

## Motability Operations Nearly New Wheelchair Access Vehicle Condition Standards

This document details the acceptable condition standard for vehicles offered within the Motability 'Nearly New Wheelchair Access Vehicle' programme. It should be used as reference of the condition standard that can be expected of a vehicle supplied by Motability Operations under the scheme. In addition to text descriptions, a number of sections contain example images of acceptable conditions.

Vehicle Area	Page
Number plates	1
Exterior lamps	2
Body glass, tint film, heated glass elements, wipers, and washers	2/3
Front and rear bumpers	3
Exterior body panels	4
Exterior mirror housing, mechanism, cover, and glass	4
Opening panel shut areas and aperture rubbers	4
Road wheels, trims, and tyres	4/5
Ramp/lift and associated controls (as applicable)	5/6
Access steps (as applicable)	6
Wheelchair carriage interior area (including floor, side area, and headlining)	7
Wheelchair straps, belts, winch (as applicable)	8
Non-wheelchair interior area	8/9
Pre-exiting driving adaptations (as applicable)	9
Vehicle electrical and mechanical systems and components	9
Service, MOT status, and maintenance condition	9
Keys and books	9

### **Number plates**

All vehicles will have legally compliant front and rear number plates conforming to British Standards securely fitted, which are complete, free of cracks and discolouration. Number plates should carry:

- The British Standard reference (currently BS AU 145d)
- The name, trademark or other way of identifying the manufacturer or supplier
- The name and post code of the supplying outlet

Number plates may also contain the following on the far left:

- The European symbol and GB national identifier (meeting EC Council Regulation 2411/98)
- The Union flag
- St George's cross
- The Scottish saltire
- The Red Dragon of Wales
- The letters 'Great Briton' or 'GB'
- 'United Kingdom' or 'UK'
- 'ENGLAND', 'England', 'ENG', or 'Eng'
- 'SCOTLAND', 'Scotland', 'SCO' or 'Sco'
- 'CYMRU', 'Cymru', 'CYM', or 'Cym'
- 'WALES' or 'Wales'

Any vehicle brought to the UK mainland from Northern Ireland will remain registered with its original NI registration index, unless a specific request for change is formally raised by the newly allocated user.

## Exterior lamps

All OE lamps must be correctly fitted, aligned, and fully operational. Headlamp wipers and washers (if fitted) must be complete and operational. Headlamp wiper blades (if fitted) should be complete and free of any tears. Active headlamp units and/or electric headlamp height adjusters (if fitted) must be complete and operational.

All lenses will be completely free of cracks, holes, breaks, and deep scratches.

Front lamp lens may have 'light' stone chipping, where individual chips are less than 2mm in diameter.

Lamps may have been replaced with non OE or pattern units, but will be of matching fit and performance.

Cracked/broken plastic headlamp mounting brackets may be repaired using repair kits (where available) or plastic welding/bonding techniques, providing the external appearance and performance of the lamp is unaffected.

Acceptable, chip is less than 2mm



## Body glass, tint film, heated glass elements, wipers, and washers

All glass must be securely fitted and free from cracks, large stone chips, large scratches, and delamination.

However minor stone chips of less than 2mm in diameter are acceptable. Windscreens may have been repaired using SMART techniques, within the current legislative requirements, which are as follows:

The British Standard Code of Practice BS AU 242A 1998 sets out guidelines for when windscreens may or may not be repaired.

### Zone A

Area 290mm wide, centred on steering wheel, bounded by wiped area above and below. Damage contained within a circle of 10mm may be repaired.

### Zone B

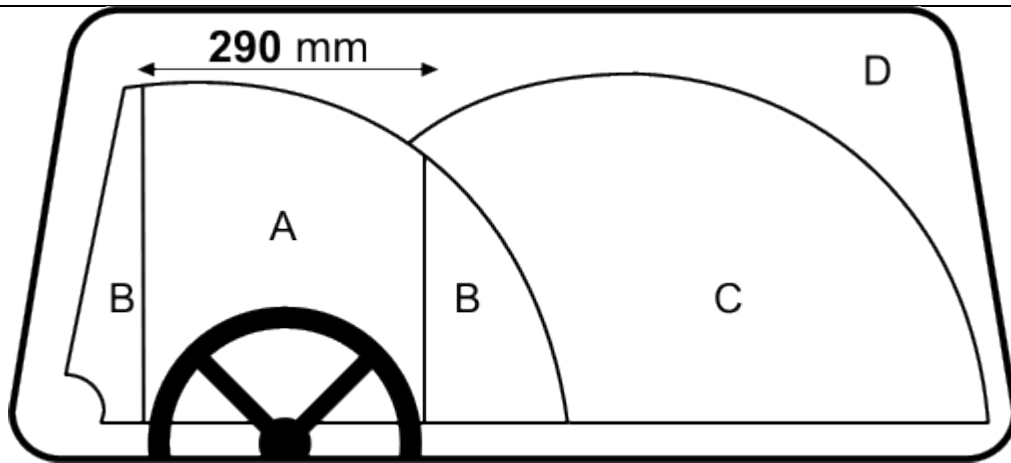
Driver wiped area, excluding Zone A. Damage contained within a circle of 15mm diameter may be repaired.

### Zone C

Passenger wiped area, excluding Zone B. Damage contained within a circle of 25mm may be repaired.

### Zone D

Area excluding Zones A, B and C. Damage contained within a circle of 40mm diameter may be repaired. Within Zones B, C and D no two repairable areas should be closer to each other than 100mm.



Light scratching or scuffing to a small area or areas of all body glass is acceptable, providing it is not concentrated within the 'A zone' of the windscreen. Minor scratching of less than 100mm in length, at the far inner or outer wiper blades edges of either the front or rear wiper swept area, is acceptable.

Heated rear screen, side windows, or front windscreen should be fully operational; including all glass mounted heating elements. However broken elements to rear screens and side windows may have been repaired, using suitable products and techniques.

Tint film applied to body glass must comply with current construction and use regulations. Rear screen and side window tint film may contain small scratches or scrapes, which do not exceed 100mm in length and/or 5mm in width, with no more than 2 areas of such damage per window.

Front and rear wiper arms, fixing covers, and rubber blades must be of the correct specification, secure, free from damage, and be fully operational.

Front and rear screen washers (if fitted), should be secure, fully operational, and 'jets' correctly aligned.

#### **Front and rear bumpers**

Will be complete, securely fitted (including any mouldings, spoilers, end caps, closing plates, tow eye covers etc.), and free of cracks, holes, dents, scratches and scuffs.

However painted and textured bumper covers along with associated mouldings may contain stone chip damage.

Cracked/broken bumpers may be repaired using repair kits (where available) or plastic welding/bonding techniques, providing repairs are not specifically prohibited by the vehicle manufacturer, and the external appearance, security and alignment of the bumper is unaffected.

Bumpers may have been replaced with non OE or pattern units, but will be of matching fit and performance.

**Acceptable, minor stone chips to paint**



## **Exterior Body Panels**

Will be complete, aligned correctly, and securely fitted (including any associated mouldings, base vehicle manufacturer badges, and trims).

Panels will be free of cracks, holes, dents, scratches and scrapes.

However panels may have light chipping to the surface areas and shut edges, associated with normal use, providing any chipped areas are not corroded. Chips may have been 'touched-in' with appropriate matching coloured paint.

Opening panel locks/catches, glass opening mechanisms etc. will all be operating correctly.

Converter's make/model designation stickers may or may not be fitted. If they are, then the following configurations are acceptable:

- Front or rear only
- Both sides only
- Both sides plus rear and/or front only

Vehicles may have sustained previous panel repairs, providing those repairs have been completed to a commercially acceptable standard.

Body panels may have been replaced with non OE or pattern units, but will be of matching fit and performance.

## **Exterior mirror housing, mechanism, cover, and glass**

Mirror assemblies will be complete, fully operational, and free of any cracks, splits, holes, or scratches.

However textured and painted mirror covers may contain minor stone chips associated with normal use.

Mirrors may have been replaced with non OE or pattern units, but will be of matching fit and performance.

## **Opening panel shut areas and aperture rubbers**

Panel shut areas, including upper sill surfaces, may contain light scratching and scuffs, which have not penetrated through the paint layers. These areas will also be free of any dents or gouges.

Chips may have been 'touched-in' with appropriate matching coloured paint.

Panel shut aperture rubbers will be fitted correctly and free of any damage.

## **Road wheels, trims, and tyres**

Alloy wheels will be fitted securely, and be free of distortion/buckling and significant scratches and/or scrapes to the central hub and spoke area. However light scratching to no more than 2 spokes is acceptable. Light scratching/scraping to the outer wheel rim edge is acceptable (providing this does not exceed 100mm in length, and that there is a maximum of one such area per wheel). Note that any wheel may have a combination of both acceptable damage levels to the spoke/hub and outer rim areas. Oxidation and any associated lacquer peeling/bubbling are not acceptable.

Steel wheels will be fitted securely, and be free of distortion/buckling and significant scratches and/or scrapes to the central area. However wheels may have light scratching and associated light corrosion (providing this does not exceed 100mm in length, and that there is a maximum of one such area per wheel)

All wheel trims (where applicable) will fitted securely and free of breaks, holes and cracks. However each wheel trim may contain a single area of abrasion/minor scratching no more than 100mm in length.

Tyres will be of the correct size, load, and speed specification; as recommended by the vehicle manufacturer.

Tyre condition will comply with *The Road Vehicle (Construction & Use) Regulations 1986*.

The current and relevant sections, in relation to passenger vehicles (other than motorcycles) for not more than 8 seated

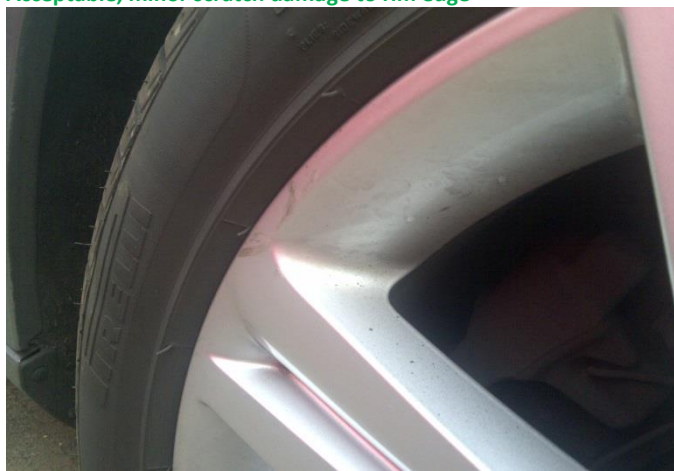
passengers, are as follows:

Section 27 Condition and maintenance of tyres, sub-section 1. A tyre is not suitable for road use if any of the following conditions exist:

- (c) The tyre has a cut in excess of 25 mm or 10% of the section width of the tyre, whichever is the greater, measured in any direction on the outside of the tyre and deep enough to reach the ply or cord.
- (d) The tyre has any lump, bulge or tear caused by separation or partial failure of its structure.
- (e) The tyre has any of the ply or cord exposed; .
- (f) The base of any groove which showed in the original tread pattern of the tyre is not clearly visible.
- (i) The grooves of the tread pattern of the tyre do not have a depth of at least 1.6 mm throughout a continuous band measuring at least three-quarters of the breadth of the tread and round the entire outer circumference of the tyre. **However for the NNWAV scheme, the minimum tread depth within point 'I' will be 3mm**

Tyres will be mid –range or premium brand, with a universal/all season tread pattern.

Acceptable, minor scratch damage to rim edge



Acceptable, single minor area of scratching to wheel trim



#### Ramp/lift and associated controls (as applicable)

Ramps and lifts will be complete, fully operational and structurally free of any major damage or distortion.

Deployment and locking mechanisms will be free moving and operate with minimal manual effort i.e. operate as originally designed, with no seizure of joints etc.

Ramp surface grip tape will be fitted as required, and will be complete and free of any damage.

Hi visibility tape will be fitted as required, and will be complete. Some minor use scratching to tape is acceptable, providing it is what could reasonably be expected during normal use.

Ramp and lift surfaces may contain scratches that are associated with normal use. Lift mesh may contain some minor distortion, although any distorted areas should not exceed 40mm in diameter. Any breaks or sharp edges to mesh

sections are unacceptable.

Ramp aperture and closing rubbers must be fitted and free from damage.

Ramp rear lower surface must be free of corrosion and any significant damage, however may contain minor scratching or abrasion (providing there is no exposed metal, which is likely to corrode).

Any operating mechanism handle covers must be fitted and free of any damage.

Hard wired lift controls: must be present and fully operational. Wiring and handsets must be free of any damage, with the exception of normal wear and tear damage to operating buttons and surrounding surfaces (however the function descriptions and images must be clearly visible).

Wireless remote control lift controls (where applicable, and normally only supplied with large van based 'drive from' wheel chair vehicles, with electrically operated rear doors): 2 x units must be supplied, and be fully operational. Handsets must be free of any damage, with the exception of normal wear and tear damage to operating buttons and surrounding surfaces (however the function descriptions and images must be clearly visible).

Acceptable, minor scratching to ramp , no missing or damage grip tape



Acceptable, minor scratching to underside rear edge

#### Access steps (as applicable)

Ramps and lifts will be complete, fully operational and structurally free of any major damage or distortion.

Ramp surface grip tape will be fitted as required, and will be complete and free of any damage.

Hi visibility tape will be fitted as required, and will be complete. Some minor use scratching to tape is acceptable, providing it is what could reasonably be expected during normal use.

Hard wired lift controls: must be present and fully operational. Wiring and handsets must be free of any damage, with the exception of normal wear and tear damage to operating buttons and surrounding surfaces (however the function descriptions and images must be clearly visible).

Remote control lift controls (where applicable): 2 x units must be supplied, and be fully operational. Handsets must be free of any damage, with the exception of normal wear and tear damage to operating buttons and surrounding surfaces (however the function descriptions and images must be clearly visible).

**Wheelchair carriage interior area (including floor, side area, and headlining)**

Hard floor areas will be free from significant damage, including any breaks, cracks, holes or corrosion. However scratches and wear associated with normal use is acceptable. Grip tape will be fitted where required, and will be fully secure and free from damage.

Carpet covered floor areas: carpet will be complete, free of rips or tears, and will be secure. However carpet pile may be showing wear and minor marks associated with normal use. Carpet edging trims; where application, should be fitted and secure, but may contain minor distortion and/or scratch areas.

Inner plastic trim panels will be complete, secure, and free of breaks, cracks, or damage related holes. However plastic textured or painted trims may contains minor abrasions or scratches, typically associated with normal use, wear and tear.

Metal painted inner panel/frame areas will be free of major damage, distortion, and unsightly dents or scratches. However may contain single/multiple scratch or abrasion areas of less than 40mm in length and/or shallow dents of less than 40mm in diameter, to a maximum combination of 8 areas per vehicle.

Head/roof lining should be complete and securely fitted, including any associated fixings clips, handles, hooks or other fittings. The material should be reasonable clean, free of any tears, rips or burns. However headlining material may contain minor impressions/dents of less than 40mm in diameter, or minor surface scratches or abrasions (including multiple scratch/abrasions in the same area) less than 40mm in length, to a maximum of 5 areas per vehicle.

Acceptable, minor scuffs and scratches lowered floor



Acceptable, minor scuffs or scratches to floor edge trims



Acceptable, minor trim scuffs and scratches



### Wheelchair straps, belts, winch (as applicable)

All originally fitted straps, belts and fittings should be in the vehicle, and should be operational and free from significant damage. Belt webbing must not be cut, torn or holed, however belts may contain minor fraying/thread damage associated with normal use. Inertia reel and electric belt mechanisms must be fully operational. Belt reel covers; where applicable, must be securely fitted and free of any significant damage, however some scratching to belt reel covers is acceptable.

Wheelchair winches (if fitted) must be fully functioning. Winch control units must be free of any damage, with the exception of normal wear and tear damage to operating buttons and surrounding surfaces (however the function descriptions and images must be clearly visible). Any straps or fittings associated with securing a wheelchair to a winch mechanism should be present in the vehicle, fully operational, and free of any significant damage.

Acceptable, minor belt thread damage



Unacceptable, more significant damage to belt webbing



### Non-wheelchair interior area

Door trim panels (+ associated fittings), dash facia panel (+ associated fittings), seats, Centre console units (where applicable) carpets (+ associated trims) should all be present, securely fitted, and free from damage.

Seats, door trim panels, and carpets should be free of any cuts, tears, seam damage, stains or burns. However minor thread and/or scuff damage may be present, as would be expected from normal use, wear and tear. Metal rear seat back panels (if fitted), may contain some minor scratches and/or shallow dents, but should not be unsightly. Rear seat back inner edges may be fitted with plastic protection trims, preventing or concealing minor wheelchair damage to fabric sections of the seat.

Textured and painted hard plastics will be free from breaks, cracks, or cuts. However minor surface scratches and abrasions of less than 40mm in length (including multiple minor scratches in the same area) are acceptable, as would be expected from normal use, wear and tear.

Head/roof lining should be complete and securely fitted, including any associated fixings clips, handles, hooks or other fittings. The material should be reasonable clean, free of any tears, rips or burns. However headlining material may contain minor impressions/dents of less than 40mm in diameter, or minor surface scratches or abrasions (including multiple scratch/abrasions in the same area) less than 40mm in length, to a maximum of 5 areas per vehicle.

Acceptable, minor wear and or scratching to inner door handle surface



Acceptable, minor door trim panel scratches





Acceptable, minor dents and scratches to metal seat back panel



Acceptable, minor marks and scuffs to headlining



#### **Pre-existing driving adaptations (as applicable)**

Any pre-existing driving adaptations, including (but not limited to) left throttle pedals, adapted right throttle pedals, hand controls, and steering balls will remain fitted to the vehicle. All such items should be complete, fully operational, and in reasonable condition for the age and mileage of the vehicle.

#### **Vehicle electrical and mechanical systems and components**

All electrical, mechanical systems and their associated components (including air conditioning and heating systems) should be fully operational and free of any defects. No dashboard warnings of system faults should be illuminated, but associated check systems should be operating correctly.

#### **Service, MOT status, and maintenance condition**

Any service which is either overdue or due within the forthcoming three months or 2000 miles (at the point of initial inspection by Motability Operation's vehicle preparation partner), will be completed prior delivery to the buying dealer. However, practically; due to prepared vehicle holding periods, a vehicle service may be due in less than 3 months at the point of actual delivery.

Any vehicle which is 33 months of age or greater; and without a current MOT certificate (at the point of initial inspection by Motability Operation's vehicle preparation partner), will be submitted for MOT test prior to delivery to the buying dealer. However practically Motability cannot guarantee that at the point of delivery to a buying dealer, vehicles will not require test for at least 3 months, due to repair delays and stock holding periods. (Excludes vehicles registered and being supplied in Northern Ireland, where the initial MOT is not required until the vehicle is 48 months of age).

The purpose of both above conditions is to ensure that delivered vehicles are not overdue for service or MOT requirements; or at least not immediately due within the forthcoming few weeks, when a vehicle arrives with a buying dealer. This is solely in place to negate any undue delay in the onward supply of any such vehicle, to a Motability customer.

#### **Keys and books**

**Keys:** all vehicles will be supplied with two keys, which allow access to the vehicle, and operation of the vehicle's engine. At one of these keys will include remote operation functionality for the vehicle systems, as originally specified for the make and model, by the vehicle manufacturer.

**Handbooks:** vehicles will be supplied with a handbook, outlining the operational instructions and other useful information, in relation to the base vehicle. For the avoidance of doubt, this requirement covers the main vehicle handbook only, and may not include any other associated literature, which may have been included within the vehicle when it was first supplied as new.

**Service book:** if applicable to the vehicle make and model, vehicles will be supplied with a service record book. However this may be a new replacement book, and therefore may not contain the details which would have been completed by the supplying dealer when the vehicle was new, and may not contain the details of any previously completed service(s). This information can be obtained from Motability Operations, if required.