Standards

ARBITRATION POLICY

In-Lane and Online

EFFECTIVE DATE:
May 4th, 2015

1. Sale Light System:

- Auction has a standard light/video display system to describe the condition and/or disclosures related to the vehicle being sold. The system is defined as:
  - ***Green Light – "Ride and Drive"***: The green light signals that this vehicle is guaranteed under the conditions outlined in this policy by the seller. Any defects or issues requiring disclosure per this policy should be announced using the green and yellow lights.
  - ***Yellow Light – "Limited Guarantee"***: This light is an indication to the Buyer that the Auctioneer or Selling Representative has made announcements that qualify/clarify the condition or equipment and limit arbitration of this vehicle in conjunction with the green light or when "limited guarantee" is announced.
  - ***Red Light – "As-Is"***: Vehicles selling under the red light will only qualify for arbitration under the rules outlined in this policy . (As-Is dollar amount, model years, and mileage is subject to local auction policy.
  - ***Red and Yellow Light – "As-Is, No Arbitration"***: Vehicles selling under the red and yellow light will only qualify for arbitration under the rules outlined in this policy . (As-Is dollar amount, model years, and mileage is subject to local auction policy
  - ***Blue Light – "Title Attached/Title Unavailable/Title Absent"***: This light is used to announce that the title is not present at the time of the sale. For Auction rules regarding titles please refer to the Title Arbitration Policy section. If "title attached/unavailable/absent" is not announced, a vehicle could be arbitrated for no title in the absence of local auction policy.

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Announcement/Light Legend

Announcement	Light Usage Recommendation		
	Green	Yellow	Red
"Ride & Drive" only	*OK*	*N/A*	*N/A*
"Ride & Drive w/ Caution Announcement"	*OK*		*N/A*
"Limited Guarantee" only	*N/A*	*OK*	*N/A*
"As-Is" only	*N/A*	*N/A*	*OK*
"As-Is, No Arbitration"	*N/A*	*OK*	

Announcement/Light Legend

Announcement	Light Usage Recommendation		
	Green	Yellow	Red
"Ride & Drive" only	*OK*	*N/A*	*N/A*
"Ride & Drive w/ Caution Announcement"	*OK*		*N/A*
"Limited Guarantee" only	*N/A*	*OK*	*N/A*
"As-Is" only	*N/A*	*N/A*	*OK*
"As-Is, No Arbitration"	*N/A*	*OK*	

2. Seller Responsibilities

4. If a vehicle is being offed for sale by a third party, the legal owner of the vehicle must be disclosed by the seller prior to the sale. Disclosure requirements and time limits are subject to local auction policy.

2. Seller Responsibilities *(continued)*

5. Announcements are required for any matters that relate to the safety or integrity of the vehicle including but not limited to the stated dollar threshold and disclosure requirements stated in this policy , all requirements under local, state or federal statutes or regulations. Announcements must be made both verbally and disclosed on the auction invoice/sale contract/bill of sale or equivalent document in a physical or online auction environment.

3. Buyer Responsibilities

2. It is strongly encouraged that an Online Buyer should have a Post Sale Inspection (PSI), warranty or assurance product from the auction on vehicles purchased.

3. Buyer Responsibilities *(continued)*

3. The auction will not arbitrate vehicles based on any unintentional errors or omissions of any promotional information related to the vehicle, walk-around, handouts, catalogues, vehicle markings, or vehicle listings as they are for the convenience of the buyer and are not to be relied upon as accurate or complete.

3. Buyer Responsibilities *(continued)*

10. The Seller/Auction shall not be liable for any vehicle sale or repairs made by the Buyer before the title is received by the Buyer. If the title has been mailed from Auction to Buyer, Buyer may not return vehicle. If the Seller presents a valid negotiable title to the Auction within close of business on the next day (excluding weekends and auction observed holidays) from the time that the Buyer notifies the auction of their intent to return the vehicle, then the transaction will stand.

6. Arbitration Guidelines

4. Not subject to arbitration

c) Noise and Inherent Conditions: No arbitration can be based on noises or conditions that are inherent or typical to a particular model or manufacturer, unless deemed "excessive" by the arbitrator on non-warranty items. OEM dealer warranty guidelines will be used where applicable to determine whether the condition is excessive. Additional resources can be found on NAAA's Standards page at www.NAAA.com

Appendix I. NAAA Arbitration Policy Guidelines

NAAA Seller Disclosure/Announcement Requirements	Disclosure/Announcement Required				Arbitration Time Periods			
	Green Light Only	Yellow Light Only	Red Light Only	Red-Yellow Light	Green Light Only	Yellow Light Only	Red Light Only	Red-Yellow Light
	"Ride & Drive"	"Limited Guarantee"	"As-Is"	"As-Is, No Arbitration"	"Ride & Drive"	"Limited Guarantee"	"As-Is"	"As-Is, No Arbitration"
Major Components								
Engine Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Cracked or Repaired Block*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Transmission Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
4X4 System inoperable*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
ABS Problem*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Emission Control equipment missing or inoperable*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Air conditioning system*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
SRS-Missing or problem with airbags*	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Vehicle History Issues								
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Salvage or Reconstructed/Theft Recovery/Stolen Vehicles (including history)	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Bonded, Insurance and/or Salvage titles (including history)**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Flood Damage (By Auction Inspection)	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Lemon Law/Manufacturer's Buyback**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
State-Issued VIN plates (including kit vehicles)	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Taxis, Livery vehicles, Police vehicles, government vehicles	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Previous Canadian vehicles	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Grey Market vehicles**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Vehicles being sold with no title (Bill of Sale only)	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Voided Factory Warranty	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Fuel Conversion	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Non-Original Engine (excludes items replaced under Manufacturer's warranty) Current model year and up to 4 model years old	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Logo or Decal Misrepresentation	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Bio-Hazard vehicles as required by law	YES	YES	YES	YES	A or C	A or C	A or C	A or C
Flood Damage History (discovered by DMV and/or Insurance company records)	YES	YES	YES	NO	120 Days	120 Days	120 Days	N/A
Other Issues								
Vehicle Accessory Electrical Problems* (Current model year and up to 4 model years old)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Paintwork (3 panels or more) on current model year and newer (excludes bumpers)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles not equipped with air conditioning (excludes vehicles 10 model years old or older)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles being sold with a CO, MSO, or Repo Affidavit title (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Pending state or local DMV fees or taxes over $100 due on vehicle (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Any disclosure required by law	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Time Period VS. Sale Channel Breakdown								
"A" Inlane-Sale Day Only								
"B" Inlane-7 Calendar Days Only								
"C" Online-2 Calendar days within verified receipt of the vehicle from seller and/or auction not to exceed 10 calendar days from the original sale date								
**Must disclose defects that are singularly $500 or more to repair*								
***These transactions may be subject to arbitration regardless of the stated time limits.*								

Appendix I. NAAA Arbitration Policy Guidelines

NAAA Seller Disclosure/Announcement Requirements	Disclosure/Announcement Required				Arbitration Time Periods			
	Green Light Only "Ride & Drive"	Yellow Light Only "Limited Guarantee"	Red Light Only "As-Is"	Red-Yellow Light "As-Is, No Arbitration"	Green Light Only "Ride & Drive"	Yellow Light Only "Limited Guarantee"	Red Light Only "As-Is"	Red-Yellow Light "As-Is, No Arbitration"
Major Components								
Engine Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Cracked or Repaired Block*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Transmission Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
4X4 System inoperable*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
ABS Problem*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Emission Control equipment missing or inoperable*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Air conditioning system*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
SRS-Missing or problem with airbags*	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Vehicle History Issues								
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Salvage or Reconstructed/Theft Recovery/Stolen Vehicles (including history)	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Bo								B or C
								N/A
								B or C
								N/A
Ta								N/A
								N/A
								B or C
								B or C
								N/A
								N/A
Non-Origin								N/A
Current model year and up to 4 model years old								
Logo or Decal Misrepresentation	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Bio-Hazard vehicles as required by law	YES	YES	YES	YES	A or C	A or C	A or C	A or C
Flood Damage History (discovered by DMV and/or Insurance company records)	YES	YES	YES	NO	120 Days	120 Days	120 Days	N/A
Other Issues								
Vehicle Accessory Electrical Problems* (Current model year and up to 4 model years old)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Paintwork (3 panels or more) on current model year and newer (excludes bumpers)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles not equipped with air conditioning (excludes vehicles 10 model years old or older)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles being sold with a CO, MSO, or Repo Affidavit title (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Pending state or local DMV fees or taxes over $100 due on vehicle (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Any disclosure required by law	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Time Period VS. Sale Channel Breakdown								

"A" Inlane-Sale Day Only

"B" Inlane-7 Calendar Days Only

"C" Online-2 Calendar days within verified receipt of the vehicle from seller and/or auction not to exceed 10 calendar days from the original sale date

*Must disclose defects that are singularly $500 or more to repair

**These transactions may be subject to arbitration regardless of the stated time limits.

Appendix I. NAAA Arbitration Policy Guidelines

Disclosure/Announcement Required

Green Light Only "Ride & Drive" | Yellow Light Only "Limited Guarantee" | Red Light Only "As-Is" | Red-Yellow Light "As-Is, No Arbitration"

Major Components

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Major Components								
Engine Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Cracked or Repaired Block*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Transmission Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
4X4 System inoperable*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
ABS Problem*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Emission Control equipment missing or inoperable*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Air conditioning system*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
SRS-Missing or problem with airbags*	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Vehicle History Issues								
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Salvage or Reconstructed/Theft Recovery/Stolen Vehicles (including history)	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Bonded, Insurance and/or Salvage titles (including history)**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Flood Damage (By Auction Inspection)	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Bio-Hazard vehicles as required by law	YES	YES	YES	YES	A or C	A or C	A or C	A or C
Flood Damage History (discovered by DMV and/or Insurance company records)	YES	YES	YES	NO	120 Days	120 Days	120 Days	N/A
Other Issues								
Vehicle Accessory Electrical Problems* (Current model year and up to 4 model years old)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Paintwork (3 panels or more) on current model year and newer (excludes bumpers)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles not equipped with air conditioning (excludes vehicles 10 model years old or older)	YES						N/A	N/A
Vehicles being sold with a CO, MSO, or Repo Affidavit title (if required by law)	YES						7 days after receipt of title	7 days after receipt of title
Pending state or local DMV fees or taxes over $100 due on vehicle (if required by law)	YES						7 days after receipt of title	7 days after receipt of title
Any disclosure required by law	YES						7 days after receipt of title	7 days after receipt of title

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"C" Online-2 Calendar days within verified receipt of the vehicle from seller and/or auction not t

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Major Components				
Engine Problem*	YES	YES	NO	NO
Cracked or Repaired Block*	YES	YES	NO	NO
Transmission Problem*	YES	YES	NO	NO
4X4 System inoperable*	YES	YES	NO	NO
ABS Problem*	YES	NO	NO	NO
Emission Control equipment missing or inoperable*	YES	NO	NO	NO
Air conditioning system*	YES	NO	NO	NO
SRS-Missing or problem with airbags*	YES	NO	NO	NO

Arbitration Time Periods			
Green Light Only "Ride & Drive"	Yellow Light Only "Limited Guarantee"	Red Light Only "As-Is"	Red-Yellow Light "As-Is, No Arbitration"
A or C	A or C	N/A	N/A
A or C	A or C	N/A	N/A
A or C	A or C	N/A	N/A
A or C	A or C	N/A	N/A
A or C	N/A	N/A	N/A
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Major Components								
Engine Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Cracked or Repaired Block*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Transmission Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
4X4 System inoperable*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
ABS Problem*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Emission Control equipment missing or inoperable*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Air conditioning system*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
SRS Missing or problem with airbags*	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Vehicle History Issues								
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Salvage or Reconstructed/Theft Recovery/Stolen Vehicles (including history)	YES	YES	YES	YES	B or C	B or C	B or C	B or C

Vehicle History Issues				
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES
Salvage or Reconstructed/Theft Recovery/Stolen Vehicles (including history)	YES	YES	YES	YES
Bonded, Insurance and/or Salvage titles (including history)**	YES	YES	YES	YES
Flood Damage (By Auction Inspection)	YES	YES	YES	NO
Lemon Law/Manufacturer's Buyback**	YES	YES	YES	YES
State-Issued VIN plates (including kit vehicles)	YES	NO	NO	NO
Taxis, Livery vehicles, Police vehicles, government vehicles	YES	NO	NO	NO
Previous Canadian vehicles	YES	NO	NO	NO
Grey Market vehicles**	YES	YES	YES	YES
Vehicles being sold with no title (Bill of Sale only)	YES	YES	YES	YES
Voided Factory Warranty	YES	NO	NO	NO
Fuel Conversion	YES	NO	NO	NO
Non-Original Engine (excludes items replaced under Manufacturer's warranty) Current model year and up to 4 model years old	YES	NO	NO	NO
Logo or Decal Misrepresentation	YES	NO	NO	NO
Bio-Hazard vehicles as required by law	YES	YES	YES	YES
Flood Damage History (discovered by DMV and/or Insurance company records)	YES	YES	YES	NO

Time Period VS. Sale Channel Breakdown

"A" Inlane-Sale Day Only

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***These transactions may be subject to arbitration regardless of the stated time limits.*

Appendix I. NAAA Arbitration Policy Guidelines

NAAA Seller Disclosure/Announcement Requirements	Disclosure/Announcement Required				Arbitration Time Periods			
	Green Light Only "Ride & Drive"	Yellow Light Only "Limited Guarantee"	Red Light Only "As-Is"	Red-Yellow Light "As-Is, No Arbitration"	Green Light Only "Ride & Drive"	Yellow Light Only "Limited Guarantee"	Red Light Only "As-Is"	Red-Yellow Light "As-Is, No Arbitration"
Major Components								
Engine Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Cracked or Repaired Block*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Transmission Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
4X4 System inoperable*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
ABS Problem*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Emission Control equipment missing or inoperable*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Air conditioning system*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
SRS-Missing or problem with airbags*	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Vehicle History Issues								
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Salvage or Reconstructed/Theft Recovery/Stolen Vehicles (including history)	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Bonded, Insurance and/or Salvage titles (including history)**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Flood Damage (By Auction Inspection)	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Lemon Law/Manufacturer's Buyback**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
State Issued VIN plates (including kit vehicles)	YES	NO	NO	NO	B or C	N/A	N/A	N/A
				NO	B or C	N/A	N/A	N/A
				NO	B or C	N/A	N/A	N/A
				YES	B or C	B or C	B or C	B or C
				YES	B or C	B or C	B or C	B or C
				NO	B or C	N/A	N/A	N/A
				NO	B or C	N/A	N/A	N/A
				NO	B or C	N/A	N/A	N/A
				NO	A or C	N/A	N/A	N/A
				YES	A or C	A or C	A or C	A or C
				NO	120 Days	120 Days	120 Days	N/A
Vehi				NO	A or C	N/A	N/A	N/A
				NO	A or C	N/A	N/A	N/A
Vehi				NO	A or C	N/A	N/A	N/A
				YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Pe				YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
				YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
"A" Inf								
"B" Inf								
"C" On								

B or C	B or C	B or C	N/A
B or C	B or C	B or C	B or C
B or C	B or C	B or C	B or C
B or C	B or C	B or C	B or C
B or C	B or C	B or C	N/A
B or C	B or C	B or C	B or C
B or C	N/A	N/A	N/A
B or C	N/A	N/A	N/A
B or C	N/A	N/A	N/A
B or C	B or C	B or C	B or C
B or C	B or C	B or C	B or C
B or C	N/A	N/A	N/A
B or C	N/A	N/A	N/A
B or C	N/A	N/A	N/A
A or C	N/A	N/A	N/A
A or C	A or C	A or C	A or C
120 Days	120 Days	120 Days	N/A

*Must disclose defects that are singularly $500 or more to repair

**These transactions may be subject to arbitration regardless of the stated time limits.

NAAA Seller Disclosure/Announcement Requirements	Green Light Only "Ride & Drive"							
Engine Problem*	YES				A or C	N/A	N/A	N/A
Cracked or Repaired Block*	YES				A or C	N/A	N/A	N/A
Transmission Problem*	YES				A or C	N/A	N/A	N/A
4X4 System inoperable*	YES				7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
ABS Problem*	YES				7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Emission Control equipment missing or inoperable*	YES				7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Air conditioning system*	YES				7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
SRS-Missing or problem with airbags*	YES							
Vehicle History Issues								
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Non-Original Engine (excludes items replaced under manufacturer's warranty) Current model year and up to 4 model years old	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Logo or Decal Misrepresentation	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Bio-Hazard vehicles as required by law	YES	YES	YES	YES	A or C	A or C	A or C	A or C
Flood Damage History (discovered by DMV and/or Insurance company records)	YES	YES	YES	NO	120 Days	120 Days	120 Days	N/A
Other Issues								
Vehicle Accessory Electrical Problems* (Current model year and up to 4 model years old)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Paintwork (3 panels or more) on current model year and newer (excludes bumpers)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles not equipped with air conditioning (excludes vehicles 10 model years old or older)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles being sold with a CO, MSO, or Repo Affidavit title (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Pending state or local DMV fees or taxes over $100 due on vehicle (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Any disclosure required by law	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title

Other Issues

Vehicle Accessory Electrical Problems* (Current model year and up to 4 model years old)	YES	NO	NO	NO
Paintwork (3 panels or more) on current model year and newer (excludes bumpers)	YES	NO	NO	NO
Vehicles not equipped with air conditioning (excludes vehicles 10 model years old or older)	YES	NO	NO	NO
Vehicles being sold with a CO, MSO, or Repo Affidavit title (if required by law)	YES	YES	YES	YES
Pending state or local DMV fees or taxes over $100 due on vehicle (if required by law)	YES	YES	YES	YES
Any disclosure required by law	YES	YES	YES	YES

Time Period VS. Sale Channel Breakdown

"A" Inlane-Sale Day Only

"B" Inlane-7 Calendar Days Only

"C" Online-2 Calendar days within verified receipt of the vehicle from seller and/or auction not to exceed 10 calendar days from the original sale date

**Must disclose defects that are singularly $500 or more to repair*

***These transactions may be subject to arbitration regardless of the stated time limits.*

NATIONAL AUTO AUCTION ASSOCIATION NAAA the symbol of QUALITY AUCTION

Appendix I. NAAA Arbitration Policy Guidelines

NAAA Seller Disclosure/Announcement Requirements	Disclosure/Announcement Required				Arbitration Time Periods			
	Green Light Only "Ride & Drive"	Yellow Light Only "Limited Guarantee"	Red Light Only "As-Is"	Red-Yellow Light "As-Is, No Arbitration"	Green Light Only "Ride & Drive"	Yellow Light Only "Limited Guarantee"	Red Light Only "As-Is"	Red-Yellow Light "As-Is, No Arbitration"
Major Components								
Engine Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Cracked or Repaired Block*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
Transmission Problem*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
4X4 System inoperable*	YES	YES	NO	NO	A or C	A or C	N/A	N/A
ABS Problem*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Emission Control equipment missing or inoperable*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Air conditioning system*	YES	NO	NO	NO	A or C	N/A	N/A	N/A
SRS-Missing or problem with airbags*	YES	NO	NO	NO	B or C	N/A	N/A	N/A
Vehicle History Issues								
Structural Damage/Certified Structural Repair or Replacement/Structural Alteration per NAAA Structural Damage Policy	YES	YES	YES	NO	B or C	B or C	B or C	N/A
Not Actual Miles/Inoperative Odometer**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Salvage or Reconstructed/Theft Recovery/Stolen Vehicles (including history)	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Bonded, Insurance and/or Salvage titles (including history)**	YES	YES	YES	YES	B or C	B or C	B or C	B or C
Logo or Decal Misrepresentation	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Bio-Hazard vehicles as required by law	YES	YES	YES	YES	A or C	A or C	A or C	A or C
Flood Damage History (discovered by DMV and/or Insurance company records)	YES	YES	YES	NO	120 Days	120 Days	120 Days	N/A
Other Issues								
Vehicle Accessory Electrical Problems* (Current model year and up to 4 model years old)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Paintwork (3 panels or more) on current model year and newer (excludes bumpers)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles not equipped with air conditioning (excludes vehicles 10 model years old or older)	YES	NO	NO	NO	A or C	N/A	N/A	N/A
Vehicles being sold with a CO, MSO, or Repo Affidavit title (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Pending state or local DMV fees or taxes over $100 due on vehicle (if required by law)	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title
Any disclosure required by law	YES	YES	YES	YES	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title	7 days after receipt of title

Time Period VS. Sale Channel Breakdown

"A" Inlane-Sale Day Only

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"C" Online-2 Calendar days within verified receipt of the vehicle from seller and/or auction not to exceed 10 calendar days from the original sale date

Must disclose defects that are singularly $500 or more to repair

****These transactions may be subject to arbitration regardless of the stated time limits.***

Arbitration claims initiated after the stated time period will be addressed via the depreciation formula described in the "Title Arbitration Policy" (paragraph I).

Time Period VS. Sale Channel Breakdown

"A" Inlane-Sale Day Only

"B" Inlane-7 Calendar Days Only

"C" Online-2 Calendar days within verified receipt of the vehicle from seller and/or auction not to exceed 10 calendar days from the original sale date

**Must disclose defects that are singularly $500 or more to repair*

***These transactions may be subject to arbitration regardless of the stated time limits.*

NAAA Structural Damage Policy

Seller Disclosure Requirements

- Sellers must disclose structural damage, repairs or replacements as outlined in this policy prior to selling a vehicle at auction regardless of sales channel or light condition (see main Arbitration policy for light definitions). Disclosures are required for the following:
  1. Any/all existing permanent (non-repairable aka kinked or broken) structural damage as defined in this policy

NAAA Structural Damage Appendix

7	**Support Pillars** (includes A, B, C*, D)

	Structural Components	Structural Damage Disclosure Requirement		
		Unibody	Unibody on Conventional Frame	Conventional Frame
1	Frame Rails (Including front, center and rear rails)	Existing Damage, Removed, Modified, Repaired, or Replaced		
2	Spring Pod, Torque Box or Stabilizer Mount	N/A	Existing Damage, Removed, Modified, Repaired, or Replaced	
3	Cross Members (except bolt-on)	Existing Damage, Removed, Modified, Repaired, or Replaced		
4	Apron Assembly	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
5	Strut Tower Assembly	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
6	Cowl Panel/Firewall	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
7	Support Pillars (includes A, B, C*, D)	Existing Damage, Removed, Modified, Repaired, or Replaced		
8	Roof Braces/Bows	Existing Damage, Removed, Modified, Repaired, or Replaced		
9	Rocker Panel (Outer)	Replacement Only		N/A
10	Rocker Panel (Inner)	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
11	Floor/Trunk Panels	Tears 1" or more, existing damage, removed, modified, repaired or replaced panels		N/A
12	Quarter* or Cab* Panel	Replacement Only		N/A
13	Inner Quarter Panel Assembly (includes inner wheelhouse panel, rear strut tower, & wheelhouse extension lower)	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
	*Only applies to components deemed structural per the vehicle manufacturer.			

NAAA Structural Damage Appendix *(continued)*

10	Rocker Panel (Inner)	Existing Damage, Removed, Modified, Repaired, or Replaced
11	**Floor/Trunk Panels**	Tears 1" or more, existing damage, removed, modified, repaired or replaced panels

	Structural Components	Structural Damage Disclosure Requirement		
		Unibody	Unibody on Conventional Frame	Conventional Frame
1	Frame Rails (Including front, center and rear rails)	Existing Damage, Removed, Modified, Repaired, or Replaced		
2	Spring Pod, Torque Box or Stabilizer Mount	N/A	Existing Damage, Removed, Modified, Repaired, or Replaced	
3	Cross Members (except bolt-on)	Existing Damage, Removed, Modified, Repaired, or Replaced		
4	Apron Assembly	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
5	Strut Tower Assembly	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
6	Cowl Panel/Firewall	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
7	Support Pillars (includes A, B, C*, D)	Existing Damage, Removed, Modified, Repaired, or Replaced		
8	Roof Braces/Bows	Existing Damage, Removed, Modified, Repaired, or Replaced		
9	Rocker Panel (Outer)	Replacement Only		N/A
10	Rocker Panel (Inner)	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
11	Floor/Trunk Panels	Tears 1" or more, existing damage, removed, modified, repaired or replaced panels		N/A
12	Quarter* or Cab* Panel	Replacement Only		N/A
13	Inner Quarter Panel Assembly (includes inner wheelhouse panel, rear strut tower, & wheelhouse extension lower)	Existing Damage, Removed, Modified, Repaired, or Replaced		N/A
	*Only applies to components deemed structural per the vehicle manufacturer.			