



ANNUAL REPORT 2023

Car-Pass

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What is Car-Pass?

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

database. The data can only be used for the Car-Pass itself – not for commercial purposes. The database does not contain personal data related to the owner of the vehicle.

Car-Pass non-profit was certified by royal decree to manage the database and issue the mileage documents. It was founded by the associations representing the automotive industry and the motorists in Belgium. Car-Pass documents are issued at vehicle inspection stations at the time of the compulsory inspection before the new owner registers a used vehicle. The non-profit doesn't receive subsidies and is fully funded by Car-Pass sales at the price set by royal decree. The Car-Pass model has been a real success. Since the Car-Pass system was introduced, the number of new cases of tampered odometers has fallen dramatically: from over 60,000 per year to only 1,640 in 2023.



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

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

MESSAGE FROM THE CHAIRMAN

Dear reader,

Sales of second-hand cars rebounded last year after a difficult 2022. This was accompanied by a 7.0% increase in the number of Car-Pass documents delivered, up to 813,835 units. This is back to the pre Covid levels.

Car-Pass processed more than 19 million odometer readings in 2023, which is an absolute record. Nearly 10 million were from automotive industry professionals and more than 6 million were from vehicle roadworthiness tests. Importers and manufacturers also provided more than 3 million odometer readings for imported and connected vehicles, thus making a very valuable contribution. I would like to sincerely thank all the companies that feed the Car-Pass database every day. Their data is indispensable for the reliability of the Car-Pass system.

The Belgian Car-Pass is becoming increasingly known abroad as a quality brand. This came to our attention thanks to the number of requests we receive from private individuals, professionals and governments from the most diverse countries. And I am particularly pleased that State Secretary Bertrand, responsible for consumer protection, has chosen

the fight against odometer fraud as one of her priorities for the Belgian Presidency of the EU. More than 60 million used cars are sold in the EU every year, and every year European consumers pay billions of Euros too much due to odometer fraud. Vehicle odometer readings are registered by garages, vehicle roadworthiness inspection, leasing companies and (often) governments in all the Member States. It is crucial to record the readings in national registers that are accessible to buyers and sellers of second-hand cars to create transparency around a vehicle's mileage history. It is the most efficient way to combat odometer fraud, as the Car-Pass has clearly demonstrated in our country. The Belgian Presidency also advocates an exchange of the data between Member States to ensure traceability when a used car is exported to another Member State. Car-Pass would like to share its expertise in this area with other countries.

2023 for Car-Pass was also a time of preparation for new legislation that, from 1 January 2024, requires professionals to report the description of work carried out along with the odometer reading. Car-Pass worked closely with the sector to develop the practical processes. This will allow future buyers to form a clear picture of the car's maintenance history. The information will also be a valuable source of data regarding the economic activity of the automotive sector in our country.

As you will notice, dear reader, the 2023 annual report contains a lot of fascinating information. Please take your time to read it thoroughly. I hope you find it good reading.

Didier Perwez
Chairman



KEY FIGURES 2023

CAR-PASS DOCUMENTS



Number of documents issued

813,835



Number of documents issued upon import

101,350



Number of (highly) probable cases of fraud

1,640



Average size of the fraud (km)

69,118



Number of vehicle history requests

467,987

ODOMETER READINGS



Number of odometer readings in the database on 31.12.2023

300,720,002

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



194,120,345



Number of odometer readings received in 2023

19,384,363



Number of users who have provided at least one odometer reading

13,751

(*) The active vehicle fleet consists of all vehicle registered on 31/12/2023 and/or vehicles for which Car-Pass received at least one odometer reading in the period 30/6/2022 to 31/12/2023.

VEHICLES



Number of vehicles in the database on 31.12.2023

26,228,346

Number of active vehicles (*)



9,956,646

Number of vehicles for which at least one odometer reading was received in 2023

1km+ 6,796,188



Average odometer reading upon issuing the Car-Pass

105,985



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

9.30

CASES OF FRAUD IN 2023



1,640 cases of odometer fraud were detected in 2023.



Fraud in imported vehicles continues to decline.



The largest fraud in 2023: 560,273 km off the odometer.

By comparing the odometer reading when the Car-Pass is issued with the prior odometer reading(s), it is possible to obtain a clear picture of the number of fraud cases because the odometer is generally rolled back just before the vehicle is sold. Car-Pass also receives odometer readings from abroad from the RDW (for import from the Netherlands) and from car manufacturers' central databases, allowing us to detect fraud in imported vehicles. Either the manufacturer or the Dutch RDW was able to supply effective odometer readings for 53% of imported vehicles.

In 2023, this allowed 1,640 cases of odometer fraud to be detected. 1,055 of those were related to domestic sales (0.15% of the total) and 585 (0.58%) were cases involving tampering at

the time the vehicle was imported into the country. These are very encouraging numbers. They show that fraud on imports is falling year on year – in 2020, the percentage of fraud on imports was still 2.4%.

On average the odometer reading decreased in fraud cases by almost 70,000 km. Although fraud has fallen considerably, even in imported vehicles, it is important that buyers continue to pay close attention to the Car-Pass. We are noticing popular models that are 10-15 years old, such as the Volkswagen Golf or the BMW 1 Series, are popular targets for fraudsters. The tables show the 10 most serious frauds of 2023. At the top of these rankings is a 2012 Mercedes E200 with more than 560,000 kilometres taken off the clock.

	Brand	Model	Year of 1st registration	Latest mileage	Previous mileage	Difference	Imported
1	Mercedes	E200	2012	257,881	818,154	560,273	nee
2	Mercedes	V-Class	2016	205,319	739,923	534,604	nee
3	BMW	520 d	2012	259,958	786,874	526,916	nee
4	Audi	A3	2011	146,960	622,845	475,885	nee
5	Mercedes	E350	2015	186,534	614,190	427,656	nee
6	Volkswagen	Transporter	2004	187,321	589,571	402,250	ja
7	Renault	Trafic	2015	165,168	496,594	331,426	nee
8	Mercedes	V-Class	2018	123,350	447,559	324,209	nee
9	Mercedes	E200 Bluetec	2016	231,391	549,963	318,572	ja
10	Audi	A3	2010	168,725	485,328	316,603	nee

THE INTRODUCTION OF THE UPDATED CAR-PASS LEGISLATION

At the end of 2022 the government approved a number of adjustments to the law dated 11 June 2004 on Information Provision Accompanying the Sale of Second-hand Vehicles. The necessary Royal Decrees followed during the course of 2023, and the law entered into force on 1 July 2023. We can therefore make our initial assessment of the introduction of the most important changes already.

1. When carrying out work on a vehicle, professionals can transmit the odometer reading on the basis of the vehicle's **license plate** as an alternative to the Vehicle Identification Number (VIN). Using a real-time connection with the Federal Public Service of Mobility & Transport, the license plate can then be converted to the correct VIN. 2,518 companies have since made use of this option and have sent almost 157,000 meter readings. These are mainly companies that enter their odometer reading manually via the Car-Pass website and by doing so save a lot of time. We noted a notable decrease in rejections due to "unknown vehicle". This error burden has decreased from 4.10% to 0.18%. Logically, fewer input errors are made when entering the number plate compared to the VIN.

2. The **range of electric vehicles**, measured using the WLTP procedure, will be reported on the Car-Pass. Unfortunately, the FPS Mobility & Transport was unable to provide this data. Car-Pass has therefore been requesting the data from Febiac since the end of 2023. However, this only concerns data from vehicle manufacturers that carry out pre-registration via Febiac.

3. The change in law makes it possible for Car-Pass to make **the data it receives in the context of its legal mission available for use in scientific, historical or statistical studies and surveys, under strict terms and conditions of course.** Commercial applications are excluded. During the 2nd half of 2023, Car-Pass had not yet received any concrete requests in this regard.

4. The company carrying out the work on the vehicle will also be required to share a **description of the work** with Car-Pass. Potential buyers will be able to find this information on the electronic Car-Pass and will therefore be able to check whether the vehicle has been serviced regularly and which parts have been replaced. After extensive consultation with the sector, Car-Pass opted for standardised descriptions consisting of seven main activities and one or more sub-activities for each main activity. In total there are about sixty different codes. Companies were able to test this working method as from November. During the month of January 2024, Car-Pass received 360,000 descriptions from 6,647 companies. This is a very encouraging result.



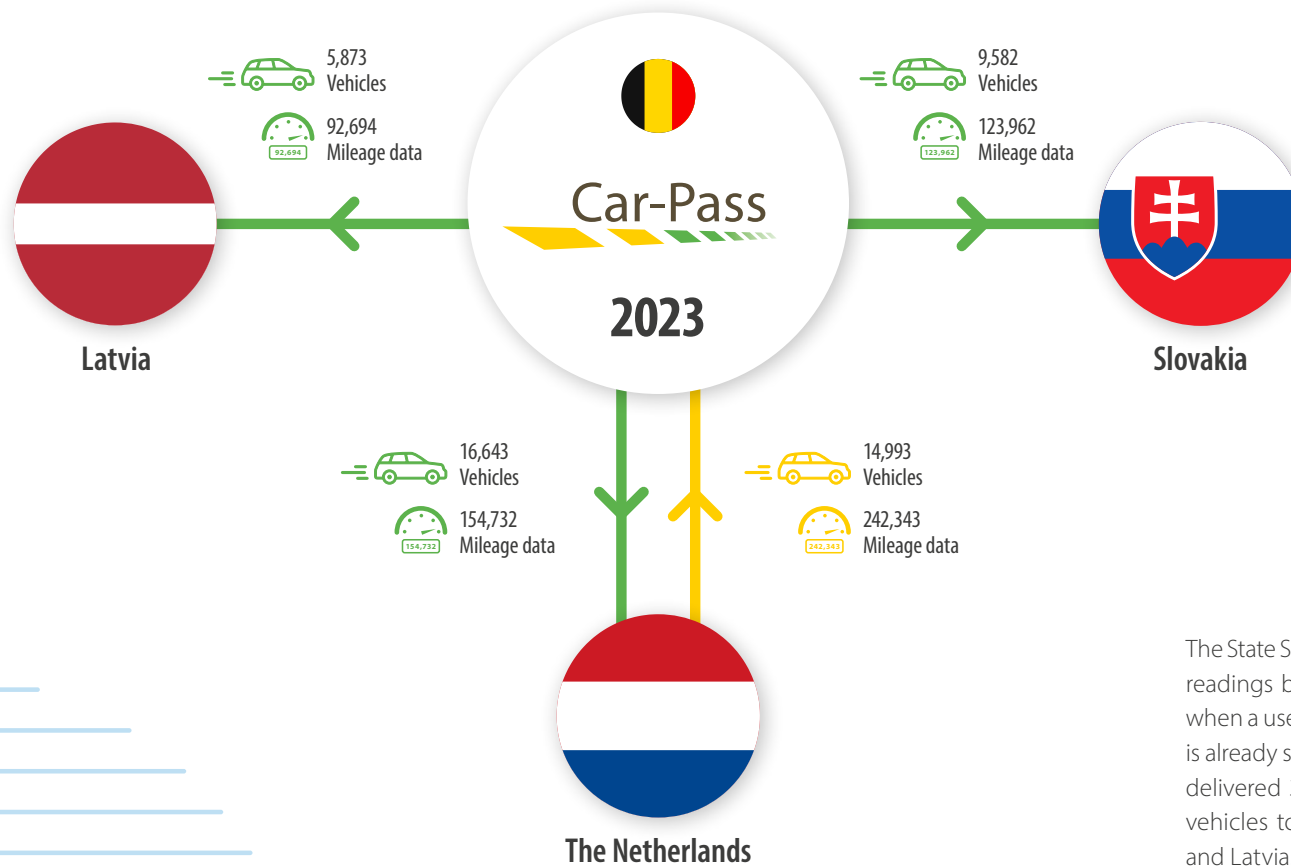
CAR-PASS IS ONE OF THE PRIORITIES OF THE BELGIAN PRESIDENCY OF THE EU

Our country will chair the European Council during the first half of 2024. The Car-Pass dossier is one of the two priorities of State Secretary Bertrand, who is responsible for consumer protection. Her aim is to reach an agreement during the Council of Consumer Ministers (18-19 April 2024) concerning a joint call from the Council to the European Commission for a European approach to odometer fraud.

The FPS Economy has already had a preparatory study carried out: "Study on the feasibility of introducing a European Car Pass". The study once again shows that, except for the Netherlands, there is no comparable system to the Belgian Car-Pass in any EU member state. On the other hand, the study has also shown that most countries already have a database of odometer readings, with the data being fed into it during the annual vehicle roadworthiness test. This can form the basis for a central register of odometer readings, based on the Car-Pass model. This should lower the threshold for European regulation based on the Belgian law of 11 June 2004.

State Secretary Bertrand stated: *"The Car-Pass is an important document and a valuable asset for consumers when purchasing second-hand cars. Here in Belgium, we can be very proud of this unique system, which has recently undergone an update in close collaboration with the nonprofit Car-Pass, giving consumers an even more accurate picture of the true value of vehicles. The attention paid to this subject during the Belgian Presidency of the Council of the EU underlines its crucial role in the context of consumer protection. The Car-Pass system is presented as best practice, and I advocate effective data exchange between the different Member States. All this with the aim of better informing and protecting consumers and tackling cross-border mileage fraud."*





Car-Pass shared 371,388 odometer readings with foreign partners. This concerned 32,098 vehicles.

The State Secretary rightly advocates the exchange of odometer readings between the Member States to ensure traceability when a used car is exported to another Member State. Belgium is already setting a good example in this area. In 2023, Car-Pass delivered 371,388 odometer readings from a total of 32,098 vehicles to our partner countries the Netherlands, Slovakia and Latvia. This makes it difficult for fraudsters to tamper with the odometer of a vehicle that is exported to these countries.

FACTS & FIGURES¹



813,869 Car-Pass documents were issued in 2023.



For the first time in years, the share of imports fell and amounted to 12.5%.

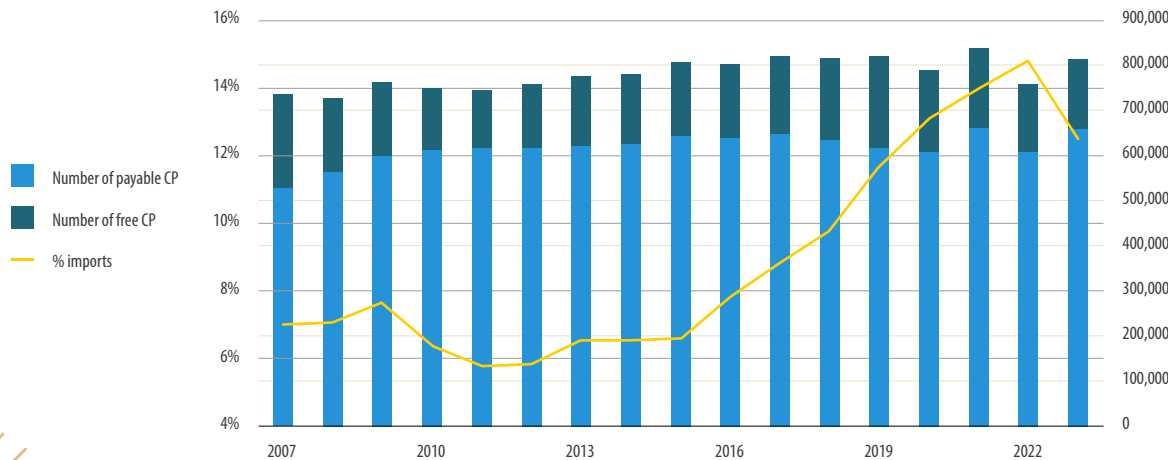
2022 was a difficult year for the automotive sector in Belgium. The number of registrations of new and second-hand vehicles reached a low point. A strong recovery was recorded in 2023. The supply problems for new cars were largely resolved during the year, freeing up more vehicles for the second-hand market. This resulted in a 7.0% increase in the number of Car-Pass documents issued. In total there were 813,869. We had reached the pre-Covid level. Traders no longer had to look for cars abroad due to the increased domestic supply. For the first time in years, we noticed a decrease in the share of imported vehicles. 12.5% of all Car-Pass documents were related to an imported car or van. This figure was 14.8% in 2022.

The share of paid Car-Pass documents (which therefore contain at least 4 odometer readings) was 81.2% (80.5% in 2022). This high figure is due to the odometer readings Car-Pass received from the connected vehicles, which means we have more odometer readings for young vehicles (in theory 4 readings per year). Since the introduction of the legal requirement in 2020, manufacturers and their importers are also required to share the odometer history of foreign vehicles known to them. As a result, 4 out of 10 Car-Pass documents were delivered upon import, subject to payment.

The Belgian second-hand cars and vans for which a Car-Pass was issued were on average 9.3 years old. This is a slight decrease compared to 2022. The share of very young used cars (less than 2 years old) was 13.1%, compared to 14.4% 2 years ago. The young vehicles often come from abroad. 35% are younger than 2 years old. For Belgian vehicles, their share is only 10%. At the other end of the spectrum, we find 38.2% of vehicles that are 10 years or older. An important segment that deserves the attention of our policymakers when they propose measures to green our fleet.

It has emerged that a used vehicle has an average of 117,382 km on the odometer when it is sold. 28.3% of used vehicles have less than 50,000 km on the odometer. On the other hand, 12.2% have more than 200,000 km.

Number of delivered Car-Pass documents / Share of imports

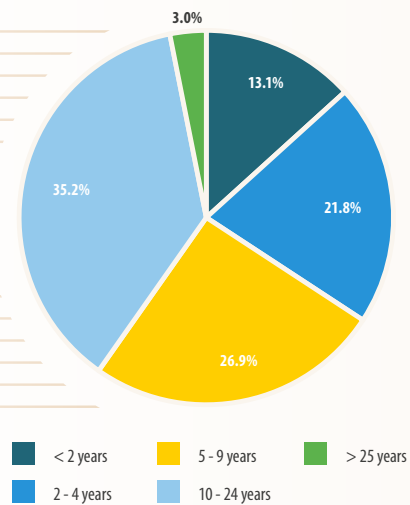


¹The figures relate to cars (cat. M1) and light commercial vehicles (cat. N1).



The average used vehicle was 9.3 years old and had driven 105,985 km.

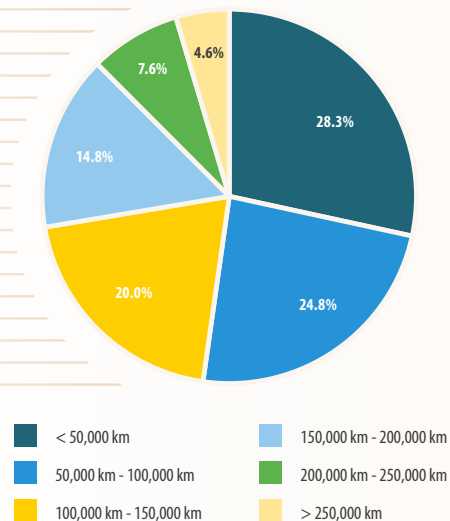
The distribution of Car-Pass documents according to age



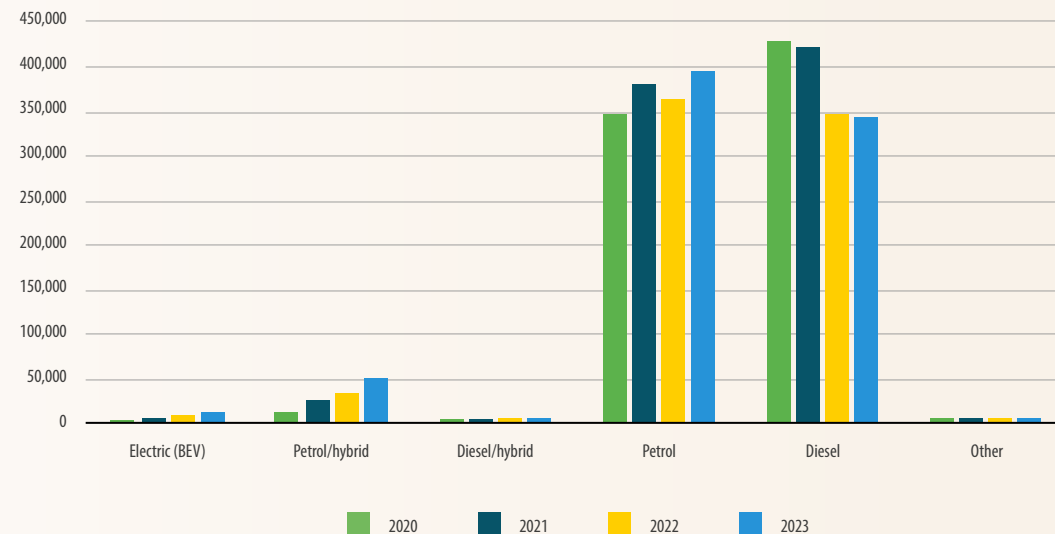
In 2022, for the first time, more Car-Pass documents were requested for a vehicle running on petrol rather than diesel. This trend continued in 2023. The market share of petrol amounted to 48.5% compared to 42.0% for diesel. The number of Car-Passes for electric vehicles has increased fivefold in 4 years, but remains very limited in absolute numbers at 13,365 (1.64%).

Nearly 95,000 Car-Pass documents were requested for a Volkswagen. Volkswagen continues to be the most popular make on the used car market. German premium manufacturers BMW and Mercedes complete the top three.

The distribution of Car-Pass documents according to mileage



The distribution of Car-Pass documents according to the source of energy



	2023		2022		2023 vs 2022
Technical inspection	6,235,459	32.17%	6,035,534	33.69%	3.31%
Car Professionals via website	973,180	5.02%	978,715	5.46%	-0.57%
Car Professionals via DMS	8,291,728	42.78%	8,123,659	45.35%	2.07%
RDW (Netherlands)	242,343	1.25%	256,195	1.43%	-5.41%
Vehicle history checks	467,987	2.41%	400,454	2.24%	16.86%
Manufacturers (import)	398,213	2.05%	414,354	2.31%	-3.90%
Connected Cars	2,775,453	14.32%	1,704,739	9.52%	62.81%
Total	19,384,363		17,913,650		8.21%



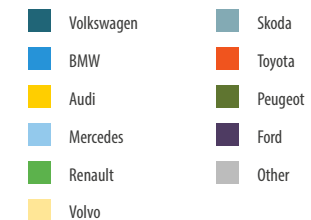
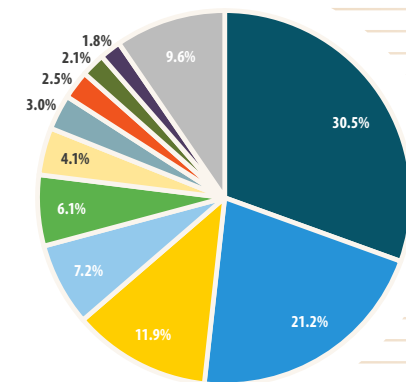
In 2023, Car-Pass received 19.38 million odometer readings, 8.2% more than in 2022. The increase is mainly due to the mileage of connected vehicles, of which Car-Pass processed 2.78 million. With 6.24 million data points, the vehicle roadworthiness test accounts for 1/3rd of all reported odometer readings. In absolute figures this is an increase of almost 3.3%.

8.29 million odometer readings were sent to Car-Pass by automotive companies using their own software (Dealer Management System – DMS). Almost 1 million were entered manually on the Car-Pass website. Data from pure after-sales activities were up 1.8% on the year before but remain 6.8% lower than before coronavirus in 2019. The number of vehicles imported from the Netherlands fell by 8.7%, and the number of odometer readings Car-Pass received from Dutch partner RDW fell by 5.4%.

On a positive note, the odometer readings shared when a history consultation is carried out have increased to nearly 468,000 units. We have noted, however, that the link to the Car-Pass vehicle history is still missing from many online used vehicles advertisements, which is something required by law. This remains a key point for attention for Car-Pass, while the Economic Inspectorate also carries out regular checks.

The number of imported second-hand vehicles fell by 11,264 units in absolute figures. This also translated into a decrease of 2.1% in the number of odometer readings we received from the manufacturers. German manufacturers Volkswagen, BMW, Audi and Mercedes supplied 70% of all data.

Odometer readings received on import: share per brand

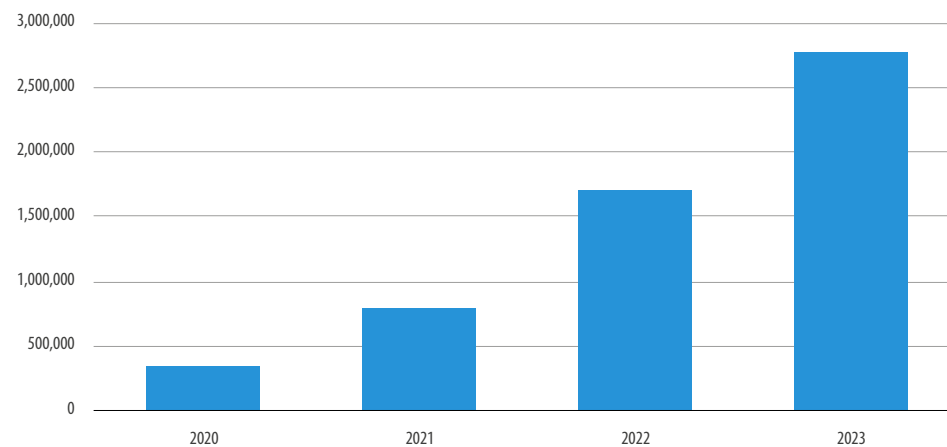




As mentioned, there was a spectacular increase in the number of odometer readings received from connected vehicles. Since 1 January 2020, manufacturers have been required to share an odometer reading for their connected vehicles (registered in Belgium) with Car-Pass four times a year. There is no comparable legal obligation in any other European country. It was not always easy for Car-Pass to obtain this data from the car manufacturers. And some are still not fully complying with their legal obligations. But the Economic Inspectorate has been sending reminders to these companies since last year, and this has had a positive effect. The number of received odometer readings has increased eightfold since 2020, and as more and more connected cars drive on Belgian roads, this data flow will continue to gain in importance in the coming years.

Connected vehicles in 2023 accounted for 2.78 million odometer readings (14.3% of the total inflow) from 1.1 million vehicles. New, mainly Chinese manufacturers are now making an appearance in our country. It will be a point of attention for Car-Pass to receive the odometer readings for these cars.

Odometer readings from Connected Cars



The volume of data from connected cars has increased dramatically, representing around 14.3% of the total.



Car-Pass received the foreign mileage history for 53% of the imported vehicles.

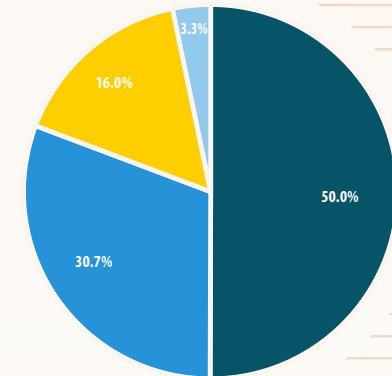


13,751 companies shared odometer readings in 2023, which is an absolute record.

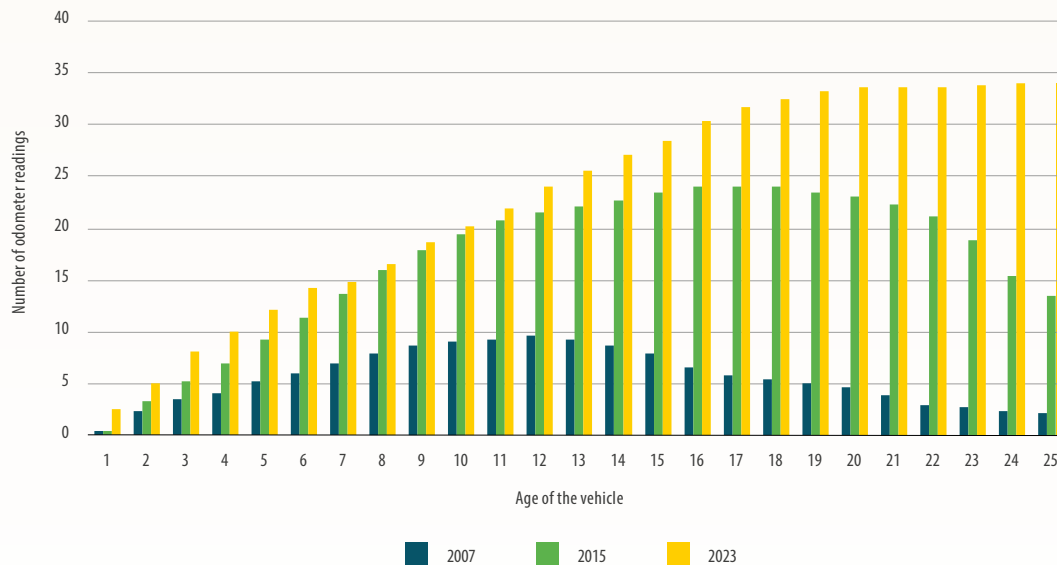
13,751 different companies and establishment units shared at least one odometer reading last year. This means we broke the 2022 record by 172 units. 36.5% of all companies used their DMS to share data with Car-Pass. 63.5% sent their data via the Car-Pass website. Broken down according to data volume, Car-Pass receives 90% of data from after-sales activities via DMS. Only 10% of the odometer readings were entered via the website. The ratios are different for history consultations: 62% were via the website and only 38% via software applications.

It appears that many companies in the industry are relatively small. Half of all companies shared fewer than 100 odometer readings in 2023. Only 19.3% exceed the 1,000 readings mark each year.

Distribution of companies as a function of the number of inputs



The growth of the data base



The Car-Pass database grows with each year that passes. At the end of 2023, the database contained more than 300 million odometer readings from 26.2 million vehicles. 35% of the data relates to vehicles that are no longer a part of the Belgian vehicle fleet. A vehicle in the active fleet² is 9.2 years old on average, and its vehicle history contains 19.6 odometer readings, i.e. 2 per year. The growth of the database is nicely illustrated by the accompanying figure showing the number of registered odometer readings by age of vehicle in 2007, 2015 and 2023. The figure shows growth until the age of 18, at which point the 33 odometer readings mark is reached. We now also clearly notice the effect of the data from connected cars in the age category under 2 years.

²The active vehicle fleet consists of all vehicle registered on 31/12/2023 and/or vehicles for which Car-Pass received at least one odometer reading in the period 30/6/2022 to 31/12/2023.



On 31 December 2022, the Car-Pass database contained 300.7 million odometer readings, of which 194.1 million related to the active fleet.



The history of an active vehicle averages 19.6 odometer readings.



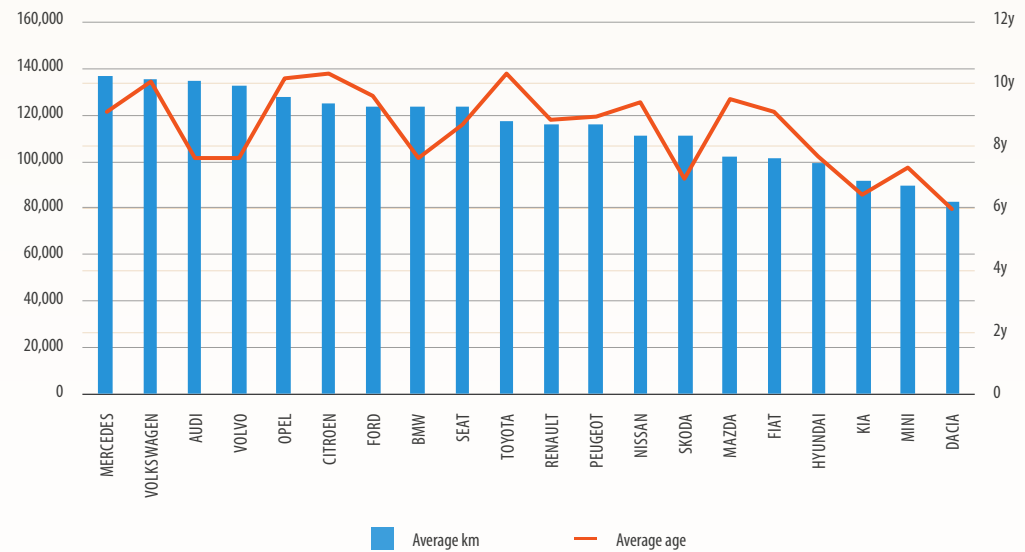
In 2023, Car-Pass received at least 1 odometer reading from 6,796,188 different passenger cars and light vans.

Volkswagen is the largest fleet and has the most odometer readings in the Car-Pass database at 21.3 million. Peugeot, Renault, Mercedes, Opel, Citroën, BMW and Ford also exceeded the 13 million mark.

The figure shows the average of the last odometer readings received and the average age at which the data was recorded.

The average odometer reading for the top 10 ranges from 110 to 145,000 kilometres. At 137,026 km, at an age of 9.1 years old, Audi is at the top of the rankings, just ahead of Mercedes and Volkswagen. If we look down the rankings a little, Saab has an average age of around 200,000 km. Its cars, which are no longer in production, are 17.5 years old on average.

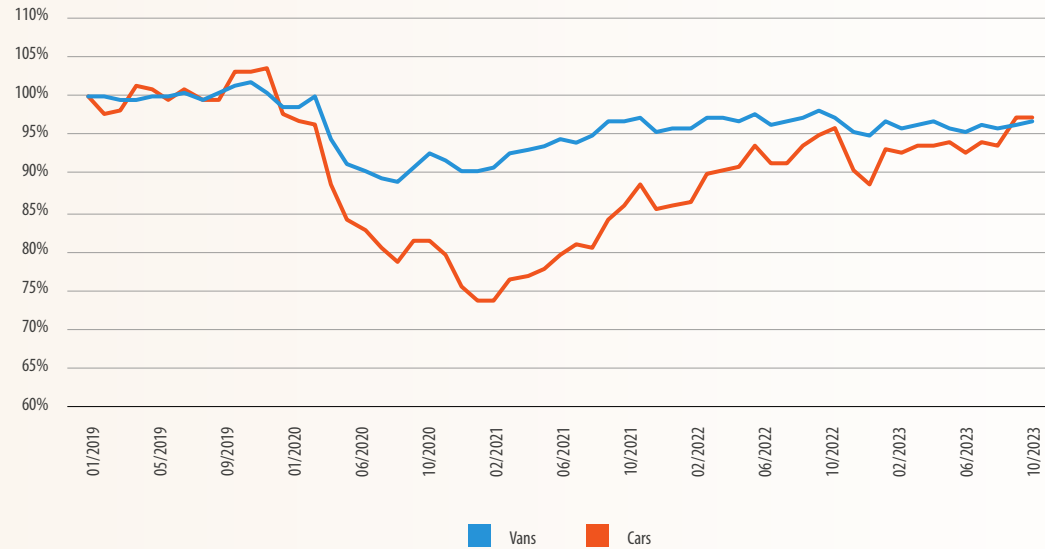
Average mileage and age per brand



MOBILITY FIGURES

Car-Pass manages the central register of odometer readings for the Belgian car fleet, giving it a good understanding of automobility. We make two calculations in this annual report. The average annual kilometres covered are calculated using previous odometer readings for all vehicles for which the organisation has a registered distance reading in a particular month. This is our mobility barometer, which gives a good idea of how the figures are evolving relatively. The month of January 2019 was taken as a reference.

Mobility barometer for cars and vans

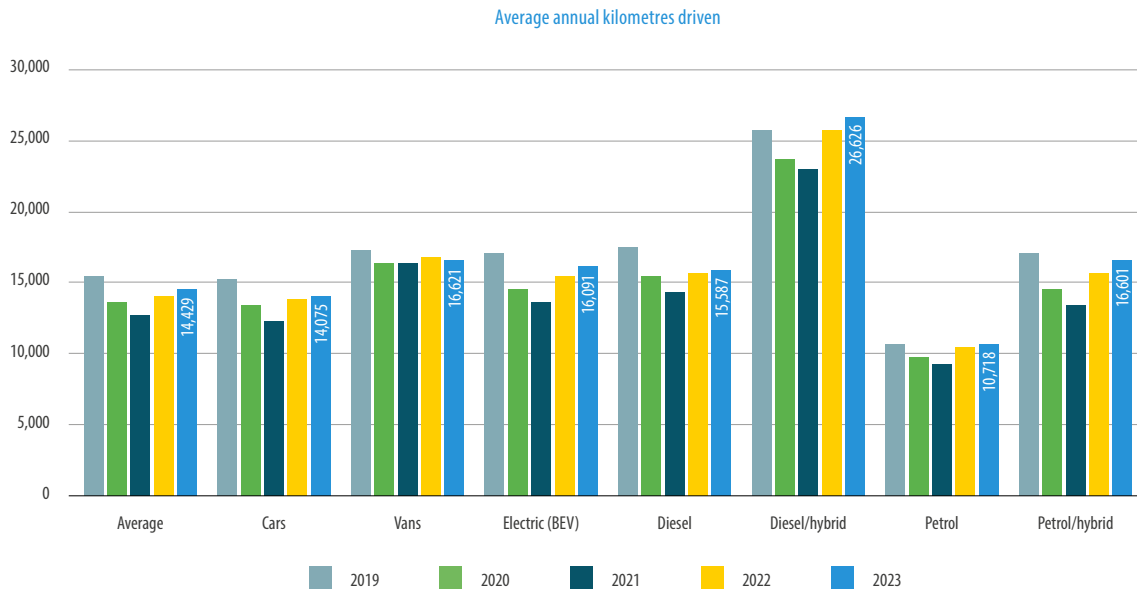


16

The barometer shows the sharp drop of 25% in the number of kilometres driven in cars in the first months after the outbreak of the Covid crisis and the gradual recovery afterwards. Vans continued to travel more during the crisis. The decline was only 10%. In December 2023, the barometer for cars and vans was back at 97%.

But the absolute figures calculated in this way are an overestimation of reality, as vehicles that go to the garage more often and generally drive more kilometres are over-represented

in the method. This is why we also make a 2nd calculation in which each vehicle for which we have received at least one odometer reading in the past year is only taken into account once.



Passenger cars and vans covered an average of 14,429 km in 2023, which is an 1.9% increase on 2022.



The mobility barometer has almost reached the level of before the Covid crisis.

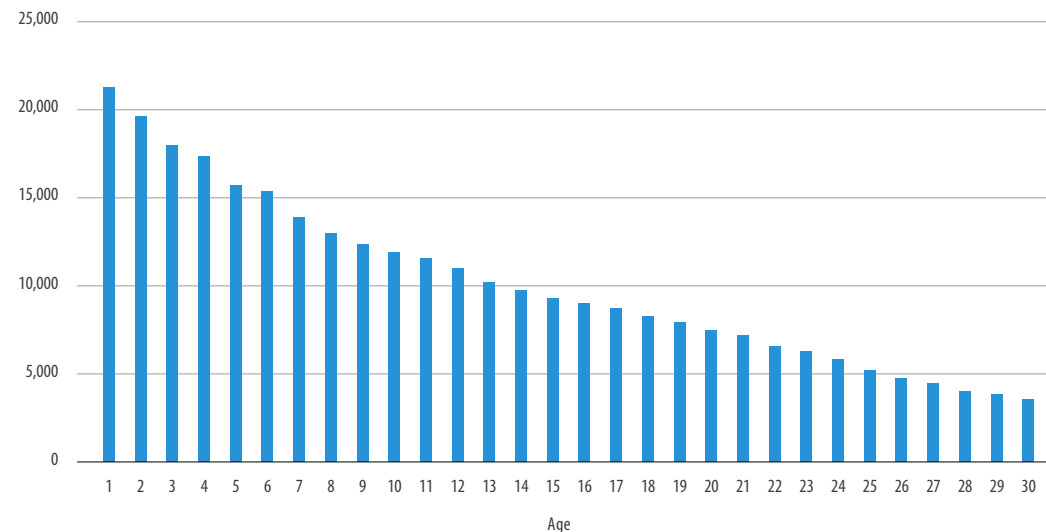


A car that has been in use for 12 years only covers half the mileage of a new one.

The result of this is that a Belgian car drove an average of 14,075 km last year, an increase of 2.5% compared to 2022. The average van drove 16,621 km, 1.0% less than the previous year. If we divide the vehicle by fuel, the drivers of diesel hybrids appear to be the most frequent drivers with an average of 26,626 km per year. Petrol cars are used the least and drive “only” 10,718 km per year.

The older the cars are, the less they are driven. Cars drive an average of 21,263 km in their first year of life. This is halved when they are 12 years old. Vintage cars 30 years old drive an average of only 3,506 km.

Km driven as a function of vehicle age



CAR-PASS LAUNCHES NEW TELEVISION AND RADIO SPOTS

Since its inception, Car-Pass has ensured buyer protection and fair trade in the used vehicle sector by combating odometer fraud. Car-Pass has been tasked from the start with raising awareness among the public about this through national communication campaigns. Since 2006, the core of the Car-Pass has been the mileage history, which indicates whether the odometer has potentially been tampered with. In 2019, the mandatory document was expanded to include the Euro standard, CO₂ emissions, electrical autonomy, the indication of whether an inspection after an accident must be carried out and the outstanding recalls. And from 2024, the maintenance history of every second-hand car will also be mandatory. It is almost impossible to summarise all these different aspects in a TV or radio spot of a few tens of seconds.

But with the maintenance history stated on the Car-Pass, we can now be sure that the potential buyer of a second-hand vehicle will receive an answer to his/her question: "What has happened to this vehicle in the past?" This is why Car-Pass commissioned communications agency Square, in collaboration with senior creatives Stijn Gansemans and Paul Popelier, and opted for a holistic approach with a humorous, but sometimes emotional overarching message that makes it clear to the audience that Car-Pass contains all the essential information about the vehicle. The TV spot shows various scenes from the life of a car. Sometimes it is pampered and manically maintained, then it may be used by a young driver to impress his girlfriend or roughly handled by a cheated spouse. Babies are born in the car, people move their belongings in it, or even make love in it. The spot ends with the baseline: **Every used car has lived. Discover its past with Car-Pass.** Short versions were also derived from the TV spot and used online.

This concept was also extended to radio. The radio spots feature the cars of careful owners and negligent owners, and even a car from the Court. Car-Pass used the voices of well-known actors to do the voice-overs.

The campaign was launched in November 2023 and was very positively received; it was immediately voted "campaign of the week" by the Media Marketing website.

WHO IS WHO?

GENERAL ASSEMBLY

FOUNDING MEMBERS

FEBIAC non-profit

Boulevard de la Woluwe 46, boîte 6, 1200 Bruxelles

TRAXIO non-profit

Avenue Jules Bordet 164, 1140 Bruxelles

AIBV sa

Boulevard Sylvain Dupuis 235, 1070 Bruxelles

Auto Contrôle Technique sa

Rue Colonel Bourg 118, 1140 Bruxelles

Autosécurité sa

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

Autoveiligheid nv

Brusselsesteenweg 460, 2800 Mechelen

Bureau voor Technische Controle nv

Santvoortbeeklaan 34-36, 2100 Deurne

CTA nv

Ambachtenlaan 10, 3001 Leuven

Keuringsbureau Motorvoertuigen nv

Zandvoordestraat 442A, 8400 Oostende

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Car-Pass non-profit is an initiative from FEBIAC, TRAXIO and the companies certified for roadworthiness inspection, supported by Touring and VAB and in collaboration with the Federal Public Service of Economy, SMEs, Self-Employed and Energy and with the Federal Public Service of Mobility and Transports – DIV.

