



## CCC Crash Course Report Highlights the Forces Reshaping the U.S. Vehicle Fleet and Implications for the Auto Claims and Repair Ecosystem

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Q1 2025 Edition Analyzes Shifting Ownership Trends, EV and Hybrid Repair Challenges, ADAS Complexity and Rising Casualty Costs

CHICAGO--(BUSINESS WIRE)--Apr. 8, 2025-- [CCC Intelligent Solutions Inc.](#) (CCC), a leading cloud platform provider powering the P&C insurance economy, today published its [Crash Course Q1 2025 Report](#), offering an in-depth analysis of the evolving U.S. vehicle fleet and the ripple effects these shifts are having on auto claims and repairs. The report examines key trends including the aging vehicle fleet, repair challenges introduced by EVs and hybrids, ADAS-related repair complexity and rising casualty-related expenses.

Crash Course is based on information derived from 300 million claims-related transactions and millions of bodily injury and personal injury protection (PIP) /medical payments (MedPay) casualty claims processed by CCC customers using the company's solutions.

"Today's U.S. vehicle fleet — referred to in the report as the 'car parc' — is undergoing a transformation that's anything but cyclical," said Kyle Krumlauf, director of industry analytics at CCC and co-author of Crash Course. "We're seeing the convergence of several structural shifts including longer vehicle life, increasingly complex and tech-driven repairs, cost inflation, changing ownership models and rising consumer expectations. It's this intersection — not any single trend — that marks a true inflection point for the auto claims and repair economy. Our Q1 report helps the industry understand these forces and plan accordingly."

### Key findings from the Crash Course Q1 2025 Report include:

- **The Aging U.S. Car Parc:** The average vehicle on U.S. roads is now 12.7 years old, projected to reach 13 years by 2026. The share of repairable vehicles aged 7 years or older has increased 9 percentage points since 2019. High vehicle costs, interest rates and supply constraints are driving longer ownership cycles, delayed upgrades and increased repair needs.
- **EV and Hybrid Repairs are More Costly and Complex:** EVs require nearly 4 more labor hours than ICE vehicles per repair, with labor costs averaging 30 percent higher. Hybrids require the most expensive parts on average, while EVs have fewer but costlier parts. EVs averaged 22 parts replaced per repair in 2024 — compared to 16 for ICE vehicles.
- **ADAS and Diagnostics Continue to Increase Repair Costs:** Vehicles equipped with Advanced Driver Assistance Systems (ADAS) demand more frequent and complex diagnostics. Hybrids had the highest calibration frequency and cost, with features like front automatic emergency braking and blind spot monitoring now found in more than half of vehicles.
- **Casualty Costs Climbing Across the Board:** Medical inflation is outpacing general healthcare costs, with the average third-party bodily injury payout rising 8 percent since Q3 2023. First-party medical severity is up nearly 8 percent in the same timeframe, with notable increases in outpatient surgeries and diagnostic procedures such as CT scans and MRIs.
- **Total Loss Frequency Remains Elevated:** Over 70 percent of total loss valuations in 2024 were for vehicles seven years or older. Continued depreciation of used vehicles and the growing cost of repairs — especially for EVs and ADAS-equipped cars — are driving carriers to declare more vehicles total losses.

The Q1 2025 report is the 33rd edition of Crash Course and part of CCC's ongoing commitment to advancing industry knowledge and helping its customers turn data into confident action and crucial moments into intelligent experiences.

Download the full report at [cccis.com/crash-course](https://cccis.com/crash-course).

### About CCC

CCC Intelligent Solutions Inc. (CCC), a subsidiary of CCC Intelligent Solutions Holdings Inc. (NASDAQ: CCCS), is a leading cloud platform for the multi-trillion-dollar P&C insurance economy, creating intelligent experiences for insurers, repairers, automakers, part suppliers, and more. The CCC Intelligent Experience (IX) Cloud™ platform, powered by proven AI and an innovative event-based architecture, connects more than 35,000 businesses to power customized applications and platforms for optimal outcomes and personalized experiences that just work. Through purposeful innovation and the strength of its connections, CCC technologies empower the people and industry relied upon to keep lives moving forward when it matters most. Learn more about CCC at [www.cccis.com](https://www.cccis.com).

### Special Note Regarding Forward-Looking Statements

This press release contains forward-looking statements that are based on beliefs and assumptions and on information currently available. In some cases, you can identify forward-looking statements by the following words: "may," "will," "could," "would," "should," "expect," "intend," "plan," "anticipate," "believe," "estimate," "predict," "project," "potential," "continue," "ongoing" or the negative of these terms or other comparable terminology, although not all forward-looking statements contain these words. These statements involve risks, uncertainties and other factors that may cause actual

results, levels of activity, performance or achievements to be materially different from the information expressed or implied by these forward-looking statements. Forward-looking statements in this press release include, but are not limited to, statements regarding future use and performance of CCC's digital solutions. We cannot assure you that the forward-looking statements in this press release will prove to be accurate. These forward-looking statements are subject to a number of risks and uncertainties, including, among others, competition, including technological advances and new products marketed by competitors; changes to applicable laws and regulations; and other risks and uncertainties, including those included under the header "Risk Factors" in CCC's filings with the Securities and Exchange Commission ("SEC"), including the Form 10-K filed February 28, 2024, which can be obtained, without charge, at the SEC's website ( [www.sec.gov](http://www.sec.gov)). The forward-looking statements in this press release represent our views as of the date of this press release. We anticipate that subsequent events and developments will cause our views to change. However, while we may elect to update these forward-looking statements at some point in the future, we have no current intention of doing so except to the extent required by applicable law. You should, therefore, not rely on these forward-looking statements as representing our views as of any date subsequent to the date of this press release.

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