

## BEL AIR AUTO AUCTION POLICY GUIDE

**SALE EVERY THURSDAY – LANES STARTING AT  
8:30 AM**

**Bel Air Auto Auction - Clayton Station Facility –  
Edgewood, Maryland**

8:30 AM - Insurance Consignment, Damaged Rental  
Vehicles & Donations State and County  
Government Vehicles as scheduled monthly.

**Bel Air Auto Auction – Main Location – Bel Air, MD**

9:00 AM – Lane 5 – Ally followed by Independents

9:30 AM – Lane 3 – New Car Dealer Express

9:30 AM – Lane 4 – Dealer Express

9:30 AM – Lane 2 – Dealer Express

10:00 AM – Lane 6 – Fleet/Lease

10:00 AM – Lane 1 – Dealer Express

1:00 PM – Lane 6 – Ally /Repos – Car and Truck Public  
Sale (different policy guide)

### *General Policies*

This Policy Guide outlines the broad guidelines and policies for dealers conducting business at Bel Air Auto Auction. Dealers should read and understand our rules, policies and the manner in which we operate this dealer vehicle exchange before transacting business at this auction. Fairness must prevail in these business transactions between buyers and sellers, and dealers who register agree to abide by the policies and procedure of this auction.

All dealers must register with this Auction before buying and selling.

Bel Air Auto Auction is an *Auction Access* member. First time attending dealers must call ahead or visit our

dealer registration counter to activate their *Auction Access* number with us.

The Auction reserves the right to accept or reject applicants. Use of our buyer's card is a privilege and is non-transferable. Bel Air Auto Auction may revoke the dealer's privileges when deemed necessary and the holder must return the card upon demand.

Dealer Registration files must be kept current. Changes in information such as ownership, authorized buyers, banks, bonding companies, etc. must be reported to the Auction in writing.

Dealers are responsible for their representatives. If a representative breaks any auction rules, the Principal will be held accountable.

Dealer and/or dealer's representative using a card agrees to abide by all the policies of this Auction in which the dealer and/or representative may be involved.

Safety practices prohibit children on the Auction premises.

Dealers entering the Auction may be asked to show proper Auction Identification.

Auction reserves the right to limit the number of "Drivers" accompanying an attending dealer and drivers must show a valid driver's license.

Retail customers are not allowed during dealer only auction scheduled times (See Lane Schedule).

All transactions (buying or selling of vehicles) taking place anywhere at this Auction's facility must be processed through the auction office. Any act or effort to circumvent this policy will be grounds for revoking the privileges of both the buyer and seller involved in the unauthorized transaction.

Buyers and sellers understand and recognize that this Auction acts solely as a Dealer Only vehicle exchange to facilitate the transaction between buyer and seller with title passing from seller to buyer. All transactions are strictly between the seller and buyer. The Auction is not involved in chain of title, although the Auction provides specific title warranties as stated in the terms stated on the Vehicle Agreement of Sale (Block Ticket), which both seller and buyer sign.

Auction makes no representations or guarantees as to the description, equipment, warranties, service policy, title status/accuracy, or odometer on any vehicle sold or offered

for sale.

- Auction is not a party to the contract of the sale. The sales contract is between the Seller and Buyer only. The Seller is required to give the Federal Odometer Mileage Statement in connection with any auction sale as required by the Motor Vehicle Information and Cost Savings Act of 1972 or any other applicable laws. Auction is not responsible for the accuracy of odometer readings, odometer statements, or damage disclosure statements.

Any sale in which the Auctioneer does not state the selling price of the vehicle or “sell under the hammer” is considered a “Lot Sale”. All “Lot Sales” are conditional until the buyer signs the block ticket or appropriate document for the vehicle signifying they have inspected and accepted the vehicle. Until the appropriate document is signed, the sale is not binding to either party. Buyers are cautioned to inspect “Lot Sale” vehicles very carefully before purchasing because vehicles are sold “AS IS” with no arbitration.

All vehicles consigned must have a public Vehicle Identification Number (VIN) plate attached to the vehicle. Those vehicles having a reassigned VIN plate by the State in place of the original VIN plate must be announced or will be subject to sale cancellation or Buyer return. Auction reserves the right to refuse the sale of any vehicle in which the VIN plate appears to be altered in any way.

Auction reserves the right to review any audio/video documentation to verify the accuracy of a sale.

The Auction always attempts to administer and rule on matters involving transactions in an impartial and equitable manner. The Auction retains total discretion to make final judgments and to rule on all matters involving auction policies. Any effort to circumvent Auction policies or guidelines will not be tolerated. The Auction management will make all final decisions involving dealer disputes.

The Auction reserves the right to refuse the registration or consignment of any vehicle in which, in its discretion, it determines is unacceptable.

The Auction may adopt new policies as required from time-to-time, and changes will be posted.

This Member Auction adheres to the general philosophy, mission statements and the Code of Ethics of the National Auto Auction Association.

### *Vehicle Registration*

### *Registration Hours*

Monday & Tuesday: 8:30 AM to 5:00 PM  
Wednesday: 8:30 AM to 8:00 PM Thursday:  
7:00 AM to 5:00 PM Friday: 8:00 AM to 5:00  
PM

### *Registration Rules*

Early registration of vehicles begins at 2:00 PM on Thursday for the following week's auction date. To qualify for early registration, the vehicle must be physically present on the auction lot. Once registered, the vehicle must remain on the auction lot until it crosses the block on auction day.

Phone-in number reservations begin at 8:00 AM on Friday preceding the next week's auction

Reserved numbers are not transferable to another dealer.

Absolutely no cancellations. Once numbers are reserved, you are responsible for fees.

Numbers may be changed from one lane to another without extra charge prior to sale time.

Late arriving vehicles may be run at the end of the Lane. No exceptions.

The first 20 numbers in Lanes 5 are eligible for re-runs at no charge, if properly registered and represented by seller the first time across the block

Vehicles not removed from grounds by noontime Monday following each sale will automatically be re-registered for the current week's auction.

### *Gate Release*

Any vehicle leaving the auction yard must have a stamped and bar coded gate pass.

Security guards are not authorized to issue gate passes.

Vehicles can be picked up 24 hours a day, 7 days a week **unless otherwise posted.**

### *Sale- Light System*

The auction has a light system which permits Sellers to describe the condition and/or announcements related to the vehicle being sold. Sellers are responsible for ensuring that their vehicles sell under the correct light.

Buyers are responsible for listening to announcements made by the auctioneer prior to the start of the sale for each vehicle. The Buyer is also responsible to observe and understand what the various lights mean.

GREEN LIGHT – Signals that the vehicle is covered by the auction’s rules for arbitration. Regardless of light, any vehicle selling for \$2,500 or less is automatically AS- IS and cannot be arbitrated for any reason except odometer or title discrepancy.

YELLOW LIGHT – Indicates the announcements have qualified the condition and limits arbitration of this vehicle.

RED LIGHT – “AS-IS” – Signals that the vehicle is ***not covered*** by the auction rules for arbitration. Vehicles sold under the Red Light cannot be arbitrated for any reason except frame, odometer, flood or title discrepancy. Vehicles sold for \$2,500 and under are automatically AS-IS regardless of light and cannot be arbitrated for any reason except odometer or title discrepancy

BLUE LIGHT – “CTA-Title Delay” – Identifies that the title is not present at the time of sale. See TITLE INFORMATION Section for CTA - Title Delay policies.

WHITE LIGHT – “Mileage” -Announces mileage over 100,000 or multiples thereof (200,000 etc.), irregular or broken odometer, and/or TMU – True Mileage Unknown.

### *Arbitration*

All arbitration must be handled through the Auction Arbitration Department.

Unless otherwise noted arbitration claims must be brought to Auction Arbitration within one hour after the lane in which it was purchased closes.

Inoperable odometers must be brought to the Auction Management's attention by 5pm -the day of the sale.

Vehicles must be on Auction premises to be verified.

Missing or deployed airbags must be brought to Auction Management's attention by 5pm day of sale. Unit must be on Auction premises.

Emission control equipment missing or inoperable must be brought to Auction Management's attention by 5pm day of sale (subject to \$500 repair limitation). Unit must be on Auction premises.

Visible Defects are not grounds for arbitration.

Air Conditioning defects not subject to arbitration.

Oil leaks and/or Transmission leaks are not subject to arbitration unless deemed excessive.

Power Accessory defects not subject to arbitration.

The Auction will not be involved in arbitration, adjustment or settlement of any defect or claim on units sold outside of auction block. Such sales are considered AS-IS and cannot be arbitrated for any reason except frame, odometer, flood, or title discrepancy except for units under \$2,500 which can only be arbitrated for odometer and title discrepancies.

Check Engine, ABS, Air Bag, Fluid Level, Seat Belt Lights are not subject to arbitration.

All guarantees as stated by the Seller are those of the Seller only. The Auction makes no representations or guarantees as to the description, equipment, history, warranties, service policy, title status/accuracy or odometer on any vehicle sold or offered for sale.

The auction does not guarantee or get involved in any factory or dealer warranty coverage issues on vehicles sold or offered for sale.

Audio visual electronic equipment is not subject to arbitration. Missing Navigation disks are not covered by Arbitration.

No Arbitration on vehicles over 20 years old –  
AS-IS

The Auction does not guarantee information listed in Electronic Vehicle Data Histories and may not accept arbitration claims based solely on EDVH data.

The Auction does not guarantee any warranty books, VIN plates, or the year of kit vehicles, trailers, motorcycles, watercraft, recreational vehicles, antique, homemade or modified vehicles. All of these vehicles are sold AS-IS and have no odometer and/or frame guarantee. The auction does not guarantee titles on watercraft.

All vehicles in Dealer Express Lanes 1, 2, 3 and 4 are sold under the RED LIGHT – AS-IS and cannot be

arbitrated for any reason except frame, odometer, flood or title discrepancy.

Donation Vehicles designated as Lane 14 and Car & Truck Lane 35 are sold AS-IS and “WHERE-IS”. There is ***no arbitration on these vehicles for any reason regardless of faults or conditions of any kind- including frame or flood.***

Vehicles sold in Lane 9 – Insurance Consignment, Damaged Rentals and Salvage are all sold AS-IS and “WHERE IS”. There is ***no arbitration on these vehicles for any reason regardless of faults or conditions of any kind- including frame or flood.***

The Auction Arbitrator will inspect only the defect which is on the arbitration form. Each vehicle is allowed one chance at mechanical arbitration. If price adjustment is made and accepted, vehicle becomes AS-IS property of Buyer and is not subject to any further arbitration for mechanical defects or adjustments.

Mechanical repairs less than \$500 are considered minor and not subject to arbitration.

- Wearable items, including clutches, are not subject to arbitration.

Arbitration claims involving Auction's use of outside labor and/or expense will be charged against responsible dealer (to be determined by Auction).

Seller will not be paid for vehicles in arbitration unless or until arbitration is settled and vehicles are sold.

The decision of the Auction Arbitration Department is final and binding on both the Buyer and Seller.

Vehicles with more than 500 miles on odometer then originally sold will not be considered for arbitration.

Seller Disclosure Requirements or Can Be Arbitrated	Green Light	Red Light	Arbitration Period **
DRIVEABILITY ISSUES			
Frame Damage, altered, or repaired per NAAA Policy	Yes	Yes	7 Days
Unibody Damage, altered, or repaired per NAAA Policy	Yes	Yes	7 Days
Transmission Problem *	Yes	No	Sale Day Only

Engine Problem	Yes	No	Sale Day Only
Sludged Engine	Yes	No	Sale Day Only
Cracked or repaired block	Yes	No	Sale Day Only
4x4 system inoperable *	Yes	No	Sale Day Only
ABS Problem *	Yes	No	Sale Day Only
SRS-absence of or problems with (airbags) *	Yes	No	Sale Day Only
Emission Control equipment missing, modified, or inoperable *	Yes	No	Sale Day Only
Electrical Problems*	Yes	No	Sale Day Only
HISTORICAL NON-VISIBLE ISSUES			
Taxis and Police Cars	Yes	Yes	7 Days
Flood Damage	Yes	Yes	7 Days
Fuel Conversion	Yes	Yes	7 Days
Lemon Law/Manufacturers Buyback	Yes	No	7 Days
Logo or Decal Misrepresentation	Yes	Yes	Sale Day Only
Non-original engine (excludes items replaced under Manufacturer Warranty – up to 4 yrs old)	Yes	No	Sale Day Only
Not Actual Miles (Previously TMU)	Yes	Yes	7 Days
Canadian	Yes	Yes	Sale Day Only
Salvage or Reconstructed (including History)	Yes	Yes	7 Days

State-Issued VIN Plates (reassigned public VIN's) including kit vehicles	Yes	Yes	7 Days
Gray Market Vehicles	Yes	Yes	7 Days
Insurance and/or Salvage Titles (including History)	Yes	Yes	7 Days

Vehicles being sold with a CO, MSO or Repo Affidavit (if required by state law)	Yes	Yes	7 Days
Vehicles being sold with no title (Bill of Sale only)	Yes	Yes	7 Days After Receipt of Title
<b>NON-ARBITRATABLE ISSUES</b>			
Glass damage	No	No	None
Hail damage	No	No	None
Tire problems	No	No	None
Upholstery Problems	No	No	None
Visible body damage	No	No	None

\* Must announce Defects that are singularly more than \$500 to repair.

\*\* Arbitration Periods apply only if item is arbitratable, and sale day arbitration items are subject to time of day limitations.

### *FRAME POLICY*

Any frame claim must be brought to the attention of Auction Management within 5 (five) business days from the sale date of vehicle. (Sale day is Day 1)

This Auction follows the guidelines of the NAAAStructural Damage Policy. (**See Appendix**)

*Post Sale Inspections -Please see Post*

## *Sale Policies*

*– (Vehicles with over 100,000 miles are not eligible for Post Sale)*

### *CTA – Title Policy*

The seller guarantees the title of vehicles that are sold through the Auction. This guarantee of title warrants that title shall be marketable and free and clear of liens and encumbrances, including any brand (such as Salvage) noted on the current or any prior certificate of title unless such encumbrances were announced at the time the vehicle is sold through the Auction and for a period of 7 days from the date of auction sale

The Auction will not be responsible for any expenses incurred on vehicles for late title.

- Seller and Buyer agree that Auction is neither responsible for the odometer mileage on the consigned vehicle nor information contained in the odometer mileage statement and the damage disclosure statement which Seller as Transferor is required to complete and sign and Buyer as Transferee is required to acknowledge.

In regard to defect in title and any matter relating to odometer mileage, odometer statement, or damage disclosure statement: Seller and Buyer agree to indemnify and hold harmless the Auction from any liability, loss, cost, damage or expense, including attorney fees which may arise either directly or indirectly from the sale and purchase of the consigned vehicle including but not limited to title services provided.

Seller will not be paid for vehicles sold until a transferrable title is received.

If title problem is due to a clerical or coding error, or incomplete documentation, the Auction shall be given reasonable time after receiving notice to have the error corrected.

Sellers have 10 business days to deliver title to Auction for any vehicle sold CTA. There is a charge for selling or returning a CTA vehicle.

Buyers of CTA vehicles should not spend

any money on the vehicles or re-sell them until title is received from Auction. ***The Auction will not be responsible for transportation or other expenses of a returned vehicle.***

Just because a vehicle is returned to the Auction it does not mean the Buyer is out of the deal. The vehicle must be received and checked in by Auction management before the Buyer will be out of the deal. Vehicles approved for return by Auction, must be checked in within 48 hours of notification from Buyer. Any vehicle returned must be in the same or better condition as when sold.

The auction will not be responsible for mailed titles that become misdirected or lost. A lost title is not a valid reason for a vehicle return.

Buyer's Fee and Title Attached Fee is retained by Auction on vehicle returned. Auction reserves the right to charge fee(s) against buyer and/or seller as relates to origin of problem.(Buyer or Seller is responsible)

Mileage Limitation – Buyer cannot put more than 500 miles on vehicle.

If, after 90 calendar days, Seller has not produced negotiable title and Buyer has not returned the vehicle, this title guarantee shall not apply and Auction shall have no

duty to produce the certificate of title to the Buyer and shall have no duty to pay Seller.

### *Seller Responsibilities*

Seller will be held responsible for the accuracy of any representations (verbal or written) made by the Seller or Auctioneer at the time of sale.

Seller must complete a federal/state odometer disclosure statement.

- Seller representative must announce the following when vehicle is offered at auction block before bidding starts

Over 100,000 or multiples thereof (200,000 etc.), irregular or broken odometer, and/or TMU (True Mileage Unknown) must be announced.

Frame damage or structurally defective or altered

frame – (See Frame Policy Section)  
Reconstructed vehicle/Salvage History  
Flood Unit  
Police or Taxi Unit  
Branded and irregular titles  
Reassigned or Replaced VIN Plate (subject to  
Auction acceptance)

Canadian Unit (must be accompanied by certified  
paperwork – unless 5 years or older)

Seller is responsible for proper representation of  
"year and model" of vehicle being sold. Auction is not  
responsible for omissions, incorrect year or model, improper  
equipment listings, failure to make announcements on  
auction block, or verbal commitments between buyer and  
seller. The mileage and year printed on the registration  
sticker on the vehicle is only a guide, and should not be  
relied upon. It is the Seller's obligation to correct any errors  
made by the Auction with respect to the vehicle and/or its  
announcements.

It is the discretion of the Seller to announce whether  
a Truck or SUV is four-wheel drive. All trucks and SUV's  
are assumed to be two-wheel drive unless otherwise  
announced.

- Seller must pick up Seller's copy of block  
ticket from clerk on the auction stand and bring it in, along  
with the title, to office immediately after unit is sold. Dealer

Express Units - titles are turned in to office prior to  
sale, and Auction's clerk will deliver seller's copy of block  
ticket to office.

Sellers who do not have title present MUST  
announce CTA – Title Delay while vehicle is on auction  
block before bidding starts. Improper CTA announcements  
are subject to arbitration, CTA fee and not announced fee.

Seller's title must be in proper order with dealer  
reassignment properly filled in with dealer number, company  
name, address and proper signature. There must be a signed  
odometer statement included.

## ***BUYER RESPONSIBILITIES***

All bidders must have a current bidder badge visible  
at all times which must be presented immediately upon  
completion of purchasing a vehicle. Anyone bidding without  
a valid auction card will be subject to removal from the

Auction and prosecution.

Buyers will watch lights and listen to announced conditions before placing bids. Once the vehicle is sold, Buyer is responsible for checking block ticket to confirm price and announced conditions are correct before legibly signing and printing their name. The Auction will not arbitrate defects visible from the block or announced conditions.

Buyers will follow auctioneer's cadence on price carefully

Buyers will inspect vehicles prior to and immediately following the sale. Buyers will verify the Seller's representations and notify the Auction immediately of any discrepancies within the time frame as stated in the Arbitration Policy.

Buyers will verify odometer reading and operation before leaving the Auction.

The mileage and year printed on the registration sticker on the car window is only a guide and should not be relied upon. It is the buyer's responsibility to verify the actual year and odometer reading before bidding.

Buyer purchasing a vehicle Check Title Attached (CTA) should not spend money on the vehicle or re-sell the vehicle until he/she has received the title from the auction. Sellers have 10 business days to produce title.

Buyer is responsible for signing block ticket on auction block and taking buyer's copy into office to settle or list

with cashier immediately.

### *IF SALES*

"IF" sales are binding upon acceptance by the seller of the sale price on sale day and "IF" sales are binding upon bidder for up to one hour after vehicle crosses block

Buyer does not have to be notified for "if" sale to be binding

### *OTHER INFORMATION*

All units must be cleared from grounds by noon Monday following each sale, or vehicles will be automatically

registered for the current week's sale.

Vehicles registered at the Auction are subject to inspection by FBI, NATB, FHB and local governing authorities. Any vehicles impounded by the above mentioned agencies would be released only by that agency.

Any returned check or late payment will be assessed a return/late fee charge of \$150.00 or late fee of 3% will apply, whichever is greater.

Any vehicle purchased through the auction and left on auction property for more than one week, will be considered ABANDONED and will be subject for removal and disposal at the owner's expense.

Auction reserves the right to offset any unpaid charges, fees or monies owed against any sale proceeds.

Auction's claim to warranty will be limited to terms provided from the Auction's insurance carrier. Claims made beyond one year from date of sale will not be honored.

The policies are subject to change without notice.

We try to render the best possible service to buyer and seller. Tipping would spoil the spirit of service; therefore it is prohibited.

Thank you for your patronage.

**Raymond C. Nichols – Chairman**  
**R. Charles Nichols – President, General Manager**  
**Michelle Nichols-Neff – Vice President**

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**Appendix - NAAA Structural Damage Policy**  
**Last updated: 9/2007**

1. Sellers Disclosure Requirements -Seller must disclose structural damage,repairs or replacements as outlined in this policy prior to selling a vehicle at auction. The recommended declarations are:

Structural Damage -The vehicle has structural damage and/or repairs and will not be subject to arbitration under this policy.

Certified Structural Repairs -The vehicle has sustained damage to a specifically identified structural component, which has been repaired, and the vehicle has been certified to be within the Used Vehicle Measurement Standard (UVMS). The vehicle, if properly announced, may be arbitrated only for improper repair of the designated area, existing damage or repairs to other areas, or failure to be within the UVMS (see par. 3).

Structural Alteration -The vehicle has an altered frame or unibody as specifically announced. The vehicle can be arbitrated only for damage or repairs to structural components other than those disclosed or in the event of improper alteration. Such a disclosure should be made for the following alterations, unless they are clearly obvious by the appearance of the vehicle.

Frame lengthened or shortened.

After market accessories installed/removed.

2. Seller's Disclosure Not Required -No declaration will be required for existing insignificant damage or repair thereof. Insignificant damage is defined as:

- Damageduetotransporttie-downiflessthan1",improperjackin g or lifting or contact with parking abutments and/or road debris, provided that the vehicle is within the UVMS.

3. Measurement of Vehicle -Selling auction will, at its discretion, have a vehicle measured at a facility of its choice. Prior to measurement a vehicle must first visually indicate a physical condition to warrant the measurement.

Purchaser will agree to pay for this measurement if the vehicle is within the UVMS. Seller will be responsible for charges if the vehicle is found to be beyond the UVMS.

2 Used Vehicle Measurement Standard -For purposes of arbitration under this policy the Used Vehicle Measurement Standard (UVMS) specifications are:

The vehicle will measure to a total tolerance of no more than +/-8mm of published specifications in length, width and height at all master control points; and

Symmetrically (comparative measure from side to side and point to point) the length, width and height must measure to a tolerance of no more than 6mm. In each case the fender to door, door to door, and/or door to quarter panel gaps must indicate proper fit of the panels.

1 Undisclosed Structural Damage or Repair -A vehicle may be arbitrated if it has undisclosed existing or repaired damage, which should have been disclosed under this policy, even though the vehicle is within the UVMS.

2 Arbitration Period -Buyer must arbitrate improperly disclosed structural damage within 7 calendar days from date of purchase. The vehicle must be returned to the selling auction, or to an auction or facility designated by the auction within 7 calendar days of arbitration. Sale day is day one.

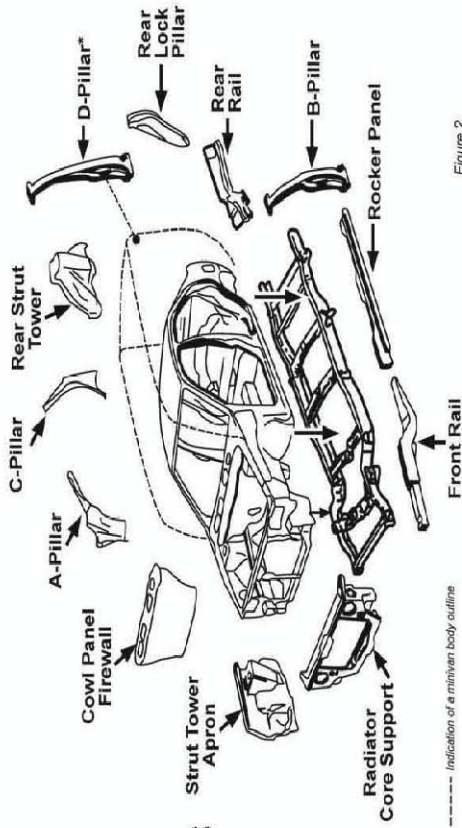
3 Buyer's Reimbursement by Seller -In the event of improperly disclosed structural damage the Seller will be responsible to reimburse the Buyer for:

The actual price of the vehicle,  
 The Buyer's fee,  
 Measurement and arbitration fees incurred at the auction, and  
 Post-sale inspection fees remain the responsibility of the buyer.

Component	Disclosure Requirement		
	Unibody	Unibody on Frame	Conventi
1. Radiator Core Support – Including the upper and lower tie bars, center support or side baffles	None		
2. Frame Rails Extensions (Ears) – On frame vehicles that area at the end of the frame rail to which the bumper, reinforcement or isolators attach.	None		
3. Frame Rails – Including front, center & rear rails.	Existing or repaired damage, or replacement		
4. Spring Pod, and Torque Box or Stabilizer Mount	N/A	Existing or repaired damage, or replacement	
5. Cross members – Except Bolt-Ons	N/A	Existing or repaired damage, or replacement	
6. Apron/Upper Reinforcement Rails	Existing or repaired damage, or replacement		

7. Strut Tower	Existing or repaired damage, or replacement
8. Cowl Panel / Firewall – excluding cowl vent panel	Existing or repaired damage, or replacement
9. Support Pillars – “A”, “B”, “C” or “D” Pillars	Existing or repaired damage, or replacement
10. Roof	Replacement
11. Rocker Panel – Outer	Replacement
12. Rocker Panel – Inner	Existing or repaired damage, or replacement
13. Floor Panels	Torn and/or perforated if 1” or more, dented if deflected more than 2” or replacement floor panel
14. Quarter or Cab Panel	Replacement
15. Rear Body Panel	None

**UNIBODY STRUCTURE**



----- Indication of a unibody outline  
 \* Common on minivans and CUVs

Figure 2

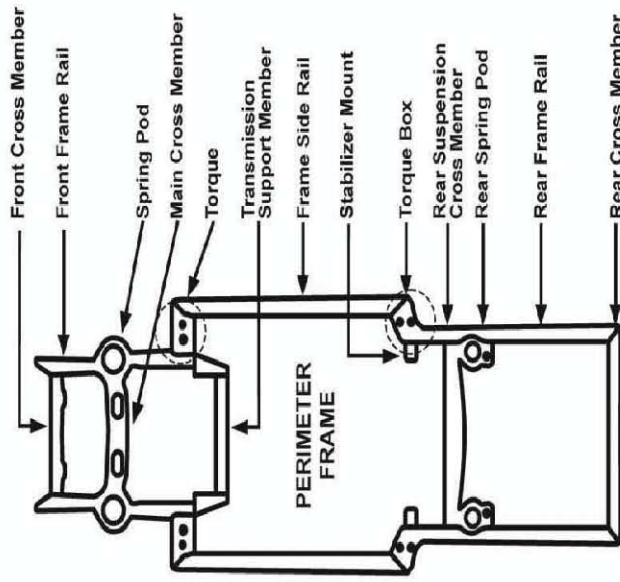


Figure 3

## **STRUCTURAL DAMAGE POLICY CLARIFYING POINTS**

Towing packages do not require announcement.

Access holes for Paintless Dent Removal do not require announcement if 1/4" or smaller. Many PDR access holes in very close proximity or access holes greater than 1/4" need to be assessed on a case by case basis. *Has the structural integrity of the vehicle been compromised?*

Damaged or replaced core supports are not arbitrateable under this policy. Damage to the apron on a unibody in the area where the core support attaches may be arbitrateable if significant damage or distortion has occurred. *Will the unibody measure within the UVMS?*

Welded exhaust hangers are not arbitrateable under this policy.

Floor/trunk panels dented to a depth of 2" or more constitute structural damage and must be disclosed. Tears in these panels that separate welds, rivets or other bonds also must be disclosed.

Roofs that have been re-skinned do not require disclosure. Roofs that have been cut off or removed and repaired must be disclosed.

Quarter panel, rocker panel, floor pan, etc. damage to a ladder or perimeter frame vehicle is not structural damage a does not require disclosure.

### **Unibody**

- Strut towers will be present
- Rails and floor welded together
- No independent rail system

- Aprons will be present
- Core support typically welded to aprons

### **Unibody on Frame**

- Unibody bolts to frame
- Rails independently bolted to suspension and drive train
- Has aprons
- No strut towers
- Rails tend to be a thicker gauge metal (iron)
- Core support is typically welded to aprons

### **Conventional Frame**

- Body is not welded to frame
- Rails independently bolted to suspension and drive train
- No aprons
- No strut towers
- Rails tend to be a thicker gauge metal (iron)
- Core support is typically mounted by bolts only.

## Notes