



Manheim

INSIGHT WORK INSTRUCTIONS – FIELD VERSION

The Insight ECR is a comprehensive and thorough report that provides a consistent representation of damages and recommended reconditioning standards. The Insight inspection process utilizes a system of default options for incurred and/or projected charges based on the selections chosen in the damage line item.

1. What is a *thorough* inspection?

A thorough inspection is defined as a comprehensive documentation of conditions and/or damages to any options, parts, accessories or equipment on the vehicle that would not otherwise be corrected and/or removed during a reconditioning process.

- The InSight inspection process requires the inspector to follow the NAAA policies that have been adopted by Manheim.
- The use of these policies and practices should provide the potential buyer confidence in the documented information there by enabling them to make more sound buying decisions.

2. What does an InSight general vehicle inspection consist of?

- Interior/Exterior color
- Mileage
- Verifying VIN and sub-series information (Utilizing the Trim IQ tool to help determine the sub-series of unmarked vehicles)

Option Information. All equipment or options must be inspected and tested for functionality.

- Drive Train
- Roof Types
- Interior Material
- Audio Equipment
- Keys
- All vehicle options (aftermarket should be noted as such)

Manufacturer Information. The manufacturer tab includes client specific options, various reject reasons and hold codes. This tab may also contain internal client grading. Information entered in this tab is the responsibility of the client not the Manheim inspector. Any requests to diverge from this process needs to be reported to Manheim Inspections Support.

Damaged Items.

- Exterior Damage (includes Paint and Body)
- Exterior Molding & Trim
- Prior Repairs (Prior poor repairs are defined as being inferior in quality to commercially acceptable repairs)
- Hail Damage
- Wheels & Wheel covers
- Windshield & Window Glass
- Mirror glass
- Headlights & Tail Lamps
- Convertible Tops, Sun/Moon Roofs, and Tonneau Covers
- All parts and accessories (including aftermarket)
- Interior Trim & Molding
- Window Tint

- Upholstery/ Carpet (Includes carpet, steering wheel covers, door panels, consoles, seats, bolsters, armrests, headrests, headliners and visors)
- Chrome Parts – Most Chrome parts such as bumpers, clad wheels, trim, etc. cannot be repaired and must be replaced when damaged.

Mechanical Items.

- Any obvious leakage, exhaust smoke, unusual sounds or conditions from the engine (Engine noise should only be noted when it is significant - such as knocking or loud tapping after the automobile has been given an opportunity to start-up/warm-up)
- Low Fluids (including transmission, power steering, brake, coolant, and oil)

Frame.

- The 8 point undercarriage inspection (front, left front, left side, left rear, rear, right rear, right side and right front) is a critical part of the thorough inspection process.
- A visual inspection for previous structural repairs or structural damage requires the inspector to look under every vehicle as outlined in the "Manheim Inspection Process".
- Frame areas inspected include: trunk/cargo, rocker panels, frame rails, under the hood, and door jams (using a spot light or high intensity flashlight to aid in the inspection).

Tires.

- Tire brand, width, aspect ratio and wheel diameter
- Tread depth (3/32 or less would be considered worn)
- Spares
- Matching tires

3. Standard 8-Point Photo Package

There is a mandatory requirement of eight (8) overall pictures that include the left-front corner, right-rear corner, left-front interior, odometer, dash, VIN/ID sticker, wheel, and cargo area. Magnetic/static arrows are required to indicate damage in the photos.



**Use of magnetic/static arrows to point out damages is required*

****If possible, a separation from other vehicles in photos is preferred as this will result in better images for remarketing. Clear, sharp images are critical. Worn tire pictures (if required) must show the tread depth gauge inserted in the tread groove with the tread measurement clearly visible.****