



Car Reports Not Always Reliable

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([PRWEB](#)) May 2, 2004 --Have you recently spent \$20 to \$25 dollars with one of those new, online car-reporting services to help insure you are getting what you paid for? Although overall the services do a reasonable job of collecting the information available to them, the reports are only as good as the data available to them.

A recent study by Giga Research showed that while the car reporting services are better than no information, on average the reports omit 15-25% of the total vehicle history and inaccurately apply repairs to the wrong vehicle as much as 5% of the time. Why does this happen? According to Steve Hansen, Director of Systems Management for Lankar, a leading automotive software supplier, the problem lies in the data entry. VIN numbers (the Vehicle Identification Number), customer names, vehicle types, mileage, year of vehicle, service performed are all data fields that require human entry and therefore are subject to error. If there is a conflict with any of this information, most systems will omit it from the data reported to the car-reporting services. This helps eliminate what the industry calls "false positive", data that is reported on a vehicle that belongs to a separate vehicle.

"The automotive industry is working to reduce the percentage of omissions, but still prefers leaving data out vs. the much more damaging inaccurate report," adds Mr. Hansen. As a reflection of this, there have been over 1500 lawsuits regarding the less common "false-positives" whereas the more common omissions have spurred around the same amount (around 2000).

**Contact Information**

Jim Hutcherson

AGILYSYS

Online Web 2.0 Version

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