

AutoCheck[®] has 2x more reported accidents than Carfax[®]

Answers to your most frequently asked questions



Knowing that accident information tops the list of what consumers want when considering used car purchases,¹ Experian Automotive continues to invest in AutoCheck[®] on your behalf.

AutoCheck accident information gives dealers:

- **More records** — AutoCheck has 2x the number of reported accidents
- **Deeper information** — AutoCheck has 3x the number of vehicles with reported accident severity²
- **Faster access** — Accidents are reported to AutoCheck up to 200 days faster than historical data sources

Where does AutoCheck accident data originate?

The AutoCheck accident data comes from nationwide information sources, including state agencies and independent sources. The AutoCheck database also includes accident-related title brand information from the Department of Motor Vehicles (salvage/rebuilt/junk titles, etc.), and data from other sources like salvage auctions, auto recycling facilities and exclusive information from auctions such as announced frame damage and salvage.

How can I use accident information in my business?

AutoCheck accident data can help you manage dealership risk while disclosing accidents to consumers in several ways:

- Use the accident information with severity levels and other details to help you evaluate vehicles at trade-in
- Exclude vehicles that have had an accident reported when purchasing vehicles from auctions
- Make it easier to explain “fender-benders” to consumers when minor damage is reported

¹ Based on a 2006 independent study conducted by The Blackstone Group

² Results based on a 2009 independent study conducted by Pipal Research

Does accident information affect AutoCheck® Buyback Protection?

Accident information does not disqualify a vehicle for AutoCheck Buyback Protection coverage; nor are accidents covered by Buyback Protection. The protection only covers unreported state title brands such as Salvage and Junk.

Whom do I contact if I have a question about a report?

Experian has a full-time Customer Support Team that is available to answer questions about AutoCheck Monday through Friday from 8 a.m. to 5 p.m. Central. To reach the team, call 1 888 409 2204 or send an email to customersupport@experian.com. The Customer Support Team can investigate information on the AutoCheck report and answer questions about the service.