

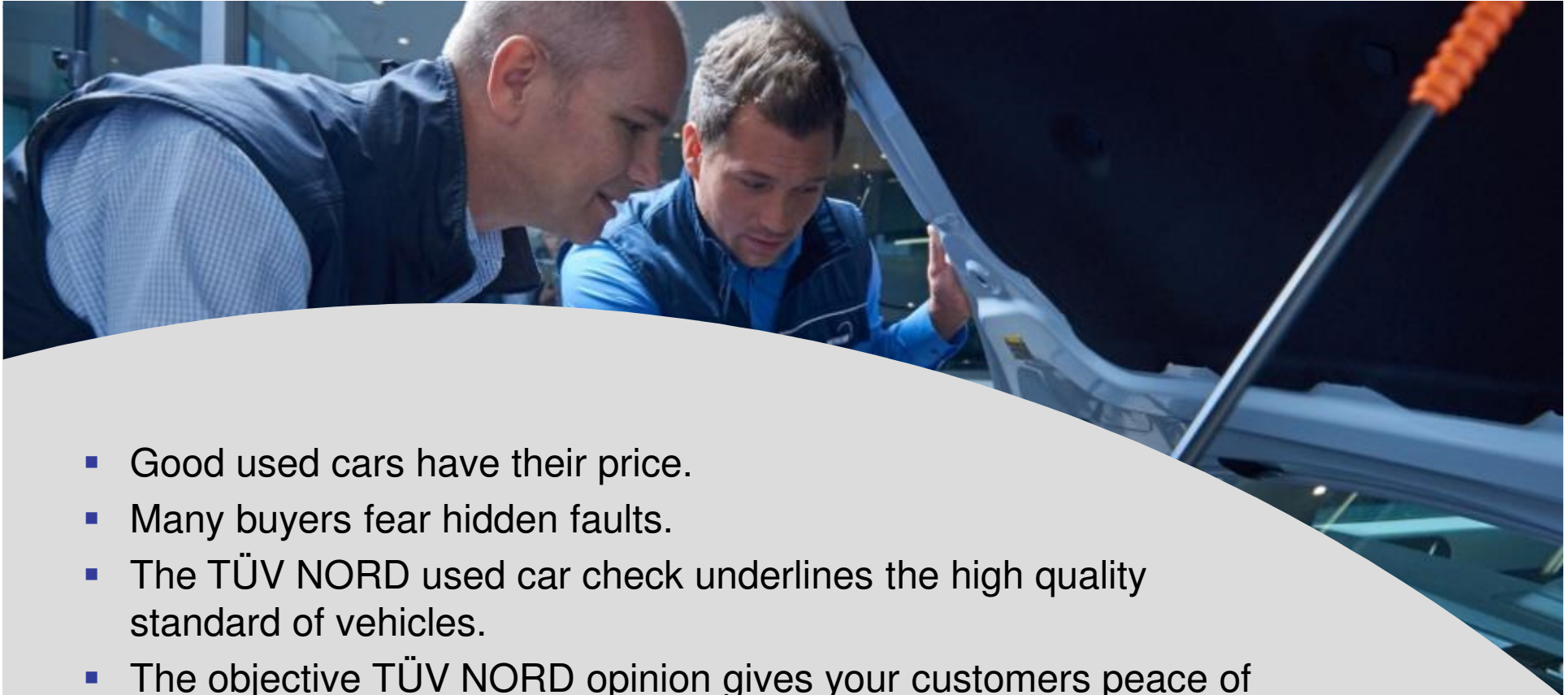
TÜV NORD Mobility Used Car Assessment “Product Overview”



Trust sells better.

TÜV NORD used car check

The most effective optional extra: peace of mind.



- Good used cars have their price.
- Many buyers fear hidden faults.
- The TÜV NORD used car check underlines the high quality standard of vehicles.
- The objective TÜV NORD opinion gives your customers peace of mind when buying a car.
- Buyers are happy to pay a little more money for this peace of mind.

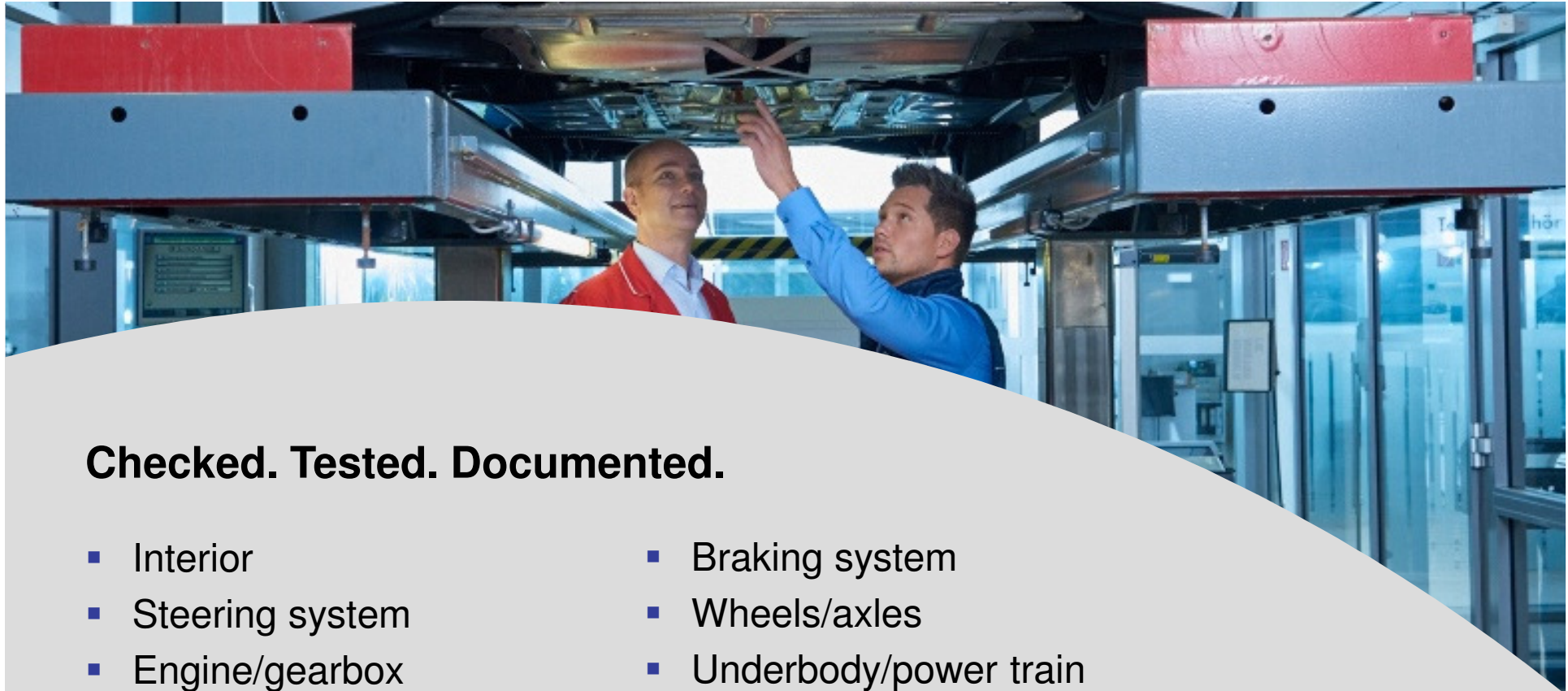
TÜV NORD Mobility, Used Car Assessment, "Product Overview"

Over 100 arguments that convince every customer.



- The TÜV NORD used car check comprises more than 100 inspection points in nine vehicle groups.
- Visual, efficiency and functional inspection of components with written and photographic documentation.
- Objective description of the general condition.
- Your customers get a transparent and easily understandable inspection protocol.
- Digital provision of reports and documents on a data platform on the TÜV NORD extranet.

Your image is also being tested.



Checked. Tested. Documented.

- Interior
- Steering system
- Engine/gearbox
- Electrics
- Exhaust system
- Bodywork
- Braking system
- Wheels/axles
- Underbody/power train
- Test drive/test run
- Proof of servicing, regular vehicle inspections

A guarantee of success.



- The quality standard of your used cars improves, the number of satisfied customers grows.
- You enjoy the trust of potential buyers.
- You have a convincing argument in terms of quality when compared to other sellers.
- The buyers trust your price, which saves you the hassle of long negotiations.
- You can sell your cars with a clear conscience.

INFO - TÜV NORD vehicle assessment services

Vehicle Condition Report (leasing, buy back)

- TÜV NORD also creates "Vehicle Condition Reports."
- At the end of a leasing contract, or in the case of a buy back in a workshop, it is necessary to know the exact condition of the vehicle.
- During this return, an expert from TÜV NORD provides a detailed report on the vehicle state.
- During this investigation all defects of the vehicle are listed.

IT Tools

Used vehicle assessment with:

- > TNM ASS
- > TNM VIST
- > TNM Document Centre
- > TNM AutoDo



TÜV NORD Mobility, Used Car Assessment, "Product Overview"

Order management software TNM ASS



The screenshot displays the TNM ASS web application interface. At the top, there is a browser window with the URL `http://webapp/mob_swg_test/SWGDispo` and the title "Disposition". The main content area is titled "TUV NORD - SWG Disposition" and features a map of Europe with several location markers. A "Testsystem" box indicates the current date and time: "Donnerstag, 10.03.2016" and "Disponent: Michael Schmigler (mszmigler)".

On the right side, there is a "Technical expert list" table with columns for "Map", "Type", "Name", "Comment", and "Workload". The list includes the following entries:

Map	Type	Name	Comment	Workload
[Icon]	[Icon]	Daniel Baatsch	responsible technical expert	00 today
[Icon]	[Icon]	Heinz Keuter	less than 50km to the location	00 yesterday
[Icon]	[Icon]	Dieter Aehlich	less than 50km to the location	00 before

Below the list, the "Selected technical expert" is identified as Daniel Baatsch, with contact information: "Mobile office: 0160 / 8880330 - private".

The bottom section of the interface shows a table of tasks with columns for "ID", "Event-Type", "Task type", "Licence plate", "Status", "Date", and "State, ZIP City". The first task is highlighted:

ID	Event-Type	Task type	Licence plate	Status	Date	State, ZIP City
9854	SF	Generali	WES-DR372	TechExp:denied	08.08.2013 10:25	NW, 46562 Voerde

Additional task details for ID 9854 are shown in the right panel:

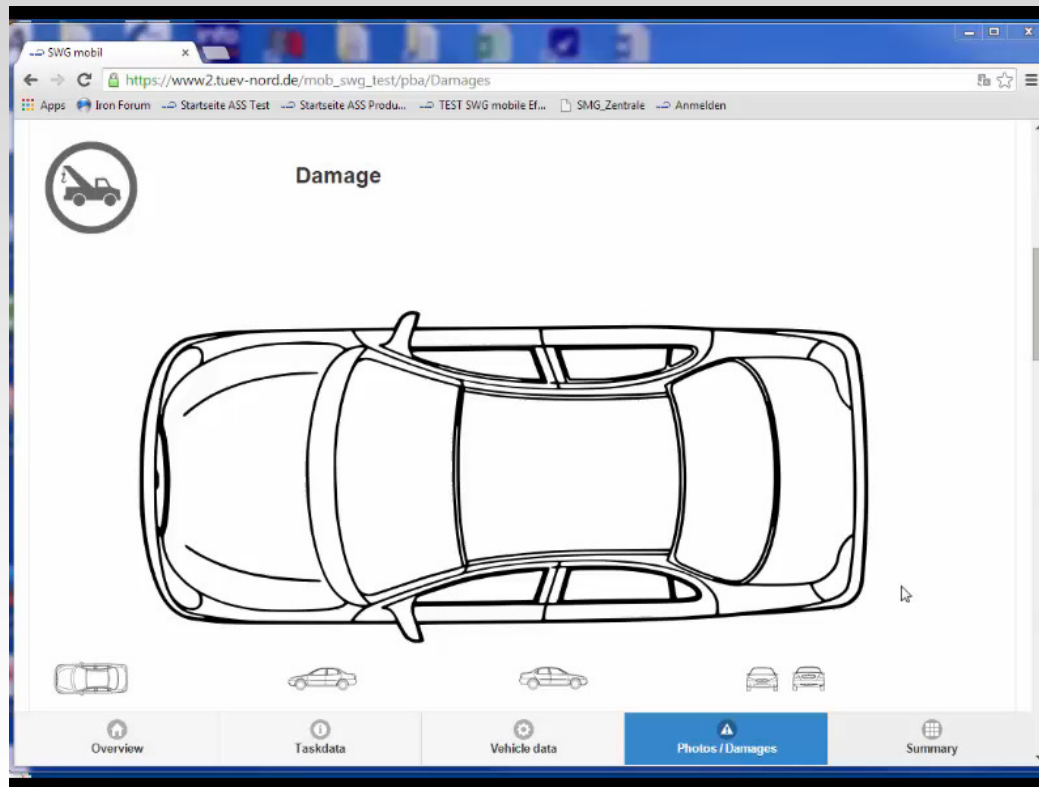
- Task no. TÜV / Client: 9854 / 330518730130L00200
- Dealer: Wohnwelt Fahnenbrück GmbH
- Location: Grenzstr. 231, 46562 Voerde (Hiedenheim)
- Contact: Wohnwelt Fahnenbrück GmbH - Tel. 02855/970774
- Licence plate: WES-DR372
- Preferred date: -- / 13.08.13 17:30
- Task history: Show | Hide

Buttons for "Cancel" and "Assign" are visible at the bottom of the task details panel.

Product characteristics - vehicle inspection

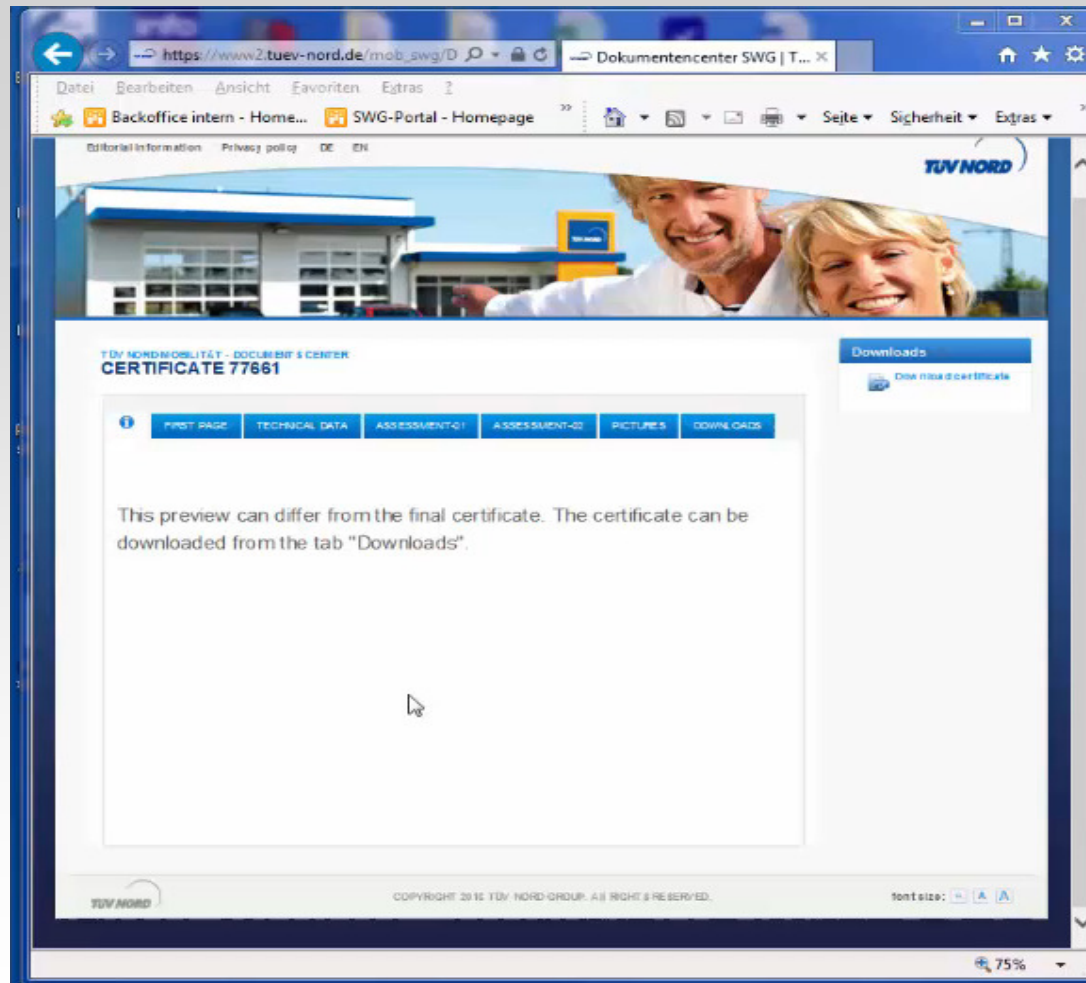
Means of Production

TÜV NORD Mobility Vehicle Inspection Software Tool TNM-VIST



TÜV NORD Mobility, Used Car Assessment, "Product Overview"

TNM document centre





AutoDo![®]

Vehicle management simply efficient.
Vehicle management simply efficient.

AutoDo!

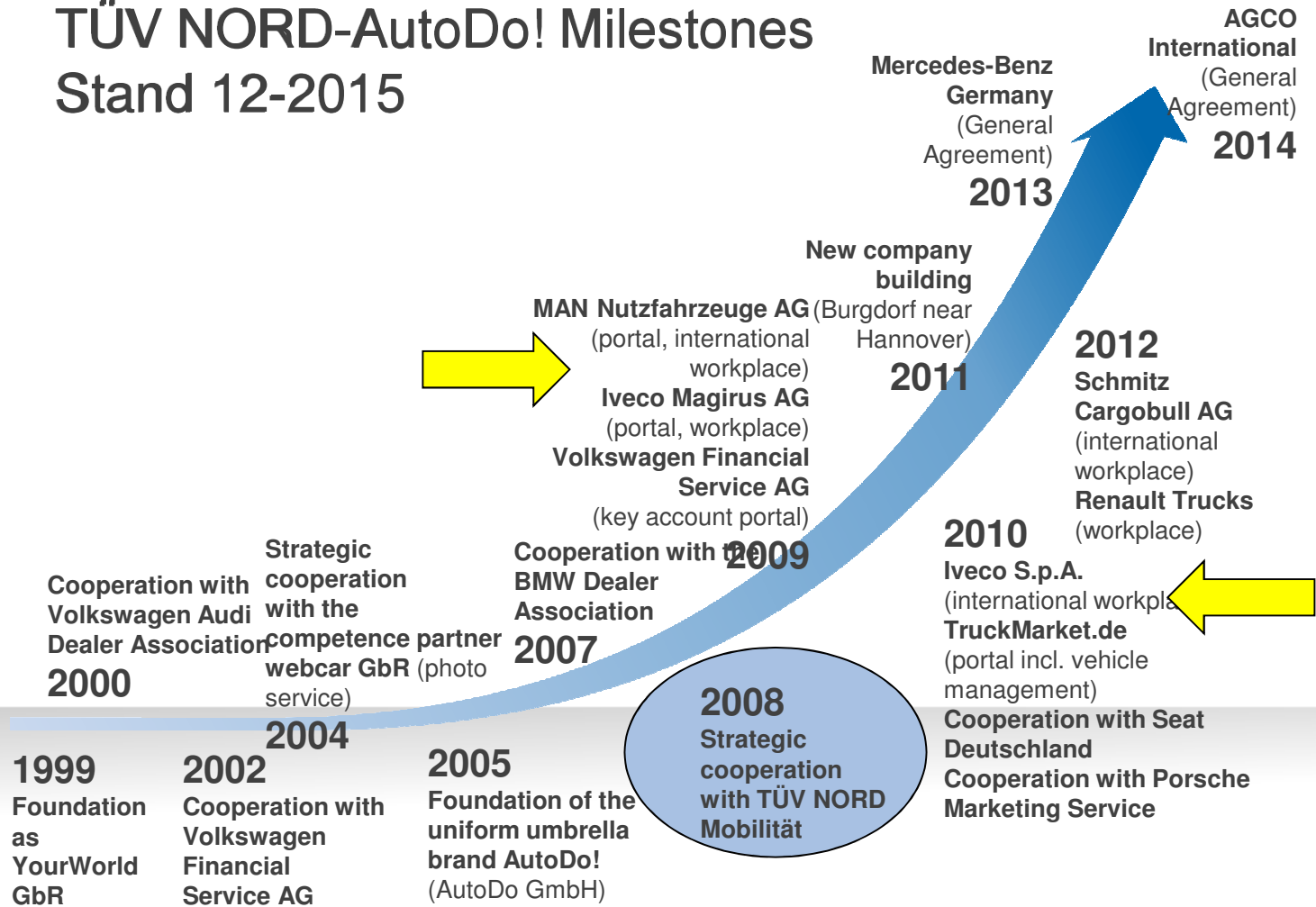
Services to our clients, e.g.
MAN Truck&Bus or IVECO

TÜV NORD-AutoDo! Milestones Stand 12-2015

AutoDo!

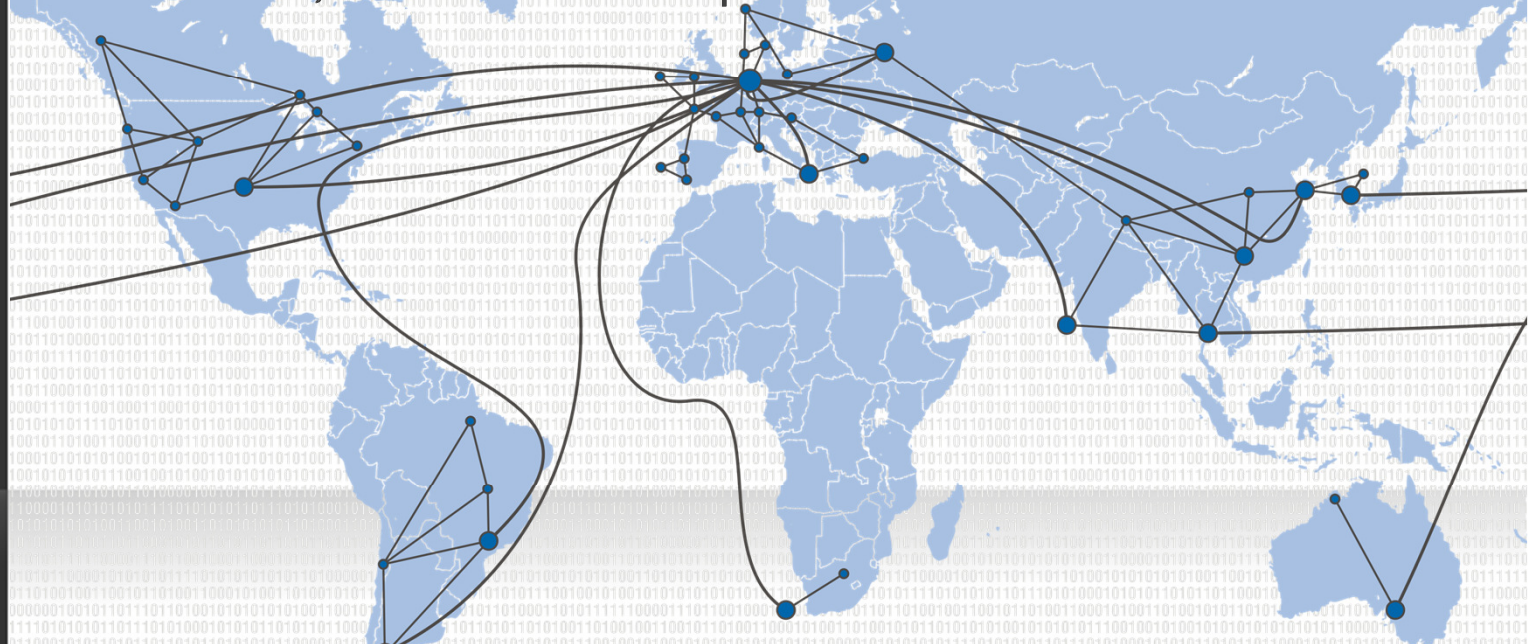
Vehicle management simply efficient.
Vehicle management simply efficient.

AutoDo!



International B2B Network

for OEM, Automobile Groups & Automobile Dealers



AutoDo!

Vehicle management simply efficient.

Vehicle management simply efficient.

152 IVECO and 136 MAN Dealer Accounts in the AutoDo! System worldwide

Simply efficient management One for all.



AutoDo![®]

Vehicle management simply efficient.

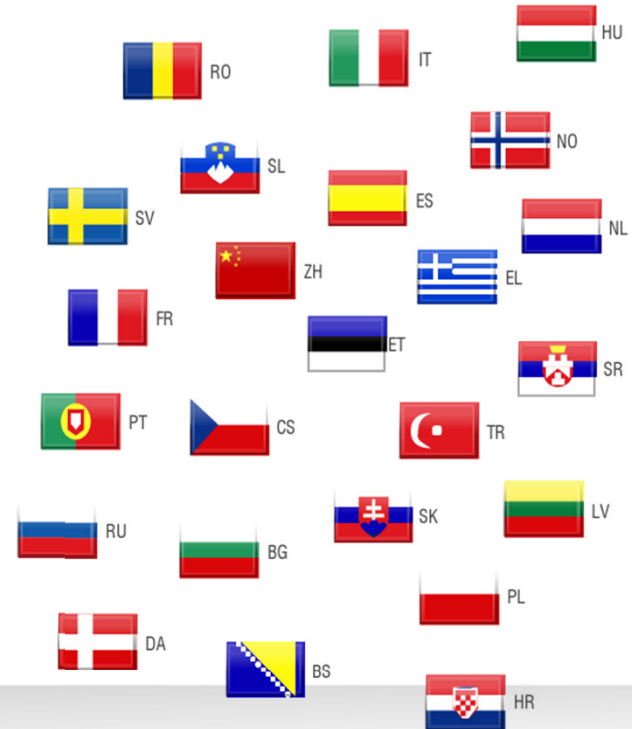
Vehicle management simply efficient.

AutoDo! Languages

German English



- Bosnian
- Czech
- Danish
- Spanish
- Estonian
- French
- Greek
- Croatian
- Hungarian
- Italian
- Lithuanian
- Dutch
- Norwegian
- Polish
- Portuguese
- Russian
- Slovenian
- Serbian
- Swedish
- Turkish
- Chinese



AutoDo![®]

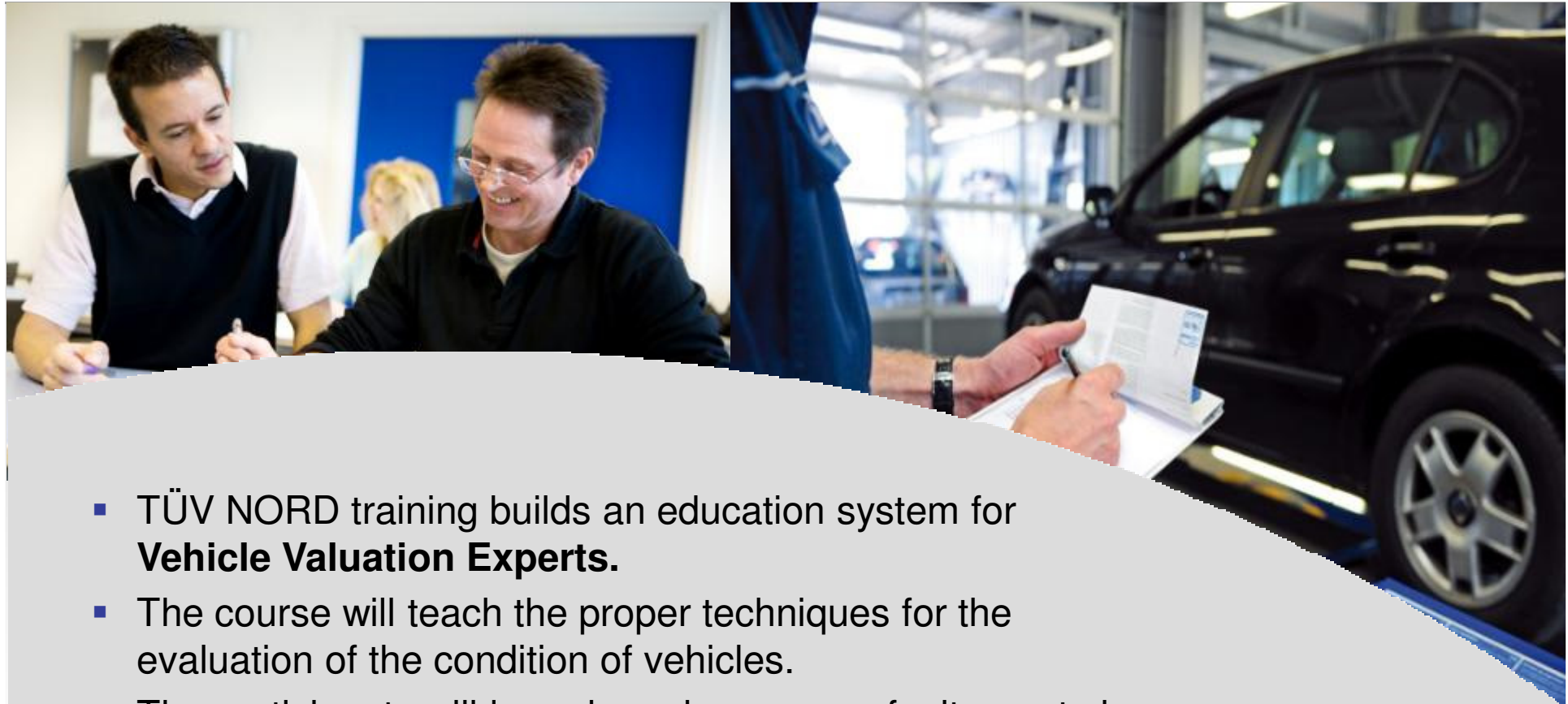
Vehicle management simply efficient.
Vehicle management simply efficient.

AutoDo!



TÜV NORD Mobilität
Vehicle Assessment Training Program

Appraisal inspectors training



- TÜV NORD training builds an education system for **Vehicle Valuation Experts**.
- The course will teach the proper techniques for the evaluation of the condition of vehicles.
- The participants will learn how damages or faults are to be recorded, documented and valued in the special condition report.
- The training could be conducted over a period of time.

Training sequence

Basic Training

(3 weeks)

- Part of the basic training knowledge required for the regular performance of the work
- The sequence is according to the procedures and corresponding requirements of the quality system
- Includes both practical and theoretical concepts

Practical Training

(9 weeks)

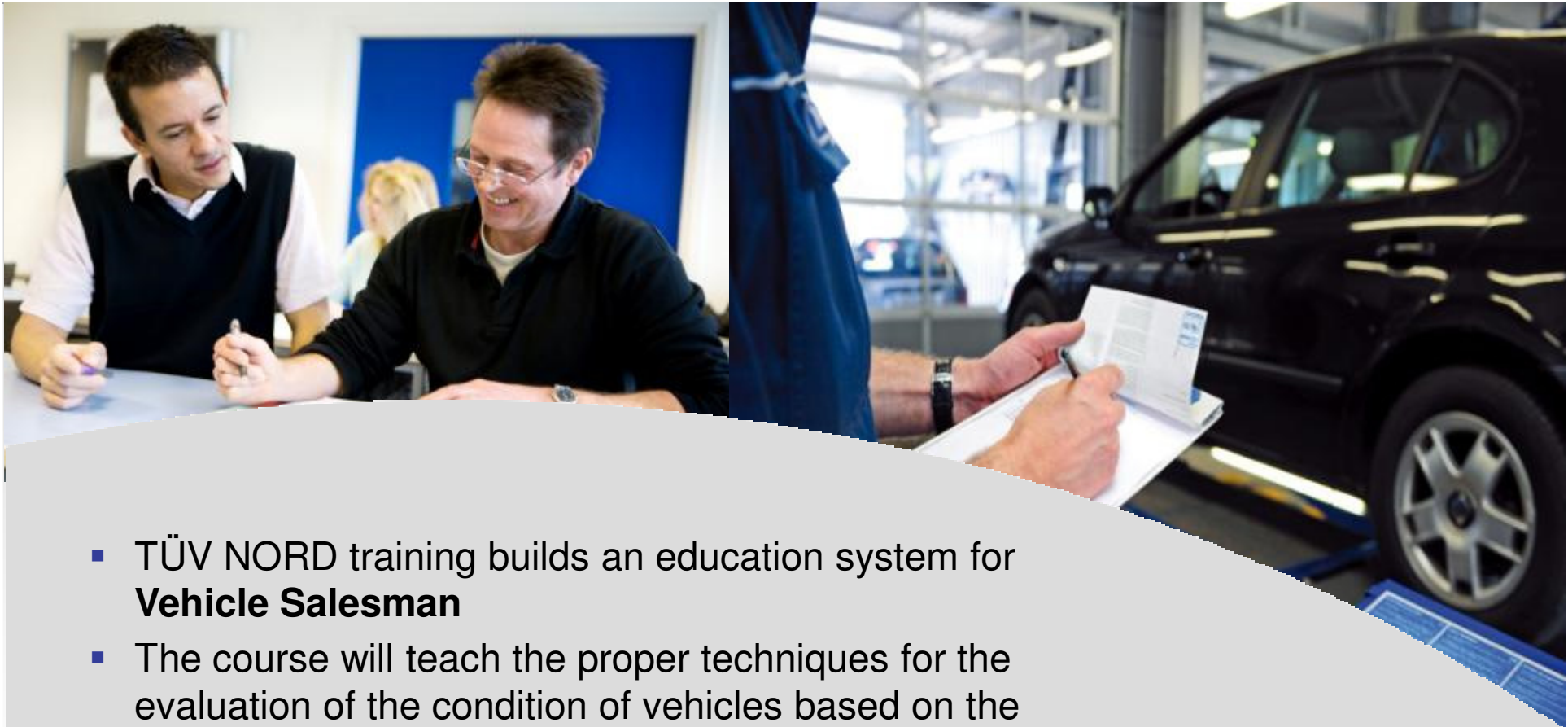
- Junior inspectors accompany inspectors for 9 weeks on the job
- Collection of the specific skills for the job as well as the knowledge concerning workshop organization, and the organizational structures of the customers

Advanced Training

(one weekend every 4 months,
or 6 Saturdays a year)

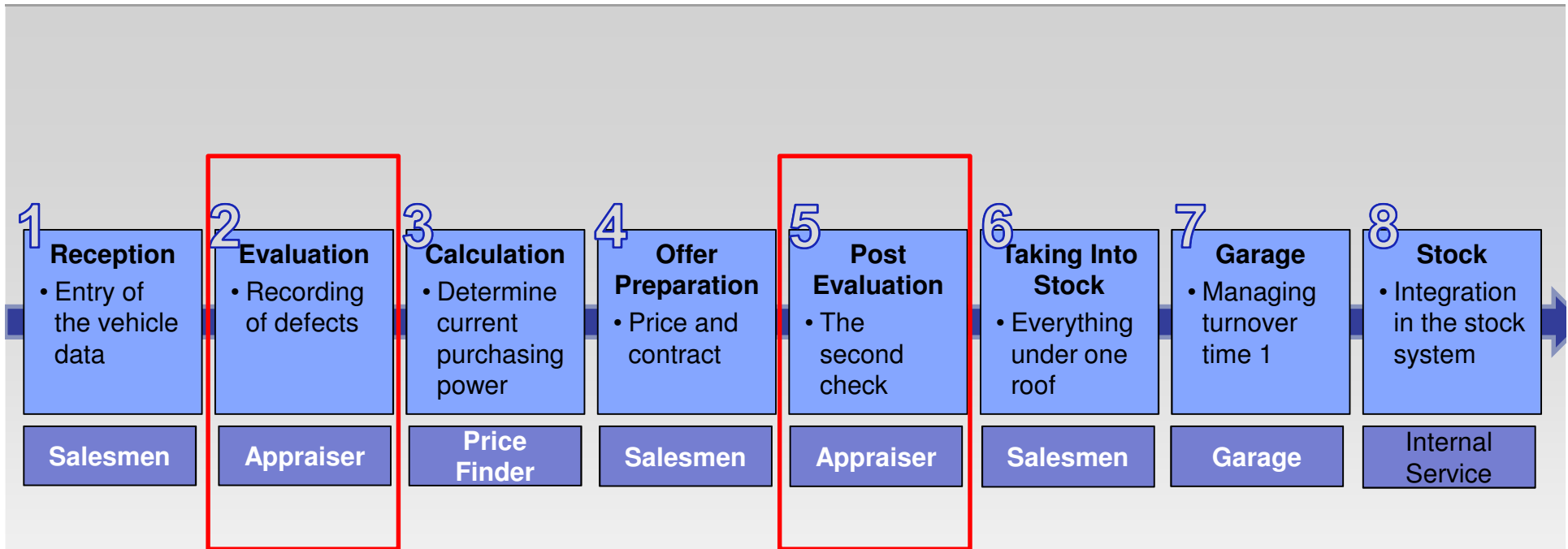
- Retraining activities of the specific knowledge
- An exchange of information and experience between inspectors

Vehicle salesmen training



- TÜV NORD training builds an education system for **Vehicle Salesman**
- The course will teach the proper techniques for the evaluation of the condition of vehicles based on the buyback process of car dealerships
- The training could be conducted over a period of time

Process flow – roles and tasks



Evaluation training

Part 1

1. Engine
2. Transmission
3. Steering
4. Suspension
5. Wheels & Tired
6. Brake System
7. Electric
8. Body Structure
9. Paint
10. Periodic Maintenance

20 hours

Part 2

1. Car Road Driving Test
2. Diagnosis
3. Engine Tests
4. Lateral Slip Test
5. Shock Absorber Test
6. Brake Test
7. Vehicle Insp. (PTI) Test
8. Exhaust Emission Test
9. Second Hand Vehicle Appraisal

20 hours

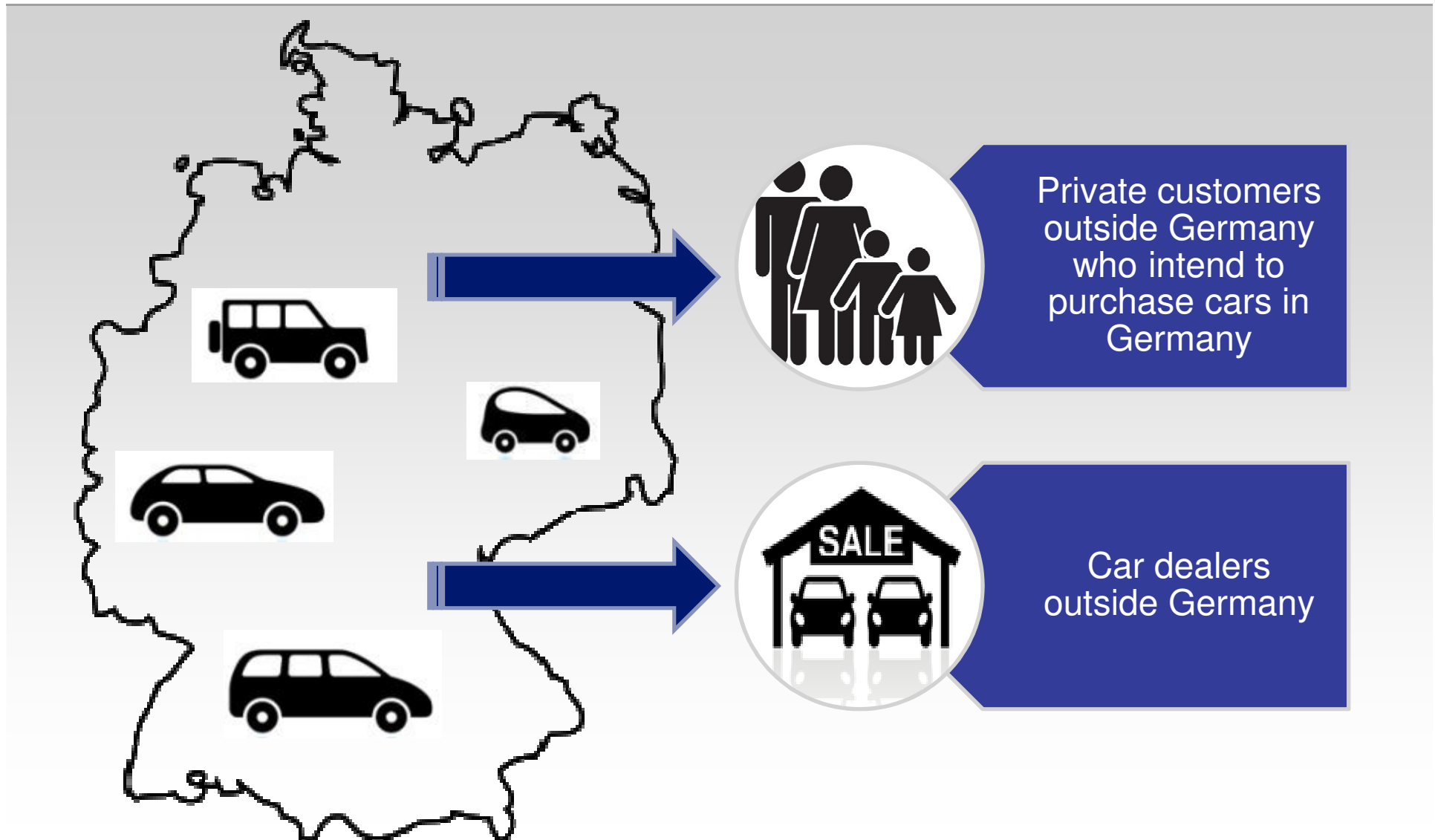
1 week (5 days) = 40 hours




TÜV NORD PurchaseCheck

Do not buy a pig in a poke

Customer groups



Customer challenge



Customers from Europe (private and dealers) see Germany as an attractive source of used cars

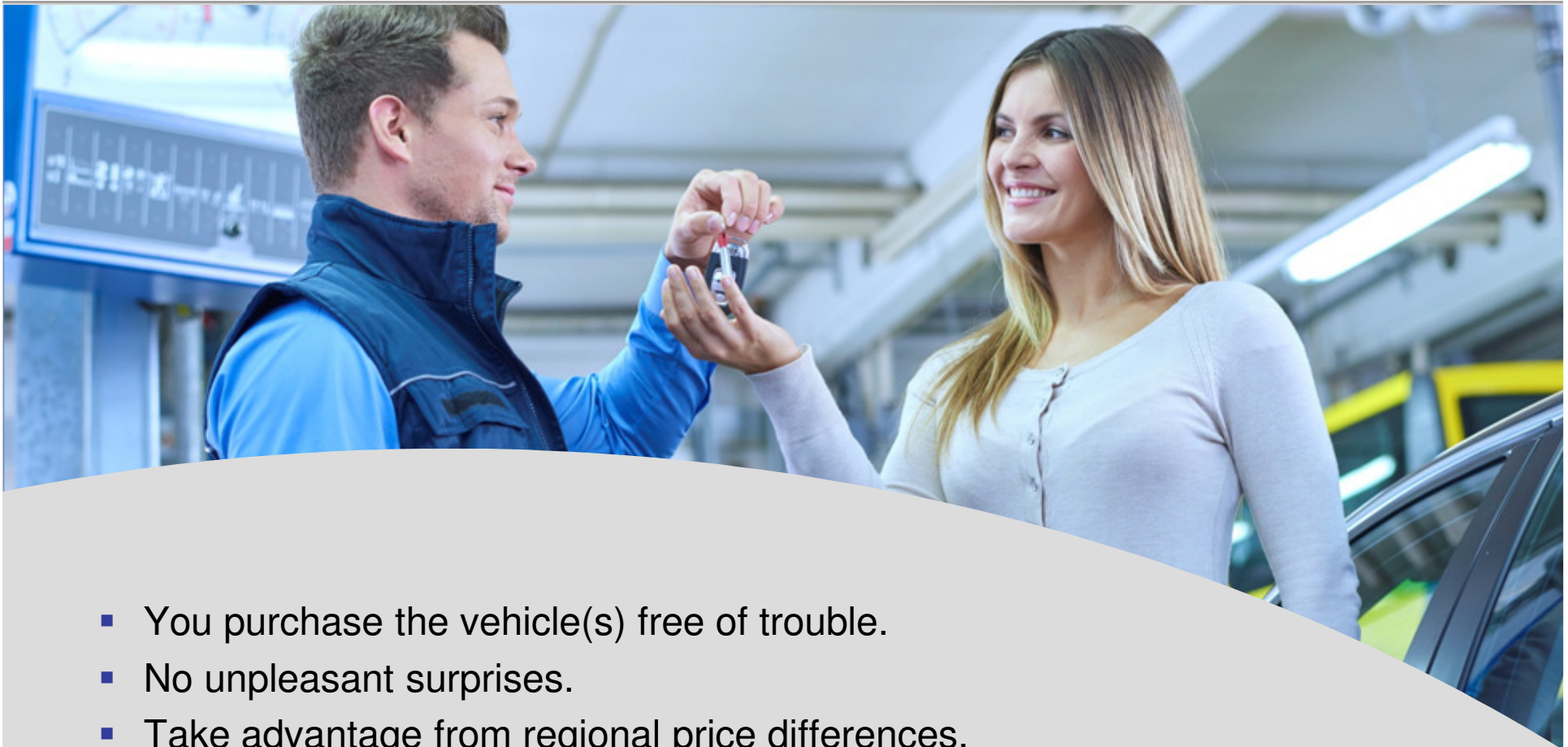
- **Size of market and choice**
- **High numbers of quality used cars with attractive price level**

Before a purchase, vehicles should be checked regarding

- **Correct vehicle description?**
- **Has the car any damages e.g. from accidents?**
- **Are all the equipment features still in the car?**

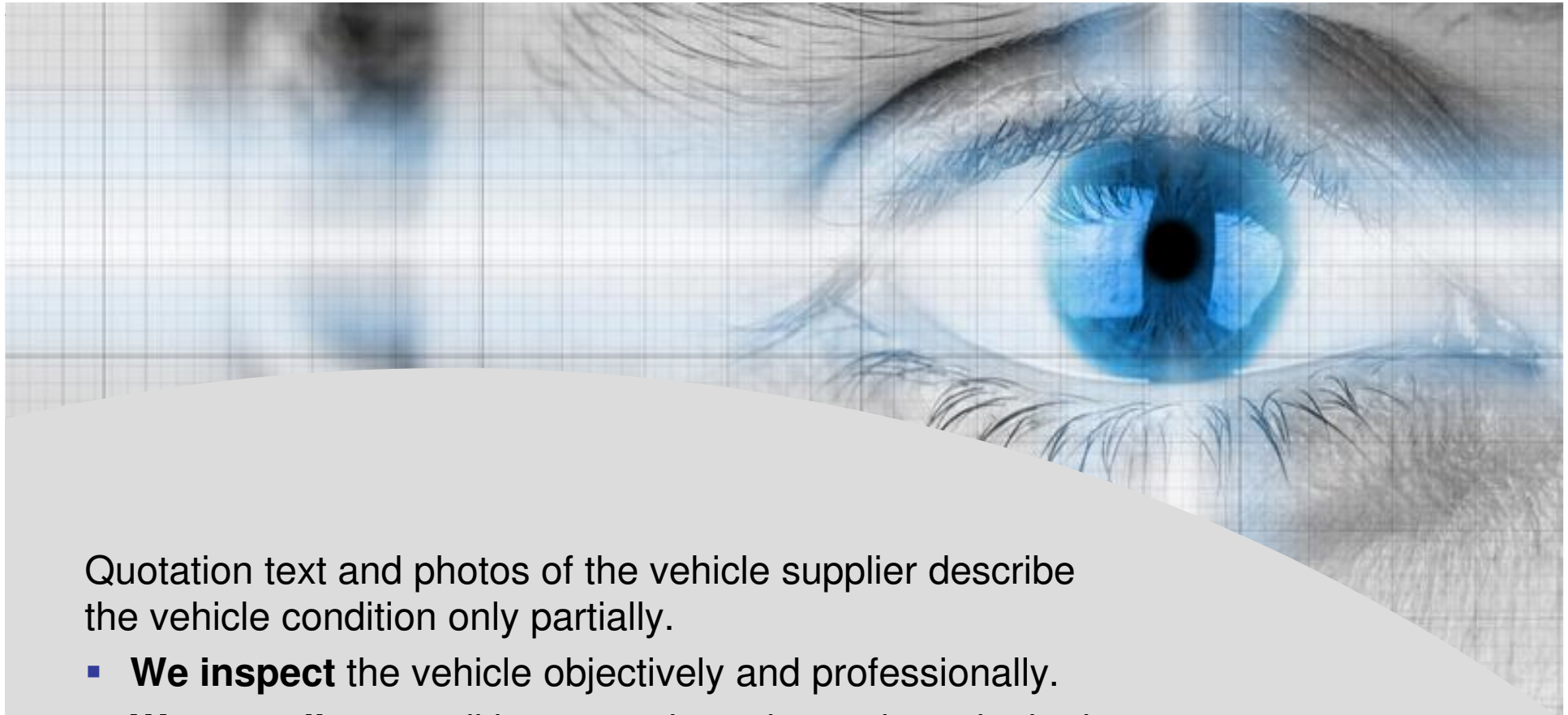
Solution: TÜV NORD Mobilität in Germany inspects the car for you!

Your benefit



- You purchase the vehicle(s) free of trouble.
- No unpleasant surprises.
- Take advantage from regional price differences.
- Save time and costs.

Seeing everything through our eyes.



Quotation text and photos of the vehicle supplier describe the vehicle condition only partially.

- **We inspect** the vehicle objectively and professionally.
- **We compile** a condition report based on selected criteria.
- **We document** the condition of the vehicle – neutral and independent.

Things you can count on!

You get a condition report of the vehicle including:

- Comparison of advertised data with real car
- Identity check, VIN and vehicle documents
- Document check incl. service history
- Obvious accidents, e.g. measurement of paint coat thickness
- Completeness of features incl. keys, radio code, GPS-CD, winter tyres...
- Visual and functional technical checks
- Test drive
- Photos (optional)

The process



Customer searches for interesting vehicles via internet or advertisement and contacts his local TÜV NORD office



TÜV NORD ensures that a German TÜV NORD inspector contacts the seller and arranges an appointment



TÜV NORD **PurchaseCheck** will be carried out at the seller's premises by the German TÜV NORD inspector



Customer gets digital report and pays for it



Customers

Customers are coming from all European countries, not only the EU.

- Public transportation companies
- National transportation companies
- Cities and counties
- Airports
- Institutions

