

CONCIERGE INSPECTION GUARANTEE

**WE'VE GOT
YOU.**



WE'VE GOT AN INSPECTION GUARANTEE. YOU'VE GOT PEACE OF MIND.

Ready to move your wholesale inventory? From high-mileage inventory to front-line ready, Manheim Express Concierge Service is a team of experts ready to get cars sold.

When you list a vehicle with our Concierge Service, the Concierge team executes a complimentary mechanical, cosmetic and structural inspection. We use the latest technology to image, price and list inventory, making sure it gets in front of active buyers. You can offer more reliable, higher quality information to buyers leading to peace of mind that they're getting exactly what they expect. Plus, Manheim will arbitrate any claims directly tied to the inspection in place of the seller and work to quickly resolve those claims with buyers.

So sit back, relax, and let us take care of your wholesale deals. Because where else can you get this amount of confidence?

We've got you.



OUR MISSION IS YOURS.

EXPRESS

TO REQUEST CONCIERGE, VISIT THE MANHEIM EXPRESS APP.
MANHEIMEXPRESS.COM | 1.866.MANHEIM



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WHAT OUR INSPECTION COVERS

Cosmetic (also included in the Manheim Digital Buyer Protection)

- Full exterior vehicle body (panels, bumpers, lights) assessment highlighting any damages including but not limited to previous repairs, dents, collision, hail damage, rust, missing parts and panels.
- Vehicle glass (windshield and windows).
- Tire tread depth reading.
- Full interior inspection of dashboard, upholstery, and seating areas.

Interior

- Vehicle climate control (factory equipped, A/C blows cold, etc).
- Infotainment/Navigation screen and back up camera.

Exterior

- Prior paint work, both substandard and acceptable work will be disclosed.
- When equipped will inspect operation of sunroof, moonroof, and convertible tops.
- Undercarriage inspection with audio and video capture.
- Operation of door handles and latches (hood, trunk, tailgate).
- Check for mismatched tires and wheel damage.

Frame Check

- Structural and frame check including alterations (5th wheel hitch).

Mechanical Assessment

- OBDII diagnostic and photo capture of readiness monitors and codes.
- Multi point mech check under the hood and underneath the vehicle; checking engine condition for abnormal noises, vibrations, smoke both during cold start and after the vehicle has warmed up.
- Vehicle suspension operation including aftermarket parts, alterations.
- Audio and video recording of the engine bay while the vehicle is running.
- Engine sludge check.
- Engine, exhaust, and emissions modifications and aftermarket parts.
- SRS check; dashboard lights, codes, seat belts, and airbags.
- Active oil and/or fluids leaks under the hoods and beneath the vehicle.

Drivability

- Vehicle drivability including checking that all gears engage.
- Inspection of the transmission is at parking lot speeds, engagement of the forward and reverse gear, including 4WD/AWD when equipped.

AutoCheck

- Integrated with Autocheck for odometer reading, accident history detail, and vehicle history events.

Concierge Inspection Guarantee provides arbitration coverage by Manheim in place of a Concierge seller for vehicles that are inspected by the Concierge team and listed on Manheim Express; Manheim will arbitrate such claims on behalf of sellers. For eligibility rules, other restrictions, and full terms and conditions, visit mymanheim.com/inspectionguarantee.