

95% of German Insurers and 3000 buyers can't be wrong.

And you know how particular Germans are with cars ...

In no other country cars are valued as much as in Germany – even if damaged or not good enough for a corporate fleet anymore. When posted at AUTOonline, authorised value experts all over Europe estimate the best possible salvage value and place bids within 24 hours.

So if you are a bit particular with your cars and want to know which reliable car professional in Europe will pay the best price, you better go and check the value experts on: www.autoonline.com



New Yorks Yellow Cap. The world's most famous car.

The mountain calls – AUTOonline in Switzerland.

Hybrid – The Power of two hearts.

AUTOonline in Turkey – Storage facilities and process management.





Kai Siersleben



Robert Grüter

Dear readers,

Welcome to the new AUTOonpage! Our new-look magazine jam-packed with interesting news and articles on AUTOonline and the world of automobiles. Take a ride in the world's most famous taxi in one of the world's busiest cities (page 4) or escape to the peace and quiet of the mountains and discover just how much AUTOonline has grown in Switzerland (page 9).

You can also take a guided tour of many of the 20 international companies in our global network offering the local knowledge to help dealers and buyers enter the international market (page 16). And, insurers will be interested in our article on the financial benefits of contacting our international colleagues if a policy holder has an accident abroad (page 13). You'll also find contact details of all our international offices (page 18).

So, sit back and happy reading.

Kai Siersleben

Robert Grüter

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AUTOonline AG, the subsidiary in Switzerland celebrates its first anniversary in July.



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Hybrid – The power of two hearts.

More than one in four car buyers are interested in the combination of combustion and electric engine. Hybrid technology – a short-lived trend or the solution to our environmental problems?



In service for decades: the original Checkers Cab.

New York's yellow cab

The world's most famous taxi.

In New York City nearly 13,000 Yellow Cabs are on duty around the clock. Driven by what must be the most international group of people imaginable: 45.000 Indians, Turks, Mexicans, Russians and Italians take turns at the steering wheel and ensure that New York never sleeps. Which car can endure that? Acid test for man and material.

Acid test for man and material. Who doesn't know them - the famous Yellow Cabs from New York, which have even had leading roles in films such as „Taxi Driver“ or „Night on earth“? Painted in a bright yellow with the characteristic checkered pattern on the side. However, our report is less concerned with the men driving them but with what they are driving: the prototype of the American road cruiser. With engine power that their European colleagues can only dream of - nothing in New York has less than 200 HP. However, most of that is in stop-and-go traffic, because in New York it is almost always rush hour. Fasten your seat belts.

The Checkers Cab - the prototype of the Yellow Cab. Early on American car manufacturers recognized that the market for taxi drivers is a market with potential. In the 1920s they began to build vehicles that were specifically geared to the needs of taxi companies: that means big, robust, with a long lifecycle and easy to repair. The most successful was no doubt the famous Checkers Cab, which was built by the Russian immigrant Morris Markin. Unlike the American automotive industry in Detroit he did not just convert a traditional passenger vehicle into a taxi but created a vehicle from scratch - one that would withstand any type of abuse by the driver

and the road without any complaints. **The most famous model in the history of New York cabs is no doubt the A8, which Checker let loose on the roads and the passengers over 50 years ago.**

All future models were basically only further developments and facelifts. Radiator grill, headlights and bumpers changed with the times and in line with safety regulations, and of course the engines changed, too. Everything was available, from a V6 to a 5.4 liter V8 and up to 300 HP – with a three-gear manual transmission or a simple dual range automatic. The basic shape, which is as impressive as it is utilitarian, the simple dashboard and the meager standard equipment were never changed. But the end was approaching irrevocably: With only 14 miles to the gallon, the aerodynamics of a wall unit and the lack of luxury heralded its final journey in the nineties. By now even the last Checkers Cab has been taken out of service: **In August 1999 Cab #1N11 was solemnly retired at Times Square and subsequently auctioned off at Sotheby's.** For \$134,000 USD. Not a bad residual value for a 20-year old taxi with 1,500,000 miles on the clock.

The Ford Crown Victoria - the successor. The successor of the Checkers Cab, the Ford Crown Victoria, radiates a lot less charm,

»No modern, standard vehicle can survive
New York's potholes in the long term.«



The Ford Crown Victoria. With 266 bhp through Manhattan.

even though this solid vehicle has adopted some of the successful features of the Checkers Cab: not much luxury, simple technology and a 240 HP 4.6 liter V8 engine, built according to the American principle „engine capacity can only be replaced by even more engine capacity.“ Compared to the Checkers, the Crown Victoria is a downright economic car with 20 miles to the gallon. **Even the latest version of the Crown Victoria is based on a design from 1978, when the car was still on the market as Ford LTD.** But this model is not as solid and resilient as a Checkers Cab. Some companies simply replace the complete engine and transmission every 100,000 miles. By the way, that means every 12 months and it means a good 270 miles a day, in the city, mind you.

However, a driver will drive no longer than 12 hours at a time before handing over his vehicle to the next colleague. But the market for taxis is slowly starting to move - the taxi licensing authorities promote a more environmentally friendly future and innovative vehicles, which are slowly starting to appear among the traditionally American road cruisers of more than 5 meters length: modern Japanese minivans and - lo and behold - even hybrid vehicles.



The Ford Crown Victoria. With 266 bhp through Manhattan.



The future of New York cabs. Some taxi companies have started using Toyota Sienna minivans. This Toyota is built in the United States and at least in terms of the engine it meets the American expectations of a sensible car: It is powered by a 3.5 liter V6 with 266 HP and is well adjusted to the demands of the market, offering power assisted steering, automatic transmission and air conditioning as standard equipment. However, there are increasing concerns that the van may not be suited to the harsh reality of New York City. One company has already taken 6 of 20 vans out of service again, since they had recurring problems with doors and transmission as well as heat problems with the engine. Ronald Stoppelmann from the Metropolitan Taxicab Board of Trade comments as follows on this: **”No modern, standard vehicle can survive New York's potholes in the long term.“** In addition many drivers dislike minivans and call them pejoratively ,family carriage. But there is an alternative, which matches the American Way of Drive much better and is even environmentally friendly: SUVs as hybrid vehicles.

The Ford Escape Hybrid - environmentally friendly heavy metal. The latest achievement of the New York taxi companies is the Ford Escape Hybrid (based on the Ford Maverick, which is also available in Europe), a true American SUV: Horse-drawn carriage design, four-wheel drive and solid through and through. **The revolution is hidden under the bonnet. This contains not the usual rough V8 heart but a 130 HP 4-cylinder petrol engine and a 94 HP strong electric engine, which share the propulsion.** The sum total of that amounts to 224 HP, which even Americans can accept. Enough to get ahead in the jungle of the big city. And that at 35 miles per gallon in city traffic - almost unheard of for Americans. Even the taxi companies, which tend to be conservative, can be quickly won over by such monetary arguments. But it is not just this cost advantage that attracts them, but also the gentle pressure of the metropolitan authorities, spearheaded by Mayor Michael Bloomberg, which have ordered that all taxis must be run environmentally friendly by 2012. As a gentle way of exerting pressure the city has begun to issue the rare and sought-after taxi licenses primarily to hybrid vehicles. A method that works.



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Winning business in Vegas

Ready, steady, go!

AUTOonline shows its colors in the United States.

250 million registered vehicles, 19 million accidents and more than 4 million total losses annually: the United States motor vehicle market numbers are impressive.

At NACE 2007 in Las Vegas, 28,000 leaders of the collision repair industry came together and AUTOonline was there with its new United States subsidiary.

NACE (the National Autobody Congress and Exposition) is the largest North American collision repair industry trade show. AUTOonline North American Manager; Keith McCrone and his team introduced the AUTOonline concept at their booth.

The AUTOonline concept is new to the USA where most insurance companies still use a fixed “threshold” to determine if a vehicle should be repaired or sold as salvage.

If repair costs exceed 70% of the vehicles’ replacement value, it is sent to an auction yard to be sold. Then, it may take 12 more weeks until the vehicle is sold and the salvage value is discovered. In all cases, this sale takes place long after the insurance company has settled with the vehicle owner and the sale results can be dramatically different than what was expected.

So it was hardly surprising that the objective of establishing contacts with insurance companies was reached with style. Intensive talks were held with representatives from 150 large insurance companies, experts, body shops and dealers of accident-damaged vehicles. The foundations were laid for advertising vehicles on the exchange. By the way, the fact that AUTOonline is a “Microsoft Certified Partner” helps to build trust in AUTOonline’s IT infrastructure in the country that is home to the software giant from Redmond. The insurance companies that AUTOonline USA met understand and accept the benefits of knowing a vehicle’s actual salvage value before a “do I repair or total loss?” decision is made. If the vehicle is in fact a total, further benefits can be realized by selling the vehicle within days (not months) after the loss.

“All clear for a launch in the States!” was the conclusion of AUTOonline after NACE.

AUTOonline USA will be back at NACE 2008 in Las Vegas, November 5th - 8th to show more buyers, independent appraisers and insurers how they can reduce their cycle time, earn higher salvage return, streamline their salvage process and tap into the AUTOonline market of 4,000 cars every day.

The mountain calls. AUTOonline in Switzerland.



Mira Attenhofer

AUTOonline AG, the subsidiary in Switzerland celebrates its first anniversary in July.

The website www.autoonline.ch got adapted to meet the special needs of the Swiss market. Also the entire system was adapted to the country’s languages. Working from canton Schwyz AUTOonline supports its growing network of professional dealers and body-shops. Mira Attenhofer headed up the Swiss subsidiary there: “The international resources, the network of 3000 buyers our ability to guarantee bids and our service capabilities convinced the automotive professionals in our country. Our first client was Xpertcenter, a reputable, innovative and well-established car expert organization in the Swiss market. We also market the high-priced and specialist vehicles of several well-known insurance companies.”

At present 80 percent of advertised vehicles are being sold. The Swiss market with its 3.9 million registered vehicles and approximately 31,000 write-offs each year offers unique possibilities for buyers. Swiss cars are well maintained: best equipped and have the lowest mileage. Besides insurance vehicles also accident vehicles from fleet and rental car companies such as Sixt Rent-a-car and Alamo/National Rent-a-car are also being processed exclusively by AUTOonline. That is more than just a good start. In order to talk to representatives from the industry, AUTOonline was also represented at Geneva Motorshow, IBIS and other local events to present the results achieved and discuss future needs.




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Hybrid. The power of two hearts.

 Hollywood stars like Leonard DiCaprio, George Clooney or Julia Roberts drive environmentally friendly Hybrid vehicles. Over here the climate debate is also having an effect: More than one in four car buyers are interested in the combination of combustion and electric engine. Hybrid technology – a short-lived trend or the solution to our environmental problems?



Hybrid engine of the Honda Civic.

It looks inconspicuous and unspectacular, almost a little bit staid. But anyone parking a Toyota Prius fully electric in front of a supermarket might justifiably feel almost like a Ferrari driver – because they can be assured of the attention of everyone around them. The Toyota Prius is equipped with hybrid technology and the interest in this type of drive is growing continuously. **According to a current survey 4.1 percent of German drivers intend to purchase a hybrid vehicle next time around** – that would be around 70,000 new registrations. In total as much as 30 percent of all buyers are interested in the low-emission hybrid drive. The problem: Many don't really know what is behind this technology.

The word "hybrid" comes from the Latin and means "of two different origins." In the automotive industry this means the combination of a combustion engine (petrol or diesel) and an electric engine. A distinction is made between mild hybrids (the electric engine supports the petrol engine) and full hybrids (the electric engine takes over sole, quiet operation upon start or upon pressing a button). Anyone driving in city traffic from one traffic light to the next is forced to brake a lot. With normal vehicles this brake energy is converted into heat and wasted. The hybrid drive reclaims that energy in order to convert it into



Pioneer among the hybrids: the Toyota Prius.

electricity – a little bit like a dynamo on a bicycle. During stop-and-go traffic the charged-up electric engine then takes over. Pioneers of this technology are the Japanese manufacturers (Civic model) and above all Toyota, who started producing their **hybrid model, the Prius**, as long ago as 10 years back. In recent years Toyota announced that by now they had sold over one million hybrid vehicles (of the Toyota and Lexus brands) – and claiming to have thereby reduced the emission of the greenhouse gas CO₂, which is so harmful to the climate, by 3.5 million tons.

No doubt: The future belongs to the hybrid drive - even if only 5,000 new vehicles were registered in 2006. That is less than one percent of all vehicles. And critics claims that the hybrid vehicles contribute to a higher overall consumption of energy than for traditional petrol or diesel engines, due to the complex and expensive production of the battery as well as the increased weight of the car. Nevertheless: In the German environmental ranking lists (ADAC, Verkehrsclub Deutschland) Toyota and Honda with their hybrid vehicles were recently found among the top ranking entries. The ADAC's "EcoTest" proved the Toyota Prius to be the "cleanest car in Europe" for three years running. The test measured not just the CO₂ emissions but also things such as low pollution for

carbon monoxide (CO), hydrocarbon (HC), nitrogen oxide (NO_x) or soot particles. (www.adac.de/tests)

Does a hybrid vehicle pay off for everyone? „In urban traffic this drive is a definite alternative. "Ideally with start/stop technology, so the engine will shut down at traffic lights and restart when the accelerator is pressed" says Prof. Dr. Ferdinand Dudenhöffer. The 56-year old is director of the Center Automotive Research (CAR) at the University of Applied Sciences in Gelsenkirchen, Germany, and works independently from manufacturers and associations on issues related to the automotive market. "The German manufacturers" says Dudenhöffer, "have ignored hybrid cars from the word go. Now they have to make up for their mistakes". The good news: The companies have responded and presented their hybrid model – BMW Concept X6, Audi Q7, Mercedes ML 450, Porsche Cayenne, Opel Corsa, Smart MHD. The bad news: The market launch will still take some time; none of these models are available at dealerships yet.

Another problem: Environmentally friendly drives are also a matter of price. Experts estimate that an ecologically sound new vehicle will be around 2,000 Euros more expensive. And that is the point where the climate debate ends for many customers.



International Bodyshop
Industry Symposium
Montreux Palace Hotel Switzerland,
www.ibisworldwide.com

Symposium 2008
09.- 11. of June 2008



Discussing tomorrow's ideas today at IBIS

IBIS 2008

AUTOonline seeks global interchange at IBIS

Over 300 people from more than 15 countries attended the eighth International Bodyshop Industry Symposium (IBIS), held at the Montreux Palace Hotel in Switzerland in early June 08. The debate centered on vehicle safety systems and their impact on reparability, skills resourcing, write-offs, and how 'lean thinking' can improve the repair industry. To get tuned to the latest insights **AUTOonline attended lectures and took the chance for networking with buyers**, sellers and possible new partners from the automobile industries. We were one of nine official sponsors of IBIS. The next IBIS will be held in Australia in August 2008 and come to Berlin in 2009.



AUTOonline – on site around the world

Frankfurt	16.-21.09.2008	AUTOMECHANIKA
Frankfurt / München	22.-23.10.2008	AVUS SSH AO
Las Vegas	05.-08.11.2008	NACE
Ukraine	15.-19.09.2008	YALTA FORUM
München	10.-12.10.2008	MAS-FACHTAGUNG

When the policy holder goes on holiday...



Robert Grüter

In 1996, AUTOonline revolutionized the way damaged vehicles are valued and sold. This transparent and efficient process has helped increase the worth of damaged cars and speed up claims. Most leading insurance companies have been using AUTOonline for years because our concept is easy to integrate into existing systems and does not require any major investment. However, insurers are not taking full advantage of AUTOonline when policy holders have an accident abroad. When foreign claims offices follow the guideline of asking AUTOonline to verify a salvage value (if damage is less than 60% of the value before the accident), they

recover 1000 Euros more on average per vehicle. **“We can provide our clients with the same benefits they enjoy at home in more than 20 countries. With some claims, our international buyer network ensured salvage values of 10,000 Euros more than usual and contributed to quicker settlements,”** said Robert Grüter, International Director.

If you have a vehicle stranded abroad that you would like to have valued or sold by AUTOonline, simply contact your local AUTOonline representative.



AUTOonline in Turkey

Extra services: storage facilities and process management



Cagri Akin



Cevat Sari



Istanbul – home to AUTOonline Turkey



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Since its start in December 2006, AUTOonline Otomotiv Bilgi Islem Ltd. Sti became “best practice” and market leader in Turkey.

Turkey, a country that stretches across 780,000 square kilometers and, as a crossroads between Asia and Europe, plays a key role in traffic terms. Here, most of domestic freight and passenger traffic is restricted to the road. So each year there are around two million accident damaged vehicles, most of which are repaired while around 30,000 are recycled.

The national market is undergoing a radical change. The Turkish government is working at full speed to implement infrastructure projects. The goal is to align technical specifications with European standards and to significantly increase safety on Turkish roads. That also includes periodic vehicle inspections. The privatization of vehicle tests will be based on the transposition of EU Directive 96/96/EC into Turkish law. This market therefore offers enormous growth potential for vehicle experts.

AUTOonline has been represented on the Turkish market with its own subsidiary since 2006. Based in the 8-million strong metropolis of Istanbul, managing directors Cagri Akin and Cevat Sari are in charge of 6 customer support specialists.

“KOC Allianz, one of the most important and progressive insurance companies in the country was our first client. AUTOonline services were already known as “best practice” favored by many other Allianz sister companies. Their act of faith and the results achieved attracted quickly spread within the industry” remembered Cagri Akin. When AUTOonline expanded its services and also offered secure parking facilities for vehicles with more complex claim situation also ERGO Isvicre, one of the largest Turkish indemnity and accident insurers selected AUTOonline as exclusive salvage management partner. ERGO Isvicre has been under the umbrella of the ERGO group since 2006 and also knew AUTOonline from international correspondence. Shortly afterwards AUTOonline also signed a contract with Garanti Eureka, a subsidiary of the Dutch company Eureka that is particularly dedicated to the Turkish growth market.

“We even processed vehicles from foreign insurances whose clients had fatal accidents while visiting Turkey.” mentioned Mr Akin. The transport back into the home country often is not economically feasible. Also only new vehicles can be imported to Turkey. Therefore these vehicles were published on the AUTOonline global market to buyers outside of Turkey. In the most recent case we were able to recover for a Swiss insurance 12.000 Euro more than

expected. Besides these foreign vehicles the Turkish market is due to the difficult import and export regulations, the high custom duties and the very high prices not of interest to international buyers.


“This is a rapid development that can be attributed to adapt our services to the Turkish market needs. We have simplified the process of transferring ownership of a vehicle,” emphasized managing director Cevat Sari. With this service AUTOonline ensures that each vehicle sold is registered immediately. Before the required notary act and slow bureaucratic registration process had often caused dissatisfaction among vehicle owners, buyers and insurance companies. Summarizing the positive response Cevat Sari says: “We continually measure service levels, timelines and all parties’ satisfaction. That way we managed to reduce complaints to our insurance partners to a minimum.” The Turkish subsidiary did not just benefit from over 10 years experience and IT developments of the AUTOonline experts in Germany but also designed their own applications. With “TRACEonline” they launched a program that controls, visualizes and automated the vehicle sales process. Due to the good experience in Turkey this workflow management tool got implemented and adapted for all other subsidiaries of AUTOonline.

We also offered our fleet marketing capabilities in the first year of business. „Right at the beginning we were able to win FleetCorp, then AVIS, which enabled us to offer our buyers a very exclusive range of vehicles “says managing director Cagri Akin, when describing the launch of the fleet portal.

Be it the marketing of accident or used vehicles, be it vendors, buyers or insurance companies, AUTOonline Otomotiv Bilgi Islem Ltd. Sti has been meeting with a very positive response in Turkey. In the short time the company has been in existence, more than 5,000 vehicles of all kinds have already been advertised on the Turkish AUTOonline portal - and over 70 percent of the offers were accepted by the sellers. Over 100 accident and used car dealers, which have access to over 500 new advertisements every month, belong to the network. Cagri Akin, Cevat Sari and their Turkish team agree that „Our services have increased the success of all parties involved in the AUTOonline portal for professionals from the very beginning ... and it is our objective to steadily increase this number of winners.“

High-speed traffic in over 20 countries

A road trip round AUTOonline worldwide

 More and more car experts, insurance companies and dealers worldwide are discovering just how easy and profitable Autoonline is to use. Our attractive prices and fast professional service are now available in over 20 international markets. We've taken a look at some of the countries where online traffic is moving particularly fast.



Switzerland

As you would expect from the tidy Swiss, the majority of cars here are well maintained, well equipped and with a low mileage. Payment is by bank transfer. No custom fees when importing cars to a EU-country for those manufactured in Europe, a 10 % custom fee is applied for cars procured abroad. –The manufacturing country is indicated by the first digits of the fully displayed VIN). To make the process even smoother, AUTOonline CH take care of all necessary export documents for a fee of just 99 Euros.

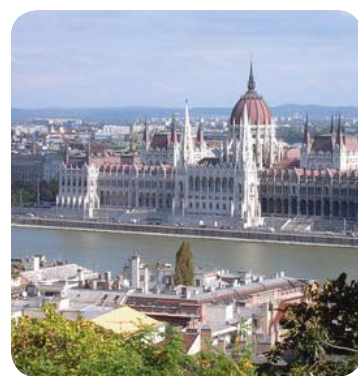
Austria

Being neighbors, it's no wonder there are lots of top quality German cars available on AUTOonline Austria. Payment is usually made in cash when you pick up a vehicle here and you'll probably find a lot come with winter tires and ski racks!



USA

The land of the car has over 250 million registered vehicles, so it's no surprise that there is a superset selection of vehicles on AUTOonline USA. Autoonline also helps organize shipment to Europe (on the first three vehicles purchased).



Hungary

AUTOonline is really hungry for success in Hungary with plenty of attractive offers for people looking for haulage vehicles.



UK

Our friends on the island operate a very similar service to most AUTOonline companies, one of the few differences is that all vehicles are built for driving on the left. Fortunately the Brits know how to. (By the way, it is only because Napoleon was left handed that continental Europe drives on the right.)



Spain

AUTOonline Spain deals with a lot of cars that have already been partially dismantled by car experts. It can often take up to 6 weeks to receive the car title and deregister a vehicle which is why AUTOonline offers a deregistration service to speed up the process for just 99 Euros. You'll find a lot of attractive prices and fleet cars on AUTOonline Spain, not to forget a lot of curios.

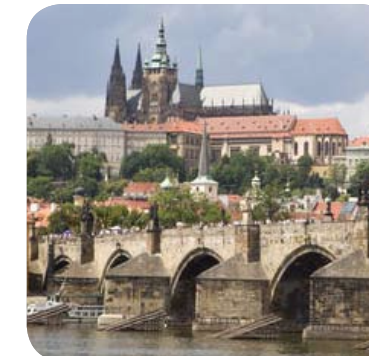


Italy

They've given us the road and some of the world's sexiest cars. And, because Italy is a relatively new market with fantastic prices due to lower competition, you could find yourself a bargain Ferrari or Maserati.

Czech / Slovakia

In the birthplace of the Skoda, you'll find a lot of older cars available here (on average 17 years old in the Czech Republic and 19 years old in Slovakia). You'll also be able to get your hands on a lot of cars from Eastern Europe and maybe even a few old Russian classics.



Poland

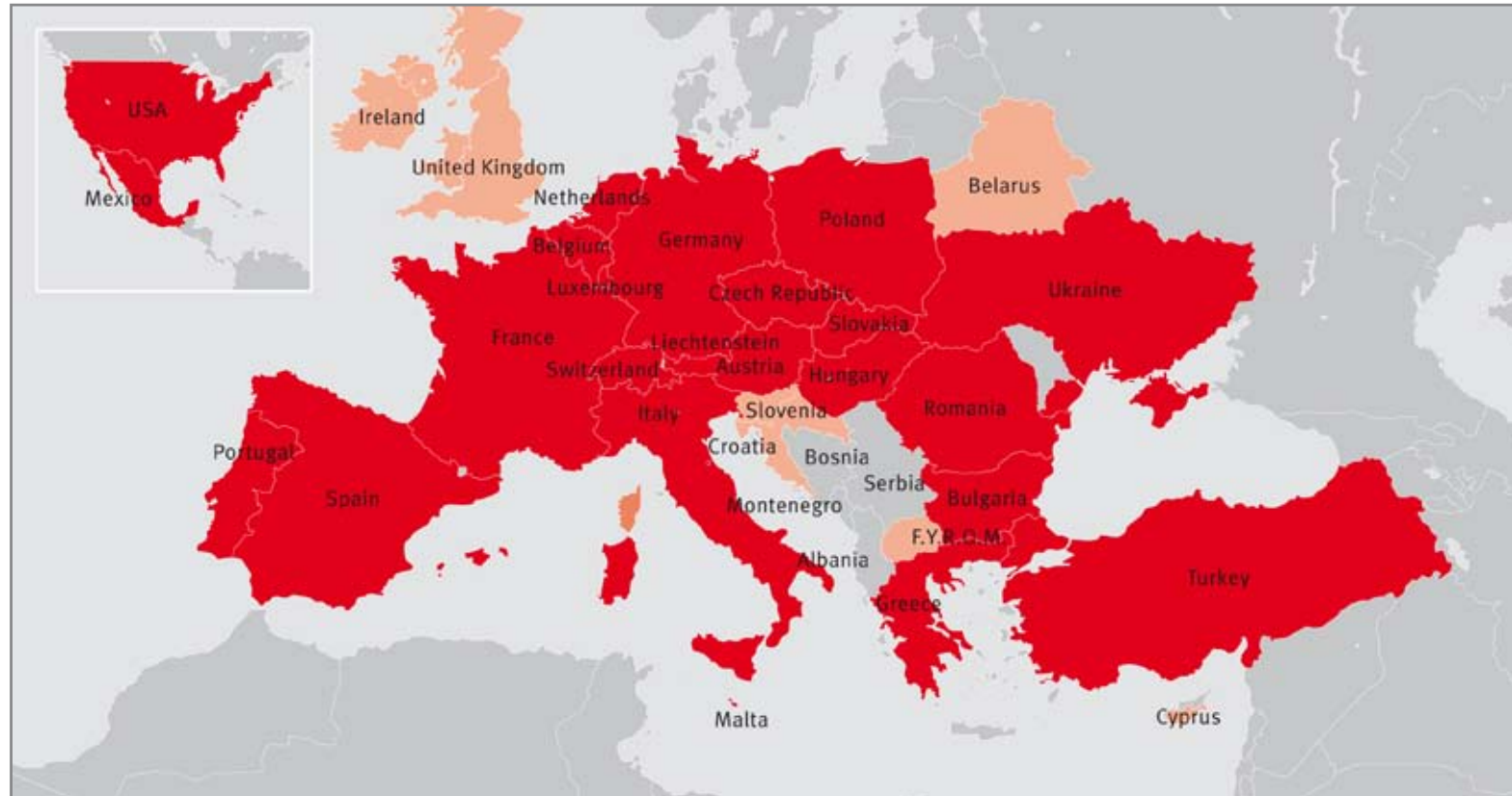
This is a growing market with over 15.4 million registered vehicles, 12.5 of which are passenger cars. The average car is 8 years old and there are also many vehicles from the former Soviet states and Eastern Europe available on the Polish platform. With over 500 'fresh' vehicles to choose from a day, we're definitely in pole position with the Poles.



France

The French have been manufacturing cars longer than any other country (Panhard & Levassor 1889), but most of the vehicles available on Autoonline France are relatively new. The majority of the vehicles are trucks at very attractive prices. AUTOonline also reimburses storage costs.

AUTOonline worldwide



AUTOonline is fast becoming the world's leading online platform for accident and used vehicles. Active in over 20 international markets, we have the local knowledge and resources to offer a wide range of fast, accurate and secure services to global insurance companies, experts and buyers. Whether it's viewing the 1000's of 'fresh' vehicles added daily or accessing our vast pool of registered bidders, no wonder more and more automobile professionals rely on us to make their daily business easier. You'll find contact details for all our companies below.

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