

Vehicle Return Guide

Manheim Inspection Services

» Europe

Contents

COX AUTOMOTIVE



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.***

Scroll down to view the full guide.

» Europe

The Inspection Process



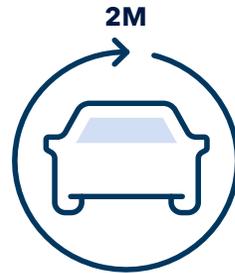
Manheim do not set any of the vehicle condition-related charges. Our Inspectors have no influence or financial gain from identifying the vehicle's condition. Our Inspectors are targeted on accurately recording the vehicle's condition, which is why all findings are backed up with photographic evidence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



The fuel light is illuminated on the dashboard



AdBlue dashboard light illuminated (Diesel Exhaust Fluid)



Battery Electric Vehicles with less than 50% charge



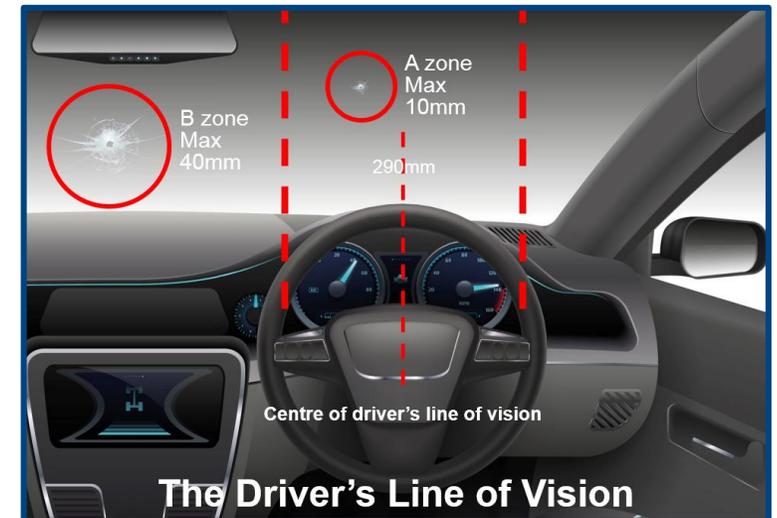
If your vehicle is too dirty to perform a detailed inspection

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.

- 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** Where Service events are held digitally via a Digital Service Record (DSR), our Inspector will locate and evidence these as part of the vehicle collection process. Should our Inspector note any missed service events which you know have been completed, please contact the Dealer, or Garage where the Service took place. To avoid incurring any missed service fees, please send any hard copies of the service record, or invoices that clearly show the date, vehicle mileage reading and the repairer/service agent's stamp to our Billing Teams within 5 working days: billingsteam@novunavehiclesolutions.co.uk.

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/Safety Recall

- 3** You must ensure the vehicle holds a current and valid MOT and does not have any outstanding safety recalls on the vehicle.
- 4** You will not receive a reminder to complete the MOT, both the MOT and recall status can be checked on the GOV.UK website ([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.
- 6** We recommend all safety recalls to be rectified before returning the vehicle.

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 50% 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 (and associated mobile devices/accounts) prior to inspection

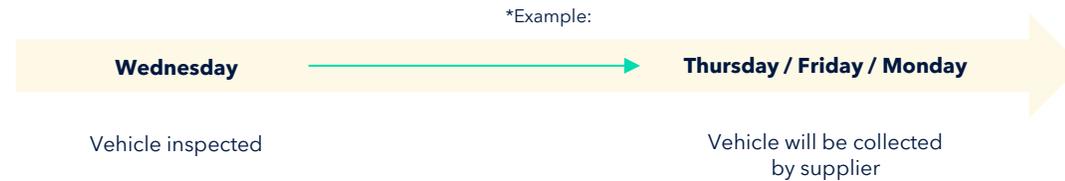
This includes:
Linked Bluetooth devices
Saved addresses on satellite navigation systems
Paired applications on the infotainment system
Paired applications on associated mobile devices/accounts (e.g. charging apps, parking apps, DART Charge, Congestion zone etc)
Any other personal information or documents
- 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.
- 7** If you factory reset your vehicle system, please ensure your odometer is set in miles and not kilometers

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

- 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.

Our Vehicle Collections team will confirm the collection date via email.

- 4** 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:	Monday	Tuesday	Wednesday	Thursday	Friday
Cut-off day and time:	Friday 12:00pm	Monday 12:00pm	Tuesday 12:00pm	Wednesday 12:00pm	Thursday 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-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
- The fuel light is not illuminated
- 50% 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.

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