



WEAR AND TEAR

Guidelines for normal wear and tear in
passenger cars

DRIVALIA

Partner overview

Macadam Europe is an independent expert in off-lease vehicle inspections and remarketing support for leasing companies, fleet owners and automotive manufacturers. With more than one million inspections carried out annually, both on location and at the driver's home, Macadam Europe is one of the market leaders on the European continent.

Macadam is an independent inspection service that records and reports vehicle damage using the End-of-Contract Fair Wear and Tear Guide standards, and develops innovative digital tools that optimise day-to-day activities for automotive professionals.

EurotaxGlass's is the leading provider of data, solutions and business intelligence services for the European automotive community. Through the combination of data collection, market analysis and mathematical models reliable, decision-critical information will be offered.
www.eurotax.com

Audatex a Solera company, is the only global provider of claims solutions. We deliver the industry's most comprehensive, integrated suite of applications for claims processing, estimating, shop and yard management, and business analytics for performance management. Our solutions help insurance carriers, collision repair shops and automotive recyclers automate core business processes, streamline workflow with industry partners, and manage performance.
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With over 10,000 employees in more than 70 countries of Europe, Asia, America and Africa, the **TÜV NORD GROUP** is actively committed to its national and international customers. Its broad certification, service and testing/inspection portfolio encompasses both specific individual tests/ inspections and also management of complex safety solutions.
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Introduction

Drivalia has developed a professional approach to the return process to be followed at the end of a leasing period.

We offer a completely independent, honest, and transparent service to both our leasing and remarketing clients. We have established minimum standards for the condition of each returned leasing vehicle. These standards are generally known as the standards for normal wear and tear and are comprehensively described in our guidelines related to normal wear and tear.

Upon return to Drivalia, the interior and exterior condition of vehicles is thoroughly inspected. To ensure independence, Drivalia has entered into agreements with Macadam Europe NV to conduct these inspections.

A condition and evaluation report is produced for each vehicle. These reports are made available to both our leasing clients and buyers of used vehicles.

Our vehicle return and sales process has been certified by TÜV Nord. TÜV Nord has independently inspected and evaluated the entire inspection process. Drivalia has certified the process according to TÜV Nord's standards for normal wear and tear.

Acceptable and Unacceptable Wear

They say a picture is worth a thousand words, so we have endeavored to illustrate what constitutes normal wear by placing diagrams throughout the guide to show what is acceptable and what is not.

Naturally, it is not practically possible to depict every possible type of damage. However, this guide will give you a good general idea of what is expected at a minimum from returned vehicles.

Note that the definition of normal wear depends on the age and mileage of the vehicle being inspected. Certain types of breakage or damage, however, are not acceptable regardless of age or mileage; these include missing items and broken glass surfaces.

In all cases, we aim to assess the cost of damages fairly and charge for repair instead of replacement whenever possible.

After our independent partners have completed their inspection, they prepare a condition report. This report lists damages to the vehicle that do not fall within normal wear and tear. It also describes the methods of repair and the costs of repair. An assessment report is provided to buyers of used vehicles.

Returning the vehicle

IN PRACTICE, EVERYTHING THAT WAS DELIVERED WITH THE VEHICLE AT THE TIME OF HANDOVER MUST BE RETURNED WITH IT.

This includes to the following:

- All keys, including the main keys and spare keys
- All documents, such as the user manual, etc.
- Stamped service book
- Valid registration document with inspection marks (if the vehicle has already needed to be inspected)
- Radio code cards
- SD cards for satellite navigation, as well as CD or DVD discs (remove stored locations for security reasons, such as your home address)
- All removable audio equipment (such as detachable fronts of players)
- All additional accessories of the vehicle that are not fixed in it (tow bar, rear door sun blinds, etc.)
- All emergency equipment delivered with the vehicle (jack, wheel wrench, warning triangle, first aid kit, etc.)
- The spare tire must be included and meet legal requirements.
- If the vehicle's spare tire has been replaced with a repair kit, it must be in working order (sealant and a 12V compressor that plugs into the cigarette lighter).
- Original wheel covers.

Remove all personal items, such as:

- Entertainment files, e.g., pictures and music
- Road maps
- Sunglasses
- Fuel credit cards

Remember to check all the vehicle's storage spaces, such as the trunk, glove compartment, door pockets, back of the seat pockets, and remove all your belongings. We cannot return personal items left in the vehicle after its return.

Tips for Pre-Return Evaluation

To avoid unexpected damage costs, perform these few actions before your vehicle is returned and submitted for evaluation.

Use this guide: Walk around your vehicle and note any damage you may observe. Doing a pre-return inspection yourself helps you understand what damages are on the vehicle and prevents surprises from unexpected costs.

Ensure that the vehicle is clean both inside and out: Make sure that the vehicle is cleaned inside and out when you are making an assessment. A dirty vehicle makes it difficult to detect damages.

Check the vehicle in daylight: Park the vehicle in natural light, avoiding shadows from trees etc. This way, you can detect dents and scratches that might otherwise be hard to notice.

Check the vehicle when it is dry: It is much more difficult to notice scratches and dents on a wet vehicle. If the vehicle has just been washed or it has rained outside, ensure that the vehicle is dry before inspection.

Dents can be best detected as follows: Dents are more noticeable by looking down (sideways) at the surface of the vehicle than directly from the side. Also, observe the vehicle from different angles.

Check all surfaces: Remember to also check the lamps, windshield and mirrors, as well as less visible surfaces, such as the roof and surfaces underneath the bumper.

Be objective: Inspect and assess your vehicle as objectively as possible with the above tips. Consider asking for help from a friend or colleague.

Tires, stickers and cleaning

Tires

The assessment of normal wear and tear also includes checking the tires. If winter tires were included in the maintenance agreement, then four tires with rims and bolts must be returned. If the vehicle is returned during winter, the same applies to summer tires.

Many manufacturers no longer supply a spare tire with their vehicles but rather a repair kit, which consists of a sealant and a 12-volt compressor. If the vehicle has such a repair kit, it must be included and in working condition when the vehicle is returned.

If a spare tire was provided with the vehicle, it must be included when returning the vehicle.

Stickers

All sizes and conditions of promotional stickers, texts, and emblems (including their adhesive residues) can affect the vehicle's resale value. Therefore, they must be completely removed before selling the vehicle, regardless of whether they are attached to the body or the glass. The customer will be charged for the costs of removing such stickers, texts, and emblems.

Cleaning

We appreciate that the vehicle is returned clean. Unpleasant odors and/or stains in the interior can affect the vehicle's resale value. Therefore, it may be necessary to have the vehicle professionally cleaned before returning it.

EXTERIOR

Vehicle body and paint

Acceptable:

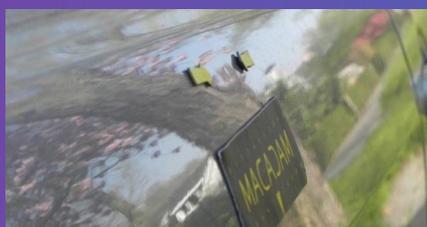
Dents up to 10 cm and scratches that can be removed with mechanical polishing.

Scuffs up to 2 cm that can be removed with mechanical polishing.

Dents up to 2 cm, provided there are no more than two per surface.

Small areas with stone chips, as long as they do not cover more than 25% of the surface and there is no corrosion.

Stone chips that have been properly patched before any corrosion has occurred.



Not acceptable

Chips and scratches longer than 10 cm.

Scuffs larger than 2 cm. Dents larger than 2 cm.

Chips, scratches, and scuffs that cannot be removed with mechanical polishing.

More than two dents per surface.

Dents or scratches where corrosion is visible.

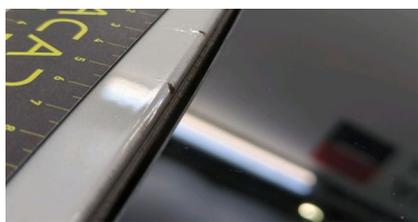
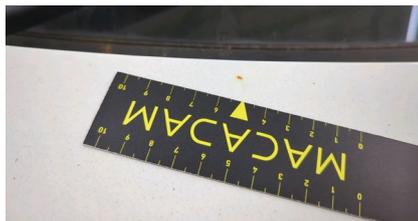
Stone chips covering more than 25% of the surface area.

Incorrect paint repairs showing color mismatch.

Incorrect repairs.

Rusting at any damaged area.

Changes in paint color due to external factors.



EXTERIOR

Grille and Bumper

Acceptable:

- Dents up to 10 cm and scratches that can be removed with mechanical polishing.
- Scuffs up to 2 cm that can be removed with mechanical polishing.
- Scratches and streaks up to 10 cm are acceptable on coated or unpainted bumpers.
- Scuffs up to 2 cm are acceptable on coated or unpainted bumpers.
- Dents up to 2 cm, with a maximum of 2 per grille or bumper.
- Color changes due to external factors, such as weather conditions.



Not acceptable:

- Chips and scratches longer than 10 cm.
- Scuffs larger than 2 cm.
- In painted bumpers: chips, scratches, and scuffs that cannot be removed with mechanical polishing.
- Broken, cracked, or bent grilles and bumpers.
- Dents larger than 2 cm.
- More than two dents per grille or bumper.
- Damage due to incorrect use of chemicals.



EXTERIOR

Tyre Wear and Wheel Rims

Acceptable:

- Tires with at least 2 mm of tread depth or that meet local legal requirements.
- One scratch or scuff up to 10 cm on the surface of the hubcap or rim.
- One scratch or scuff up to 10 cm on the edge of the hubcap or rim.

Not acceptable:

- Scratches or scuffs longer than 10 cm.
- Tire deformations due to, for example, hitting cobblestones.
- Bulges, fractures, or cuts in the tires.
- Damage to the sidewalls or tread.
- Tires penetrated by an object.
- Broken or bent hubcap or rim.
- Corrosion on the hubcap or rim.
- Missing hubcap, tire repair kit, and/or spare tire.

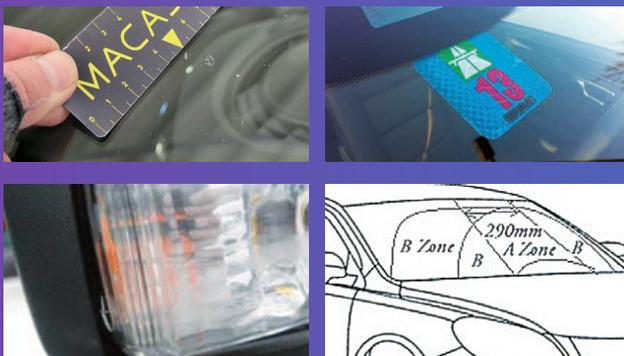


EXTERIOR

Glazing and Lights

Acceptable:

- Stone chips, as long as they are no larger than 1 cm and not in the windshield area A*.
- Stone chips on the surfaces of headlights, fog lights, and turn signals, provided that the glass is not broken and the light function is not impaired.
- Small stickers on the glass related to local legislation.



*Windshield Areas A and B

Not acceptable:

- "Broken glass or lights.
- Cracks or chips in the lights that affect their operation. All bulbs must be functional.
- Self-applied sun shades or tints must be removed from the windshield if they are not professionally installed or if they are torn or starting to come off from the corners of the windshield.
- Chips or fractures larger than 1 cm, or any chips/fractures in area A*



EXTERIOR

Mirrors and external fittings

Acceptable:

- Painted mirror cases: scuffs and scratches up to 5 cm that can be removed with mechanical polishing.
- Scuffs, scratches, and streaks up to 5 cm are acceptable on coated or unpainted mirror housings.
- Returning the vehicle with its towing points and fasteners in place.
- Indicator and auxiliary lights that are correctly installed, intact, and fully operational. The lights must comply with legal requirements, and if local law requires, there should be a mention of them in the vehicle's documents.



Not acceptable:

- Painted mirror cases: scuffs and scratches over 5 cm, or scuffs and scratches that cannot be removed with mechanical polishing.
- Scuffs, scratches, and streaks over 5 cm in coated or unpainted mirror housings.
- Deformations and breakages of the mirror and/or mirror cases.
- Indicator lights whose installation or removal has damaged the vehicle's structure.
- Damages due to the use of a tow hitch.



INTERIOR

Interior of the vehicle

Acceptable:

- Dirt and stains on seats and carpets that can be removed with general cleaning.
- Wear and depressions on the seats resulting from normal use.
- Color changes on surfaces due to daily use.
- Phone installation kits can be left in the vehicle.



Not acceptable:

- Dirt and stains on seats and carpets that require specialized cleaning.
- Cuts, scuffs, and deformations in the interior upholstery and carpets.
- Holes in the dashboard from the removal of equipment.
- Cuts, gouges, or loose threads on the steering wheel.
- Unpleasant odors that require special procedures to remove.

