

APPENDIX

APPROVED VEHICLE PROGRAMME

MULTI-POINT INSPECTION CHECK LIST



General Notes:

When filling in the check list, please ensure you enter a mark in the left hand box for every check.

- If the vehicle has passed the check, enter in the left-hand box.
- If the vehicle has failed the check, enter in the left-hand box. You **must** then rectify the fault and enter in the right-hand box to confirm the fault has been fixed before any Extended Warranty / Approved Used policy can be sold on the vehicle.
- If the check is not applicable to this vehicle or for this particular policy type, enter in the left-hand box.

Specific Checks on Check List

Please see description below of the tests to carry out for each check on the check list. In addition to the below, please ensure for **every applicable check** you investigate the general condition and operation of the item(s) in question

	Heading	Explanation of test(s) to undertake
PRELIMINARY CHECKS		
1)	VIN Check	Check that Windshield VIN plate number matches VIN number information on "A"/"B" pillar / driver's door area
2)	Recalls and Campaigns	Check all recalls and campaigns applicable to the vehicle have been performed
3)	Owner's Manual package	Check that complete Owner's Manual package, including In-Car Entertainment and Sat Nav guides are present
4)	Vehicle Service & Maintenance Record	Check Service Maintenance Record documentation is present and up to date, including stamped service history
5)	Servicing	Check servicing up to date. Vehicles due a service within the Approved market criteria (see Dealer Standards) must have the next due service carried out. Vehicles with an incomplete or overdue service history must be serviced prior to handover.
6)	Roadworthiness Certification (MOT or Local Standard, IF APPLICABLE)	Check Roadworthiness Certification (e.g. MOT) due date. Vehicle must have minimum MOT or local vehicle certification remaining in line with market Approved Used standards (see Dealer Standards)
7)	Vehicle History Report (IF APPLICABLE)	Run a vehicle history report from market provider (e.g. HPI, Experian, CARFAX, AutoCheck). Report must be checked for accident, mileage accuracy and re-acquired vehicle issues. Attach report to check list
8)	Vehicle keys and transmitters	Check that all vehicle keys and transmitters for the vehicle are present and operate correctly
EXTERIOR – GENERAL (Condition subject to normal wear and tear commensurate with vehicle age and mileage)		
9)	General body and paintwork	Check condition of all body and paintwork for general condition, including manufacturing and environmental defects
10)	Wheels	Check condition of all wheels for damage, chips , gouges and scratches
11)	Doors	Check general condition and operation of all doors
12)	Bumpers and front fascia	Check bumpers and front fascia for damage, alignment, chips and scratches
13)	Front grille, trim and mouldings	Check front grille, trim and mouldings for damage, alignment, chips and scratches
14)	Glass (including sunroof)	Check ALL glass (including sunroof) for scratches, cracks, chips and pitting
15)	Mirrors	Check all mirrors and mirror glass for damage, scratches, cracks, chips and pitting
16)	Exterior lights and reflectors	Check general condition of all exterior lights and reflectors
17)	Fuel flap / fuel cap	1) Check operation of fuel flap mechanism 2) Check vehicle has a fuel cap
18)	Fuel filler	1) Check fuel filler aperture drain is clean 2) Check diesel misfuel protection device reset tool is present (if equipped, diesel models only)
19)	(IF EQUIPPED) Convertible or detachable top	Check condition of convertible or detachable top
20)	Badges and nameplates	Check all badges and nameplates present, secure and in good condition

Heading		Explanation of test(s) to undertake
21)	(IF EQUIPPED) Accessories	Check fitment, condition and operation of Accessories, recording fitment of non-genuine products
EXTERIOR – BOOT AREA		
22)	Tool kit	Check tool kit is present with all tools included and in good working order
23)	Spare Tyre or Tyre Repair kit	Check spare tyre is present , in good condition (check tread depth) and at correct pressure If vehicle is not equipped with a spare tyre, an alternative flat tyre repair kit must be present
24)	Trim and carpet	Check general condition of trim and carpet in boot area
25)	Back of rear seats	Check general condition of the back of the rear seats
26)	Boot lid or tailgate	1) Check general condition of boot lid or tailgate 2) Check operation of opening / closing mechanism. Boot or tailgate should unlatch without “popping” and should latch with minimum force and an even gap around the edges
27)	(IF EQUIPPED) Auto open/close boot or tailgate	Check operation of automatic open/close function of boot lid or tailgate
EXTERIOR – ENGINE AREA		
28)	Hood / Bonnet latch	Check condition and operation of hood / bonnet latch release and locking mechanism
29)	Engine oil	Check level and general condition of engine oil
30)	Power steering pump / hoses	Check power steering pump / hoses condition for leaks, wear and fluid level
31)	Cooling system fluid	1) Check cooling system fluid level, concentration, and protection level (recovery tank level) 2) Carry out pressure leak test of cooling system
32)	Coolant hoses	Check coolant hoses for bloating and cracks
33)	Cooling fans and motors	With engine running ensure that fans come on when specified, (i.e., engine temperature, A/C demands)
34)	Brake / clutch master cylinder and booster	1) Check operation and general feel of brake and clutch pedals 2) Check fluid level of brake cylinder 3) Check fluid level of clutch cylinder (IF EQUIPPED) 4) Check for leaks in master cylinder and booster
35)	Automatic / manual transmission system	Check fluid level and condition of automatic/manual transmission system (WHERE APPLICABLE)
36)	Washer fluid	Check level of washer fluid
37)	Air filters	Check condition of air filters
38)	Wiring	Check condition of all visible wiring for damage / chafing
39)	Vacuum hoses	Check condition and security of vacuum hoses
40)	Drive belts	Check condition of drive belts for glazing and cracking
INTERIOR – GENERAL (Condition subject to normal wear and tear commensurate with vehicle age and mileage)		
41)	Veneer, wood, leather and headliner	Check condition of veneer, wood, leather and headliner
42)	Glove box, console box and trim	Check condition and operation of glove box, console box and trim
43)	Ashtray and stowage compartment door	Check condition and operation of ashtray and stowage compartment doors
44)	Sunroof and sunshade	Check condition of sunroof and sunshade
45)	Sun visor and vanity mirror	Check condition, operation and illumination of sun visor and vanity mirror
46)	Restraint / Airbag system	1) Cycle the key to ignition ‘on’, check airbag/SRS light illuminates for approximately three seconds and then extinguishes 2) Check airbags/ SRS are intact 3) Ensure airbag cover materials are intact and secure
47)	Seat Occupant Sensing system	Check operation of Passenger Seat Occupant Sensing System and deployment of air bag status indicator lamp
48)	Child safety door latches	Check operation of child safety door latches on BOTH rear doors in turn
49)	Seat belts	1) Check EACH seat belt in turn, inspect for cuts or tears 2) Check operation of all seat belts for latching and release of buckles, when released belts should retract automatically without twisting 3) Check condition and operation of inertia locking system on all belts 4) Check post adjusters move up and down freely with release lever depressed 5) Check auto lock feature for child seat is operational on rear outer and front passenger seat belts, by extending safety belt out fully and listen for ratcheting sound when going back in. Pull back several times to verify that it locks.

Heading		Explanation of test(s) to undertake
50)	Steering column	1) Operate adjustment mechanism to full up / down, in / out positions. Check for ease of adjustment, operation and excessive noise. 2) Check manual adjust column locks securely when release lever is closed
51)	Door handles (interior)	Check condition and smooth operation of all internal door handles
52)	Seats	Check condition and cleanliness of all seats, seat trims and seat backs for significant signs of wear or damage Slight cracking and signs of use are considered normal on leather interiors
53)	Trim, carpets and mats	1) Check all mats present 2) Check condition and cleanliness of all trims, headlinings, carpets and mats
54)	Headrests	1) Check all headrests present 2) Check condition and operation of all headrests
55)	(IF EQUIPPED) Rear door window shades	Check condition and operation of all rear door window shades
56)	(IF EQUIPPED) Accessories	Check fitment, condition and operation of Accessories, recording fitment of non-genuine products
ELECTRICAL TESTS – INTERIOR		
57)	Stored codes	Connect Diagnostic Hardware and investigate any stored fault codes.
58)	Warning lights	Check for any illuminated instrument panel warning lights
59)	Window operation	1) Operate all window switches both individually and from the driver's switch panel. Check for unusual noise or function issues 2) Test 'one-touch' up / down function works on all switches as per vehicle specification 3) Test anti-trap function on all windows
60)	Central locking system	1) Operate central locking system via the remote, door, interior front door handles, fascia switch, and "drive away" function as per vehicle specifications 2) Check access to vehicle passively at all doors / trunk with Smart Key in pocket. Confirm vehicle can be locked from all door handle buttons (where applicable) 3) Check for Smart Key recognition
61)	Seat adjustment	1) Test all power functions of driver and front-passenger seats 2) Move seats to full fore / aft, up / down, forward / back tilt, up / down headrest, and inflate / deflate lumbar (where applicable) 3) Set different and distinct memory positions on driver's seat and ensure that memory can be recalled. Reset memory to comfortable driving positions when done
62)	Mirrors	1) Operate both side-view mirrors to full up / down, in / out positions. Ensure smooth operation 2) Check mirror fold function 3) Check memory function (where applicable) 4) Check auto-dimming function (where applicable)
63)	Interior lights	1) Check that all interior lights come on when opening any door 2) Check function of map, glove box, puddle lights and low-level lighting (where applicable) via switch or related function (e.g., open glove box door) 3) Check hood / bonnet and loadspace / trunk lights are operating correctly 4) (Where applicable) Ensure all vanity mirror lights are operating correctly
64)	Clocks	Check all clocks for correct operation. Set to correct local time where appropriate
65)	Cigarette lighters and power sockets	Check all cigarette lighters and power sockets for correct operation
66)	Horns	Check all horns and horn buttons for correct operation
67)	Wipers	1) Check operation of all wipers at all different speed settings (including intermittent). Check condition of wiper arm mechanisms, arms and blades 2) Check operation of rain sensors (where applicable) 3) Check operation and condition of headlamp wipers, arms and blades (where applicable)
68)	Washer jets	1) Check aim / flow of front and rear washer jets 2) Check aim / flow of headlamp washer jets (where applicable)
69)	Instrument panel illumination	Check operation of instrument panel illumination / dimmer
70)	Audio system	1) Check operation of radio, radio presets and CD 2) Select the audio settings hard/soft button. Cycle through Bass, Treble, Fade, Balance and Subwoofer modes and check adjustment 3) Check iPod®, USB and AUX interfaces to check connectivity (where applicable) 4) (IF EQUIPPED) Check CD / DVD magazine is present and in good condition
71)	Speakers	Check all speakers for correct operation including audible warning

Heading		Explanation of test(s) to undertake
72)	Battery	Load test battery with approved battery tester and check condition
73)	Alarm system	1) Set and activate alarm. Ensure that alarm sets, activates, and is cancelled through the remote and door key as applicable 2) Check function of panic alarm as per vehicle specifications
74)	Warning chimes	Check operation of safety belt and door open audible warning functions
75)	(IF EQUIPPED) Rear camera and parking aids	Check operation of rear camera Check operation of front and rear parking aid sensors
76)	(IF EQUIPPED) Sunroof operation	1) Test sunroof and rear glass blind for correct operation including 1-touch feature 2) Open/close sunroof by depressing switch 3) Test rear tilt function 4) Test anti-trap function to ensure proper operation
77)	(IF EQUIPPED) Convertible top operation	Check operation of power top / hood on convertible vehicles. Check top fully opens. Rear / side windows should open appropriately to assist operation of power top. Return roof to closed position in reverse manner. Windows return to closed position
78)	(IF EQUIPPED) Rear seat entertainment systems	1) Check operation of rear seat entertainment system including remote (where applicable) – OEM / accessory systems only 2) Insert DVD into the DVD player and check functionality of the system / remote (where applicable)
79)	(IF EQUIPPED) Voice activation system	Press the Voice Activation Switch on the steering wheel and ensure that “LISTENING” is displayed on the message centre. Give the system a command “Telephone Help” or “Navigation Help”. Ensure that the system responds appropriately
80)	(IF EQUIPPED) Touch screen display	Inspect TFT (Thin Film Transistor) screen for damage and operation Randomly select several different touch screen modes and confirm system responds in line with selections
ELECTRICAL TESTS – EXTERIOR		
81)	Parking lights and headlights	Check operation of all parking lights and headlights, including side and main beams, dip and flash Check alignment of headlight main beam
82)	Tail lights	Check operation of all tail lights
83)	Fog lights	Check operation of all fog lights
84)	Hazard lights	Check operation of all hazard lights
85)	Brake lights	Check operation of all brake lights
86)	Reversing lights	Check operation of all reversing lights
87)	Turn indicators	Check operation of all turn indicators
88)	License plate lights	Check operation of all license plate lights
89)	(IF EQUIPPED) Radio electrical antenna	Ensure that antenna reaches full up / down positions without sticking and check for unusual noises
HEATING / AIR CONDITIONING SYSTEMS		
90)	Automatic and manual modes	1) Check operation in automatic and manual mode 2) Check that blower motor operates and regulates in both automatic and manual modes as per vehicle specifications
91)	Blower motor	Check operation and noise level of blower motor
92)	Air distribution and vent controls	1) Ensure air distribution and vent controls are operating correctly 2) Cycle through all air distribution options 3) Test re-circulation feature
93)	HVAC pollen filter	Check condition and operation of HVAC pollen filter
94)	Outlet temperature (heating and cooling)	1) With climate control in Auto mode and the engine at operating temperature, cycle the temperature settings to full heat and then full cooling. Ensure proper corresponding outlet temperatures 2) Check dual zone climate control operation. Check separate heating and cooling zones in rear (where applicable)
95)	Exterior temperature display	Check to make sure that temperature display is accurate to the ambient temperature
96)	Heated windscreens	Check front / rear heated windscreens for correct operation (where applicable)
97)	(IF EQUIPPED) Heated seats	With vehicle running, check the operation of front and rear heated seats
98)	(IF EQUIPPED) Cooled seats	With vehicle running, check the operation of front and rear cooled seats
UNDERCARRIAGE / DRIVETRAIN		
99)	Frame / underbody	Check condition of frame / underbody for damage

Heading		Explanation of test(s) to undertake
100)	Suspension	<ol style="list-style-type: none"> 1) Check suspension arms, links and sway bars for damage 2) Check all suspension bushes for wear, cracks and damage 3) Check springs for damage and ensure that the vehicle sits level, front to back and side to side 4) Check all shocks and struts for damage, leaks and proper damping
101)	Steering	<ol style="list-style-type: none"> 1) Check the steering rack for leaks, condition of rack boots and mounting bushes 2) Check tie rods for wear and condition of boots
102)	Fluid leaks	Check underneath the vehicle for any signs of fluid leakage. Follow up as necessary
103)	Engine and transmission mounts	Check condition of engine and transmission mounts
104)	Brake lines and couplings	Check condition of all brake lines and couplings
105)	Exhaust system	<ol style="list-style-type: none"> 1) Check all exhaust components for damage and abnormal corrosion 2) Check whole system for leaks
106)	Wheel bearings	Check all wheel bearings for free play
107)	Parking brake	Check condition and operation of parking brake and cable or EPB (where applicable)
108)	Brake pads / discs / calipers	<ol style="list-style-type: none"> 1) Remove road wheels 2) Inspect brake pads and discs for wear. Replace as necessary according to manufacturer specifications: <ul style="list-style-type: none"> - Pads must have 5mm friction material remaining - Discs must not be less than 50% worn (rotor thickness) 3) Inspect brake calipers, hoses and pipes for leaks
109)	Wheels and tyres specification	<ol style="list-style-type: none"> 1) Check that wheels and tyres (including spare) meet recommended factory policy specifications for correct size, type, and brand. 2) Check all tyres match
110)	Tyre condition	<ol style="list-style-type: none"> 1) Check all tyre pressures and adjust to factory specifications 2) Check all tyres for general condition, gouging, abnormal abrasions, speed rating and even wear 3) If tyre wear uneven, check wheel balance and alignment
111)	Tyre tread depths	<ol style="list-style-type: none"> 1) Check all tyre tread depths – inner, centre, & outer 2) Ensure tread depth of at least 3mm across all points. Record tread depths in mm on checklist
112)	Wheel nuts	<ol style="list-style-type: none"> 1) Refit road wheels 2) Check that all wheel nuts are torqued to vehicle specifications 3) Check locking wheel nut socket is present and correct (if equipped)
113)	Differential fluid level (IF APPLICABLE)	Check all differential fluid levels, if applicable
114)	Transfer case fluid level (IF APPLICABLE)	Check transfer case fluid level, if applicable
115)	Universal joints / CV joints / CV boots	Check condition of Universal joints, CV joints, and CV boots
TESTS – STATIONARY		
116)	Hot / Cold start	Test engine start from both hot and cold states
117)	Engine noises	Run engine and listen carefully for any abnormal noises throughout the operating temperature ranges
118)	Engine idling	<ol style="list-style-type: none"> 1) Check engine idle is smooth 2) Verify smooth acceleration from idle
119)	Fuel pump / lines / hoses	<ol style="list-style-type: none"> 1) Check condition of fuel pump / lines / hoses for leaks 2) Listen for any abnormal fuel pump noise
120)	Starter / alternator	Check / record system voltage with engine running at idle
121)	Instrument pack gauges	Check operation of the following gauges: Speedometer, tachometer, oil pressure, water temperature, fuel gauge
122)	Fluid leaks	Check for any fluid leaks while engine is running
123)	Electronic Air Suspension	Check condition of all components and operation of air suspension system
124)	Trip computer	Reset prior to road test and ensure that system is calculating distance, fuel consumption, distance to empty, etc., as per vehicle specifications
TESTS – ROAD		
125)	Engine performance	Check engine operation and performance is as expected
126)	Vibration	Check vehicle for vibrations during acceleration and deceleration
127)	Wind noise	Check vehicle for any abnormal wind noise
128)	Stability and pull	Test vehicle for straight-line stability and pull
129)	General handling	Check overall handling of vehicle is as expected

Heading		Explanation of test(s) to undertake
130)	Steering wheel alignment	Ensure that steering wheel is in the straight-ahead position
131)	Foot brake	Check operation of foot brake: <ul style="list-style-type: none"> - Ensure proper brake pedal feel and effort - Ensure there is no brake pulsation - Ensure brakes do not pull or grab
132)	ABS braking system	Check operation of ABS braking system: <ul style="list-style-type: none"> - Ensure proper operation of the ABS Malfunction indicator Lamp (MIL) - Under normal braking, Ensure that ABS does not activate - If possible and if conditions are safe, apply full brake pressure and ensure that ABS functions as designed
133)	Emergency brake	With car mobile at one to two mph, apply the emergency brake: <ul style="list-style-type: none"> - Warning lamp should come on before first "click" - Three to four more clicks should be heard - Car should stop abruptly <p>IF CAR DOES NOT STOP, REMEDIAL ACTION IS NEEDED</p>
134)	(IF EQUIPPED) Dynamic Stability Control (DSC) and Traction Control Systems	Check operation of DSC and Traction Control Systems
135)	(IF EQUIPPED) Hill Descent Control (HDC)	Check operation of HDC system
136)	(IF EQUIPPED) Cruise Control	Check operation of Cruise Control system: <ul style="list-style-type: none"> - During road test, turn on cruise control - Set speed and ensure that vehicle remains at constant speed - Raise and lower speed via steering wheel / dashboard controls - Cancel and then resume cruise control via switches - With cruise control activated, depress brake pedal and ensure that this cancels cruise control
137)	(IF EQUIPPED) Adaptive Cruise Control	Check operation of Adaptive Cruise Control system
138)	(IF EQUIPPED) Forward Alert	Check operation of Forward Alert system
139)	(IF EQUIPPED) Terrain Response™ system	Select alternate Terrain Response modes and check that vehicle systems respond correctly
140)	(IF EQUIPPED) Automatic transmission	Check operation of Automatic transmission system: <ul style="list-style-type: none"> - During road test accelerate up to normal road speeds. Ensure proper shift operation as per vehicle / road conditions - Check operation of kick down and normal downshifts when slowing / stopping - Check transmission operation in both normal and sport modes and use Paddle shift Controls to select all gears/check operation - Operate transmission in manual mode and ensure proper operation / adjustment of J-gate / JaguarDrive Control™ (where applicable) - Check operation of high and low gear ratios (if applicable)
141)	(IF EQUIPPED) Manual transmission	Check operation of Manual transmission system: <ul style="list-style-type: none"> - During acceleration and deceleration, ensure proper up / down shift quality and easy gear engagement. Ensure all gears are engaged during road test - Ensure proper engagement and operation of 1st and reverse gear while vehicle is stationary with engine running - Check that clutch pedal engagement point is not too high or too low - Check operation of Stop/Start mechanism (if applicable) - Check operation of high and low gear ratios (if applicable)
142)	(IF EQUIPPED) Blind Spot Monitor	Test the Blind Spot Monitoring system and look for any irregularity
143)	(IF EQUIPPED) Navigation system	Check operation of Navigation system: <ul style="list-style-type: none"> - Check NAV disc is present and in good condition - Program in a local address and ensure that system calculates drive route - Ensure that map is displayed with the system turned on

TESTS – EMISSIONS

144)	Emissions tests	Perform all required emissions tests, record readings and perform remedial work as necessary. Attach report to check list
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