

SET-UP AND ORDERING:

Q. How do I get registered to order TPIs?

Call your iDEAL specialist or OPENLANE sales rep to have the TPI feature enabled. They'll also talk to you about the best way to prepare for the inspector's visit such as making your front desk aware and having keys ready and available.

Q. How do I order a Third Party Inspection?

You can order a Third Party Inspection from the "Sell" landing page on OPENLANE.com. Just click on the "Order Inspection" button in the middle of the page. Or if you have vehicles already in your "Pending" tab, click the "Bulk Inspection Request" button and select the cars you would like to order inspections on.

INSPECTION PROCESS

Q. Who inspects the car? Are there multiple choices?

Initially, Alliance Inspection Management (AIM) will provide inspection services. OPENLANE plans to add other inspection companies as the program rolls out.

Q. How quickly after I order the inspection will the inspector be there?

Typically, in major metro areas the inspector will arrive at the dealership within 2 business days. In rural areas, it may take up to 7 business days. In either case, if the inspection isn't completed and sent to OPENLANE within 7 business days, there will be no charge.

Q. When do the inspectors come out?

During normal business hours – they will NOT typically call ahead of their visit, but will go to the main desk of the dealership and ask for the contact. It will be helpful if the requestor can make the front desk aware that an inspector may be coming and which cars will be inspected. Printing a copy of the email confirmation of the inspection request and leaving it with an alternate contact would be a good practice.

Q. Do I need to stage the vehicle before the inspector arrives? Is there anything else specific that needs to be done prior to the inspector's visit?

We recommend having all keys on hand and any relevant documents (title, service records, etc) you would like the inspector to note or photograph readily available prior to the inspector's arrival. The inspector will need the keys and directions to the location of the vehicle to complete the inspection. Think about the car as though you were buying it – what would you like to see and know?

Q. Who do I call if the inspector does not show up?

You can contact OPENLANE Dealer Services at 866-969-0321.

Q. How long will it take from the time the car is inspected to the time that is loaded on OPENLANE for pricing and release to auction.

Approximately 1 hour. All inspections are transmitted electronically from the inspector to OPENLANE. We will load inspections every hour throughout the business day (Monday-Friday: 5:00 AM PDT – 8:00 PM PDT).

Q. How am I notified when the inspection is completed? Are there any other notifications that I should expect?

You will receive an email notifying you as soon as the inspection has been loaded to OPENLANE's system with a link to edit the vehicle and complete the listing.

Q. What happens if I sell the unit before the inspector arrives to inspect the car?

You must cancel the inspection request – just log into the site, find the vehicle in your “Pending Auction” list and click on the link to cancel the inspection. If the inspection is not canceled at least one business day before the scheduled inspection date, you may be assessed a dry run fee up to the cost of the inspection. However, if you have a vehicle that you can “add on” to replace the sold vehicle, you can avoid the fee. (See “Costs” below.)

Q. What if I want to have the inspector inspect a vehicle that I did not request while they are at my dealership (“add-ons” and changes)?

If the inspector is present and you'd like him to inspect additional vehicles – or to replace an inspection for a vehicle that is no longer available – please generate a new request through the OPENLANE seller interface. This step is very important and will allow us to link the newly completed inspection to your dealership when it's transmitted to OPENLANE. Inspectors may not always have the time to perform “add on” inspections the same day, due to scheduling issues – though if you're “adding on” new inspections to replace an inspection on a vehicle that is no longer available, that is generally fine.

Q. Are there a minimum number of cars that need to be inspected at one time?

No, although it makes the most financial sense to have at least four at a time. There is a flat \$120 fee for the inspector's visit, which covers the first 4 inspections. Any additional inspections are \$30 per vehicle. For example, if you have 2 cars in a single location, the effective cost to you is \$60 per car; 3 cars would be \$40 per car; 4+ cars would be \$30 per car.

Q. Can I cancel an inspection? How and When?

Yes, you can cancel an inspection, although if the cancellation is not done at least one business day prior to the inspector's arrival, you may be charged a dry run fee. Just log into the site, find the vehicle in your “Pending Auction” list and click on the link to cancel the inspection.

Q. What do I need to do once the inspection data comes back and is complete? (How does it get on the site?)

You will receive an email notification with instructions, but the steps are easy – just login, go to “SELL” and then your “Pending Auction” list. Find the vehicle for which the inspection is complete and click “Edit.” You will be taken to the photo editor – click next, complete pricing and title information, then “Next” and release the vehicle to auction.

Q. Will I receive any copy of the inspection?

The seller receives a printed copy of the inspection as soon as it's complete and will be able to view it on the OPENLANE.com site within about an hour after the inspector transmits it. They will not have separate access to the inspection company site.

WHAT IS COVERED?

Q. What is covered in the standard Inspection? Who is responsible if something is missed?

All vehicles inspected with a TPI will be listed using the "As Described" condition type and subject to the rules as outlined in the Terms of Use. Ultimately, the seller is responsible for all aspects of the accurate representation of the vehicle. However, in the event of arbitration, the inspection company may provide some level of coverage for mistakes made during the inspection process. OPENLANE will work with the inspection company and the seller to resolve any issues. Specific definitions for coverage and limits are found in the OPENLANE Terms of Use.

Q. To what extent do they disclose prior paint/repair?

AIM inspectors are trained to look for visual cues for prior paint and repair work. If you are aware of prior repair work, you are obligated to disclose this to the inspector.

Q. Does the inspection include estimated repair amounts?

Yes, using the Mitchell guide but only excess wear items will be assessed a repair estimate.

Q. Do they test for mechanical?

The inspector will start the vehicle and engage the transmission, but it will not be driven.

Q. Do they Test Drive the vehicle?

No.

COST AND PAYMENT

Q. How much do the inspections cost?

We have secured special volume-driven pricing for the launch of the TPI program. The cost is a flat \$120 fee, which covers up to 4 inspections in the same place and time. Additional inspections are \$30 per vehicle. If the inspection isn't sent to OPENLANE within 7 business days of the request, there will be no charge.

Q. How do I pay for it? When, how and where am I invoiced?

OPENLANE will send you a month-end invoice for all inspections completed within the month. Payment of the invoice is expected upon receipt.

Q. How do you handle dry run fees?

If the inspection is not canceled at least one business day before the scheduled inspection date, you may be assessed a dry run fee up to the cost of the canceled inspection. However, if you have a vehicle that you can “add on” to replace the sold vehicle, you can avoid the dry run fee.

OTHER ITEMS:

Q. Who is AIM? What other organizations do they do inspections for?

AIM is “Alliance Inspection Management” an independent, nationwide third party automobile inspection provider. AIM uses a rigorous, standardized inspection procedure and cutting edge technology to ensure an accurate inspection. AIM employs over 500 inspectors to provide national coverage. Clients include Nissan Motor Acceptance Corp, Avis Budget, Ford Credit and hundreds of dealers nationwide.

Q. What if I disagree with the information on the inspection? Do I need to post the inspection if I do not want to?

If you choose to modify an inspection, it will no longer be listed as an independent, third party inspection and will change to a “self inspection”. If there are changes that you would like to make that do not materially change the inspector’s findings (or add to it), please contact your OPENLANE iDEAL Specialist, who can make the modifications for you.

Q. Can I use this inspection for other purposes?

Not at the present time.

Q. How long will an inspection be valid?

The inspection will remain active until a more current one is returned for any VIN. We simply show the most current inspection data to the seller and buyer and let them decide when it should no longer be trusted.

Q. Does a listing already have to be in the seller interface to order an inspection? If not, when you request an inspection, is a listing automatically created?

No, a listing doesn’t have to already be in the system when an inspection is ordered. Creating the order will add the vehicle to the users “pending listings” in a status of “Pending Third Party Inspection” status, which you can search on using the Custom Quick Search filters and using the status in the “Listing Status” field.