

# VOLKSWAGEN FINANCIAL SERVICES

BANK. LEASING. INSURANCE. MOBILITY.\*



## Condition assessment for vehicle returns.

**Clear lines – from the beginning.**

\* The subsidiaries of Volkswagen Financial Services AG as well as its sister company Volkswagen Bank GmbH render various services under the joint sign "Volkswagen Financial Services". Such services are banking services (through Volkswagen Bank GmbH), leasing services (through Volkswagen Leasing GmbH), insurance services (through Volkswagen Versicherung AG, Volkswagen Autoversicherung AG) as well as mobility services (through Volkswagen Leasing GmbH and other). In addition, insurance products of other providers are offered.

## Fairness from the start

We take fair leasing seriously. In order to make vehicle returns as easy and uncomplicated as possible for you, Volkswagen Leasing GmbH defines clear rules with respect to the acceptable return condition of the vehicles.



When the leasing contract expires, the vehicles must always be returned to the dealership that provided the vehicle or to a previously defined return location together with the keys and all documents provided (for example the licence certificate part I, the service record, etc.).

Upon returning a vehicle, it must be in a condition which matches its age and the mileage defined in the contract, free of damage and in a roadworthy condition.

In individual cases, damage that is invoiced proportionally can be invoiced at up to 100 % in the event of serious damage. Consequential damage e.g. damage to the steering gearbox as a result of an impact at the wheels, will be invoiced. Damage that can be repaired by means of Smart Repair will be invoiced at up to 100 %.



## Vehicle returns – Quick and simple

In order to ensure a fast and uncomplicated vehicle return, we request that you observe the following prior to dropping off vehicles: The vehicle must have been cleaned and dried off on the outside and must be clean on the inside. Any objects which do not belong to the vehicle must be removed („clearing out“). Fitted components that were not included in the scope of factory delivery, will not be used for offsetting or returned.

Any additional tyres/wheels received within the scope of the leasing shall be returned in the vehicle, suitably packaged to prevent damage. The return process is regulated by the leasing conditions and is subject to documentation. Damage settlements are made on the basis of a vehicle return report prepared by the dealer or a suitable condition assessment, e.g. conducted by an independent expert.

## Objectivity to the end

When a vehicle is returned, distinction is made between mileage-based signs of wear (acceptable condition) and damage (unacceptable condition). The lessee is held accountable for all damage resulting from the improper use of or above-average stress on vehicles.



### **Acceptable condition**

The vehicle exhibits normal signs of use which do not negatively influence the overall visual impression of the vehicle.

### **Unacceptable condition**

The vehicle exhibits damage which is caused by above-average wear, has a negative impact on the overall visual impression of the vehicle and/or has effects on the vehicle technology. This also includes accident damage, i.e. damage caused by sudden and direct external force, e.g. deformation of the car body and bumpers as well as axle and engine damage.

The age and mileage of the vehicle are accounted for when calculating above-average wear (see following page).

# Proportionality

## Invoicing on the basis of age and mileage

Assessment area	Accepted without charge
<b>Tyres (page 10)</b>	<ul style="list-style-type: none"> <li>▪ Summer tyres ≥ 2 mm</li> <li>▪ Winter tyres ≥ 4 mm</li> <li>▪ All-weather tyres ≥ 4 mm</li> </ul>
<b>Rims (page 12)</b>	<ul style="list-style-type: none"> <li>▪ Minor corrosion marks</li> <li>▪ Minor scratches</li> </ul>
<b>Paint (page 14)</b>	<ul style="list-style-type: none"> <li>▪ Minor scratches</li> <li>▪ Mileage-based stone chips ≤ 2 mm</li> </ul>
<b>Car body (page 16)</b>	<ul style="list-style-type: none"> <li>▪ Minor dents and dints &lt; 1 mm penetration depth and &lt; 20 mm diameter</li> </ul>
<b>Bumpers and bumper guards (page 18)</b>	<ul style="list-style-type: none"> <li>▪ Minor rubber abrasion</li> <li>▪ Minor paint abrasion</li> </ul>
<b>Windows and lights (page 20)</b>	<ul style="list-style-type: none"> <li>▪ Damage which does not impair road safety</li> <li>▪ Small and slight scratches and stone chips &lt; 2 mm outside the driver's line of vision</li> </ul>
<b>Interior and boot (page 22)</b>	<ul style="list-style-type: none"> <li>▪ Minor wear and tear</li> <li>▪ Light abrasion</li> </ul>
<b>Interior and boot (page 24)</b>	<ul style="list-style-type: none"> <li>▪ Small drill holes outside of field of vision</li> </ul>
<b>Engine bay (page 26)</b>	<ul style="list-style-type: none"> <li>▪ Normal contamination in line with the mileage</li> </ul>
<b>Underbody (page 28)</b>	<ul style="list-style-type: none"> <li>▪ Light scratches and/or abrasion on the underbody panelling</li> </ul>
<b>Drive train (page 30)</b>	<ul style="list-style-type: none"> <li>▪ Normal wear without impairment of additional factors</li> <li>▪ Minor oil moisture</li> </ul>
<b>Maintenance and main check/emissions check (page 32)</b>	<ul style="list-style-type: none"> <li>▪ Maintenance work performed in accordance with service manual/service interval indicator</li> <li>▪ No tasks due on the day of return</li> </ul>
<b>Checklist for vehicle return (page 36)</b>	<ul style="list-style-type: none"> <li>▪ No missing parts</li> </ul>

Unacceptable	Invoicing on the basis of age and mileage
<ul style="list-style-type: none"> <li>▪ Summer tyres &lt; 2 mm</li> <li>▪ Winter tyres &lt; 4 mm</li> <li>▪ All-weather tyres &lt; 4 mm</li> <li>▪ Damage, wrong tyres</li> </ul>	<p>A, in the event that no tyre service has been agreed</p> <p>A, in the event that no tyre service has been agreed</p> <p>A, in the event that no tyre service has been agreed</p> <p>A</p>
<ul style="list-style-type: none"> <li>▪ Damage</li> <li>▪ Deformations</li> </ul>	<p>100 %</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Paint damage down to primer</li> <li>▪ Paint damage due to removal of stickers</li> <li>▪ Corrosion damage</li> </ul>	<p>A</p> <p>A</p> <p>A</p>
<ul style="list-style-type: none"> <li>▪ Dents and dints &gt; 1 mm penetration depth and &gt; 20 mm diameter</li> <li>▪ Accident damage that has not been repaired</li> <li>▪ Hail damage</li> <li>▪ Repair or rectification work that has not been carried out professionally or that has not been carried out in accordance with manufacturer's specifications</li> <li>▪ Stickers that have left residue</li> </ul>	<p>A</p> <p>100 %</p> <p>100 %</p> <p>100 %</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Damage</li> <li>▪ Deformation</li> <li>▪ Missing attachment parts</li> </ul>	<p>A</p> <p>A</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Damage such as cracks or fissures</li> <li>▪ Damage to lighting system</li> <li>▪ Unauthorised spare parts</li> </ul>	<p>100 %</p> <p>100 %</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Soiling</li> <li>▪ Damage</li> <li>▪ Burn holes</li> </ul>	<p>A, if cleaning possible</p> <p>100 %</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Drill holes in field of vision</li> <li>▪ Original condition no longer restorable</li> </ul>	<p>100 %</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Damaged or missing attachment parts</li> <li>▪ Damage to vehicle parts caused by rodents</li> </ul>	<p>100 %</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Damaged, severely scuffed or missing panelling parts</li> </ul>	<p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Leaks</li> <li>▪ Damage to parts of the drive train</li> </ul>	<p>100 %</p> <p>100 %</p>
<ul style="list-style-type: none"> <li>▪ Due maintenance acc. to service record/service interval indicator</li> <li>▪ Due date for main check/emissions check passed on return date</li> </ul>	<p>100 %, if no maintenance &amp; wear service arranged</p> <p>100 %, if no maintenance &amp; wear service arranged</p>
<ul style="list-style-type: none"> <li>▪ Missing parts acc. to checklist</li> </ul>	<p>100 % (tyres: A/wheels: 100 %)</p>

A = proportional, 100 % = complete, damage that could be repaired with Smart Repair = 100 %



## Tyres – assessment criteria

### Acceptable condition

- Minimum tread depth of summer tyres:  $\geq 2$  mm
- Minimum tread depth\* of winter and all-weather tyres:  $\geq 4$  mm
- The tread depths are measured between the main tread grooves on the tread circumference
- Minor contact marks on the tyre walls without damage to tyre material
- The tyre type and the tyre brand must be matched in axle sets and must be approved for the vehicle by the vehicle manufacturer



Summer tyres > 2 mm



Minor material loss on the wear strip



Winter tyres < 4 mm



Tyre wall damaged

### Unacceptable condition

- Tread depth of summer tyres under 2 mm (measured between the main tread grooves on the tread circumference)
- Tread depth of winter and all-weather tyres under 4 mm (measured between the main tread grooves on the tread circumference), if the wheels are included in the leasing contract by the factory or if the wheels are supplied as standard
- Damage to tyres, e.g. nicks or cuts going beyond the tread base
- Tyres with dimensions and/or speed indexes and/or load indexes which are not authorised for the vehicle
- One-sided worn out tyres or irregular tread wear (which may entail wheel alignment, the costs of which must be included in the calculation)
- Brake plates, saw teeth
- All deviations from the vehicle manufacturer's specifications
- Mixed summer/winter tyres or retreaded tyres which did not belong to the scope of supply

\* If Volkswagen Leasing GmbH tyre services are included, profile depths below 4 mm will also be accepted for winter and all-weather tyres insofar as free tyre contingents are still available.

## Rims – assessment criteria

### Acceptable condition

- Minor corrosion marks or painted surfaces damaged by road salt covering less than 20 mm
- Minor scratches and/or scrapes < 20 mm on the rims without material loss\*
- Scrapes and scratches on hubcaps of less than 100 mm in length



Minor scratches without material loss



Minor scratches on hubcaps



Damage to rim edge



Damage to hubcap

### Unacceptable condition

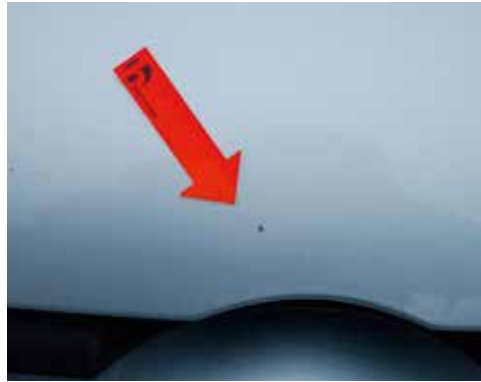
- Deformations of the rim edge
- Damage to rims and hubcaps, e.g. due to contact with road kerb
- Corrosion damage and/or abrasions covering more than 20 mm
- Material loss on alloy rims
- Alloy rim ruptures
- Ruptures and/or cracks on hubcaps, missing or non-original hubcaps
- Deviation from delivery condition
- Rim damage (incl. damage on wheel covers) to winter wheels from the tyre services of Volkswagen Leasing GmbH are accepted from additional payment

\*Burnished or powder-coated rims are excluded from refurbishment according to the manufacturer's stipulations and must be replaced in case of damage.

# Paint – assessment criteria

## Acceptable condition

- Scratches on the painted surfaces which can be removed via grinding and polishing (fingernail does not catch in the damage), e.g. minor scratches in the vicinity of the door handles
- Effects of road salt on wheel arches, tar splashes and paint marks caused at car washes when used properly
- Minor scratches that do not reach the primer. In the case of two-coat paints, without damaging the base coat
- Mileage-based damage from stone chips up to a maximum individual impact size of 2 mm diameter
- Minor scratches and paint marks on the roof railing in the vicinity of the fixing points and stops caused by the mounting and removal of roof racks (e.g. for bicycles)
- Paint scuffs  $\leq 20$  mm on door edges



Stone chips  $\leq 2$  mm



Minor paint damage on door edges



Over five stone chips per  $10 \times 10$  cm



Damage to base paint

## Unacceptable condition

- Previous unprofessional paint repairs (e.g. conspicuous colour differences)
- Painted surfaces attacked by industrial/chemical deposits or other forms of surface damage, such as marks left by bird droppings
- Paint damage which goes down to the primer/base paint or the metal and which requires different coats of paint
- Paint damage for which improvements are no longer possible due to corrosion damage
- Paint damage or differences in colour caused by decals and stickers or paint delamination due to film removal
- Small stone chips in high density (exception: front trim panel), over five per  $10 \times 10$  cm
- Paint damage and scratches on the roof railing with a total area of over 50 mm



## Car body – assessment criteria

### Acceptable condition

- Dents and dints arising during normal use which do not require paint repair are acceptable with the exception of those caused by hail damage
- The acceptable penetration depth is within approx. 1 mm with a maximum diameter of 20 mm without paint damage (up to a maximum two dents/dints per component)



Single dent



Dent < 20 mm



Three dents on one body part



Deformation > 20 mm

### Unacceptable condition

- Other deformations and damage
- Damage due to hail
- Previous unprofessional repair work that does not comply with manufacturer specifications, with the aid of filler/ debris or in the form of replacing body parts with spare parts which are not authorised for the model
- Unprofessionally removed or unrepaired old damage and accident damage of all types
- More than two dents on one bodywork part
- Stickers that have left residue

## Bumpers and bumper guards – assessment criteria

### Acceptable condition

- Minor rubber abrasion on or next to unpainted decorative trim and bumpers which did not result in visual, permanent deformation
- Minor paint abrasion or scratches (usually in curved area) but not penetrating to base material area and less than 20 mm (100 mm on the sills) in length
- Minor material adhesion (e.g. paint from another vehicle), if this can be rectified through polishing



Scratches on the painted surface



Minor paint abrasion



Paint damage on the bumper



Damage and breakages

### Unacceptable condition

- Damage that requires replacement parts, repair work or re-painting such as: cracks, scrubbing, peeling lacquer, dents, buckling and deformations as well as improperly implemented repairs
- Damage to the integrated distance sensors or in the vicinity of the integrated distance sensors
- Missing attachment parts
- Paint damage which goes down to the primer/base material
- Scratches > 20 mm (> 100 mm sills) in length

## Windows and lights – assessment criteria

### Acceptable condition

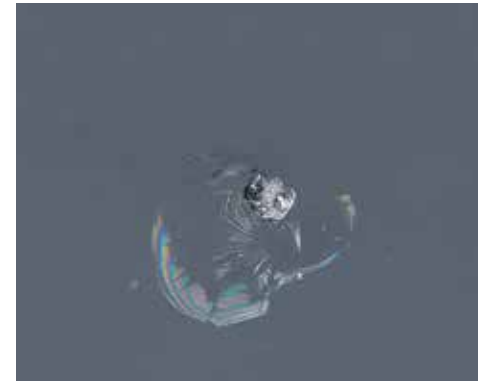
- Minor surface scratches on the windscreen that do not impair the driver's vision as well as stone chips with no crack formation
- Small stone chips up to 2 mm located outside the field of vision of the driver
- Minor scratches on the side and rear windows
- Other damage with no impact on operating or road safety



Stone chips < 2 mm



Minor scratch



Stone chips > 2 mm



Scratches > 10 mm

### Unacceptable condition

- Other damage to windscreen and lighting system (e.g. cracks, fissures, blind-spots or stone chips with crack formation)
- Stone chips > 2 mm located in the field of vision of the driver
- Stone chips that cannot be repaired (e.g. within a zone 100 mm from the edge of the glass or in the driver's field of vision)
- Significant scratches or stone chips on the side and rear windows
- Mirror glass breakage
- Damage which impairs road safety

## Interior and boot – assessment criteria

### Acceptable condition

- Colour fading on the upholstery and interior trim, minor wear of upholstery at contact points as well as minor soiling removable by normal cleaning
- Minor scratches and/or scuffing < 20 mm (e.g. rear of folding back seats)
- Wear-related abrasion of upholstery and panelling

### Boot

- Scratches < 100 mm in length
- Multiple scratches and/or scuffing that does not exceed an area of 10×10 cm



Minor soiling



Minor abrasions



Major soiling of upholstery



Burn hole in seat covers

### Unacceptable condition

- Soiling of the upholstery and interior trim that necessitates professional refurbishment
- No thorough cleaning, waste and/or severe soiling
- Burn holes in seats or interior trim; any damage which can only be removed through repair
- Missing interior and boot trim, headrests, seats
- Damage to seat belts or security locks
- Mould or abnormal odour development
- Cracks or separations from door and closure seals
- Damage to functional and attachment parts which impair vehicle operation
- Cracks, damage to the headlining or the floor covering (no mats)
- Damage to vehicle parts due to external influences (e.g. scratching by animals, signs of biting/chewing)

### Boot

- Scratches > 100 mm in length
- Multiple scratches and/or scuffing that exceeds an area of 10×10 cm

## Interior and boot – assessment criteria

### Acceptable condition

- Small drill holes located outside the field of view of the vehicle user and passengers (e.g. beneath the dashboard)
- Minor damage to the plastic trim



Minor scratches on the steering wheel



Minor damage to plastic trim



Drill holes in trim



Severe scratches and scuffing

### Unacceptable condition

- Changes which can no longer be restored to the original condition, (e.g. drill holes on body parts which are not closed)
- Drill holes located in the field of view of the vehicle user or passengers, e.g. in the dashboard, in the centre console, in the door linings etc. (e.g. through retrospective installation of mobile navigation systems)
- Trim parts that are severely scuffed, broken or deformed
- Items stuck to the interior trim (e.g. coins on the centre console)
- Additional equipment, that is not part of the scope of the leasing and that has not been removed



## Engine bay – assessment criteria

### Acceptable condition

- Normal signs of wear/use in line with the mileage



Normal soiling



Normal soiling



Damaged insulating matting



Damage due to rodents

### Unacceptable condition

- Coverings (e.g. engine or battery covers) missing or damaged
- Damaged insulating matting
- Damage to vehicle parts caused by rodents

## Underbody – assessment criteria

### Acceptable condition

- Light scratches or scuffing on the underbody panelling
- Normal signs of wear (e.g. minor soiling and deposition, surface rust e.g. on the wishbones)



Minor scratches



Normal signs of wear



Damage to the underbody panelling



Heat protection panels torn

### Unacceptable condition

- Ruptures, severe scratches, deformations, missing or loose parts of the underbody panelling
- Defective shielding panels (e.g. broken or torn heat protection panels)
- Very severe soiling and deposition

## Drive train – assessment criteria

### Acceptable condition

- Normal wear without impairment of additional factors (defects that would be accepted during the emissions check)
- Minor oil moisture on the assemblies without dripping



Oil moisture



Brake disks acceptable



Oil leaks



Brake disks worn

### Unacceptable condition

- Dripping and/or loss of fluids (e.g. leaks on the engine)
- Defective drive shaft boots
- Defective chassis/suspension parts (e.g. broken springs)
- Unusual noises in the area of the engine, transmission, turbocharger, chassis/suspension
- Defects or damage on the engine, transmission, turbocharger, chassis/suspension
- Excessive wear on the brake system (e.g. wear limits of the manufacturer exceeded, scoring > 0,3 mm depth, cracks forming in the brake disks)
- Retrospective modifications and attachments (e.g. sports suspension parts, chip tuning)
- Improper repairs or attachments

## Maintenance and main check/ emissions check – assessment criteria

### Acceptable condition

- Maintenance (inspections) implemented in accordance with service manual/inspection specifications of the manufacturer in a workshop recognised by the manufacturer
- Inspection not due on month of return and inspection only due after kilometre interval > 1.000 km
- Main check/emissions check certificates that are not yet due\* on return date
- Wear without impairment of road safety and operational safety
- Complete and seamless verification of the maintenance and service work



Service executed



Service > 1.000 km



Service < 1.000 km/due



Fault message, on-board electronics

### Unacceptable condition

- Oil service and maintenance work due (inspections) acc. to service record or service interval indicator\*\*
- Inspection due within return month or inspection due after kilometre interval < 1.000 km
- Due date\* for the main check/emissions check exceeded on return date
- Impairment of the functional capability of equipment features (e.g. function of the air conditioning)
- Wear and/or damage that would be considered a defect in the course of the main check
- Fault messages from the on-board electronics

\* Due: 1st. of the month per test badge. (If the vehicle is to be returned in the month marked on the test badge or later, the main check and emissions check are to be carried out by the lessee.)

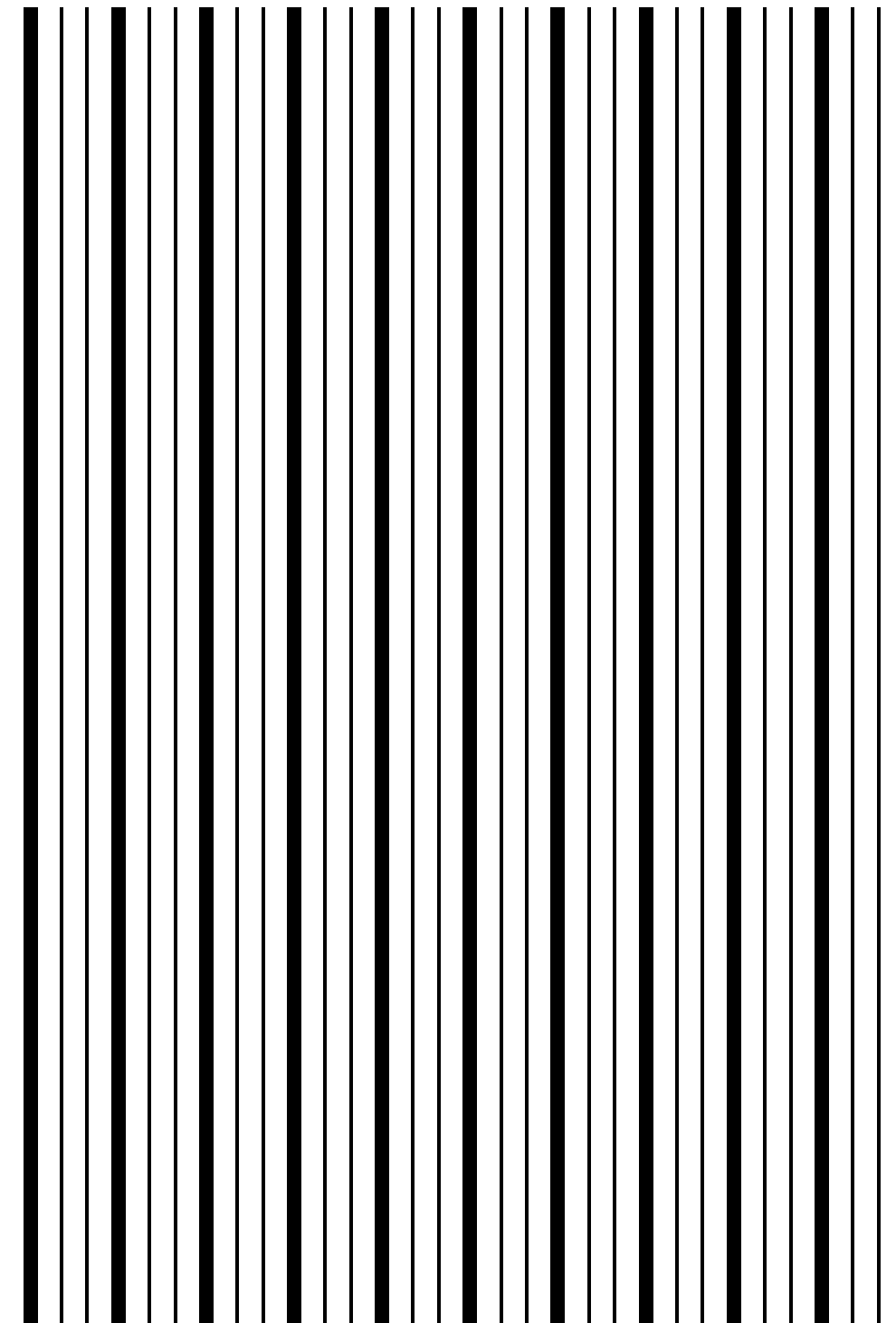
\*\* If maintenance and wear repair service from Volkswagen Leasing GmbH is not included.





## Checklist for vehicle return Please remember the following ...

- Tyres/wheels (tyres and rims) (summer and winter tyres)
- Hubcaps
- Service record
- Logbook
- Key and spare key
- Mobile phone
- Radio and antenna mast
- Luggage compartment cover
- Navigation system
- Navigations CD/DVD
- Licence certificate part I (vehicle registration certificate)
- Spare wheel or compressor and tyre filling
- Vehicle tool kit
- Trailer coupling with key
- Fuel cards
- Remote control for auxiliary heating
- Dismantled seats and seat benches
- Coolers
- Partition
- First-aid kit/warning triangle/reflective vest
- Loose parts delivered by the factory (e.g. mats)





## Aids for assessing dents/dints

### Dent reflector panel

A dent reflector panel can be found on the following page for identifying and showing small dents (e.g. hailstone damage, parking dints).



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