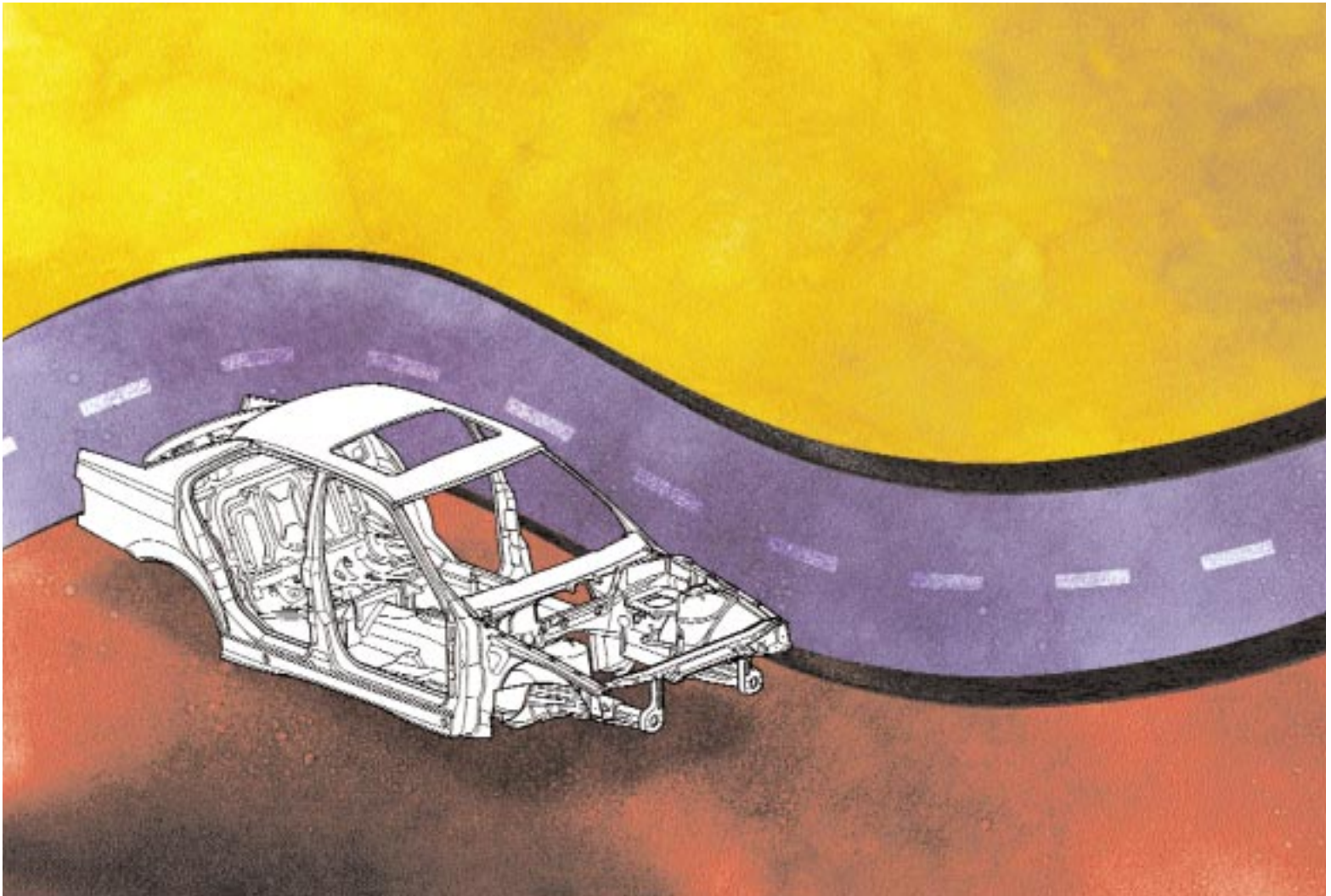


Vehicle Inspection Guidelines & Standards



≡ **Certified Pre-Owned** ≡
by BMW

BMW
Certified Pre-Owned

Vehicle Inspection
Guidelines &
Standards





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Certification Process Review

When performing the Certification Inspection of a vehicle, the BMW center must keep in mind that the vehicle involved is not new but pre-owned. Accordingly, restoration of the vehicle to “like new” condition is not the objective of the Certification Inspection process. The purpose is to examine all safety-related functions and address any condition that is unusual in nature, given the particular age and mileage category of the actual vehicle being inspected. Employing these Certified Pre-Owned Inspection Guidelines & Standards should result in a thorough and consistent inspection and reconditioning process.

The integrity of the Certified Pre-Owned BMW brand requires that all Certified Pre-Owned BMWs be correctly enrolled, carefully inspected with all deficiencies corrected and properly presented to the client. Following the checklist below will help ensure that all your Certified Pre-Owned clients receive the high level of care and treatment that they expect from BMW.

Step	
	Vehicle is taken into inventory and the decision to enroll it in the Certified Pre-Owned BMW Vehicle Program is made.
1.	Vehicle enrolled in the Certified program by faxing the Application to (201) 307-3736 or by using InfoBahn Automated Application System (if available).
2.	Program enrollment confirmed by means of DCS or through the InfoBahn on-line enrollment. (If proper enrollment IS NOT indicated, call BMW at (201) 307-3752 immediately for assistance.) Printout of confirmation placed in vehicle's Sales File.
	Vehicle is sent to the Service Department.
3.	Certification carried out by first opening a Repair Order with a separate line item that denotes “Certification Inspection.” Run DCS inquiry to check for open campaigns, service actions, damage disclosures and verification of enrollment status. (If enrollment is not indicated, stop processing the vehicle and contact Sales management immediately.) DCS printout attached to R.O. Vehicle is inspected using CPO Vehicle Inspection Checklist and all deficiencies are corrected.
4.	CPO Vehicle Inspection Checklist filled out completely, reviewed and approved by Service and Sales management, signed and filed in the vehicle's service file. The Statement of Certification is filled out, stamped, signed and presented to the Sales Department. Certification successfully completed.
	If, after vehicle enrollment, decision is made to wholesale the vehicle, it must be removed from the Certified program by faxing a Delete Request to (201) 307-3736.
5.	Vehicle prepared for sale; point of sale items are applied.
6.	The following items are prepared and presented to the client at delivery: ☐ Vehicle Statement of Certification ☐ Owner's Manual ☐ Service and Warranty Information Booklet ☐ Keys (at least two master keys must be available) and applicable keyless remotes
7.	Retail sale recorded and transmitted to BMW via DCS to activate Protection Plan.

Vehicle Background Review

Prior to the physical inspection of the vehicle, this VEHICLE BACKGROUND section is intended to provide the Pre-Owned Manager, the Service Manager and the repair team a reference point concerning the vehicle's service history. Depending on the source of the vehicle's acquisition and the history of its maintenance, major decisions concerning the extent of reconditioning can be established in advance. This should aid in reducing the overall processing time while improving the reconditioned quality.

Following is a brief outline of the VEHICLE BACKGROUND section:

DATE:_____	CENTER NAME:_____	STOCK NO.:_____
CHASSIS NO.:_____	MILEAGE:_____	CENTER NO.:_____
SOURCE: ☐ BMW FS OFF-LEASE ☐ OTHER OFF-LEASE ☐ TRADE-IN ☐ AUCTION		
CPO ENROLLMENT DATE:_____ (Confirmed by InfoBahn or DCS)		

This basic header data could be completed by the Pre-Owned Manager and could act as a work order to the Service Department to conduct a CPO Inspection.

VEHICLE BACKGROUND			
SERVICE ADVISOR NAME:_____		EMPLOYEE NO.:_____	
REPAIR ORDER NO.:_____		DATE OPENED:_____	
CURRENT SERVICE INDICATOR DISPLAY:			
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		OR _____ remaining miles	
BMW NA DCS – OPEN RECALL, SERVICE ACTIONS, DAMAGE DISCLOSURE AND CPO PENDING STATUS (attach printout):			
ORIGINAL IN-SERVICE DATE:_____			
MAINTENANCE HISTORY – Maintenance Program? ☐ YES ☐ NO ☐ ACTIVE ☐ EXPIRED			
IF ACTIVE, ☐ SCHEDULED or ☐ FULL			
LAST MAJOR SERVICE			
(circle one):			
INSPECTION I or II	DATE_____	DEALER_____	MILES_____
LAST FLUID CHANGES:			
BRAKE	DATE_____	DEALER_____	MILES_____
AND COOLANT	DATE_____	DEALER_____	MILES_____
LAST BODY INSPECTION:	DATE_____	DEALER_____	MILES_____
BODY REPAIR HISTORY			
REPAIR ORDER NO(S):_____			
	DATE_____	DEALER_____	MILES_____
Comments:_____			

UPDATE SERVICE AND WARRANTY INFORMATION BOOKLET.			
INSTRUMENT CLUSTER OR CODING PLUG CHANGE?			
IF YES, was: 1) Service and Warranty Information Booklet updated?		☐ YES	☐ NO
2) change label attached to B pillar?		☐ YES	☐ NO &
		☐ YES	☐ NO

Continued on next page



Vehicle Background Review (contd.)

This section is directed to the Service Advisor. Based on the review of the maintenance and service history, the processing could take a number of avenues. What does the service file, DCS file and the vehicle's documentation reflect as to how this vehicle was maintained and what services should be performed? The Service Advisor should use this information to add line items to the Repair Order reflecting areas such as:

Open Campaigns – may require a separate RO to address BMW warranty standards.

Inspection I or II:

This information may be confirmed by DCS review under the following defect code(s):

1st Engine Oil Service	.85 99 00 89 **	Inspection I	.85 99 00 92 **
Engine Oil Service.	.85 99 00 91 **	Inspection II.	.85 99 00 93 **

Fluid Changes:

Brake – required frequency dependent on model and model year from the original in-service date.

This information may be confirmed by DCS review under the following defect code:

Brake Fluid Changes34 00 00 77 **

Coolant – required frequency dependent on model and model year* from the original in-service date.

*M5 every three years

This information may be confirmed by DCS review under the following defect code:

Engine Coolant Change.17 11 00 77 **

Body Inspection – required frequency dependent on model and model year from the original in-service date.

This information may be confirmed by DCS review under the following defect code:

Body Corrosion Inspection. . . .41 00 01 77 **

** = SP Scheduled Maintenance Program

MP Full Maintenance Program

Special attention should be given to inspecting previous body repairs. This information may be confirmed by review of your record of Repair Orders to be reflected under the BODY REPAIR HISTORY section of this checklist.

Service and Warranty Information Booklet should be reviewed to also confirm maintenance history, updated to reflect the level of maintenance being performed under reconditioning and returned to the vehicle's portfolio.

INSTRUMENT CLUSTER OR CODING PLUG CHANGE: Is the mileage on the vehicle consistent with the DCS and center's service history? IF NOT, further review is necessary. Was the INSTRUMENT CLUSTER OR CODING PLUG CHANGED? IF YES, was the (1) Service and Warranty Information Booklet updated and (2) change label attached to B pillar. IF NO, and for all questions concerning mileage, please call BMW at (201) 307-3752 immediately.

Please Note: Based on the Service Advisor's review, consideration may be given to suspending the CPO Inspection due to conditions which might prevent the vehicle from qualifying for CPO enrollment.

The Certified Pre-Owned Detail Process

Prior to conducting the BMW CPO Inspection, the vehicle should receive a through interior and exterior detailing. The CPO Detail Process is a function of the BMW SPA (Specially Pampered Automobiles) program and consists of the following:

EXTERIOR

Engine Compartment

- ☐ Position the vehicle where the run-off from this process will conform to environmental standards.
- ☐ Refer to SI Bulletin 12 03 89 (1838) for the proper engine-cleaning procedure.

Clean Wheel Wells/Under Carriage

- ☐ Rinse with sufficient water to remove loose dirt.

Wash Exterior

- ☐ Apply liberal amounts of soap using BMW Car Shampoo p/n 82 14 9 400 129.

Clean Hood, Trunk Gutters and Door Jambs

- ☐ Apply BMW Wax p/n 83 12 9 408 527 to areas where cleaners were used.

Clean Wheels

- ☐ Brush using BMW Wheel Cleaner p/n 82 14 1 467 045.

Clean Exterior Glass

DO NOT at this time wax or buff the vehicle. The Body Condition, Fit and Finish Inspection has not been performed nor have subsequent repairs been completed.

INTERIOR

Vacuum

Shampoo

- ☐ Headliner, door panels, cloth seats, carpet and floor mats.

Leather & Vinyl Cleaning

- ☐ Clean and protect leather areas with BMW Leather Care p/n 81 2 9 400 901.
- ☐ Clean vinyl upholstery with BMW Rubber/Vinyl Cleaner p/n 82 14 1 467 133 and protect with BMW Cockpit Spray p/n 83 12 9 407 769.

Instrument Panel and Console Cleaning

- ☐ Clean rubber and vinyl areas of the instrument panel and console with a clean cloth, lukewarm water and BMW Rubber/Vinyl Cleaner p/n 82 14 1 467 133.
- ☐ Dress rubber and vinyl areas with BMW Cockpit Spray p/n 83 12 9 407 769.
- ☐ Polish plastic areas with BMW Plastic Polish p/n 82 14 1 467 129.

Interior Glass Cleaning

- ☐ SPECIAL NOTE: Vehicles with break-resistant Security Glass should be cleaned with clear water.

Odor Removal

- ☐ Clean all interior surfaces as noted above.
- ☐ Utilize the BMW Rainbow Air Activator/Odor Outer – call the BMW Equipment Hot Line at 1-888-222-7997 and ask for p/n 188-5401-Auto.

Refer to the Vehicle Care section of the Owner's Manual for additional information.



Paint Evaluation Guidelines

When evaluating a vehicle, the general overall condition must be taken into account. Regular care and attention is just as important for the paint of a vehicle as oil changes and mechanical maintenance. As a guide in the assessment of the condition of the paint finish, it is important to keep in mind that the body of a BMW is painted as a single unit, from the zinc phosphate coating to the final clear coat. Depending on the location and extent, most cosmetic shortcomings should be repaired prior to offering the vehicle for sale under the CPO program.

The following should assist in your evaluation of pre-owned vehicle paint finish. Conditions which could impair the proper function of the body component are not acceptable (example: dents and scratches down to the metal).

For all other zones, besides A and B shown below, no specifications for optical quality are required. However, the functional requirements should be fulfilled (i.e., dents and scratches down to the metal should be repaired).



Evaluation zones



Table 1. Vehicle Evaluation Areas

Location	Area Color	Evaluation
A	Red	Direct Visual Area
B	Green	High Visual Area

Table 2. Cosmetic Review Chart

Evaluation Areas A and B with Recommended Recondition		
Condition	A	B
Chips ON paint	>1/4-inch Repair	Discretionary
Chips IN paint	Repair	Repair
Scratches ON paint	Buff	Buff
Scratches IN paint	>1-inch Repair	>3-inch Repair
Scratches TO metal	Repair	Repair
Dents (paint intact)	Repair	Discretionary
Dents (paint broken)	Repair	Repair

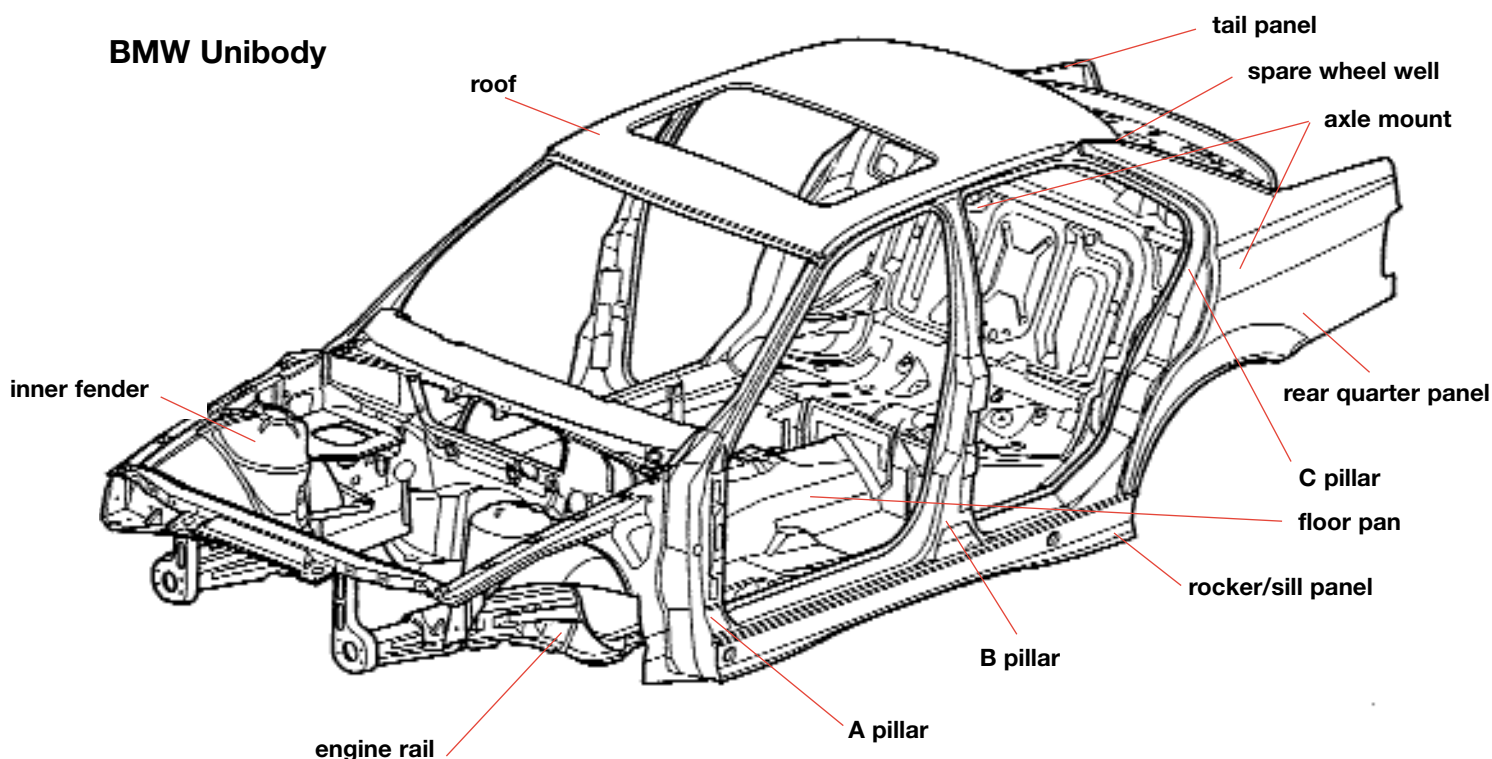
Condition	Inspection	Suggested Recondition
Chips ON paint finish: Damage caused by flying stones, sand and salt to the front, sides and roof panels.	"ON paint" – through the clear and color, but NOT through the primer.	These areas should be touched-up.
Chips IN paint finish: In many cases the paint finish is penetrated through to the primer coating. Paint blisters in the area around the impact; rust may soon develop if the scar is into the bare metal and the impact damage is not repaired.	"IN paint" – through clear, color, primer and INTO THE METAL.	The area should be refinished.
Scratches ON paint finish.	Commonly known as "hairline" scratches; NOT through the clear coat.	Polish out using a very mild abrasive polishing compound, buffing at a low speed.
Scratches IN paint finish. (Includes scratches to metal.)	Damage extending through the clear and color into the primer and may also go to the metal.	The panel(s) should be refinished.
Body dents (paint intact): Inward or outward depressions in the painted metal surface.	Small dents where the paint IS NOT BROKEN.	The dent should be removed by a paintless dent service.
Body dents (paint broken): Inward or outward depressions in the painted metal surface.	ALL dents where the paint IS BROKEN.	The area should be repaired and refinished.



Body Evaluation Standards

All BMWs have unibodies. Unitized vehicle bodies consist of the floor pan, safety occupant cell and outer panels. The floor pan consists of the base panel, side and cross members, engine mounting and axle mountings. The safety occupant cell consists of the front bulkhead, rocker panels, A-B-C pillars and the rear bulkhead. Outer panels consist of the nose, quarter, tail and roof. Bolt-on parts such as the hood, fenders, doors and trunk are not considered part of the unibody because they have no structural function. For the purpose of evaluating CPO Program Eligibility, any vehicle where a Component as listed on the Unibody Review Chart has been replaced WILL NOT be eligible for CPO enrollment. Vehicles where these components have been repaired will qualify for enrollment provided that the repair conforms to the functional requirements of the body component (example: doors meet alignment and operation standards if the rocker or pillar[s] were subject to repair).

BMW Unibody



Unibody Review Chart

Component	Extent of Repair	CPO Program Eligibility
Inner fender/shock tower(s)	Replacement	NO
Engine rail(s)	Replacement	NO
A-B-C pillar(s)	Replacement	NO
Rocker/sill panel(s)	Replacement	NO
Rear quarter panel(s)	Replacement	NO
Tail panel	Replacement	NO
Axle mounting(s)	Replacement	NO
Roof	Replacement	NO
Spare wheel well	Replacement	NO
Floor pan: main cell & trunk	Replacement	NO

Other Body Areas: Condition, Fit & Finish Inspection Guidelines

Area	Inspection	Recondition
Bumpers: front and rear	Check for alignment and condition.	Realign as necessary.
Hood	Check for alignment.	Realign as necessary.
Doors: left/right front/back	Check for alignment.	Realign as necessary.
Convertible top	Check for fit, wear, leaks and operation.	Repair or replace as necessary.
Sunroof	Test all functions; inspect gasket.	Adjust, align, repair or replace as necessary.
Antenna	Check condition.	Repair or replace as necessary.
Hatch (model-dependent)	Check operation.	Repair or adjust as necessary.
Battery well	Inspect battery, fluid level, overflow drain and battery well.	Ensure battery is intact, proper size, AMP hr for model, proper fluid level and the area secure; refill, repair or replace as necessary.
Fuel-filler door	Check for alignment and condition.	Realign as necessary.
Mirror assembly (2)	Check housing for condition and operation.	Repair, refinish or replace as necessary.
Alignment of all panels	Spacing should be uniform throughout.	Closely examine all out-of-line conditions. This may indicate damage repair or panel replacement.



Wheel Assembly Inspection Standards

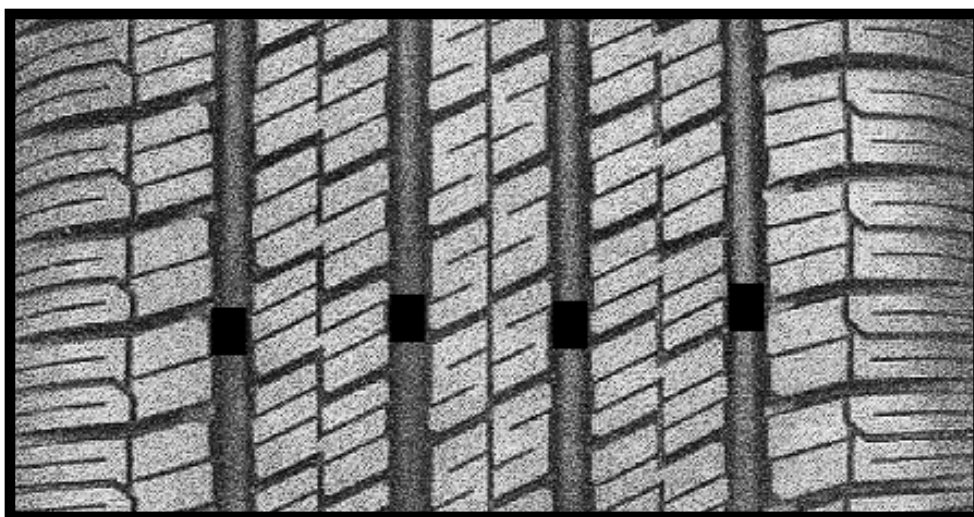
Area	Inspection	Recondition
Tires & tire treads (including spare)	Confirm proper OE type, size, matching tread pattern and brand. Inspect surface wear and sidewall damage. Measure tread depth across the entire surface of the tire from outside, center and inside at the TOP of the wear indicators – S. I. 04 02 96 of 3/'96 special tool p/n 90 88 6 341 260.	Replace mismatched and/or non-approved tire(s). Replace cupped, unevenly worn and sidewall-damaged tire(s). Adjust alignment of uneven tread wear. REPLACE any tire measuring LESS THAN 3-mm tread depth at all locations across the entire surface. Balance all replaced tires.
Tire pressure	Measure tire pressure.	Adjust pressure to placard requirements.
Wheels (including spare)	Inspect the rims for chips, scratches, gouges, impact damage and warpage. If questionable, TEST RUNOUT.	Replace bent, gouged and/or warped rims. Wheel(s) is (are) to conform to Runout Specifications – should not exceed 0.6 mm Radial/0.6 mm Lateral. Refinish small chipped, scuffed and scratched rims.
Wheel torque	Torque wheel lugs.	Adjust lug bolts to correct Nm torque.
Brake rotor condition	Visually examine disc surfaces. If replacing pads, measure overall thickness – for special tool, call the BMW Equipment Hot Line at 1-888-222-7997 and ask for p/n 54-434060.	Replace worn, scored, hot-spotted or warped disc. Replace any disc below minimum thickness as stamped on hub.
Brake calipers	Visually inspect condition.	If replacing pads, clean brake contact points and grease wheel-centering hubs.
Brake pads	Inspect condition. Check overall thickness – S. I. 04 02 96 of 3/'96 special tool p/n 90 88 6 341 260.	REPLACE pads measuring LESS THAN 5 mm.
Parking brake pads	If replacing rear pads, inspect condition.	Replace pads if necessary.

Outside

Center

Center

Inside



Glass Inspection Guidelines & Standards

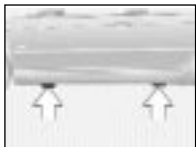
Area	Inspection	Recondition
Windshield: Chipped, cracked and scratched windshield may require repair or replacement.	Conduct an in-depth inspection of the windshield, inside and out.	Replace cracked windshields regardless of length. Replace if chips are larger than 1/4 inch in diameter. Repair chips smaller than 1/4 inch in diameter. Replace scratched windshields in the driver's direct line of sight or if larger than 2 inches in length. Polish small scratches.
VIN (Vehicle Identification Number) ID: Visible from the outside on the driver's side of the windshield is the 17-digit VIN.	Match all 17 digits to the Safety Compliance Label located on the driver's side B pillar. Also, match the last seven (7) digits to the Chassis number on the Repair Order.	NONE – Mismatched numbers may be an indication of a major problem. Advise management, IMMEDIATELY.
Door & side glass: Chipped, cracked and scratched door glass may require repair or replacement.	Conduct an in-depth inspection of all door glass, inside and out.	Replace cracked glass regardless of length. Polish small scratches and chips. Replace scratched glass in the driver's direct line of sight or if larger than 4 inches in length.
Rear window	Conduct an in-depth inspection of the rear glass, inside and out.	Polish scratches.
Exterior/interior mirror(s)	Inspect mirror surfaces.	Replace cracked, scratched or broken glass.
Side & rear shades	Extend and retract all sunshades, inspecting for operation and condition.	Replace worn, torn and broken shades. Clean all shades.



Mechanical Inspection Guidelines & Standards

Area	Inspection	Recondition
Headlights and assembly	Inspect condition of the lenses and assembly.	Plastic lens – polish small chips and “frosting” with Plastic Window Cleaner p/n 82 14 1 467 128 and Plastic Polish p/n 82 14 1 467 129. Replace cracked lenses or lenses with holes.
Fog lights and assembly	Inspect condition of the lenses and assembly.	Plastic lens – polish small chips and “frosting” with Plastic Window Cleaner p/n 82 14 1 467 128 and Plastic Polish p/n 82 14 1 467 129. Replace cracked lenses or lenses with holes.
Wiper blades and assembly	Inspect condition of wiper blades and assembly.	Replace cracked, broken or twisted blades. Replace torn, cracked or worn-out inserts.
Washer jet {RT}*	Inspect washer jet assembly.	Repair jets as necessary.
Headlight washer jets (optional) {RT}*	Inspect washer jet assembly.	Repair jets as necessary.
Door handle, hinge & lock	Inspect and operate all handles, hinges and locks.	Lubricate as necessary. Repair as necessary.
Keys	 Check to ensure both master keys are available; the wallet and valet keys are optional.	Order and replace any missing master key(s).
Central locking functions	Activate all the central locking features using BOTH master keys. Check the locking/unlocking features with the valet and wallet keys.	Repair as necessary. Replace batteries in master keys as necessary.
Hood-release (primary & safety)	Check the condition and function.	Repair as necessary.
Alarm functions	Set and activate alarm system. Check the condition and function.	Replace batteries in key pads as necessary. Repair as necessary.
Seat and headrest functions	Check all seat and headrest adjustment points and memory features.	Repair as necessary.
Seatbelt(s), buckle(s), latch(s), height adjustment & stress indicators	Check the condition and function of all belts and components. When extended, check the seatbelts for body, cologne, or perfume odor.	REPLACE any belt or component that is worn or frayed. Clean with mild soap/water and dry completely before allowing to retract into the inertia reel.

***{RT} = Road Test. Operation is to be evaluated during the Road Test phase of the inspection.**

Area	Inspection	Recondition
Airbags	Visually examine the SRS airbag units for torn covers, obvious damage, attachment of decals, decorations or accessories.	REPLACE units with torn covers and obvious damage. Remove and discard any nonconforming decals, decorations or accessories.
Child locking functions	Set and test the child locking feature on models with rear doors.	Repair as necessary.
		
Fuel-filler door locking	Check condition. Check the locking/unlocking features.	Repair as necessary.
Trunk	Check condition and operation. Check the locking (soft close) and unlocking (remote) features.	Repair as necessary.
Rear taillight assembly	Inspect condition of lenses and assembly.	Replace cracked or broken lenses.
Gas shocks: hood & trunk	Check condition and operation.	Replace as necessary.
Rear wiper (optional) {RT}*	Inspect wiper blade, assembly and washer jet position.	Replace cracked, broken or twisted blades. Replace torn, cracked or worn-out inserts. Reposition jet and fill fluid as necessary.
Jack, lug & tools	Inspect for standard tools and equipment.	Replace as necessary.
Suspension components	Visually inspect for leakage and the condition of struts.	Replace as necessary.
Lifting blocks	Check that all lifting blocks are in place.	Replace as necessary.
		
Front control arm bushings	Check for wear.	Repair as necessary.
Steering	Check operation for absence of play, condition of suspension track rods, front axle joints, steering linkage and joint disc. Check for leaks and wear.	Repair as necessary.
Major component mounts	Check for cracking and wear.	Repair as necessary.
Exhaust system	Visually check condition, position and mounting, examining for leaks. Shake system, examining for rattling and mounting problems.	Repair as necessary.

***{RT} = Road Test. Operation is to be evaluated during the Road Test phase of the inspection.**

Continued on next page



Mechanical Inspection Guidelines & Standards (contd.)

Area	Inspection	Recondition
Fluid levels: Oil Brakes Power steering Washer Coolant	Check the fluid level.	Add fluid as necessary.
Coolant protection level	Check the coolant protection level.	Adjust if below specification.
Fluid levels: Transmission Rear axle	If subject to LEAKAGE, check fluid level.	Repair leak; replace fluid as necessary.
Fluid leaks of components, tanks, lines & couplings: Coolant Engine oil Transmission Rear axle Half shafts Gas Brake Power steering Shocks & struts Self-leveling (optional)	Check for cracking, wear and leakage.	Repair leak; replace fluid as necessary.
B pillar stickers VIN ID	Match all 17 digits to the Safety Compliance Label located on the driver's side windshield. Also, match the last seven (7) digits to the Chassis number on the Repair Order.	NONE – Mismatched numbers may be an indication of a major problem. Advise management, IMMEDIATELY.
Placard	Check for the Placard label.	Replace as necessary.
Belts	Check for cracking and wear.	Repair as necessary.
Belt tensioners	Check condition and operation.	Repair as necessary.
Hoses: Coolant Hydraulic A/C	Check for cracking, wear and leakage.	Replace as necessary.
Battery voltage	Check battery state-of-charge.	Charge, load-test or replace as necessary.
Review diagnostic faults	Perform quick test.	Correct all faults. Reset system.

Interior Inspection Guidelines & Standards

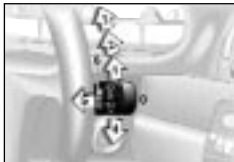
Area	Inspection	Recondition
Door weather seal	Inspect for wear and condition.	Replace as necessary.
Carpet/floormat	Inspect for wear and damages.	Clean, repair or replace as necessary.
Wood trim	Inspect for gloss and condition.	Resurface or replace as necessary.
Cupholder(s)	Inspect operation and damages.	Repair or replace as necessary.
Glovebox	Inspect operation and condition.	Clean and repair as necessary.
Seat	Inspect for wear and damages.	Clean, repair or replace as necessary.
Headliner	Inspect for wear and damages.	Clean, repair or replace as necessary.



Road Test Inspection Guidelines & Standards

A quality road test should **take 20 minutes and cover 5 to 10 miles**, depending on the vehicle model and condition. Select a location to conduct the **STATIONARY REVIEW** that is quiet and will lend itself to viewing all exterior lights from the interior, while allowing proper venting with the motor running. The **ROLLING REVIEW** should take place over a route that has sufficient starts and stops, left and right turns, up, down, bumpy and straight roads to provide a good review of the vehicle's operation. During the Rolling Review, the radio and HVAC should be off and the windows closed to properly evaluate road and vehicle noise. Please concentrate on testing and evaluating the vehicle. Filling out and completing the Rolling Review section of the checklist should be done when the test is completed with the vehicle stopped, the transmission in Park or Neutral and the engine turned off.

Stationary Review

Area	Inspection	Recondition
Mileage: In _____ / Out _____	Test for 15 to 20 minutes for a minimum of five miles, depending on model and condition.	As noted below.
Driver's seat function	Test, inspect and operate all features of the seatbelt, seat front/back – up/down, headrest and lumbar (optional).	Repair, clean or replace as necessary.
    		
Mirror functions	Test all adjustments and heating features of exterior mirrors; Gentex feature of interior and tip-down while in Reverse for exterior passenger side.	Repair or replace as necessary.
 		
Navigation System	Insert disk and test all functions.	Repair or replace as necessary. Deliver vehicle with proper area disk.
On-Board Computer System	Test all functions.	Repair or replace as necessary.
Steering wheel	Conduct a detailed testing of: column adjustments; horn; audio functions for radio, cassette and CD (if equipped); stalk controls for wipers (x4) and washers (x2); high beams and computer (x5).	Repair, adjust or replace as necessary.
  		

Stationary Review (contd.)

Area	Inspection	Recondition
Pedal function	Test travel, response and clutch lock-out features while starting.	Repair or replace as necessary.
Gearshift function	Test smoothness and lock-out features while starting.	Repair or replace as necessary.
Parking brake function	Check parking brake actuation.	Adjust to model specifications as necessary.
HVAC control	Activate and perform a detailed test of all features at all control levels.	Repair or replace as necessary.
Audio function	Activate and perform a detailed test of all features at all control levels for radio, cassette and CD, if so equipped.	Repair or replace as necessary.
Electrical	Activate and test all features.	Repair or replace as necessary.

Rolling Review (Checklist to be completed following testing cycle; not while driving the vehicle.)

Area	Inspection	Recondition
Engine performance	Test cold and hot starting; evaluate idle and acceleration performance.	Repair as necessary.
Transmission shifting	Test all gears throughout various speed ranges, both up- and down-shifting.	Adjust, repair or replace as necessary.
Cruise control	Test all control features.	Repair or replace as necessary.
Noise	Listen for problem noise.	Eliminate.
Vehicle handling and braking performance	Test and evaluate the road handling, control, traction and stopping performance.	Adjust, align, balance, repair or replace as necessary.
Steering wheel	Test centering. Evaluate shimmy.	Adjust, align, balance, repair or replace as necessary.
Instrument gauges	Test and ensure that all are operational.	Repair or replace as necessary.
Other	Open section for additional comments.	



Approval Section

Service Manager's, Technician's and Pre-Owned Manager's signatures certify that the vehicle has been carefully inspected and that apparent deficiencies have been corrected. This is a pre-owned vehicle; no claim is made, implied or otherwise, that this vehicle is in new condition.

TECHNICIAN NAME: _____ TECH NO.: _____ SIGNATURE: _____

SERVICE MANAGER NAME: _____ SIGNATURE: _____

PRE-OWNED MANAGER NAME: _____ SIGNATURE: _____

- ☐ At the conclusion of the Certified Pre-Owned Inspection, the checklist should be reviewed and required repairs approved by the management team of the Service Manager and the Pre-Owned Manager.
- ☐ Individual line items should be opened on the Repair Order, reflecting all repairs.
- ☐ Technicians should continue to provide:
 - repair comments
 - actual repair time through punch-time tags or electronic time logging per line
- ☐ Defects in materials or workmanship that are covered under the BMW New-Vehicle Limited Warranty MUST be verified/authorized by the Service Manager according to the BMW NA Warranty Policies and Procedures Manual.
- ☐ The accounting copy of the Repair Order should reflect:
 - the Certification Inspection as a separate line item
 - all required repairs
 - repair time
 - paid time
 - parts covering all repairs
 - sub-let repairs associated with the reconditioning or repair
- ☐ File the CPO Vehicle Inspection Checklist together with the closed-out Repair Order in the service file.

Final Steps For Inspection Guidelines & Standards

- ☐ Review and complete all forms and checklists.
- ☐ Close-out all open items.
- ☐ Perform all required repairs and reconditioning.
- ☐ Conduct the final detailing operations of waxing and polishing.
- ☐ Issue the Statement of Certification.
- ☐ Install:
 - Portfolio – Owner’s Manual, Service & Warranty Information Booklet
 - CPO license plate
 - CPO windshield static label
 - CPO “Monroney” price label
- ☐ Price the vehicle on the web site.
- ☐ Position the vehicle on the front line for sale and immediate delivery.

Follow-up Service/Reconditioning Inspection Guidelines & Standards

- ☐ Wash CPO display vehicles weekly or more frequently, depending on condition.
- ☐ Rotate display vehicles weekly.
- ☐ Check battery voltage weekly and charge as necessary.
- ☐ Re-inspect unsold CPO vehicles every six months or 2,000 miles.

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