valuation, vehicle repairs and cost estimation.
DAT has been providing the automotive industry with vehicle data since 1931, and our approach to AI will be the same: we streamline processes, ensure quality and support market stakeholders as a neutral and authoritative data source and a reliable link in the chain.

# ARTIFICIAL INTELLIGENCE CREATES A SEAMLESS LINK BETWEEN DAMAGE ESTIMATION AND VEHICLE DATA

**Artificial intelligence (AI) is an important tool for detecting damage to vehicles. DAT's goal is to make all of its AI expertise accessible in a single product and, in doing so, facilitate AI-supported damage estimation. For that reason, it has combined three core elements into the AI package. These elements are designed to help customers streamline damage analysis, vehicle data and cost estimation. A closer look at the three elements of the package:**

## *FastTrack*AI®

**AI-powered, image-based damage assessment**

With FastTrackAI®, DAT has developed an AI-powered solution that detects damage to a vehicle using structured images. The AI immediately converts this photographic documentation into an initial damage estimate. The system identifies all the damaged components or areas of the vehicle's exterior that are shown in the photos. In addition to identifying the affected components, it also identifies the type of damage and its severity. Damage such as scratches, dents or damaged components is automatically classified as such. The same applies to missing parts such as bumpers, fenders, door handles and fuel caps. The machine learning system is constantly being trained to improve recognition accuracy.

With FastTrackAI®, repair shops and insurers receive an early, objective assessment of the damage. This saves time, reduces the need for coordination and provides a reliable basis for further pricing and repair planning. Image quality often has a significant influence on the results of the estimation. To ensure quality, the system guides the user around the vehicle for assisted image capture. This ensures that the photographs are taken at the necessary distances and angles. The results of the image recognition are linked to the DAT database of current vehicle models, spare part prices and so on. As a result, the technology supports damage estimation and is a valuable tool that saves time and resources. FastTrackAI® also makes AI-powered image recognition easier for less-specialised staff to perform initial assessments and preliminary calculations. Official experts can assess damage to vehicles quickly and accurately. Car dealers, in turn, benefit from more accurate damage estimates and faster processes, from the initial assessment to the costing.


FastTrackAI® enables fully digitised claim processing with AI support. Users receive an initial estimate that is available immediately, including transparent documentation of the claim. The data is always based on the latest OEM information.

## SILVIE

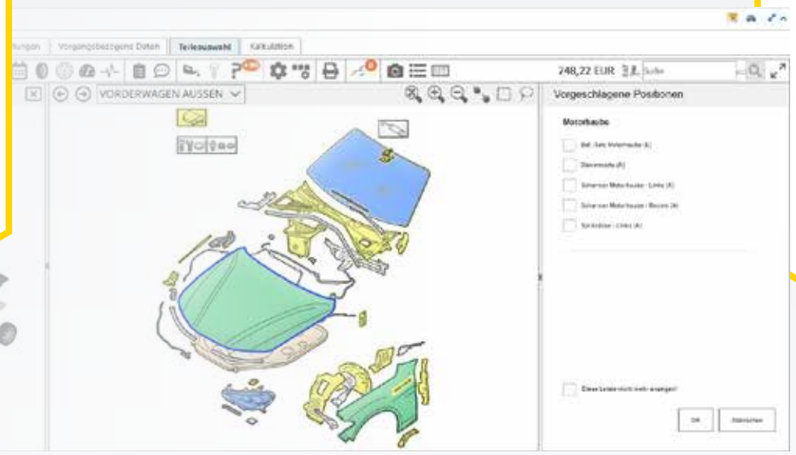
**Voice assistant for real-time damage assessment**

DAT's voice assistant, Silvie, has a mission: to deliver an initial damage estimate based on voice input. With Silvie, DAT has developed a voice-activated assistant that records damage (both exterior and interior) not through images, but through voice recordings. Damaged vehicle parts are noted and documented by voice. In the desktop version, existing voice recordings can be uploaded as audio files, and Silvie can interpret, transcribe and use them to generate an initial damage estimate. Silvie can also be used on the go, directly in the car, to listen, transcribe and estimate in real time. The spoken language is then converted into DAT logic.

At the end of the process, an initial estimate is provided that includes the costs of replacement parts, labour and paintwork. The automatic detection and classification of damage based on speech data, along with its processing, can significantly speed up the estimation and valuation process and minimise errors.

Particularly noteworthy is that Silvie also understands equivalent terms that differ from the manufacturer's wording. Silvie can correctly interpret input errors, including working hours, paint levels and components. Depending on the user, she will be able to correctly interpret information of varying levels of precision, in addition to different languages.


Silvie initiates a fully digitised damage estimation: using the dictation feature or by uploading an existing audio file, vehicles can be entered into the system much more quickly and with less stress.




The Parts Completion Service makes suggestions to the user for ordering additional parts that have already been included in the selected repair by numerous other SilverDAT users.

## PARTS COMPLETION SERVICE

**AI-assisted predictions during repair work**

With the Parts Completion Service (PCS), DAT supplements its AI-assisted products with traditional data science. The PCS suggests appropriate estimate items from the vast DAT database which are based on statistical algorithms and probabilities and are required for the repair and paintwork. During data entry, the PCS suggests components or additional tasks such as removing and installing components. The focus is on repairs, and the PCS makes predictions to remind you which components have previously been needed in similar scenarios. It specifies which items are most likely to be needed. After the damage has been recorded, the user does not need to search for additional items. Instead, the PCS automatically makes a suggestion. It identifies a need and, based on a high degree of certainty, determines what is required for the repair.

This significantly reduces the effort involved in cost estimation and also ensures that items are less likely to be overlooked. It is especially helpful for beginners or teams that regularly prepare cost estimates.

# SUCCESSFULLY MANAGING CLAIM PROCESSES FROM END TO END

**Thanks to the DAT claim networks, numerous industry stakeholders can carry out a fully digital process quickly, easily and without any workflow disruptions, all while including all parties involved in the claim.**

SPN, DSN, Group Schadennetz, Deutsche Post Fleet and so on. For many years, DAT has offered solutions to connect the relevant parties involved in a vehicle damage claim on a single platform. To this end, target processes can be defined with an aim of speeding up and streamlining the operation. The pathway 'from crash to cash' is important, especially for businesses and insurers.

In addition to carmakers and insurance companies, the clients or roles that can be registered in a claim network include repair shops, car dealerships, leasing companies, official experts, lawyers (if applicable) and other stakeholders. These parties can issue instructions to the claim networks directly with DAT.

**Digital, no workflow disruptions and personalised**

The great thing about DAT's claim networks is that the processes are digital, seamless and customisable. In addition, rules can be set, such as the maximum amount of damage for which a cost estimate is not required, or at what point a DAT Expert Partner, another official expert or a lawyer should be brought in. In addition, depending on the claim network, text fields are provided where comments, like those from the accident victim, can be included.

Standardised channels for transmitting data to insurers include, for example, the GDV standard or Gateway.

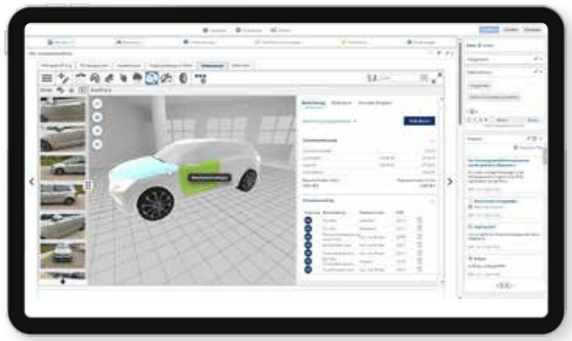
**Focus on glass and body damage**

If a carmaker or importer tasks DAT with setting up a claim network for its dealer structure, the repair shops in that network can generally always identify and assess vehicles of their own brands as well as those of other manufacturers, and calculate repair costs. This is identical to SilverDAT 3. In addition, glass damage can often be settled either through insurer partnerships or through dedicated network partnerships with insurance companies. For more extensive damage, specialised body and paint shops are available as an option, provided they are also SilverDAT customers.

**New: AI package on claim network**

NEW

For shop users, the visual structure of the claim networks is the same way as in their familiar SilverDAT 3 environment. On top of that, the AI package is being integrated into the claim networks, specifically, automatic image recognition based on FastTrack-AI®, speech recognition with Silvie and the Parts Completion Service, all making it easier for users to manage claims.



**Key benefits of the DAT claim networks:**

- All stakeholders on one platform
- Tailored to the specific claim process
- Cuts down the processing workflow
- Faster approval of the repair process as a result
- Integration of additional stakeholders
- Standards for reporting to insurers
- Familiar SilverDAT 3 appearance
- AI package for users




# OPTIMISED PARTS FOR CLASSIC AND VINTAGE CARS

**Anyone who estimates repair costs using SilverDAT always works with the manufacturer's original parts. For the past year, DAT has also been offering spare parts information for classic cars.**

Thanks to a partnership between DAT and a specialised provider, SilverDAT users have access to the extensive MDE Classic Cars & Parts database.

In addition to DAT's own network of experts (DAT Expert Partners), repair shops have also been able to access this database since 2026. It becomes useful when repair costs are being estimated for older vehicles and certain parts are no longer available in the DAT database. An automatic match is then performed with MDE Classic Cars & Parts since many manufacturers stop offering parts when they are for classic cars, or the manufacturer itself no longer exists. Additional information can also be displayed to the user, such as paints, tyres, interior parts and where to purchase these parts.

**Spare parts optimisation**

DAT has integrated an interface to this database into core SilverDAT applications, using the designation 'Spare Parts Optimisation' (or SPO for short), and named it SilverDAT Classic. When used to look up a vehicle that is ten years old or older, clicking on the SPO icon at the bottom of the screen will bring up a list of parts, including alternative ones. If these are more expensive, this can be seen right away by the colour. With a few clicks, the desired vehicle parts can be added to the estimate, and the user can switch between the original estimate and the SPO estimate as desired.

***'We find it important to display detailed product information on classic cars from all relevant sources.'***

Ioannis Lalissidis, Team Lead Cooperation Management

**More information:**
dat.de/expert-partner


The steps involved in estimations for classic vehicles are identical to the regular process, including the graphical parts selection. Once the result is reached, a single click of the mouse switches to the SPO costing screen.

# DAT ACADEMY – EDUCATION AS A COMPETITIVE ADVANTAGE

**The DAT Academy is the official continuing education institution of Deutsche Automobil Treuhand (DAT). DAT's subsidiary, Promotor, develops tailored training programmes, practical continuing education courses and innovative solutions for the DAT Academy.**

From the basics to advanced knowledge, DAT empowers its customers through a wide range of training courses offered by the DAT Academy. In addition to system training courses for the SilverDAT software, the educational institution offers specialised and practical knowledge in related fields, and not just for experts either. Why does DAT place such a strong emphasis on this? Because in the modern automotive industry, education is not just a nice thing to have. It is a strategic, competitive advantage. Those who train their teams in a targeted way increase their efficiency, quality and transparency, and in doing so deliver measurable results for the customer.

### The DAT Curriculum

The DAT Curriculum is a practice-oriented training programme developed by Promotor for the DAT Academy.
It offers three progressive levels of qualification.
The goal is not only to learn how to use SilverDAT, but also how to apply the tool strategically so that it contributes to the user's commercial success. These are the three levels:

- Bronze: getting started with essential basic knowledge
- Silver: in-depth knowledge and advanced features tailored to everyday professional life
- Gold: industry expert with access to exclusive content to optimise business processes

The training programme is designed for both beginners and advanced learners and offers an opportunity for users to expand their knowledge in a targeted way, or just here and there.

**BRONZE-Level** ★☆☆

Webinar
**Grundlagen der Bewertung**

Webinar
**Grundlagen der Schadenkalkulation**

**SILBER-Level** ★★☆

Webinar
**Reparaturkosten-kalkulation 1-4**

Webinar
**Bewertung 1-2**

Seminar
**Reparaturkosten-kalkulation (TAK)**

Seminar
**Bewertung (TAK)**

**GOLD-Level** ★★★

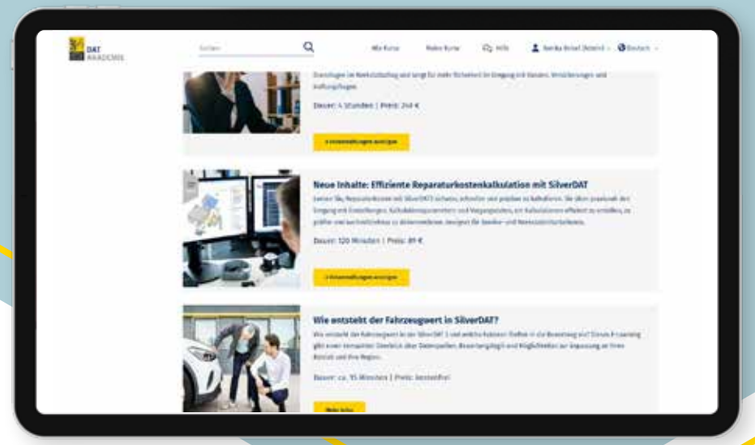
Voraussetzungen:
abgeschlossenes Silber-Level

Seminar
**Prozesstraining Schadenkalkulation**

Seminar
**Prozesstraining Bewertung**

Abschluss:
**DAT Zertifizierter Prozess- und Anwendungsexperte**

Motivation included:
The DAT Curriculum offers participants three different levels: bronze, silver and gold.




**Knowledge on demand: the central DAT learning platform**

On a modern and user-friendly learning platform, every DAT customer can view the full range of training courses offered by the world's oldest institution for automotive market research. There, they will find both paid and free training courses with tailored formats that enable flexible learning and, thanks to the learning pathways, can be customised to meet individual needs. Access is easy via the SilverDAT login, after which the various learning formats can be used flexibly. No separate registration is required.

**More information:**
dat.de/akademie

**Get started now and build the knowledge you want. Ivana Bozikovic (left) and Birgit Rauschmann from the DAT Academy team offer tailored advice.**

**Phone: +49 (0)6105 409 855**
**dat.akademie@promotor.de**

***'With targeted knowledge transfer in a positive learning environment, we do more than just enhance participants' technical expertise. We also ensure that they keep pace with the rapid digital advancements within the automotive industry.'***

Holger Paulus, Head of the DAT Academy – powered by Promotor

# RAISING THE VISIBILITY OF LARGE VOLUMES OF DATA

**Working with large amounts of data is one of DAT's core competencies. Various technologies help make this information visible and accessible to customers. A new family of dashboard products focuses on specific data generated from the company's own DAT systems. 'Data as a Service' is the theme here.**

DAT enables its customers to access large volumes of data via cloud-based applications, through data interfaces and in the form of one-time analyses (e.g. 'How have repair costs changed over time?'). The data itself can be divided into four categories:

1. **Repair data from SilverDAT applications used to estimate repair costs**
2. **Valuation data from SilverDAT applications that are used to value vehicles or that contain list prices and forecast values**
3. **Vehicle data containing all relevant information on parts, standard equipment and optional equipment, for identifying individual passenger cars**
4. **Emissions data for repair processes**

***'The new product family allows users to access market data in real time.'***

Jannis Winter (left), Team Lead Product and Innovation Management, and Nico Leven, Product and Innovation Management

The following dashboard products have emerged from these categories:

1 **Repair Cost Tracker:** repair cost analytics, with the target market being insurance companies and carmakers for purposes such as claim management. Certain analyses can be performed for individual vehicle models, including for example a presentation of parts costs, painting costs and labour costs at various levels of detail. These analyses and results are based on several million actual repair records. Users can break these down as needed, for example, by brand, component group or even by country.

2 **Vehicle Value Tracker:** this dashboard product can be used, among other things, to analyse trends in the three most important KPIs for retail: list prices, dealer purchase prices and dealer selling prices. The target market includes carmakers and fleet operators for applications such as residual value management and identifying opportunities for optimisation. The product can generate comparisons by manufacturer or analyses by fuel type to assess residual value performance and, based on that, support product decisions as needed.

3 **Total Cost of Ownership Tracker:** this analytics tool is primarily designed for automotive retail groups, carmakers and fleet operators. It makes it possible to analyse the ownership costs of a vehicle, for example, to optimise the procurement process in a fleet from a cost perspective and consequently support that process. It can also be used to illustrate the impact of volatile fuel prices on ownership costs.

4 **Green Repair Tracker/Green Repair Tracker Pro:** repair shops can use Green Repair Tracker to analyse the ratio of replaced parts to repaired parts. With the Pro version, the associated $CO_2$ equivalents can also be displayed. This is always relevant when the goal is to demonstrate the impact of different repair methods on a company's carbon footprint. The underlying calculation method is certified in accordance with ISO 14067. The target market includes associations that wish to analyse the carbon footprints of their member companies or are subject to reporting requirements.

5 **Emission Tracker:** this dashboard product is similar to Green Repair Tracker Pro, with insurance companies being a particular target market. They can use the analysis of emissions generated from each repair case to, for example, fulfil reporting requirements or monitor sustainability initiatives.

1

2

4

**Data science is the systematic process of deriving insights from data using statistical methods, programming and domain-specific knowledge to support decision-making. Using this science, DAT creates applications that clearly present knowledge in the form of dashboards.**

# NEW TECHNOLOGIES FOR NEW TARGET MARKETS

**One of DAT's core brand values is 'connecting', and no product embodies this better than SilverDAT Connect. The target market consists primarily of fleet operators and fleet managers, although automotive service centres and repair shops are increasingly providing this service to businesses as well while at the same time managing their own vehicle fleets. SilverDAT Connect is particularly well-suited for this purpose.**

**More information:**
dat.de/silverdat-connect

With SilverDAT Connect, DAT has launched a new product and rolled it out internationally. It uniquely combines configuration data, identification data, live data and residual value data for passenger cars and vans. This is unique in its form and offers real added value for the entire industry.

**Transparent view of the car life cycle**

SilverDAT Connect is a product that tracks the life cycle of a car or van. The configuration data included in the system helps with the procurement of vehicles. They can be uniquely identified as soon as they are assigned a VIN at the factory and then be managed consistently in SilverDAT Connect or filtered as needed, regardless of their make. In addition, modern vehicles are equipped with telematics systems, which means they transmit data that is of great importance for management purposes. Fleet managers as well as leasing companies need information on how the values, fuel levels and mileage of their vehicles are changing and on current and future vehicle service patterns. This is particularly crucial for things like warranty claims.

**Completely independent of the OBD**

This type of real-time information can be obtained using OBD hardware, but hardware-free technology is becoming increasingly common, and that is exactly where SilverDAT Connect comes in. In a fleet of passenger cars, there is no need to install any additional hardware in individual vehicles. Instead, everything can be done with the click of a mouse. The reason for this is that many fleet managers sometimes do not even see their vehicles and cannot plug hardware into an OBD port.

In SilverDAT Connect, you can keep track of the mileage when charging or refuelling as it is automatically updated after every trip. This helps establish the actual fuel consumption of a car or van and plan any budgets. The same applies to the fuel or charge level, for example, if a car hire company or subscription service provider wants to view this information before a vehicle is picked up or returned.

**Keeping track of service requirements**

If the driver does not respond when a service is required, SilverDAT Connect will notify them. This allows fleet managers to view the relevant upcoming service information for all their vehicles. This shows whether there are any engine, brake or tyre warnings or how many days or kilometres remain until the next service. This is because problems always arise when vehicles from the fleet are returned without being serviced as needed or with mileage that far exceeds the limit, and that is an essential factor in cost-effective fleet management.

**Thanks to SilverDAT Connect, it is easy to access all the relevant data needed to manage a fleet, even when the vehicles are not physically on site.**

**Increasing requirements for car logistics and reporting**

Large dealer groups that (have to) transport vehicles to different locations can use SilverDAT Connect to reliably track where their vehicles are at any given time. Employee vehicles can be removed from this, while demonstration vehicles can be tracked.

In addition, there are an increasing number of reporting requirements, such as those related to fuel consumption, carbon emissions and so on. These requirements can be dealt with efficiently using SilverDAT Connect.

**Mission accomplished with VIN request**

When these cars or vans are phased out of the fleet and sold towards the end of their first life cycle, their current and future values are quite significant. The residual value analysis is particularly important for leasing companies and fleet managers in determining the ideal time to stop leasing. The only thing a SilverDAT Connect user needs is the 17-digit vehicle identification number (VIN). All relevant data is then displayed without the vehicle having to be on site.

© DAT

Yannick-Niklas Lober (left), Team Leader Sales Development, and Javier Seeling, Senior Sales Specialist

**Information based on the VIN**

Through SilverDAT Connect, fleet managers automatically receive the current mileage, location coordinates and fuel or charge level after entering the VIN. In addition, the system displays the current residual value estimate; warnings for the engine, brakes, battery or tyres; carbon emissions according to WLTP; and the number of days or kilometres until the next service.

# MAINTAINING HIGH QUALITY

**Accessing DAT systems via a data interface is standard practice at DAT. However, to make this technically feasible, high quality standards are necessary both in Germany and abroad.**

DAT works with roughly 600 interface partners. The intention behind their efforts is to integrate DAT data into their customers' applications to support a wide variety of processes in the automotive industry. This can include looking up VINs in conjunction with vehicle values as well as parts information for repairs. SilverDAT 3 is most frequently accessed by automotive businesses; the top five services alone are accessed over 70 million times per month.

The internationalisation of DAT also plays an important role in this context, for example, when an IT company rolls out a dealer management system (DMS) in multiple countries on behalf of a carmaker or importer. The colleagues at DAT then maintain close communication with the teams in the respective countries.

**Paths to partnership**

To become an interface partner with DAT, the first point of contact is the sales department, which explores the initial requirements and establishes the contractual framework. In the department responsible for managing all interface partners, the requirements are then clarified in detail during a consultation. Then, the rule is to attend one or more interface workshops where technical issues are addressed in detail. The details are documented in the comprehensive interface compendium, which is continuously updated by DAT. Audits are also mandatory, and they automatically allow every interface partner to participate in the Interface Partner Awards.

All information related to interface technology is available in the Interface Lounge after logging in at dat.de. This page hosts the API documentation, numerous video tutorials, news and contact information.

**Quality also means data compliance**

An interface must always function in such a way that it transmits the data exactly as intended by DAT. This means that all criteria related to IT and data security are codified into rules ensuring that DAT, an ISO 27001-certified company, can continue to work successfully with its interface partners.

The high quality of DAT data must remain the top priority in all activities, with audits focusing strictly on workflow analyses, usability and data consistency. The goal is to verify and validate that the third-party system interacts with DAT data and services in a technically flawless manner on both sides.

Markus Talmon, Team Leader Interface Partner Quality Management

DAT provides software companies and vendors of dealer management systems and/or repair shop software with the interface specifications for SilverDAT. For more details:

**dat.de/schnittstellenpartner**
**dat.de/schnittstellen**

**Coveted awards**

DAT regularly presents the Interface Partner Awards in gold, silver and bronze for a period of 36 months to recognise software companies and developers who have integrated DAT services into their own systems in a particularly user-friendly and efficient manner.

The awards are based on rigorous audits conducted by DAT throughout the year, which evaluate user-friendliness, automation and seamless integration into the day-to-day operations of car dealerships. The cut-off date for this evaluation is always the 31st of July.

- **Alpha Online** received DAT's first-ever gold Interface Partner Award in **2023**. The Alpha Controller, which is connected via an interface, is used in more than 150 car dealerships and branches throughout Germany.
- **betzemeier automotive software** received the gold award in **2024**. The award recognised its outstanding performance in DAT applications as well as the high level of user-friendliness and efficiency.
- **In 2025, Combi Systems** was the winner of the gold award. The jury commended in particular the high quality and reliability of the software solutions for official experts.

DAT's golden interface partners: Alpha Online received the first award in 2023.

In 2025, Combi Systems received the coveted gold award.

betzemeier automotive software, a long-standing DAT interface partner, received the gold award in 2024.

# DATA THAT PROVIDES GUIDANCE

**Automotive mobility is changing technologically, economically and in people's everyday lives. Neutral and reliable information is essential for understanding the attitudes and behaviours of various stakeholders. With the DAT Report and the DAT Barometer, DAT offers two types of studies that examine the German automotive market from different perspectives. Together, they create a fact-based overview that not only documents changes but also makes them understandable.**

Uta Heller and Dr Martin Endlein have been the lead authors and faces of the DAT Report for over ten years. The two of them have developed the study into an indispensable benchmark for the automotive industry. In addition to the questions that have been asked for over 50 years, new topics are added every year. This ensures that the DAT Report always remains up to date.

## The voice of consumers since 1974

For over 50 years, the DAT Report has been one of the most important publications in the automotive industry. What began in 1974 as the DAT Used Car Report has evolved into an annual, standard industry reference that analyses the attitudes of private car buyers and owners. Many of the questions have been asked the same way for decades, allowing for unique long-term comparisons. At the same time, the report examines current trends and developments and highlights attitudes and behaviours in everyday motoring life.

The range of topics spans from electric mobility to the entire customer journey and repair shop behaviour, all from the end consumer's perspective. The report is thus not only a reflection of the reality of the automotive industry, but also a guide for all stakeholders who wish to make decisions based on reliable data.


Over the past few years, the presentation of the DAT Report has become an increasingly significant affair. Every year at the end of January, more than 1,000 guests come to Berlin to get an initial look at the figures before the study is published.
The entertaining presentation of the DAT Report includes highlights from all chapters, interspersed with video clips and on-stage discussions with DAT experts.


## The pulse of the vehicle market

The DAT Barometer supplements the report with information on current market conditions. This format of brief studies published several times a year addresses current topics. In the first few months of 2026, for example, the focus was on the EV incentive payment and the impact of high fuel prices. These developments are examined from various perspectives, with the report also featuring insights from prospective car buyers, car dealers and fleet managers in addition to car owners.

**The DAT Barometer provides valuable, unbiased and consistently representative information several times a year. A variety of target audiences are surveyed on current topics, and DAT makes the results available to the market in a compiled format, complete with commentary.**


**More information/how to order:**

dat.de/report

dat.de/barometer

# THREE ELEMENTS FOR MORE AFTER-SALES REVENUE

**Declining customer loyalty, low-maintenance electric vehicles, rising costs and new competitors are making conditions in the car repair business tougher. Promotor, a training and consulting specialist for the automotive industry for 50 years and part of the DAT Group since 2020, is responding to this development with three offerings:**

- **the Promotor ServiceReport provides transparency across the entire service network;**
- **the Promotor ServiceBriefing highlights the potential of individual businesses; and**
- **the Aftersales Performance Cockpit (APC) translates insights into concrete actions.**

The frequency of services dropped to 0.97 service visits per vehicle in 2025, while the average maintenance cost rose to 542 euros. The frequency of repairs also declined to 0.35 repairs per vehicle. At the same time, the repair costs amounted to more than 600 euros. For battery-electric vehicles, the number of service visits, at 0.89, was even lower than for internal combustion engine vehicles. At the same time, hourly rates have risen by about 7 per cent each year* in recent years. For retailers, this results in a combination of declining customer numbers, rising costs, greater price sensitivity and declining customer loyalty. Promotor's solution to this dilemma consists of three components: ServiceReport, ServiceBriefing and Aftersales Performance Cockpit (APC). The basis for them is market and cost data from the DAT data lake. Promotor combines this data with benchmark values and the experience gained from after-sales consulting projects.

**Promotor ServiceReport:**
**an overview of the repair shop network**

It is designed for manufacturers and importers and, using the DAT data lake as a basis, analyses the number and structure of cost estimates, types of damage, vehicle segments served, parts prices, hourly labour rates and the insurance business across the entire repair shop network. Trends can be compared by region, business structure and time period.

The results are presented using charts, tables and time series, which clearly shows where deviations from reference values occur and which trends are economically significant. This creates a solid foundation for setting priorities and making decisions when managing networks.

**Promotor offers three elements for boosting after-sales revenue: ServiceReport, Service Briefing and Aftersales Performance Cockpit (APC), from network overviews to operational analysis and implementation.**

*Market data from the DAT Report 2026

***'We highlight where the network stands, what is happening at the individual business and how the identified levers are implemented consistently. The situation is particularly critical for the retail sector. Now is the time to connect data, consulting and management to unlock economic potential.'***

Andreas Serra, Managing Director at Promotor

**Promoter ServiceBriefing:**
**potential within the individual business**

The product narrows the analysis down to the individual business and compares its key performance indicators with those of its regional competitors. It focuses on, among other things, parts pricing strategies, hourly rates by repair type, cost estimation templates and the insurance business. This makes strengths, weaknesses and untapped potential immediately apparent. The results are discussed, causes are examined and the most important levers are quantified. Specific measures, responsibilities and deadlines are defined by working together.

Those interested in solutions to increase after-sales revenue will find the Promotor team happy to help: **www.promotor.de**

**Aftersales Performance Cockpit (APC):**
**Implementation managed systematically**

APC comes into play when analysis needs to give way to implementation and management. At the management level, it focuses on customer retention, average order value, productivity and contribution margin. At the operational level, APC feeds every relevant deviation through a standardised root–cause analysis process, for example, for capacity utilisation or parts availability. The consultation process ranges from comprehensive screening and KPI analysis to action planning and workshops, and continues through to ongoing monitoring. First, the economic levers are quantified to reveal the earnings and EBIT potential associated with every euro invested in consulting.

**Three elements, one integrated approach: manufacturers and importers identify areas where action is needed, companies understand the causes and those in charge manage measures and their impact using key performance indicators.**

# STRATEGIC INVESTMENTS

**In addition to its wholly owned subsidiaries, DAT holds stakes in other companies. These include startups as well as institutions such as KTI and Zukunftswerkstatt 4.0.**

**Deutsche Automobil Treuhand makes targeted investments in innovative start-ups to expand its expertise in the field of vehicle and telematics data. This lets it add value for customers.**

**More information:**
dat.de

**Innovation showcase: Zukunftswerkstatt 4.0**

Zukunftswerkstatt 4.0 ('Workshop of the Future 4.0') launched in 2021 as a 450 square metre repair shop in Esslingen. However, at this repair shop, no repairs are carried out. Rather, it brings together numerous industry innovations for sales and after-sales. In this way, Zukunftswerkstatt plays an important role in guiding companies in the automotive industry through the transformation process and preparing them for forthcoming changes. Currently, Zukunftswerkstatt has about 115 innovation partners. In addition to the repair shop and showroom, multifunctional rooms equipped with state-of-the-art conference technology are available for a variety of uses. Zukunftswerkstatt is supported by its shareholders, which are the IfA Institute for Automotive Research, the Nürtingen-Geislingen University and DAT.

**Telematics data on a silver platter**

DAT has held a stake in the start-up High Mobility since 2020. The company provides cross-brand connected-car data in a structured format via an interface for integration into customers' own environments. For users, this means remote, real-time access to varied vehicle information, including for example location, engine and battery status, trip history and service needs, without the need for additional hardware. This leads to new solutions for entities such as insurance companies or fleet management providers, and they can scale quickly.

High Mobility currently offers connected-car data from over 30 carmakers; SilverDAT Connect is a key DAT product that utilises this data. Statistically speaking, it generates more than 100 million data updates each day. High Mobility operates independently of any specific manufacturer and in compliance with ISO 27001, GDPR and TISAX standards.

Following Volkswagen and Nissan, another important milestone in simplifying access to OEM vehicle data was recently achieved with the manufacturer Hyundai. Mobility companies around the world gain simple and scalable access to connected vehicles.

**Both an institute and a repair shop**

KTI (in German KTI GmbH & Co. KG or Kraftfahrzeugtechnisches Institut), headquartered in Lohfelden near Kassel, has been a leading centre of research and expertise for damage and repair research for over 50 years. The goal of KTI is to repair modern vehicles professionally, cost-effectively and in a way that conserves resources as much as possible. KTI conducts technical inspections and provides recommendations on how to carry out repairs and process claims. It conducts research on new automotive technologies, materials and repair methods and serves as a key driver of innovation in the industry. Current developments are presented in a clear and practical manner through numerous continuing education programs for repair shops, official experts, insurance companies and other market stakeholders. Key areas of focus include, among other things, dealing with damaged electric vehicles, driver assistance systems and evaluation of new repair methods. DAT is particularly active in this field with new products for repair cost trends as well as in the area of used parts and damage assessment.

DAT has been a shareholder in KTI for many years, alongside leading motor insurers, DEKRA, automotive industry associations, data providers and salvage markets. This arrangement of the most important stakeholders in the automotive repair industry enables close cooperation with significant potential for research and development.

**Software provider for DAT official experts**

OnREX GmbH develops and markets DYNAREX, a high-performance, cloud-based software solution for modern claim and office management for independent automotive experts, networks of official experts and insurance companies with their own teams of experts. DAT has held a stake in the Leipzig-based software company since 2018.
Based on DYNAREX, OnREX and DAT have jointly developed SilverDAT 3 Expert Partner, a comprehensive solution specifically tailored to the needs of DAT Expert Partners. It combines DAT's proven core areas of vehicle identification, damage estimation and vehicle valuation with comprehensive digital office management (invoicing and collections, DATEV integration, document management, task management, reporting functions and expert reports, lease returns and inspection and condition reports) as well as AI-powered applications. Exclusive features such as DAT certificate printing, the centralised order platform and SilverDAT Classic valuation round out this powerful all-in-one package.

# PERSONALISED EXPERTISE

**As the people at DAT often say, 'Data isn't everything, but without data, we don't have anything.' However, they quickly follow that with the statement, 'But without the people at DAT, we don't have anything!' And these are exactly the people it is about. Currently, approximately 600 employees from 36 countries work for DAT at more than 20 locations globally.**




**The #GET**DAT**JOB recruitinment campaign illustrates how DAT puts responsibility into practice and embodies the values of competence, diversity and neutrality. Through employees' personal insights, the values are made tangible in everyday work and contribute to a strong, collegial environment.**

What qualifications does a person need to work at DAT? What job profiles are needed to maintain DAT's high standards of quality and meet new market demands? The spectrum is broad, from digitisation to AI, and that is exactly what opens up innovative opportunities, avenues for development and diverse career paths.

**Close to the job market**

DAT's software and IT products require qualified professionals. Yet where can employers find the right talent? Firstly, through visibility and engagement at universities and colleges. There, DAT supports the development of skilled professionals and highlights interesting areas of work and core competencies such as market research, data handling and IT applications. Technologies such as artificial intelligence and big data are particularly impressive at these locations. At DAT, students have the opportunity to learn about these technologies while they pursue their studies, whether as working students, interns or bachelor's or master's degree students, and they gain valuable hands-on experience at DAT in the process.

**Cutting-edge education**

Even those who are not at university yet still have the opportunity to get a feel for the working environment at DAT through a workplace placement while still in secondary school. After graduating from secondary school, they can then start a dual work-and-study degree programme at DAT. In collaboration with Baden-Württemberg Cooperative State University, degree programmes in Business Informatics, Computer Science, International Business and Service Management are offered. To develop young professionals, DAT also invests in training and employs apprentices in the fields of automotive sales and application development.

**Employee training and development**

Those who join DAT do not stop – they continue to receive support. Through targeted programmes; a variety of learning formats; access to subject matter experts and trainers; and a supportive learning environment, the DAT Campus offers development opportunities to all employees. The continuously expanding portfolio of training and continuing education programmes is tailored to current and future needs.

Another new addition is a DAT talent management programme. Up to 12 high-potential employees participate in a one-year training programme that includes personal and professional development as well as individual career planning.

In addition to the wide range of training and development opportunities, there is also a focus on well-being and health. Flexible work schedules, modern workspaces, holistic wellness events, bike leasing and a shopping card are just a few of the benefits offered to employees.

**Neutral and independent**

DAT embodies values such as neutrality, independence and trust in its dealings with customers and employees. Its diverse teams work with enthusiasm at the heart of the automotive industry. Above all, customers value the high quality of the data, products and study results, which are delivered in a neutral and independent manner. DAT's employees are regarded as highly sought-after experts, and the company's cooperation with customers is based on mutual trust. To this day, DAT remains the neutral authority in the automotive industry, bringing together time-honoured traditional values, modern technologies and the world of high-speed IT.

**Job openings at DAT:**
get-DAT-job.de

# A FIRM FOCUS ON SUSTAINABILITY AND RESPONSIBILITY

**More information:**
dat.de/sustainability

**Not only is technology constantly evolving, but so is our awareness of how business practices affect society, the environment and the economy. DAT takes this responsibility seriously and has firmly integrated it into its activities and corporate strategy.**

In particular, by joining the UN Global Compact in February 2025, DAT has committed itself to principles in the areas of human rights, labour standards, environmental protection and anti-corruption, and has pledged to ensure transparency through annual communications on progress.

DAT's sustainability strategy has several goals: a sustainable, healthy and socially balanced work environment; the development of innovative and safe products; the reduction of energy consumption and greenhouse gas emissions; and the stronger integration of sustainability into corporate management alongside transparent reporting. These goals are achieved through specific operational measures and ongoing performance monitoring.

**Reducing electricity consumption and emissions**

For the environment, DAT focuses on energy efficiency and the expansion of renewable energy. For example, the headquarters in Ostfildern has only been using green electricity since 2022, and electricity consumption has already been significantly reduced through technical optimisations and digitisation. The vehicle fleet is gradually being converted to low-emission and electric vehicles, with the share of hybrid and electric vehicles rising to 39% by the end of 2025. In addition, DAT supports its employees to use sustainable modes of transportation by providing subsidies for the Deutschlandticket public transport pass and bike leasing. Climate protection projects, such as the restoration of peatlands in Jasmund National Park and reforestation through Plant-my-Tree®, complement the measures to reduce emissions.

As a neutral provider of data for the automotive industry, DAT helps its customers make sustainable decisions with innovative software solutions such as SilverDAT. With SilverDAT Green Repair Tracker, DAT offers a tool for analysing carbon emissions in the repair process. More information on this can be found on pages 44–45.

**Commitment to nature and the environment**

**Fair work environment**

DAT also places a high priority on a fair and safe work environment. For its nearly 700 employees worldwide, the company promotes the key focuses of health, safety and equal opportunity. Furthermore, flexible working hours, comprehensive training opportunities and an open style of communication empower employees and contribute to a positive corporate culture. Adherence to human rights and ethical standards is governed by the binding Code of Conduct.

**Social responsibility**

DAT also takes responsibility for the health of its employees and is actively involved in various projects that benefit society and support the development of young talent.

With its sustainability strategy, DAT pursues a comprehensive approach that integrates environmental, social and economic aspects. Through transparent reporting, clear goals and concrete measures, DAT takes responsibility for a sustainable future.


The sustainability report is another step towards responsible corporate governance.

**New sustainability report now available**

The new sustainability report for the 2025 financial year documents how environmental, social and governance issues are integrated into DAT's business processes. It outlines the measures the company has taken and the targets DAT has set for the coming years. The report is not just a review, but another step toward embedding sustainability in the journey towards sustainable and responsible corporate governance.

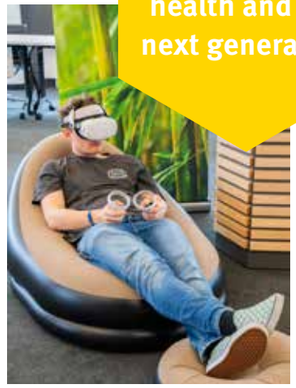
DAT employees actively participate in the regional planting project in Meckesheim. The previous monoculture is being replaced with a sophisticated mixed-forest concept.

**Working together for the environment: DAT and the tree-planting day**

Reforestation, a practical contribution to climate action. In partnership with Plant-My-Tree®, DAT is planting more than 16,800 trees on a 2.5-hectare site in Meckesheim over a period of five years. Once all the trees have been planted, the DAT company forest will offset more than 139 tonnes of $CO_2$ equivalents annually. DAT employees actively participated in the regional planting project in Meckesheim. An initiative that combined team spirit, physical effort and environmental stewardship, through which DAT directly contributes to improving the environment and quality of life in the community.

## Commitment to health and the next generation





With annual health days and many other health-promoting initiatives such as support for company fun runs, DAT has implemented numerous preventive measures.

**All perked up? – health promotion initiatives**

To counteract potential health risks and promote general well-being, DAT has implemented preventive measures. These include, for example, ergonomically designed workstations, first responders for mental and physical health, the EGYM-Wellpass corporate fitness program and annual health days. Company runs are also a regular part of life for many DAT employees.

**Girls' Day: Job profiles presented**

Job roles at car dealerships and repair shops are changing. On Girls' Day, DAT works together with Zukunftswerkstatt 4.0 in Esslingen to showcase just how exciting and modern everyday work in the industry will be in the future. Girls and women in the automotive industry share insights into their daily work lives and provide information about interesting career opportunities. DAT supports the event by having various departments present their work.

**DAT supports the 'German Skilled Trade Championship'**

The 'German Skilled Trades Championship' (Deutsche Meisterschaft im Handwerk) seeks out the best graduates in the fields of automotive mechatronics and automotive sales at a national level. For this purpose, the most promising young talent comes together to represent the best of their cohort in their state. DAT supports this competition organised by the ZDK and the Chamber of Crafts by providing course vouchers.

DAT sees it as a key priority to outline career paths in the automotive industry and support and guide young people through the various stages of their career journey in the industry.







# CHOOSING SILVERDAT – SUCCESS FACTORS AND REAL-WORLD EXAMPLES

**Migrating to a new data provider and implementing a new system is a major undertaking for any company. It involves a change in work processes and affects communication and efficiency.**

The success of a SilverDAT 3 migration therefore depends not only on the software's features, but also on a comprehensive implementation strategy. A successful transition therefore requires clear strategic objectives, personnel decisions, realistic timelines, intensive training and an optimal range of services from the respective provider.

The examples of the Toyota Keller and Hugo Pfohe dealerships in Germany show that a well-orchestrated system change works. Teams that planned ahead and were well-prepared continued to operate smoothly during the transition, while DAT supported the process as a reliable partner, providing customised solutions and comprehensive training.

The Toyota Keller dealership migrated to DAT, including its dealer management system, and as a result achieved faster data availability, improved hotline availability and strengthened its business processes. DAT provided a SilverDAT solution tailored to all Toyota organisations in Germany, complete with interfaces to relevant DMS systems. In total, about 90 employees at Keller now use SilverDAT, and good planning ahead of time was crucial. The system had to be up and running the next day because customers could not be allowed to notice anything.

Hugo Pfohe migrated a total of nine locations, with over 70 salespeople, to SilverDAT. DAT provided intensive guidance for the frontline, cross-site rollout. All locations are now using SilverDAT the same way, and central used-car processes are handled through the DAT platform. The company was already familiar with the comprehensive support and data quality thanks to the interfaces that had already been established in the repair shop area.

In the long term, both dealers will benefit from improved data quality, better integration across locations and increased efficiency in sales, service and claim processing. Careful planning, structured training and close collaboration with the DAT team made for a successful transition and provide lasting benefits from the DAT infrastructure.


The transition to SilverDAT 3 was completed at all nine Hugo Pfohe GmbH locations within a week. More than 70 sales workstations there are now using SilverDAT 3.

Toyota Keller's Siegen location was also migrated to Ecaros and SilverDAT at the beginning of 2026, with about 90 employees being trained by DAT.

# CLOSE TO THE CUSTOMERS

**DAT customers have several points of contact for questions about products. They include the customer service department with technical support or the field service team externally. In addition, there are other teams such as key account managers and dedicated account managers for the 200 largest dealer groups.**

At DAT, working with customers is always a team effort and involves person-to-person communication. Many departments at DAT interact with customers on an ad hoc or regular basis; this can range from the communications department to various specialised departments as well as senior management. From the perspective of customers and prospective customers, however, there are roughly three areas responsible for customer interaction in Germany. First, there is the customer service department, which has a staff of just under 30 people available to answer customer questions, including over the phone; provide technical support; and offer assistance in many areas. In addition, there are our field service colleagues who visit customers on-site, conduct training sessions and are active in their respective regions. This is complemented by the department hosting the key account managers. 'One factor in our business success is that we are personally available to our customers,' says Raphael Dammann, Head of Sales Germany.

### International focus

As DAT and its customers become increasingly international, the sales teams (see photo below right) are also under international leadership. DAT Managing Director Helmut Eifert, who was previously in charge of innovation and international operations, has also been responsible for the German market since 2026 and is therefore in charge of global sales.

Major customers such as leasing companies or dealer groups, which are increasingly operating across borders, play just as significant in these sales as manufacturers and importers are. In addition to supporting existing SilverDAT customers, DAT also has a focus on acquiring new customers. They can include insurance companies, car dealerships, new manufacturers, associations, banks and other industry stakeholders. For several years now, one of DAT's unique features has been a team dedicated exclusively to serving the 200 largest automotive dealership groups in Germany.

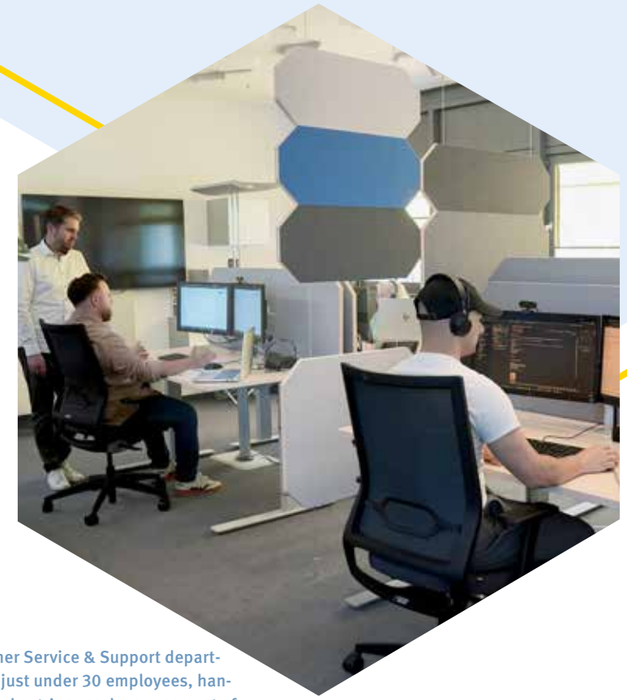
### A listening ear for DAT customers

In addition to this type of support, DAT has a team of nearly 30 colleagues who are dedicated exclusively to serving existing customers and answering questions about product, billing and other topics. 'We always want to provide our customers with a positive experience,' says Heiko Ruck, Head of DAT Customer Service, 'Our customers appreciate that we are easy to reach and that we are all genuine DAT employees, as opposed to outsourced service providers.'

In addition to being reachable by phone, DAT offers email contact options and several forms on its website as well as functions within the SilverDAT applications. 'We are also currently discussing the extent to which we might additionally deploy an AI service agent for certain applications,' explains Ruck.

When an enquiry is received, Customer Service & Support acts as the central point of contact and initially handles the structured intake, triage and routing of all customer enquiries. Tickets are processed through a multi-tiered support structure and the downstream specialist and technical levels. Heiko Ruck says, 'Our team does not just see itself as a "problem-solving and information resource"; it also plays an active role in supporting releases, testing, validating and defining requirements based on tangible customer feedback. We are, so to speak, a central channel for feedback on product development and product management.'

***'One factor in our business success is that we are personally available to our customers.'***
Raphael Dammann, Head of Sales Germany



The Customer Service & Support department, with just under 30 employees, handles the intake, triage and management of all customer enquiries.

Heiko Ruck,
Head of DAT
Customer Service

### 29,000 calls per year

The statistics show the great importance of customer service. In 2025 alone, over 29,000 calls were received, with a call-answering rate of 90%. The remaining 10% proactively received a call back. During the same period, customer service successfully processed nearly 31,000 tickets. 'DAT's customers greatly appreciate this accessibility and support. These days, you cannot take service like this for granted,' concludes Heiko Ruck.'

The nationwide sales team provides on-site support to customers if necessary.


**More information:**
dat.de/
expert-partner

# DAT EXPERT PARTNERS: A SOURCE OF TRUST AND EFFICIENCY IN THE AUTOMOTIVE INDUSTRY

**In an increasingly complex automotive market, impartial expert opinions, reliable vehicle data and legally sound valuations are becoming more important strategically. The comprehensive network of official experts at more than 400 DAT Expert Partner locations offers automotive industry stakeholders an interface to precisely what they need – and adds measurable value for dealers, repair shops and fleet operators.**

Whether it is accident damage, a used car valuation or a technical analysis, the authorised DAT Expert Partners serve as an independent authority unaffiliated with any manufacturer or repair shop, operating wherever automotive expert services are needed. They are free of conflicts of interest as they have no stake in dealerships or repair shops, and that is how they ensure the required objectivity in their dealings with insurance companies, private clients and tax authorities.

### Strict quality standards and exclusive software

Authorisation as a DAT Expert Partner is subject to clear criteria. All members are full-time, self-employed experts with multiple years of professional experience and qualifications as master vehicle mechanics or technicians.

All DAT Expert Partners work with DAT's systems and data which enjoy market acceptance. The network relies on the exclusive expert software SilverDAT 3 Expert Partner. Damage assessments, valuations and technical analyses are therefore based on impartial DAT data, offering a high level of detail and ensuring transparency and reliability.

### Benefits for the automotive industry

DAT Expert Partners are considered a key driver of process optimisation, for example, at insurance companies and repair shops. Fast, digitally supported data collection and direct communication with insurers enable repairs to be approved quickly, while at the same time, transparent and reliable expert reports help build customers' trust in repair shops, which increases customer satisfaction. DAT's experts also ensure complete, legally sound preservation of evidence and documentation. This allows the repair shop team to focus more on performing repairs properly. In addition, a clear, digitally supported process minimises error rates when ordering parts and estimating costs.

### In short: a driver of efficiency in the car market

For the automotive industry, DAT Expert Partners are much more than just service providers who assess damage. They help optimise processes and serve as a bridge between repair shops, customers and insurance companies. Repair shops that draw on the expertise of DAT Expert Partners professionalise their operations, secure revenue and sustainably increase their efficiency.





## NEUTRALITY AS A TRADEMARK

### DAT appraisal certificates and their potential in the used car market

When it comes to the pricing of used cars, there can be debate and uncertainty. A DAT appraisal certificate helps shed light on the situation. It can only be issued by official experts who are certified DAT Expert Partners. As the world's oldest document showing the value of a used vehicle, an appraisal certificate has a crucial purpose. Using DAT data as a basis, it is considered the standard for neutral and reliable valuation of vehicles.

Their estimated value is not based on a subjective judgement of them; rather, every estimate for a used car is based on the impartial vehicle values provided by DAT, which are determined by taking into account the expert's objective assessment of the vehicle's condition. In addition to the vehicle's current condition, the calculation takes into account the mileage; original list price; standard and optional equipment; and date of initial registration.

### Much more than just a valuation document

There is a broad range of target markets for whom a DAT appraisal certificate is relevant. It is aimed at various stakeholders in the automotive industry. For private customers, it serves as reliable proof of their vehicle's value whenever they sell it.

For car dealerships, it serves as proof of fair pricing. For financial institutions, it is a solid foundation for credit decisions. Insurance companies use it to calculate premiums and to determine a reliable value if there is a claim. The DAT appraisal certificate is therefore much more than just a valuation document.

DAT SCHÄTZUNG

WIEDERBESCHAFFUNGSWERT

Der Wiederbeschaffungswert für das beschriebene Fahrzeug wird für den Zeitpunkt der Untersuchung nach dem DAT-Schätzungsverfahren ermittelt auf

76.600 EUR

Wert in Buchstaben:
SECHSUNDSIEBZIGTAUSENDSECHSHUNDERT EURO

Dieser Schätzwert versteht sich als Endwert.

Anwendung der Differenzbesteuerung nach §25a UStG

Gegen die Höhe des Schätzwertes kann innerhalb eines Monats, vom Ausstellungsdatum der Urkunde an gerechnet, Einspruch erhoben werden.

FAHRZEUGDATEN

| | |
|---|---|
| Hersteller | Porsche |
| Modell | Cayenne Coupe (Typ 9YB)(04.2019->), E-Hybrid, OPF (EURO 6d), 2020 - 2023 |
| Leistung | 250 kW / 340 PS |
| Hubraum | 2995 ccm |
| Motorart | Plugin Hybrid Benzin/Elektro |
| Getriebe | Getriebe Automatik - Tiptronic (8-Stufen) |
| Erstzulassung | 15.04.2021 |
| Laufleistung | 50.650 km |
| DAT Europa-Code® | XX XXX XXX XXX XXXX XXXXX XXXX |
| VIN | XXXXXXXXXXXXXXXXX |
| Amtl. Kennzeichen | |
| KBA-Schlüssel | 0583/AKS |
| Aufbauart | Sport-Utility-Vehicle |
| Unfallschaden | unbekannt |
| Anzahl Halter | 1 |

DAT EXPERT PARTNER

Diese DAT Schätzung wurde erstellt durch den Vertragspartner der Deutschen Automobil Treuhand GmbH:

**Max Mustermann**
DAT Expert Partner
öffentlich bestellte und vereidigte Sachverständige
Ostfildern / Döbeln / Leipzig / München / Frankfurt / Berlin

| | |
|---|---|
| Urkundennummer | XXXXXXX-XXXXXXXXXXX/XXX |
| Gutachtennummer | XX-XX/XXXX |
| Wertfeststellung am | 22.04.2026 |
| Wertfeststellung zum | 22.04.2026 |
| Datenstand | 04/2026 |

Hinweise für den Auftraggeber siehe www.dat.de/SVURKUNDENAGHINWEISE.html.

Deutsche Automobil Treuhand GmbH
Document-Identity-Code:
XXXXXXX-XXXXXXXXXXX/XXX

Seite 1 von 1

**Special features of a DAT appraisal certificate:**

- Long history dating back to the 1930s, making it the oldest document in the world to show used car values
- Neutral valuation basis that can be issued exclusively by DAT Expert Partners; their certification ensures a valuation process free of conflicts of interest
- Possibility of objecting

Legal proceedings can also be based on this neutral valuation, while businesses, vehicle fleets, clubs and associations use the appraisal certificate for documentation purposes in accounting, lease agreements and industry-wide communications. 'The widespread recognition of this certificate serves as a mark of trust. It is a document that presents the value of used cars in a transparent, verifiable and pan-industry way,' comments Julia Fahrion, who is in charge of the DAT Expert Partner network.

**Objection process for an additional safeguard**
Following a DAT estimate or valuation, the service recipient may ask the expert to review the results. For the DAT appraisal, an average realisable price is calculated based on the retail price for selling to the end consumer and the dealer's price for purchasing from the consumer. As an additional safeguard for the holder of a DAT appraisal certificate, the holder may request not only a review of the value but also an objection process. For a period of one month following the certificate's issuance, the holder may request a review of the appraised value from DAT at no extra cost.

With its long history, the DAT appraisal certificate serves as a reliable foundation for further increasing confidence in vehicle values and for further establishing it as the standard for impartial vehicle valuation.

**More information:**
dat.de/
sachverstaendige

The world's oldest document to show the value of a used car: the DAT appraisal certificate. Since the 1930s, it has been a reliable source of information and is still regarded today as an established benchmark for transparent and fair valuation. The appraisal certificate is based on DAT's neutral vehicle values and is not influenced by subjective assessments.


1934


1941


1956


1990





# KNOWLEDGE ABOUT CARS

**DAT serves as the benchmark for used car values and is also an official provider of information on fuel and electricity consumption, emissions and new types of fuel. These digital guides provide guidance to end users and meet the requirements set by automotive associations and governments.**

**More information:**
dat.de/
veroeffentlichungen


### B10/XTL overview

On behalf of the VDA and the VDIK automotive associations, DAT has compiled an official list entitled 'B10/XTL Compatibility for Motor Vehicles' and published it at **dat.de/b10-xtl**. The page provides additional information about the two new types of fuel. In addition, DAT is offering, for the first time, a new type of online search tool for B10/XTL compatibility.


### E10 list

Since 2010, petrol stations in Germany have offered a fuel called 'Super E10', a type of petrol containing up to 10 per cent bioethanol.
Since not all vehicles can handle this type of blend, DAT has published an official list at **dat.de/e10** which shows the models that can take E10. As with the other publications, the information is always provided by the respective vehicle manufacturer. As a general rule, all petrol vehicles sold in Germany since 2012 can handle E10.


### $CO_2$ guide

The $CO_2$ guide is a digital publication that provides information on fuel consumption, $CO_2$ emissions and electricity consumption for all new passenger car models available for sale in Germany.
At **dat.de/co2**, there are not only fuel consumption and $CO_2$ emission figures (based on WLTP) but also key technical specifications for the engine and transmission. This guide is updated regularly and complies with the German Passenger Car Energy Consumption Labelling Regulation (Pkw-EnVKV).

### How much is my car worth?

DAT has been answering questions about vehicle values for over 95 years. Anyone Googling vehicle values in German will very quickly end up at **dat.de/gebrauchtfahrzeugwerte**, where they will receive the DAT value free of charge within a few minutes of entering their vehicle details. This value is calculated based on the current retailer purchase values according to DAT market monitoring for the current calendar month. Optional equipment, the specific condition of the vehicle and regional factors are not taken into account. Since these factors can, in some cases, significantly influence the actual achievable selling price, consulting a DAT Expert Partner is a logical next step.

www.dat.com