

## Appendix – Exceptional Quality Policy

Vehicles must meet minimum emissions standards with reference to the year of manufacture.

1. The vehicle must pass the initial pit test – vehicles with four or fewer faults (excluding consumables – see guidance notes) will be permitted to undertake the necessary repairs and submit for a re-test; vehicles with five or more faults will fail and will not be permitted a re-test; and
2. The vehicle must meet the full exterior and interior specification detailed below (each point listed below would constitute one defect). Vehicles with five or fewer defects as detailed below will be permitted to undertake necessary repairs and submit for a re-test. Vehicles with six or more defects will fail, and will not be permitted a re-test.

### Exterior

- ~~All bodywork to be clean and sound, free from rust, corrosion, dents, scrapes or significant scratches or loose panels.~~
- *All body work to be clean and free from any significant rust and corrosion. Dents and scrapes of a minor nature shall be given 28 days to rectify.*
- All paintwork must be in good condition when the vehicle is viewed in normal light conditions
- ~~All wheel trims to be fitted according to the manufacturer's specification and all matched~~
- *All wheel trims to be fitted correctly and shall be of a matching colour and style.*
- Door or wing mirrors to be in good condition. 2 wing mirrors and an interior mirror are required.
- ~~Front and rear registration plates to be clean, clear, unbroken and conform to the relevant legislation. Hinging rear number plates must be maintained so that the number plate is visible at all times.~~
- Front and rear bumpers to have no rust, corrosion, dents, cracks or scrapes and be securely fitted. End caps must be fitted
- Mud flaps, if fitted should be maintained
- ~~No broken, cracked or missing glass or surrounds on all front and rear lights where fitted and must display the correct colour~~
- *No broken or missing glass on the surrounds on all front, rear & Indicator lights where fitted and must display the correct colour (with no white light omitting if rear tail, brake or indicator lights )*
- ~~Radiator grills should be secure and the original specification~~
- *Radiator grill should be securely fitted.*
- ~~Windscreen and rear screen wiper arms should be in good condition and rust free and properly fitted~~
- *Front windscreen wiper arms should be in good condition, rust free and park in the correct position.*
- All door locks and boot locks fitted to be in working order
- All doors should be easily opened and in good working order
- ~~All door handles should be properly fitted easily operated and of original specification~~

- *All door handles should be properly fitted and easily operated*
- A spare wheel which conforms to legal requirements must be carried and securely fitted along with the relevant jack and wheel brace
- All tyres to conform to legal requirements
- All road wheels to be clean and free from significant marks or damage
- Vehicle to have a current MOT certificate or certificate of compliance
- Evidence of servicing and maintenance over the last twelve months must be produced.

## Interior

- ~~All seats to be manufacturer's original design, should match, be securely fitted with no holes or tears,~~
- *All seats to be securely fitted with no holes or tears and should be clean and of a good appearance.*
- All seat belts should be clean, in good working order. There must be sufficient seatbelts to cover every licensed seat. All anchorage point covers should be properly fitted ~~and match original trim,~~ *PVC protective seat covers are acceptable providing the style, fitting and colour is suitable for the vehicle model.*
- All panels should be clean and match original trim
- ~~Fitted carpets should be of original specification, securely fitted with no rips or holes~~
- *Fitted carpets should be securely fitted with no rips or holes and be clean in overall presentation.*
- All instruments and accessories should be fitted securely, match trim and be in good working order.
- Headlining to be clean with no holes or tears (unless repaired )
- All windows to operate correctly and easily
- Brake, clutch and accelerator pedal rubbers to be fitted and in good condition
- The inside of the vehicle should be free from any trailing or loose wires
- ~~The boot and/or luggage space should be clean and tidy with an unstained carpet or cover to manufacturer's specification~~
- *The boot and or luggage space should be clean and tidy.*
- If a hatchback, the boot cover must be original with both lifting straps fitted. A cargo guard should be fitted in estate vehicles
- Gear lever gaiters, if fitted, should be in good condition
- All lights should be in working order with appropriate covers securely fitted
- Window locks, handles where provided by the manufacturer to be in working order
- Heated rear screen to be in proper working order.
- Ramps, if fitted must be in good working order.
- *Cracked internal partitions that present a risk of sharp edges or imminent failure shall not be permitted.*

## Guidance notes

**Mot items** – Any individual fault which would cause the vehicle to fail the standard MOT test will count as one fault. For example a leaking brake cylinder and a bald tyre are **2 faults**.

**Interior and exterior faults** – as a general rule, each defect identified during the inspection will count as one fault, however multiple faults of an identical nature will count as one fault. For example – holes in two seats will count as one fault. Similarly, dents found on two separate panels will count as one fault.

**Fixing** – ~~all trim should be present, correctly aligned and fixed in accordance with the manufacturer's specification.~~  
*All internal trim should be present, correctly aligned and should be of a good appearance.*

**Poor Workmanship** – repairs should be carried out to a high standard. Defects resulting from poor preparation or poor application of a paint finish are likely to result in the vehicle not reaching the required standard. Such defects may include runs, dust in the paint, orbital sander marks, poor paint coverage and overspray.

**Gloss Finish** – Paintwork should have a gloss finish over the whole vehicle. Where the paintwork has begun to fade due to age and the effects of ultraviolet degradation over large areas of the vehicle, where it cannot be returned to an acceptable gloss level by the use of cutting compounds refinishing may be required.

**Replacement panels** – vehicles which have been damaged and had replacement panels fitted are acceptable as hackney carriage and private hire vehicles provided that

- The repairs have been carried out to a high standard
- The replacement panel has been fitted to the vehicle manufacturer's specification using approved fittings, and
- The replacement panel has been correctly aligned, level with all adjacent panels. The gaps between panels should be uniform and similar to those between original panels.

## Appeals

Where a proprietor is aggrieved by the decision of a vehicle tester concerning the standard of the vehicle, the initial appeal shall be to the mechanics supervisor. In the event that the proprietor remains aggrieved, a further appeal will lie to the *CVMU Manager*.

Further details of the appeals process are available on request.

### Definition of consumables

The following items will not be counted as faults, but should be rectified as soon as \*reasonably practicable:

- Light bulbs not working
- No fire extinguisher
- No fare card on display
- Absence of vehicle signage
- A missing licence plate
- Taxi meter not operating correctly

*\*For example, a headlight bulb to be replaced before a vehicle is used after dark. Or for a missing fare card or licence plate the next available time the Licensing Office is open to get a replacement*