

MITSUBISHI MOTORS
BUSINESS
ADVANTAGE
JUST DRIVE



**FAIR WEAR &
TEAR GUIDE**

Sport Utility Vehicles (SUV)

Guidelines for when a Passenger Vehicle
comes to the end of its lease term.



1300 020 272 | mitsubishi-motors.com.au

Sport Utility Vehicles (SUV)

When your vehicle comes to the end of its lease, we'll need to appraise it for wear and tear. This guide clearly and simply shows what is normally expected of a vehicle at lease end. To help reduce exposure to wear and tear on your vehicle, we have also included recommendations for some simple precautions and practices.

Table of Contents

Seating.....	3
Dashboard, console, trim.....	4
Flooring, luggage areas.....	5
Glass, lamps, mirrors.....	6
Bodywork.....	7
Bumpers, bumping strips, number plates.....	8
Wheels, tyres - including trim & tools.....	9
Mechanical condition & vehicle repair.....	10
Accessories.....	11
Signage.....	11
Returns.....	12
Routine maintenance.....	12
Vehicle inspections.....	12
Summary.....	12
Notes.....	13

It is important you are familiar with these guidelines. If you have any questions please call your account manager.

By taking reasonable steps to ensure your vehicle is properly cared for, you can avoid possible repair-related costs when the time comes to return the vehicle.

The type of protection your vehicle needs will depend on the nature of your business and the purpose of the vehicle. Vehicles used for transporting goods or equipment usually require more protection than those that are used for passengers only. When assessing what's fair wear and tear we take into consideration the purpose of the vehicle, however we also expect that you take all reasonable precautions to limit damage.

When a vehicle is returned to Mitsubishi Motors Business Advantage, a Vehicle Inspection Report is completed which documents the vehicles condition at end of lease.

Please contact Mitsubishi Motors Business Advantage at any time for assistance with the protection of your vehicle, on **1300 020 272**.



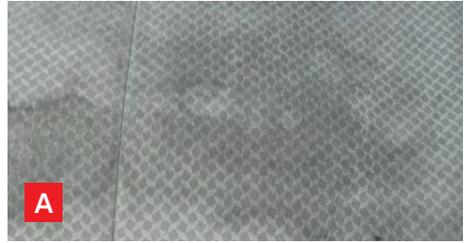
Seating

What's acceptable

- **Light staining**
Provided it can be removed by steam cleaning and the seat fabric is not permanently damaged.
- **Fading or discolouring**
Provided it has been caused by exposure to sunlight and not through contact with inappropriate substances (e.g. Corrosive cleaning solvents).
- **Any wear that is due to ageing or normal usage**

What's not acceptable?

- **Any staining that permanently damages the texture of the fabric (A)**
Typical causes: oil, paint, chewing gum.
- **Any stain that cannot be removed by steam cleaning**
- **Cuts, rips or tears (B)**
Typical causes: carrying inappropriate items on seats, failing to inform us that the worn fabric requires immediate repair.
- **Burns (C)**
Typical causes: cigarettes.
- **Any damage to seat structure (internal or external)**
Typical causes: carrying inappropriate items on seats, imposing excessive force on seats, failing to inform us that the worn fabric requires remedial repair, removing seats that have not been designed to facilitate temporary removal.



We recommend:

- Ensure that all seating that is at risk of excessive wear and damage is adequately protected. Please contact FleetPartners if you would like us to supply heavy-duty seat covers. After market heavy-duty seat covers should remain with the vehicle and be thoroughly maintained.
- Ensure your staff recognise that seating is not designed to carry heavy materials or equipment.
- Encourage your staff to treat seating with respect and ensure that they understand that your company will be liable for damage.

Dashboard, Console & Trim

What's acceptable

- **Light staining**
Provided it can be removed by steam cleaning. Typical causes: spilt drink.

What's not acceptable?

- **Missing items including radios (A)**
- **Cuts, tears, dents, deep scratches**
Typical causes: carrying inappropriate loads (e.g. Tools and equipment).
- **Holes made to accommodate any accessory**
(e.g. Car phone, navigation kits).
- **Removal of any accessory supplied with the vehicle or subsequently fitted at our expense**
Unless done with our prior written approval (e.g. Glove box, ashtray, cup holder, door pocket, radio, security device).
- **Excessive damage caused by removal or repositioning of any accessories (B)**
Including car phones and navigation kits.
- **Burns**
Typical causes: cigarettes.
- **Any staining that cannot be removed by steam cleaning**
Typical causes: oil, grease, paint.



We recommend:

- Ensure that all seating that is at risk of excessive wear and damage is adequately protected. Please contact FleetPartners if you would like us to supply heavy-duty seat covers. After market heavy-duty seat covers should remain with the vehicle and be thoroughly maintained.
- Ensure your staff recognise that seating is not designed to carry heavy materials or equipment.
- Encourage your staff to treat seating with respect and ensure that they understand that your company will be liable for damage.

Flooring & Luggage Areas



What's acceptable

- **Any wear that is due to ageing or normal usage**
- **Staining and dirt on carpets and lining fabrics (A)**
Provided that steam cleaning would remove it satisfactorily.

What's not acceptable?

- **Cuts, rips or tears to carpets or lining fabrics**
- **Burns to carpet or lining fabrics**
Typical causes: cigarettes.
- **Permanent staining on carpets or lining fabrics**
Which would not be removed satisfactorily by steam cleaning. Typical causes: oil, grease, paint, excessive dirt.

We recommend:

- Ensure that any floor mats supplied with the vehicle remain in the footwell and are returned with the vehicle. Replace them if they wear through.
- Ensure that the interiors, whether fitted or removable, are cleaned regularly.

Glass, Lamps & Mirrors

What's acceptable

- **Light scratching and minor chipping of any windscreen or window glass**
Provided it does not interfere with the drivers line of sight and no heating elements are affected.

What's not acceptable?

- **Any damage that affects heating elements on a rear windscreen**
- **Any hole or crack in a lamp glass or lens (A)**
- **Any damage to mirror glass and mirror surround (B)**



We recommend:

- Fitting of headlight protectors can minimise damage to lamps.

Body Work



What's acceptable

- **Occasional chipping of paint work that can be attributed to normal usage**
e.g. Chips caused by stones flying off road surfaces, chips to door edges and surrounds.
- **Isolated dents under 10mm in diameter**
Provided the paint work or other surface finish is unbroken and there is no visible crease in the dented panel.
- **Isolated scratches under 20mm in length that can be removed by buffing**



What's not acceptable?

- **Excessive or uneven paint fading**
- **Excessively dirty vehicle**
- **Tree sap or other organic stains**
- **All hail damage**
- **Multiple dents within a localised area (ripple)**
- **Isolated dents over 10 mm in diameter (A)**
- **Any scratch over 20mm in length that penetrates to bare metal or primer (B)**
- **Any dent where primer or bare metal is exposed (C) Any tear or rip to panels**
- **Bird/bat stains (D)**
- **Any repair work that has been carried out to an unacceptable standard**
- **Excessive chipping (E)**

We recommend:

- Advise staff not to drive vehicles on any terrain for which the vehicle is unsuited.
- Enrol staff in a driver training program. Please contact Mitsubishi Motors Business Advantage to arrange.
- If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently. We recommend you utilise our accredited repair centres.
- Wash vehicle regularly.

Bumpers, Bumping Strips, Number Plates

What's acceptable

- **Areas of scratching and scuffing that are under 25mm in length**
Provided there are no cracks or dents and the basic structure is unchanged.
- **Isolated minor dents up to 10mm in diameter**
Provided that the paintwork or other surface finish remains unbroken and there is no visible crease.



What's not acceptable?

- **Any areas of scratching and/or scuffing that is over 25mm in length**
Where primer or basic material is exposed.
- **Any dent over 10mm in diameter (A)**
- **Multiple dents under 10mm in diameter within a localised area**
- **Bumper with excessive scuffing (B)**
- **Bumpers, bumping strips or number plates that are cracked, broken, missing or severely deformed (C)**



Wheels, Tyres (including trim & tools)

What's acceptable

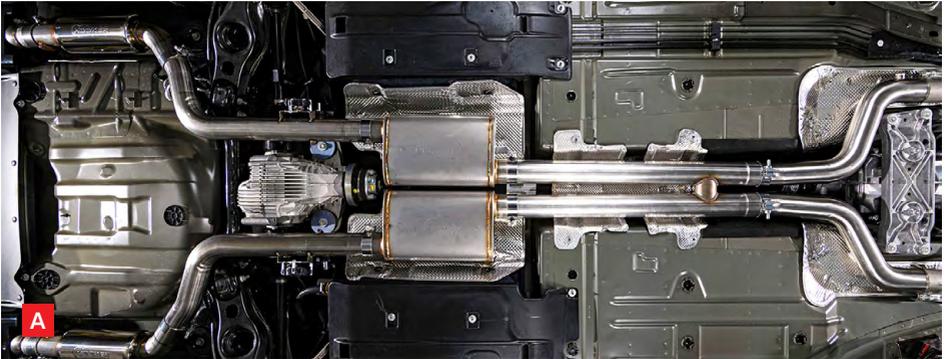
- **Light damage to wheel rims**
Must meet Road Worthy Certificate (RWC) standards.

What's not acceptable?

- **Any significant damage to the rim or main body of a wheel (A)**
Including the spare tyre.
- **Any missing item(s) (B)**
Including the spare wheel, tools and wheel rims.
- **Any significant damage to sidewalls of tyres (C)**
Typical causes: kerbing.
- **Replacement tyres that do not meet the recommendations of the vehicle manufacturer for type, size and speed rating**
- **Replacement wheels that do not match those originally supplied with the vehicle or unroadworthy tyres**
- **Wheel trims that are badly damaged**



Mechanical Condition & Vehicle Underside



What's acceptable

- **Underside (A)**
Minor damage as long as no corrosion exists.
- **Exhaust**
Minor dents.
- **Oil leaks**
Minor misting or dampness around the seals or gaskets.

What's not acceptable?

- **Brakes**
Brake discs that are grooved.
- **Engine**
Not being maintained (including sufficient coolant or lubricating oil and not repairing broken internal components).
- **Transmission**
Noisy gears or slipping transmission.
- **Underside**
Impact damage.
- **Exhaust**
Gas leaks and blowing from joints.
- **Oil leaks**
Oil drips or leaks.
- **Missing routine maintenance recommended services**

We recommend:

- The standard of the vehicle must be maintained so that the vehicle is deemed roadworthy by the statutory bodies. This is achieved by ensuring that the vehicle is routinely checked by the drivers and regularly serviced by an approved repairer in accordance with manufacturers' instructions.
- Routine servicing and maintenance record keeping is essential and must be available upon request before or after vehicle is returned.
- Routine care by drivers, inspecting water, air pressure, coolant and other additional checks stipulated by the manufacturer will ensure that mechanical wear and tear is minimised.

Accessories



What's acceptable

- **Removal of any accessory fitted at your expense e.g. Towbar**
Provided that any damage caused by its removal is corrected

What's not acceptable?

- **Any damaged or missing aerials (A)**
- **Damage caused through incorrect fitting of an accessory**
Such as roof rack or towbar
- **Damage caused by the removal of an accessory**
- **Removal of any item that was supplied with the vehicle subsequently fitted at Mitsubishi Motors Business Advantages expense**

Signage



What's not acceptable?

- **Inconsistent paint finish where areas that have been under business signage have faded significantly**
- **Damage to paint work caused by negligent removal of trade/business signage (B)**

We recommend:

- Ensure aerials are lowered when vehicle is unattended.
- At the end of the lease, leave the removal of any company signage to Mitsubishi Motors Business Advantage. The cost of this service will be charged back to you, however it will ensure the job is completed satisfactorily.

Moving Forward

Vehicles must be maintained in accordance with manufacturers guidelines, as per the instructions in your lease agreement.

Keys and remote devices

All keys and remote devices supplied, including spares, must be returned at the end of the lease in working order. A charge will apply for any that are not returned with the vehicle. Please take special care of red keys and other master keys for engine management systems as the cost of replacing these can be significant.

Routine maintenance

Vehicles must be maintained in accordance with manufacturers guidelines, as per the instructions in your lease agreement. Routine servicing should be undertaken at recommended intervals by authorised agents. Take care to ensure that the vehicle's service record is kept up to date and stamped each time.

Drivers must ensure that oil and coolant levels are checked regularly and maintained at appropriate levels between services. Please follow any other checks and procedures in the vehicle's maintenance guide.

Vehicle Inspections

Upon return of the vehicle an inspection will be completed with a report documenting the vehicle condition at the end of the lease.

Charges are applicable if:

- A vehicle has not been maintained in the recommended manner
- Any component that has deteriorated as a result of driver negligence.

Summary

This guide highlights our expectations regarding end of lease wear and tear. Our aim is to provide you with guidance to help you ensure that your vehicle is returned with minimal damage.

We can make various arrangements to assist in reducing your end of lease costs:

- Pre-return inspections
- Driver awareness and training
- Defensive driver education
- Recommendation on vehicle specifications including accessories
- Use of our accredited supplier network for vehicle servicing and repairs.

The Mitsubishi Motors Business Advantage team can also assist with the management of your vehicle at lease end.



MITSUBISHI MOTORS
BUSINESS
ADVANTAGE
— — — — — **JUST DRIVE**



1300 020 272 | mitsubishi-motors.com.au
mmba@mitsubishi-businessadvantage.com.au

Important: Information in this guide is current as at August 2022 and is subject to change. It is your responsibility to ensure you are in possession of the most current version of the guide which can be downloaded at mitsubishi-motors.com.au/business/mitsubishi-motors-business-advantage or by calling 1300 020 272. Mitsubishi Motors Business Advantage is supported by Fleet Partners Pty Ltd ABN 63 006 706 832.