

# Vehicle Return Guide

## Manheim Inspection Services

12.0 03052023 MIS Compliance

# Contents

Scroll down to view the full guide.



The Return Process



First Things First



Aborted Appointments



Tyres



Windscreen



Vehicle Maintenance



MOT



V5C



Electric Vehicles



GDPR



Inspection



Collection



Making Changes



Checklist

We recommend you read this guide carefully to ensure the vehicle is inspection-ready and to avoid any unnecessary fees being charged to you by your contract provider.

*\*\*Our inspectors will not have time to wait for you to clean*

*, fuel or charge your vehicle.\*\**

# The Inspection Process



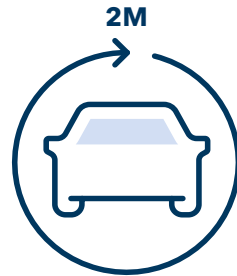
Manheim do not set any of the vehicle condition-related charges. Our Inspectors have no influence or financial gain from identifying the vehicle's condition. Our Inspectors are targeted on accurately recording the vehicle's condition, which is why all findings are backed up with photographic evidence and are subject to rigorous internal audit.

**If you wish to dispute any charges, you should contact your contract provider - Manheim cannot assist you with these issues.**

# First Things First



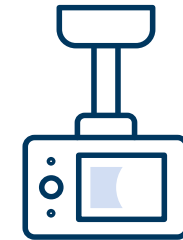
*The exterior of the vehicle should be clean enough for a detailed inspection  
The interior should be valeted*



*There must be space around the vehicle,  
allowing for the Inspector to view it from  
at least a 2-metre distance*



*The vehicle should be parked in a safe  
and secure location off the road after  
the inspection*



*Remove all personal items from the  
vehicle, such as sunglasses and dash  
cameras. Anything found after  
collection cannot be returned.*

# Aborted Appointments

If any of the below reasons apply, we will not be able to complete the inspection of your vehicle and you may receive a cancellation charge (from your contract provider).



*Flat battery or vehicle cannot function as required*



*Illegal tyres, including foreign items embedded in tyre (like nails)*



*Any warning light illuminated on the dashboard*



*Windscreen damage, including chips or cracks in the A-Zone*



*No MOT on the vehicle or anything that would cause an MOT fail*



*Customer or vehicle not on site upon the Inspector's arrival*



*Not enough fuel to get to the nearest fuel station*



*Battery Electric Vehicles with less than 90% charge*



*AdBlue dashboard light illuminated (Diesel Exhaust Fluid)*



*If your vehicle is too dirty to perform a detailed inspection*

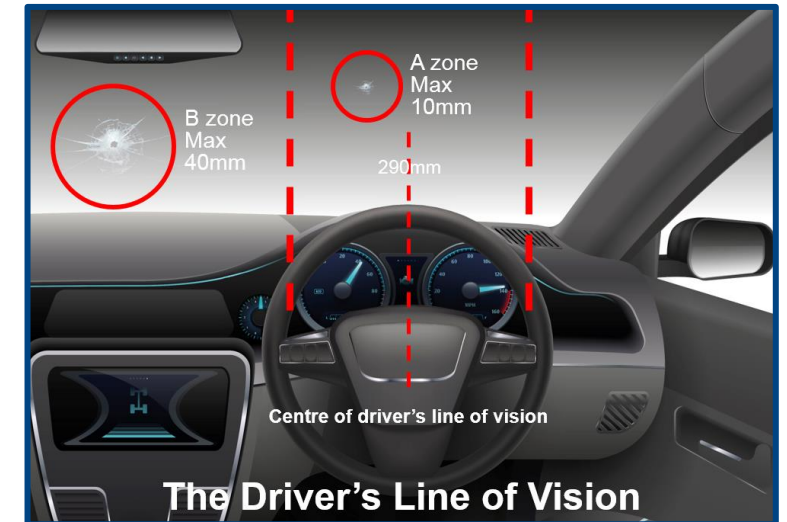
MIS will endeavour to collect your vehicle as agreed; however we allow Team Members to refuse collection if they deem the vehicle unsafe to drive, compromising health and safety. If you are concerned this may affect your collection, please contact our Call Centre to discuss on 0333 136 1025.

# Tyres

- 1** The tyre tread must be at least 1.6mm across the centre  $\frac{3}{4}$  of the tyre, around the full circumference of the tyre.
- 2** All tyres must be free from foreign objects, including glass and nails, regardless of size. This excludes stones within the tread.
- 3** The front two tyres across axle and rear two tyres across axle must be the same size.
- 4** A cut or crack more than 25mm, 10% of the tyre width, or deep enough to reach the ply cord will result in an inspection cancellation.
- 5** An outward bulge of any size must not be present, any bulge will result in an inspection cancellation.
- 6** The tyres must comply with the vehicle manufacturer's recommendation of tyre type, class, size and speed rating for the vehicle.
- 7** The tyres must not be visibly under- or over-inflated. The tyre pressure warning light must not be illuminated.
- 8** The wheel rims should be free from dents and holes.

# Windscreen

- 1** There must not be any chips or cracks larger than 10mm in the A-Zone.
- 2** Chips or cracks in the B-Zone (area swept by wipers) must not be larger than 40mm.
- 3** There must not be any excessive scratching anywhere that could interfere with the driver's vision.
- 4** The wiper blades must not be damaged. They must be able to clear the screen successfully.
- 5** Where repairs have been carried out, they must have been completed to a professional standard.
- 6** If repairs have been carried out, a warranty of workmanship must be provided.



# Vehicle Maintenance

- 1** The vehicle must have been serviced and looked after according to the manufacturer's servicing / maintenance schedule. The Service Book - if originally supplied with the vehicle - must be present and date-stamped by the service provider as evidence that the services have taken place.
- 2** If the service record is kept digitally, you must produce evidence that the vehicle has been serviced and maintained according to the vehicle manufacturer's service and maintenance schedule. Appropriate evidence would include hard copies of the service record or invoices that clearly showing the date, vehicle mileage reading and the repairer/service agent's stamp.

Any sensitive personal information from such documents should be removed. I.E Name, address, telephone numbers.

## Repatriation

Please be aware that any items missing at the point of inspection will be charged for. These items **cannot** be returned or placed in the vehicle following the inspection.

***\*The vehicle will have a boot security seal placed on the back which should not be tampered with on completion of the inspection.\****

# MOT

- 3** You must ensure the vehicle holds a current and valid MOT.
- 4** You do not receive a reminder to complete the MOT, so use the GOV.UK website to check when it's due ([click here](#)).
- 5** If the vehicle does not hold a valid MOT, we will not be able to drive it away. This may result in a cancellation fee being charged to you by your contract provider.



# Completing the V5C

If your contract provider is in possession of the V5C, you can skip this.

It is **your responsibility** to complete Section 4 and inform the DVLA.

## 4 Selling, transferring or part exchanging this vehicle to a motor trader

By submitting this form you are declaring that the information provided is correct.

A motor trader can be: motor dealer, motor auctioneer, vehicle dismantler, salvage dealer, finance and leasing company, insurance company, or car buying service.

If you want to keep the registration number you **must do this before** you sell or transfer it. To tell us go to: [gov.uk/keep-registration-number](http://gov.uk/keep-registration-number)

You **must** tell us **immediately** if you have sold or transferred your vehicle. It's quick and simple to tell us online. If you don't receive an acknowledgment or tax refund, if applicable, go to [gov.uk/contact-the-dvla](http://gov.uk/contact-the-dvla) as you may still be liable.

Or you can also use this form to tell us by filling in the boxes below. Use **black ink and CAPITALS**. Tear along the **red** perforated line and send the **whole section** to DVLA, Swansea, SA99 1BA.

Give the rest of the document to the motor trader.

Registration number

Document reference number

Date of sale: (mandatory)

Mileage: (optional)

Name and address of motor trader:


VAT number:

Postcode:

## Paper copy

1. Fill in the date and mileage
2. Under 'Name and address of motor trader', write in the details as shown
3. Manheim Inspection Services, London Road, B75 5SA
4. Detach the form and post it to: DVLA, Swansea, SA99 1BD

## Online copy

[www.gov.uk/sold-bought-vehicle](http://www.gov.uk/sold-bought-vehicle)

1. 'Are you a motor trader?' → Select 'No'
2. 'What have you done with your vehicle?' → Select 'Sold it'
3. 'Did you sell the vehicle privately?' → Select 'Sold it to a motor trader'
4. Select 'Tell DVLA', 'Trader name' → 'Manheim Inspection Services'
5. 'Postcode' → 'B75 5SA', Select 'Find address'
6. 'Choose trader address' → Select 'Manheim Inspection Services'
7. Select 'Next', and continue to complete the form

## Private Registration Plates

If you have a private registration plate on your vehicle and wish to retain it, you **must** complete this in advance of your inspection.

If you fail to complete the retention via the DVLA prior to your inspection, the vehicle may be sold with no chance to recover the plate from this point.

**Please note:** Your contract provider will charge you for the cost of replacing the vehicle registration plates if the vehicle is returned with your personalised registration plates still attached.

# Electric Vehicles

- 1** All charging cables and bags originally supplied with the vehicle must be present at the time of inspection. Please leave them in the boot.

As every electric vehicle is different, our inspector will assume that 2 cables have been supplied with all hybrid/electric vehicles – a fast charge and a home charger. If either cable is not present at the point of inspection this will be noted on the inspection report as a missing item.

- 2** The vehicle must be at least 90% charged prior to the Inspector's arrival.

- 3** If condensation has produced on the windscreen (usually on colder days), please pre-heat the vehicle prior to the Inspector's arrival, so it is ready to drive away without impacting the remaining charge.

# GDPR

- 4** Any personal data must be removed from the vehicle prior to inspection.

This includes:

- Linked Bluetooth devices
- Saved addresses on satellite navigation systems
- Paired applications on the infotainment system
- Any other personal information or documents

- 5** Failing to remove all personal data from your vehicle and its infotainment system (where applicable) could compromise your data and leave it open for attack. This means future drivers may be able to access your data.

- 6** To ensure complete removal of your data, please refer to the vehicle's manual.

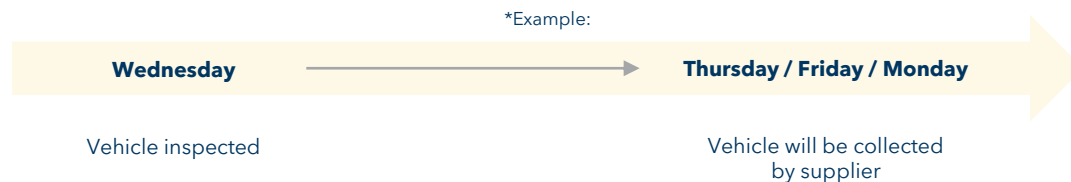
# Inspection

- 1** The Inspector will contact you either the evening before or on the day of inspection to provide an **estimated** time of arrival. Time of arrival is subject to road and traffic conditions
- 2** Our uniformed Inspector will introduce themselves and show their identification. The inspector will explain the process of the inspection, before taking receipt of the keys, documentation and any other loose items. There should be enough space for the inspector to walk and image the vehicle at a two meter distance in a safe location.
- 3** They record full details about the condition of your vehicle using their inspection software, which includes taking photos. They use different tools, like magnetic rulers or striped Zebra Boards, which ensure the inspection findings are accurate and can be evidenced for their report. The inspection will take between 30 - 45 minutes to complete.
- 4** The Inspector guides you through their findings and ask you to sign the report.
- 5** A 'Doorstep Report' will be sent to you soon after the inspection.  
*Please do not reply to the Inspector's email - for queries please contact your contract provider.*

# Bulk or Non-runner Collections

**\*Note:** The details below only apply if we are due to collect the vehicle from you. If we are not, please skip this page.

- 1 Most vehicles will be collected on the same day as your inspection. If your vehicle is a non runner or part of a bulk, the vehicle will be collected within 3 working days. Please read the points below:



- 2 Once inspected, you are not permitted to drive the vehicle, as doing so will invalidate the inspection report. If the vehicle has been driven after the inspection, you may incur a charge from your contract provider.
- 3 After the inspection, the vehicle will be insured by Manheim.  
*The vehicle is required to be kept off road in a safe location.*
- 4 Our Vehicle Collections team will confirm the collection date via email. This email will include a Vehicle Collection Guide, similar to this document, to help set your expectations of collecting your vehicle.  
*If for any reason the specific date changes, we will notify you by email.*

# Making Changes

You have until 12:00PM of the working day prior to your appointment to make any amendments or to cancel:

Appointment day:	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Cut-off day and time:	<b>Friday</b> 12:00pm	<b>Monday</b> 12:00pm	<b>Tuesday</b> 12:00pm	<b>Wednesday</b> 12:00pm	<b>Thursday</b> 12:00pm

Any amendments or cancellations after the cut-off day and time may be subject to a cancellation fee being charged by your contract provider.

**Please ensure you leave enough time if you are calling to cancel or amend your appointment.**



## Manheim Inspection Services

Call Centre  
0333 136 1025 (Option 2)

**Mon-Thurs:** 8:00am - 6:00pm

**Fri:** 8:00am - 5:00pm

**Weekends:** Closed

# Checklist

We have created a handy checklist for you to use, helping to make sure everything is ready for the inspection and return of your vehicle.

## Cleanliness

- The exterior has been cleaned
- The interior has been valeted
- Climate control or air conditioning is turned off
- Sat nav cleared of personal data
- Infotainment system reset to factory settings
- Personal items have been removed (don't forget your sunglasses!)
- Personal keyrings removed from keys

## Vehicle condition and safety

- The vehicle has a valid MOT
- All tyres have been checked
- The windscreen meets the required standard
- The vehicle starts successfully
- The vehicle is fully functional
- Enough fuel to get to the nearest fuel station
- 90% charge for Electric Vehicles
- There are no warning lights illuminated
- There are no unauthorised odometer changes
- The driver seatbelt is in full working order

## Required items (if you have them / where applicable)

- Parcel shelf, load cover, security cover
- Master key and any spares
- V5C Vehicle Registration Document
- Service Book
- Evidence of services and repairs
- Vehicle and software manuals
- Software SD cards or disks
- The spare wheel or inflation kit
- Wheel bolt key (locking wheel nut)
- Electric vehicle charging cable(s)

## Vehicle accessibility

- Safe and accessible location (Away from high traffic areas)
- 2-metre space around the vehicle

If any of these measures have not been completed prior to the inspection, a cancellation fee may be charged to you by your contract provider.

**Upon completion of the inspection, any items placed in the boot will be protected against loss or theft with a boot seal.**