



**TOYOTA FLEET
MANAGEMENT**

Fair Wear and Tear Guide

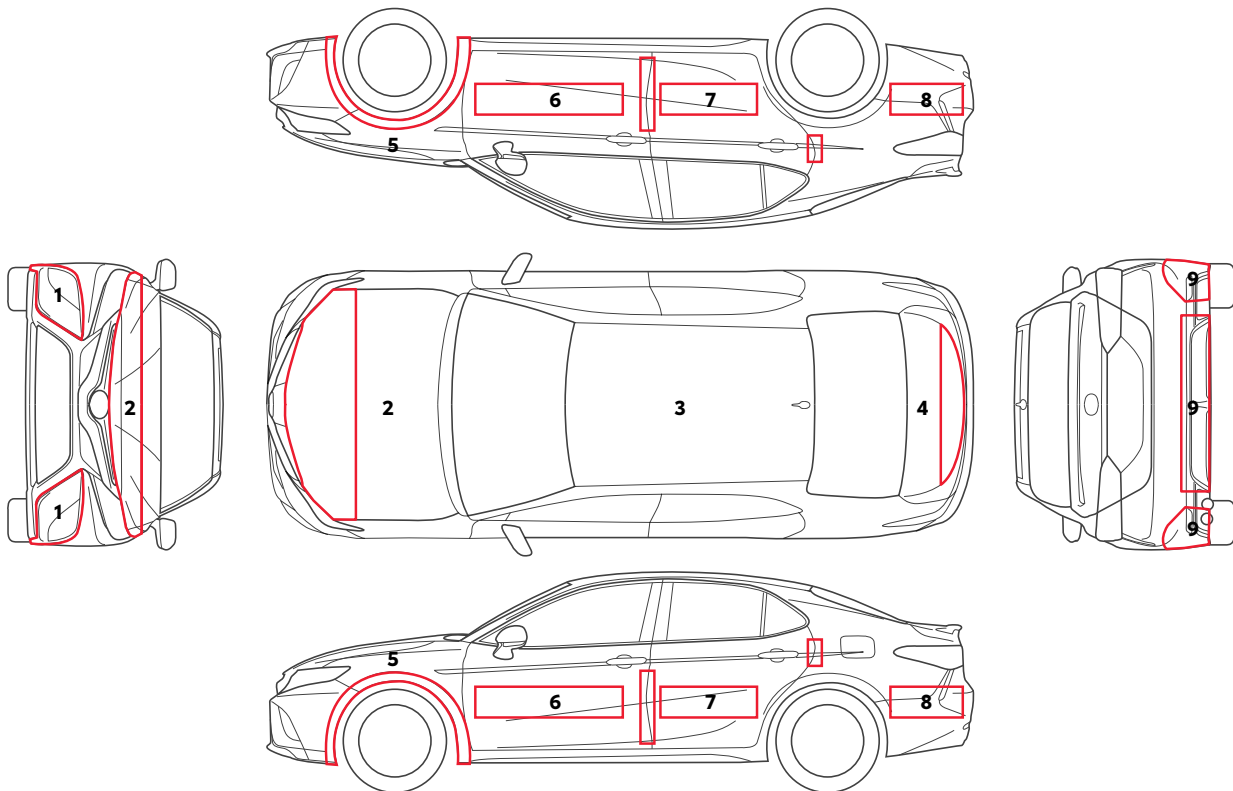
Upon completion of your lease agreement with Toyota Fleet Management (TFM), an independent third party will assess the condition of your vehicle, taking into account the number of kilometres it has travelled.

TFM will use this guide to ensure the condition of the vehicle is consistent with the lessee's responsibility to maintain the vehicle in accordance with the lease.

The acceptable Fair Wear and Tear standards for a passenger vehicle driven for less than 100,000 kilometres are outlined in this guide. However, it is not exhaustive and any matters not covered will be assessed by TFM in a reasonable way.

At the end of your lease please ensure:

- You return the vehicle with a complete and accurate service history (including the first service and other service records stamped in the books by an approved service agent) as well as the owner's manual
- Make sure all equipment fitted to the vehicle, at the time of delivery or after delivery (with TFM's consent) is also included. There should be up to three keys (two master and one service key) and two remote controls (where originally supplied with the vehicle). The wheel brace, cargo blinds, headrests, jack and jack handle also need to be returned.
- Any sign writing over the exterior paintwork must be removed and any damage repaired
- The front and rear matching tyres are of the same speed rating and size as those originally fitted at the time of delivery. They must also have at least 1.6mm of tread across the full road surface area of the tyre and meet Australian Road Safety Standards. No retreads will be accepted.



Common areas of Fair Wear and Tear damage:

1. **Front Bar (Corners):** Scrapes & Scratches – \$550-\$650
2. **Bonnet:** Stone Chips – Repaint \$700-\$800
3. **Roof:** Dents & Scratches – Full Paint \$850-\$950
4. **Boot Lid:** Dents & Scratches – Full Repair \$700-\$800
5. **Front Guards:** Dents, Stone Chips & Scratches – Full Repair \$600-\$700
6. **Front Doors:** Dents, Scratches, Bent Edges – Full Paint \$600-\$700
7. **Rear Doors:** Dents, Scratches, Bent Edges – Full Paint \$600-\$700
8. **Rear Quarter Panels & Fuel Door:** Dents & Scrapes – \$600-\$700
9. **Rear Bar:** Scrapes & Scrapes (side) and Dents – \$550-\$650.

Note: Repair price ranges are a guide only and are taken as at 1 February 2024. 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

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

Accessories and equipment

Acceptable

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

Unacceptable

- ✗ Broken aerial
- ✗ Removal of accessories fitted by Toyota Fleet Management
- ✗ Missing badges, knobs, trims, tools, jack, spare wheel, spare tyre, service books, parcel shelf and cargo tray

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

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

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

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 singes (to size of 10mm diameter) that have not holed fabric material

Unacceptable

- ✗ Burns, singes (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

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)

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

Your Fleet Mobility Partner

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