

Used Leasing Refurb Standards



All vehicles to be viewed from 2 metres at an angle of 45 and 90 degrees.

Anything outside of this standard, or clearly visible from 2M must be imaged and listed as an imperfection

Vis-1.0	Arrival Checks
Vis-1.1	System GDPR data stored electronically on the vehicle to be removed. Please note Tesla, Volkswagen, Audi, Skoda, Seat, Porsche and BMW are account locked and the previous user has to delete or the new driver has to take the vehicle in to a dealership for the data to be removed. Later Jaguar and Mercedes models are also account locked.
Vis-2.0	Dents
Vis-2.1	All dents over 25mm are repaired.
Vis-2.2	Dents under 25mm are acceptable. If seen from 2M will be tagged
Vis-2.3	If a car has dents, there will be a maximum of two dents per panel or three dents across the whole car.
Vis-2.4	All dents that affect paint surface damage are repaired.
Vis-3.0	Chips
Vis-3.1	All chips over 2mm must be touched in
Vis-4.0	Scratches
Vis-4.1	Scratches over 25mm will be repaired
Vis-4.2	All scratches through to primer must be repaired
Vis-5.0	Paintwork
Vis-5.1	All paintwork is free from rust, corrosion and discoloration.
Vis-5.2	We repair all paint defects visible from 2M
Vis-6.0	Corrosion
Vis-6.1	All body work should be free from corrosion.
Vis-7.0	Bumpers & Body Mouldings
Vis-7.1	Broken or damaged bumpers & mouldings are not acceptable
Vis-7.2	All bumpers and bodywork trim must be secure
Vis-7.3	Faded / colour discrepancy plastic parts are acceptable if consistent across the vehicle

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Vis-8.0	Glass
Vis-8.1	Windscreen
Vis-8.1.1	Cracks - Over 10mm in the driver's eyeline (A zone)
Vis-8.1.2	Cracks - Over 20mm in any other area of the windscreen.
Vis-8.1.3	Scratches - Windscreens are free from any scratches in the driver's eyeline when viewed from the driving seat (A zone)
Vis-8.1.4	Scratches - Any scratches up to 75mm outside of the driver's eyeline are tagged as an imperfection.
Vis-8.1.5	Chips - Windscreens are free from any chips in the driver's eyeline when viewed from the driving seat (A zone).
Vis-8.2	Windows
Vis-8.2.1	Light scratches up to 75mm acceptable on all glass outside of driver line of sight
Vis-8.2.2	All tinted windows are free from damage and in line with the current MOT legalisation
Vis-8.2.3	Opening windows must be functional
Vis-8.3	Heated Screens
Vis-8.3.1	Heated front screens will be operational if fitted
Vis-8.3.2	Heated rear screens will be operational if fitted
Vis-9.0	Lights
Vis-9.1	All lights and lamps are fully working and in line with MOT legislation.
Vis-9.2	Holes or cracks in light units are not acceptable
Vis-10.0	Mirrors
Vis-10.1	All mirrors are fully working and free from cracks and distortion.
Vis-10.2	Heated and adjustable mirrors must work correctly.
Vis-11.0	Wheels
Vis-11.0	No visible damage on alloy wheels from 2M
Vis-11.2	If locking wheel nuts are fitted the correct removal key must be present.
Vis-11.3	Missing plastic wheel bolt covers are acceptable, remove and dispose all remaining covers.
Vis-11.4	All wheel trims should be free from cracks, splits and be secure on the wheel
Vis-11.5	Wheel trims must match on all wheels
Vis-11.6	All wheel bolts present and torqued to manufacturers recommendation
Vis-12.0	Spare Wheel
Vis-12.1	Where fitted must be in accordance with manufacturers recommendations, and a serviceable tool kit should be present to enable wheel replacement.
Vis-12.2	If not fitted a serviceable tyre repair kit needs to be present unless the vehicle has been fitted with run flat tyres.
Vis-12.3	If tyre sealant is included, the expiry date will have a minimum of 3 months remaining

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Vis-13.0	Interior
Vis-13.1	There may be some general wear and tear such as light scratches or light scuffing to interior trims in the following high use areas, boot area, door sills, door pads/cards, seat bolsters and kick plates
Vis-13.2	Rear-view mirrors, courtesy lights, switches and sun visors will be free from damage
Vis-13.3	Interior damage over 25mm will be repaired (no replacement parts). Any damage under 25mm will be damage tagged
Vis-13.4	No Burns or stains to interior upholstery
Vis-13.5	Any safety items will be fully functional and damage free
Vis-13.6	All cars are odourless
Vis-13.7	All cars supplied with a parcel shelf in full working order
Vis-13.8	SD cards for Sat Nav will be present and functional
Vis-13.9	Infotainment displays and their controls will be functional, repair and tagging may be done on cosmetic imperfections
Vis-13.10	All audio speakers will be in full working order
Vis-14.0	Keys
Vis-14.0	2 keys will be present and functional
Vis-15.0	Handbooks
Vis-15.0	Any handbooks present with the car will remain in the vehicle
Vis-16.0	Sat Nav
Vis-16.0	All vehicles that are fitted with 'activated' satnav will be fully functional
Vis-17.0	Charging cables
Vis-17.0	Electric cars will be supplied with a functional charger as a minimum (Type 2)
Vis-18.0	Audio
Vis-18.0	All audio equipment is in full working order
Vis-19.0	Safety-related items
Vis-19.0	All safety-related items are in full working order and free from damage, e.g. seat belts and air bags.
Vis-20.0	General Guidance
Vis-20.1	Any factory fit accessories which require locking keys must have the keys present.
Vis-20.2	Image valet to be Level 6
Vis-20.3	Vehicle to be imaged without fuel warning light on
Vis-20.4	Despatch check and re clean Level 4 valet to be carried out pre delivery.

Used Leasing Mechanical Checks



Pre-Road Test Fluid Levels	Specification
Check oil level is correct	> medium Level < Max Level
Check clutch oil level is correct	> medium Level < Max Level
Check coolant level is correct	> medium Level < Max Level
Check washer fluid level is correct	Filled to Maximum Level
Provisional Vehicle Diagnostics / OBD	Specification
Perform full-vehicle diagnostic check of all OBD modules	OBD Diagnostic Report
Road Test	Specification
Standard Road Test	Specification
Check the operation and functionality of the steering	Normal steering operation and function
Check the operation and functionality of the accelerator pedal	Normal accelerator / acceleration operation and function
Check the operation and functionality of the brake pedal	Normal brake / braking operation and function
Check the operation and functionality of the clutch pedal	Normal clutch operation and function
Check the operation and functionality of the gearbox, including any semi-automatic shift controls	Normal gearbox operation and function
Check for smoke from the exhaust system	No abnormal smoke or emissions from the exhaust
Check the performance of the climate and comfort systems installed on the vehicles	Normal operation and function of the climate and comfort systems
Check the operation and functionality of the speedometer	Normal operation and function of the speedometer
Check the operation and functionality of the fitted gauges and dials	Normal operation and function of the fitted gauges and dials
Check for squeaks, rattles & wind noise	No abnormal noises
Check road handling and vehicle feel	Normal operation, feel and noise from the vehicle suspension
Check operation of 4WD system	Normal operation
Check general performance of engine	Normal operation
Check the operation of all driver assistance / convenience systems	Normal operation and function

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Diagnostic Road Test	Specification
Perform a diagnostic road test to the specified route and driver requirements	Diagnostic Road Test route completed with all actions
Service History, Service & MOT Requirements	Specification
Determine and record the service required if within 3 months / 3000 miles of the service interval Complete service if due	If a vehicle has completed all services in line with the manufacturers maintenance schedule, the service required will be the next mileage / age service. If a vehicle has missed a service in life, or if the incorrect service was previously carried out, the service required will be the previous "major year" service
The MOT shall have a minimum of 6 months remaining at time of vehicle despatch	UK MOT Requirements 6 Months Remaining MOT at point of sale
Determine and record the next future service required and the date / mileage that service needs to be conducted by	Record the next mileage / age service required
Check if the cambelt service is required	Perform to Manufacturer's Specification when car is within 3 months or 3000 miles of the required interval OR there is no evidence that these items have been changed and the service interval has passed
Driving Controls	Specification
Check the operation of the clutch control	Normal clutch operation and function
Check the operation of the acclerator control	Normal accelerator operation and function
Check the operation and condition of the service brake control	Normal brake pedal operation and function UK MOT Requirements
Check the operation and condition of the parking brake control	Normal parking brake operation and function UK MOT Requirements
Check the operation of the engine start/stop control	Normal operation of the vehicle start/stop function
Check the operation of the gear selector / gearbox control	Normal operation of the gear selector / gearbox control
Check the operation of the horn	Normal operation of the horn UK MOT Requirements
Check the operation and function of the steering wheel controls	Normal operation of the steering wheel controls
Check the operation and function of the stork mounted controls (wiper contols, washer controls, menu selections etc.)	Normal operation of the stork mounted controls
Check that all interior lights & lights switches work	Normal operation of the controls

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Dashboard and Cockpit	Specification
Check for presence of Malfunction Indication Lights (MILs) on the dashboard (e.g ABS, Airbag, ESC, Engine Management, Oil Pressure, Battery, etc.)	No MILs present
Check the operation and functionality of the vehicle lighting "tell-tales" (audible or visual signals that a light is in operation)	Normal operation of the vehicle lighting "tell-tales" UK MOT Requirements
Check the operation of the clock and set to correct time & date	Time and date are correct
Vehicle Diagnostics / OBD	Specification
Perform full-vehicle diagnostic check of all available OBD modules and email / save a copy of the report	OBD Diagnostic Report Saved
Check for fault codes present in all activated OBD modules on the vehicle and determine fix	No OBD Fault Codes
Engine	Specification
Check for contamination / water presence within the oil (oil cap check & dipstick)	Engine Oil free from contamination
Check the Multi V-Belt is servicable and operating normally	Servicable for the next 6 months
Check the radiator is servicable and operating normally	Servicable for the next 6 months
Check the Turbo / Compressor / Air Cooler / Intercooler are servicable and operating normally	Servicable for the next 6 months
Check the oil cooler is servicable and operating normally	Servicable for the next 6 months
Check the coolant fan is servicable and operating normally	Servicable for the next 6 months
Check the starter motor/ alternator is servicable and operating normally	Servicable for the next 6 months
Check the engine body / major components are present and in servicable condition	Servicable for the next 6 months
Check that the engine-to-body mounting points are complete and in servicable condition	Servicable for the next 6 months UK MOT Requirements
Check the engine-to-component mounting points are complete and in servicable condition	Servicable for the next 6 months UK MOT Requirements
Check Automatic Gearbox oil	Filled to required level
Check clutch fluid	Filled to required level
Check the air conditioning compressor & condensor	Servicable for the next 6 months UK MOT Requirements

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Tyres	Specification
Check that all tyres are of a matching type (e.g run flats matched, winter tyres matched etc.)	Same tyre "type" fitted to all corners
Check that any tyre sealant / inflation kit is present (if required) and has minimum of 3 months life remaining	Present where required Min 3 Months Prior Expiry Date
Check that tyres are safe and meet UK MOT specification	UK MOT Requirements
Check all required jacks and tools	Present
Check all inflation valve dust caps	Present
All tyres have a minimum tread depth of 3mm across at least 75% of the tyre’s width	>3mm tread across central 75% of the tyre
Brakes	Specification
Check the hyrdaulic brake fluid level is correct	> Medium Level < Max Level
Check the moisture content within the brake fluid	<3% Moisture %
Check the condition of the brake servo	Servicable for the next 6 months UK MOT Requirements
Check the condition of the brake master cylinder	Servicable for the next 6 months UK MOT Requirements
Check the mounting of the brake master cylinder	Servicable for the next 6 months UK MOT Requirements
Check the brake vacuum servo (to agreed test procedure)	Servicable for the next 6 months UK MOT Requirements
Check the condition of all rigid brake pipes	Rigid brakes pipes retain 2/3rds of their original material thickness, servicable for the next 6 months UK MOT Requirements
Check the condition of all flexible brake hoses	Damage or chafing which exposes brake hose reinforcement material, servicable for the next 6 months UK MOT Requirements
Check that the front brake pads have 4mm or more of friction material remaining (record brake pad measurement)	>4mm friction material remaining
Check that the rear brake pads have 3mm of more of friction material remaining (record brake pad measurement)	>3mm friction material remaining
Check the condition of the brake pads (e.g contamination, mounting, presence)	Servicable for the next 6 months UK MOT Requirements
Check that the brake disc thicknesses are above the manufacturer minimum (record brake disc measurements)	Manufacturer's Specification
Check the condition of the brake discs (e.g contamination, mounting, presence, scoring, corrosion, pitting, etc.)	Servicable for the next 6 months UK MOT Requirements
Check that the back-plate mounting of the brake-drums	Servicable for the next 6 months UK MOT Requirements
Check the condition of the brake callipers and actuators	Servicable for the next 6 months UK MOT Requirements
Check the condition of ABS system components	Servicable for the next 6 months UK MOT Requirements

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Steering	Specification
Check the condition of the steering gear	Servicable for the next 6 months UK MOT Requirements
Check the security and mounting of the steering gear	Servicable for the next 6 months UK MOT Requirements
Check the steering linkage condition	Servicable for the next 6 months UK MOT Requirements
Check the operation and function of the power-steering	Servicable for the next 6 months UK MOT Requirements
Check the level of the power-steering fluid	> medium Level < Max Level
Check for free-play between the steering column and steering wheel	No excessive free-play, no affect on operation of the vehicle UK MOT Requirements
Check the condition of the steering column	Servicable for the next 6 months UK MOT Requirements
Check for free-play in the steering system	Servicable for the next 6 months UK MOT Requirements
Check the operation and function of Electronic Power Steering (EPS)	Servicable for the next 6 months UK MOT Requirements
Check operation of steering lock	Serviceable for the next 6 months
Windscreen Wipers and Washes	Specification
Check the operation and function of the windscreen wipers	Normal operation and function
Check the operation and function of the windscreen wash jets	Normal operation and function
Lamps and Reflectors	Specification
Check the operation and function of all lamps fitted to the vehicle	Servicable for the next 6 months UK MOT Requirements
Check the operation and function of all lamp switches and controls	Servicable for the next 6 months UK MOT Requirements
Check the operation and function of all fitted headlamp wash jets	Servicable for the next 6 months UK MOT Requirements
Check the alignment of the headlamps	Visually aligned UK MOT Requirements
Check the operation and function of the headlamp levelling system on the vehicle	Servicable for the next 6 months UK MOT Requirements
Check the operation and function of the rear registration plate lamp	Servicable for the next 6 months UK MOT Requirements

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Vehicle Electrics	Specification
Check the condition of visible electrical wiring	Servicable for the next 6 months UK MOT Requirements
Where fitted, check the operation and function of trailer electrical socket	Servicable for the next 6 months UK MOT Requirements
Where fitted, check the operation and function of the 13 pin Euro-Socket	Servicable for the next 6 months UK MOT Requirements
Check the health of the main and secondary vehicle batteries (record the test result)	Battery Passes Test for Battery Type (e.g Start/Stop etc.)
Check the mounting of the main vehicle battery	Servicable for the next 6 months UK MOT Requirements
On Hybrid or EV vehicles, check the condition of the vehicle battery / battery housing	Servicable for the next 6 months UK MOT Requirements
Axles	Specification
Check the condition of all axles and differentials	Servicable for the next 6 months UK MOT Requirements
Check the condition of all stub axles	Servicable for the next 6 months UK MOT Requirements
Check front and rear axle oil levels	> medium Level < Max Level
Wheels	Specification
Check the condition and free-play within the wheel bearings	Servicable for the next 6 months UK MOT Requirements
Check the condition of the wheel hub	Servicable for the next 6 months UK MOT Requirements
Check the condition of the wheel bolts or studs	Servicable for the next 6 months
Check the condition of the road wheels	Servicable for the next 6 months UK MOT Requirements
Suspension	Specification
Check the condition of the suspension springs	Servicable for the next 6 months UK MOT Requirements
Check the condition of the shock absorbers	Servicable for the next 6 months UK MOT Requirements
Check the condition of all suspension arms, rods and/or struts	Servicable for the next 6 months UK MOT Requirements
Check the condition of the sub-frames	Servicable for the next 6 months UK MOT Requirements
Check the condition of the anti-roll bars	Servicable for the next 6 months UK MOT Requirements
Check the condition and free-play of all suspension joints, pins and bushes	Servicable for the next 6 months UK MOT Requirements
Where fitted, check the operation and function of any gas, air or fluid suspension	Servicable for the next 6 months UK MOT Requirements

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Body Structure and Attachments	Specification
Check the condition of all main load-bearing structural components of the body	Servicable for the next 6 months UK MOT Requirements
Check the condition of all strengthening plates and fastenings	Servicable for the next 6 months UK MOT Requirements
Check the condition and level of corrosion present on the structural elements of the body	Servicable for the next 6 months UK MOT Requirements
Check the condition of the exhaust system	Servicable for the next 6 months UK MOT Requirements
Check the mounting and security of the exhaust system	Servicable for the next 6 months UK MOT Requirements
Check the condition of the fuel system	Servicable for the next 6 months UK MOT Requirements
Where fitted, check the condition of the towbar and towbar attachments	Servicable for the next 6 months UK MOT Requirements
Check tailgate & Bonnet release	Servicable for the next 6 months UK MOT Requirements
Check all doors, tailgate & bonnet alignment& check hinges for damage or corrosion	Serviceable for the next 6 months
Check the fuel filler cap release mechanism / mechanic	Serviceable for the next 6 months
Transmission	Specification
Check the condition and mounting security of all transmission shafts	Servicable for the next 6 months UK MOT Requirements
Check the condition and mounting security of all drive shafts	Servicable for the next 6 months UK MOT Requirements
Check the condition and mounting security of all prop shafts, drive shaft couplings and bearing	Servicable for the next 6 months UK MOT Requirements
Check transmission fluid level	> medium Level < Max Level
Nuisance Avoidance Systems	Specification
Check the condition of any fitted noise suppression fitted to the exhaust (e.g exhaust silencers)	Servicable for the next 6 months UK MOT Requirements
Check the condition of any fitted undertrays or noise reduction pad	Servicable for the next 6 months UK MOT Requirements