

FLEET
MANAGEMENT



Fair Wear and Tear guidelines



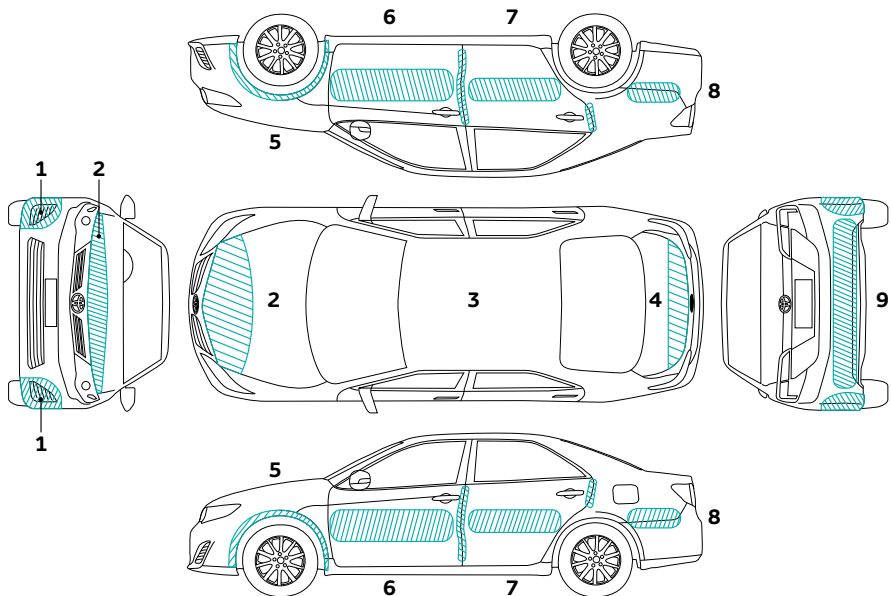
At the end of your lease agreement with Toyota Fleet Management (TFM), the condition of your vehicle will be assessed by an independent third party, taking into account the number of kilometres travelled.

This guide will be used by TFM to assess the condition of the vehicle to ensure it is consistent with the lessee's obligation to maintain the vehicle in accordance with its lease.

These guidelines outline the acceptable Fair Wear and Tear for a passenger vehicle that has travelled less than 100,000 kilometres. Please note that it is not exhaustive and that any matters not referred to will be assessed by TFM acting reasonably.

At the end of your lease please ensure:

- The vehicle is returned with a complete and accurate service history (including the first service, with service records stamped in books and evidencing services being performed by an approved service agent) and the owner's manual
- That all equipment fitted to the vehicle, at the time of delivery or after delivery (with TFM's consent), is returned including up to three keys (two master and one service key) and two remote controls (where originally supplied with the vehicle). The wheel brace, jack and jack handle must also be returned
- That any sign writing has been removed from the vehicle and any damage caused to the exterior paintwork has been repaired
- That front and rear matching tyres are of the same speed rating and size as those originally fitted to the vehicle at time of delivery. Tyres must have at least 1.6mm of tread over all the road surface area of the tyre and otherwise be acceptable under Australian Road Safety Standards. No retreads.



Common areas of Fair Wear and Tear damage:

1. **Front Bar (Corners):** Scrapes & Scratches – \$400-\$500
2. **Bonnet:** Stone Chips – Brush Touch \$25, Repaint \$500-\$600
3. **Roof:** Dents & Scratches – Paintless Dent Removal (maximum 3) \$80, Full Paint \$600-\$700
4. **Boot Lid:** Dents & Scratches – Paintless Dent Removal (maximum 3) \$80, Full Repair \$450-\$550
5. **Front Guards:** Dents, Stone Chips & Scratches – Full Repair \$400-\$500
6. **Front Doors:** Dents, Scratches, Bent Edges – Paintless Dent Removal (maximum 3) \$80, Full Paint \$400-\$500
7. **Rear Doors:** Dents, Scratches, Bent Edges – Paintless Dent Removal (maximum 3) \$80, Full Paint \$400-\$500
8. **Rear Quarter Panels & Fuel Door:** Dents & Scrapes – \$400-\$500
9. **Rear Bar:** Scratches & Scrapes (side) and Dents – \$400-\$500.

Note: Repair price ranges are a guide only and are taken as at 1 August 2016. They can vary between makes and models and are subject to change.

Bumpers and mouldings

Acceptable

- ✓ Marks covering an area less than 10cm² by 1mm deep
- ✓ Dents covering an area less than 20cm² and not more than 2mm deep and 2 per bar

Unacceptable

- ✗ Broken bumpers and mouldings
- ✗ Cracked / split / bent / twisted bumpers
- ✗ Misalignment
- ✗ Gouging
- ✗ Excessive paint chips



GOUGING



BROKEN
BUMPERS
& MOULDINGS

Body work

Acceptable

- ✓ Scratches if not through colour coating – no more than 3 per panel / 9 per car. Excludes through to metal
- ✓ Chips – 6 chips per panel up to 3mm diameter
- ✓ Dents – 2 per panel, 8 per car at 30mm diameter by 2mm deep
- ✓ Minor stone pitting

Unacceptable

- ✗ Exposed undercoat or metal
- ✗ Hail damage
- ✗ Foreign matter etched into paintwork
- ✗ Scrapes / deep scratches
- ✗ Misaligned panels
- ✗ Buckling
- ✗ Distortions
- ✗ Poor panel / paint repairs
- ✗ Any rust



SCRAPES / DEEP
SCRATCHES



EXPOSED
UNDERCOAT
OR METAL

Accessories and equipment

Acceptable

- ✓ Removal of any accessory fitted at the customer's expense provided this does not cause damage to the vehicle



WHEEL BRACE, JACK & JACK HANDLE ARE RETURNED

Unacceptable

- ✗ Broken aerial
- ✗ Removal of accessories fitted by Toyota Finance
- ✗ Missing cigarette lighters, badges, knobs, trims, tools, jack, spare wheel, spare tyre, service books



MISSING CONSOLE LID

Glass, lights and mirrors

Acceptable

- ✓ Light scratching and minor chipping of windscreen or lights
- ✓ Minor pitting
- ✓ Repaired bullseyes to a maximum size of 10mm – not in driver's direct line of sight and meets Australian State & Territory Roadworthy Standards



CRACKED WINDSCREEN

Unacceptable

- ✗ Badly scratched windscreens, breaks, cracks or repair discolouration which interferes with driver's vision within swept area
- ✗ Broken mirror glass, lights or surrounds
- ✗ Damage to electronics in front or rear screens
- ✗ Any damage to lights and glass that would fail Australian State Roadworthy Standards



BROKEN LIGHT

Underbody

Acceptable

- ✓ Minor dents and deformations as long as it has not caused major corrosion

Unacceptable

- ✗ Oil leaks
- ✗ Extensive rust / corrosion
- ✗ Damaged exhaust system
- ✗ Poor repairs
- ✗ Twisted or bent chassis
- ✗ Any damage to underbody that would fail Australian State Roadworthy Standards



UNDERBODY
DAMAGE



DAMAGED
EXHAUST
SYSTEM

Carpet, upholstery, seats, roof liner, floor, centre console and luggage area

Acceptable

- ✓ Clean and tidy condition with minor scuffing and console holes which have been repaired
- ✓ Fading caused by normal exposure to sunlight
- ✓ Stains that are removable and sings (to size of 10mm diameter) that have not holed fabric material

Unacceptable

- ✗ Burns, sings (greater than 10mm in diameter and/or that have holed fabric material), cuts, rips or tears
- ✗ Immovable stains (e.g. oil, solvent, paint)
- ✗ Damage to seat structure
- ✗ Damage to boot lining
- ✗ Mismatched colours



IMMOVABLE
STAINS



DAMAGE TO
SEAT

Dashboard, fascia and door trims

Acceptable

- ✓ Moderate scratches / markings
- ✓ Repaired console holes
- ✓ Fading caused by normal exposure to sunlight
- ✓ Removable stains and scuffing

Unacceptable

- ✗ Tears and splits
- ✗ Burns
- ✗ Holes or damage caused by fitting or removal of accessories
- ✗ Missing items / accessories (e.g. radio, ashtray, cup holder)



HOLES CAUSED
BY ACCESSORY
REMOVAL



DAMAGED
FITTING

Tyres, wheels and trim (including spare)

Acceptable

- ✓ Scrapes and scratches covering not more than 10% of the surface area

Unacceptable

- ✗ Broken / cracked tyres and wheel trims
- ✗ Mismatched tyres and wheel trims
- ✗ Tyres that do not meet Australian State Roadworthy Standards
- ✗ Uneven tyre wear
- ✗ Replacement tyres / wheels that do not meet manufacturer recommendations
- ✗ Retreads



TYRE
DAMAGE



WHEEL
DAMAGE

Contact the trusted figures in fleet
toyotafleetmanagement.com.au
1300 888 870

These guidelines have been prepared using the statement of the interpretation of Fair Wear and Tear Guidelines published by the Australian Fleet Lessors Association (AFLA).

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