



SSANGYONG

**LEASE DIRECT GUIDE
TO
FAIR WEAR & TEAR**

www.ssangyong.co.nz



SSANGYONG



TIVOLI



KORANDO



REXTON



ACTYON



SSANGYONG

Lease Direct Guide to Fair Wear & Tear

CONTENTS	Page
What is Fair Wear & Tear?	3–4
Taking Care of Your Vehicle	5–6
Exterior	
– Bodywork	7–8
– Bonnet	9
– Grill	9
– Bumper Steel	10
– Bumper	10
– Mirrors	11
– Mudflaps	11
– Lamps & Glass	12
– Tyres, Wheels & Trims	13
Interior	
– Door & Hatch Seals	14
– Flooring & Luggage	14
– Seat Belts	15
– Seating, Trim, Dashboard & Fascia	16
– Servicing/Road User Charges	17
– Servicing/Mechanical	17

This SsangYong GUIDE TO WEAR AND TEAR booklet, is provided to assist drivers in establishing acceptable and unacceptable ‘fair wear and tear’ on a vehicle at the end of its lease term. This booklet does not cover every aspect of the vehicle and there may be additional items that are missing or damaged through driver negligence that may be charged at SsangYong Lease Direct discretion.

WHAT IS 'FAIR WEAR & TEAR' & 'WHAT'S CHARGEABLE'?

SsangYong Lease Direct has put this booklet together to help our customers understand what is deemed to be Fair Wear & Tear versus what chargeable damage is, when a vehicle is returned at the end of its lease period.

We have designed this guide to help you 'the Lessee' to understand the implications of our Fair Wear & Tear Policy at the start of your lease period.

By providing you with this information we strive to reduce any refurbishment charges at the end of the lease, saving you along with your company time & money.

You may find it useful to make copies of this guide available to any drivers using the vehicle, so they are aware of the standards expected on the return of the vehicle. By making sure your drivers know what is expected from them on the return of their company vehicle plus by taking reasonable steps to ensure the vehicle is cared for properly, you may find that overall refurbishment costs will be kept to a minimum.

**If you would like to learn more about the SsangYong Lease Direct Fair Wear & Tear Policy see your local dealer or your SsangYong Lease Direct representative.*

Please note:

- In the event that replacement parts are required for repairs, wherever possible second hand parts will be used.
- Costs for repairs will be recharged to the Lessee, for the damage that has been caused due to negligence, accident, vandalism, or where there has been a repair done poorly & may need to be rectified.
- The chargeable damage cost is based on the current market pricing, for a quality repair in line with the age, mileage plus the value of the vehicle.



TAKING CARE OF YOUR VEHICLE

When you look after your vehicle well, it will not only reflect a positive image for your company, but will most likely reduce any cost incurred for you, at the end of a lease.

Below are some suggestions to help you take care of your vehicle:

1. Regular servicing

Manufacturers do specify the servicing schedules based on what the vehicle needs to run effectively, so these schedules are recommended.

- For a fully maintained lease, the cost of this maintenance is already built into the lease payments, so you simply need to book it into an approved service agent to carry this out.
- For non-maintained leases the cost of maintenance & repair is the responsibility of the lessee, who must follow the manufacturer's schedule.

2. Get to know your vehicle's features

When you first receive your new vehicle, please put time aside to read through the vehicles own handbook to learn where all the controls are & how to operate the features. We also suggest that you know where the tools & wheel jack are, for those flat tyre occurrences!

3. Keep your vehicle clean

Washing your vehicle regularly helps to remove grit, bird droppings, tar & other harmful substances. This is a great time to help you to identify damage that should be repaired at the earlier than later (e.g. scrapes through to bare metal, rust, etc.). We do not advise you use mechanical car washes, even brushless models, as these do have the potential to scratch paintwork.

4. Tyres

Inspect your vehicles tyres on a regular basis, for any damage. Plus ensure the tyre pressures are correct. It is known that even small differences in tyre pressure can affect the performance & safety of your car.

5. Removable 'bits & bobs'

Taking care of items that can be removed from your vehicle, such as the cigarette lighters, parcel trays, handbooks, head rests etc. These items are required to be returned at the end of the lease & are often expensive items to replace.

6. Remotes & Keys

Keys are now mostly electronically coded & are an important part of your vehicles security system. Both of the remotes along with any replacement keys can be very expensive items & at the end of the lease these must be returned. Make sure your spare keys are kept in a secure place.

7. Inspect your own vehicles

We suggest you take the time during your lease period, to regularly inspect your own vehicle for repair requirements or faults. For the items that are covered under the manufacturer's warranty, these should be addressed with the local authorised agent.

Any other items of repair should be addressed with our Service & Parts team by phoning 0800 538 8267



EXTERIOR

BODYWORK: GENERAL

ACCEPTABLE

- Light chipping of the paintwork, that can be caused by normal use, e.g. from chips on door edges & surrounds, from flying stones
- Scratches 100mm & under in length
- One off small dents 30mm & under in diameter (Commercials 40mm & under)
- Scrapes & gouges of 30mm & under (Commercials 40mm & under)
- Dents 30mm & over in diameter that can be removed by paintless dent removal process



UNACCEPTABLE: CARS

- Scrapes & gouges that are 30mm & over in length or width that cannot be removed by a machine cutting process
- Any scratches 100mm & over that cannot be removed by a machine cut (e.g. penetration to the bare metal or primer)
- Dents 30mm in diameter & over that cannot be removed by a Paintless dent removal process
- Damage from hail



UNACCEPTABLE: CARS & COMMERCIALS

- Paint penetrated by any caustic substance that cannot be polished out
- Poor quality panel & paint repairs e.g.: paint runs, guards, bonnet etc; poor preparation of surface leaving marks; mismatched paint; peeling of top or clear coat. (The poor repair needs to be obvious & possible repair costs exceeding \$100)

- Removal of any vehicle signage/decals or the painting out of corporate colours will be charged to the customer
- The paint cut in the trimming process of signage/decals having been trimmed & damage caused
- Damage where signage/decals have been removed but the impression stays after the removal & with machine cutting
- Damage from signage/decals that have been masked when panels have been repainted
- Missing, broken or cracked moldings, badges or decals that need replacement
- Any rust that has penetrated the metal, & needs grinding to remove, or is not claimable under warranty is chargeable



❌ UNACCEPTABLE: COMMERCIALS

- Dents that are over 40mm & Scratches over 100mm in length
- Gouges & scrapes over 40mm in length or breadth
- Repair to holes that cannot be plugged with a suitable grommet
- Rust or damage around drilled holes that will require repairing & repainting of the panel
- Damage on decking due to loading, or where metal has been pierced
- Dents 100mm and over, on inside of tailgate & cargo areas
- Canopy – cracked fibreglass due to impact damage, broken glass or broken doors



BONNET

(EXTERIOR)

ACCEPTABLE

- Isolated dents under the size of 30mm (Commercials under the size of 40mm) or dents that can be removed by a paintless dent removal process
- Occasional chipping of paintwork e.g. stone chips
- Scratches under 100mm

UNACCEPTABLE

- Hail damage
- Sub-standard panel & paint repairs e.g. paint runs, mismatched paint, poor preparation of surface leaving file &/or sanding marks, peeling of top coat or clear coat. The faulty repair must be obvious & expected repair costs over \$100
- Scratches over 100mm that cannot be removed by machine cutting
- Dents over 30mm (Commercials over 40mm)
- Gouges & scrapes over 30mm (Commercials over 40mm)



GRILLS

(EXTERIOR)

ACCEPTABLE

- Occasional chipping of paintwork that can be attributed to normal usage.

UNACCEPTABLE

- Missing grills
- Gouges larger than 30mm
- Broken, holed or cracked grills requiring replacement or repair



BUMPERS & VALANCES - STEEL (COMMERCIALS)

(EXTERIOR)

☑ ACCEPTABLE

- Dents under 100mm & stone chips

☒ UNACCEPTABLE

- Major damage 100mm & over in diameter
- Twisted & dented bumpers
- Bent bumper irons
- Torn or missing valances



BUMPERS & VALANCES - PLASTIC

(EXTERIOR)

☑ ACCEPTABLE

- Minor scrapes, scratches, grazes and chips – provided there are no cracks & dents

☒ UNACCEPTABLE

- Holed or cracked bumpers requiring plastic welding
- Any bumper rubbing strip or number plate that is missing or incomplete
- Broken or missing bumper requiring replacement or repair
- Any impact damage where bumper is dented or out of shape



MUDFLAPS

(EXTERIOR)

☑ ACCEPTABLE

- Scuffing on lower edge of mudflap

☒ UNACCEPTABLE

- Ripped or missing mudflap



MIRRORS

(EXTERIOR)

☑ ACCEPTABLE

- Light chipping and scratching to mirror surround

☒ UNACCEPTABLE

- Mirror missing & requires replacement
- Mirror cracked or broken & requires replacement
- Mirror body broken or cracked & requires replacement
- Scratches/scrapes over 100mm
- Body of mirror gouged (over 30mm) or scratched (over 100mm)



LAMP AND GLASS

(EXTERIOR)

☑ ACCEPTABLE

- General pitting provided it does not interfere with driver's line of sight & is still warrantable
- Damage that can be repaired within the requirements of the Warrant of Fitness standard & for \$150 or less
- Vertical scratching caused by windows being wound up & down
- Minor scratches that can be removed with a basic professional polish
- Lenses that are cracked, scratched or chipped but are of a warrantable standard

☒ UNACCEPTABLE

- Any hole in a headlight or tail light lens or glass that will not pass a Warrant of Fitness
- Reflector damage due to water or impact
- Lamp body or lens that is broken
- Heavy glass oxidation or acid rain that cannot be polished out
- Windscreen damage including cracks



TYRES, WHEELS AND WHEEL TRIMS

(EXTERIOR)

ACCEPTABLE

- Light scuffing to wheel rims
- Light damage to wheel rims not exceeding 30% of the circumference of the wheel

UNACCEPTABLE

- Wheel trims that are, not matching, cracked, broken or missing
- Tyres that are damaged steel rims badly bent or twisted
- Alloy rims that are gouged, cracked or bent, or in excess of 30% of the circumference of the wheel is scuffed (often caused by running up against kerbs) through negligence or misuse
- Tyres that are not of a warrantable standard or not matched on the same axle (non-maintained leases only)
- Missing spare wheels & tyres
- Replacement wheels of lesser quality than those originally supplied with the vehicle



INTERIOR

DOOR & HATCH SEALS

☑ ACCEPTABLE

- Light scuff marking from general use

☒ UNACCEPTABLE

- Tears over 30mm in length



FLOORING & LUGGAGE AREAS

(INTERIOR)

☑ ACCEPTABLE

- Wear that is from aging or normal usage

☒ UNACCEPTABLE: CARS

- Cigarette burns
- Missing tools
- Permanent staining on carpets or lining fabrics that cannot be removed to a satisfactory level by shampooing
- Cuts, rips or tears to carpets or lining fabrics
- Missing cargo blinds & parcel shelves



☒ UNACCEPTABLE: COMMERCIALS

A small amount of damage is expected in Commercial vehicles, however the following applies:

- Side panels holed or missing
- Charge only if it is necessary to replace the floor coverings
- Missing tools
- Missing floor coverings in load area
- Plastic panels that are broken or have holes



SEAT BELTS

(INTERIOR)

UNACCEPTABLE

- Webbing torn or cut and will fail a Warrant of Fitness



SEATING, TRIM, DASHBOARD & FASCIA

(INTERIOR)

ACCEPTABLE

- Occasional light staining, as long as it can be removed by shampooing
- Light occasional damage done to the hood linings in the cargo/loading areas
- Odd repairs to the inside door panels, that can be repaired for \$80 or less
- Missing key, but not remotes

NOTE: a key incorporating a remote is deemed to be a remote

UNACCEPTABLE

- Cars; cuts, tears & deep gouging caused by unsuitable loads
- Commercial; deep gouging scratches that are longer than 20mm & has caused damage &/or plastic material being removed Damaged or broken storage lid, glove box lid or centre console lid
- Repairs to inside door panels where repair cost is more than \$80 (including broken door/window handles, armrests, electric window buttons, rips in the upholstery, cigarette burns, etc)
- Holes made to for any accessory, e.g. car phones, RT's, navigation devices



- Removed accessories or items (unless done with prior consent of Ssangyong Lease Direct) eg ashtrays, glove box lid, radio, etc
- Cost of replacing a missing remote, or key incorporating remote (*NOTE: a key incorporating a remote is deemed to be a remote*)
- Missing CD cartridge
- Damage to the hood linings, to the point that the hood lining needs replacing or major repair
- Costs to replace removed or non-standard accessories that were supplied with the vehicle, e.g. radio, stereo & stereo fascia
- Burns
- Staining that cannot be removed by shampooing, e.g. heavy soiling, glue, paint, grease etc



SERVICING & ROAD USER CHARGES

UNACCEPTABLE

- Arrears of road user payments & services, will be charged back to the customer

SERVICING/MECHANICAL (non maintained leases only)

ACCEPTABLE

- Normal mechanical wear for age & mileage

UNACCEPTABLE

- Any scheduled service that is non completed
- Any mechanical item that inhibits the vehicle from being used for its normal function, e.g. overheating, slipping clutch, brake error

notes

notes



SSANGYONG

Contact us to discuss your specific needs:

86 Miro Street, Taupo
P O Box 847, Taupo 3351
Phone: 07 376 1511
www.ssangyong.co.nz