

# Damage control.



GE imagination at work





## **What to expect every step of the way.**

The purpose of this folder is to avoid confusion and misunderstanding regarding the condition of your vehicle throughout the term of its lease. Providing clear guidelines, based upon transparency, accuracy and consistency delivered through a pan-European network, is essential for better service from GE Fleet Services. And for your satisfaction.

### **1. Transparency: being clear from the start.**

We want you and every customer to know right from the start of contract negotiations what we consider to be acceptable conditions for a vehicle at the end of a contract. This gives you the option to make any necessary repairs before returning the vehicle.

### **2. Accuracy: attention to detail now to avoid confusion later.**

We want you to know exactly what we expect. For this reason, we have set precise rules based on measurements, categorized by the type of damage. This will make it clear if the damage needs to be repaired or not.

### **3. Consistency: expect the same set of rules everywhere.**

Wherever you operate, whenever you turn your fleet vehicles in, you can expect the same rules to apply. All of our partners, welcome centres, dealers and third-party contractors will follow the same set of procedures. Any and all damage will be reported in exactly the same fashion.

### **4. Pan European: making use of our European network.**

Even if your fleet is busy doing business throughout Europe, you can count on the same set of procedures in every country. Damage conditions have been standardized throughout the GE Fleet Services network. This also means you can maintain your vehicles at the accepted level using GE pre-approved products and services, wherever those vehicles may be.

*If you have any further questions about the acceptable condition of your lease vehicle, please do not hesitate to contact your GE Fleet Services representative.*

# # 1 - PURPOSE OF THE INSPECTION

*General condition:*

- > 01 The vehicles must be in good condition, in line with age and mileage at time of return.
- > 02 The vehicles must be complete and comply with their original specifications. (Includes options and extras, additional seats for MPV and alloy wheels, winter tyres.)
- > 03 All replacement parts must be original manufacturer parts, designated for the vehicle or the model in question.
- > 04 The number on the registration card must be identical to the chassis number stamped on the bodywork.
- > 05 Maintenance of the car must have been carried out in full compliance with the recommended maintenance schedule or instructions. All parts must function correctly.
- > 06 The vehicles must be delivered in a normal clean condition.



# # 2 - INSPECTION AT END OF THE CONTRACT

## *Step-by-step procedure*

### **A. Tyres**

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- > 01 Check the size of tyres and eventually presence of run flat tyres or winter tyres.
- > 02 Check the side of the tyres for cracks, tears and foreign objects.
- > 03 Measure tread and verify that it is deeper than the minimum legal gauge ( usually 1.6mm).
- > 04 Check for signs of unusual wear caused by damage to the steering.
- > 05 Check presence of spare wheel or other original tyre weld (such as compressor or repair canister).

### **B. Interiors**

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- > 01 Note mileage.
- > 02 Check the car for the presence of all board documents (maintenance booklet, registration card, insurance, certificate of compliance, user manual, registration number).
- > 03 Check for the presence of the keys in the car or at the dealer desk: a copy of the key, and an anti theft key if applicable, must be supplied.
- > 04 Check general condition of the interior and whether specific cleaning is necessary because of unpleasant smell or very dirty conditions.
- > 05 Check the seats, the carpet, the dashboard surface, the door panels, the roof lining and other lining material for stains, tears and burn holes.
- > 06 Check the glove compartment (open and close it).
- > 07 Check if a mobile phone has been removed and the size of the holes left.
- > 08 Check the windscreen for scratches, grooves from wipers, dents or chips in the glass.
- > 09 Check the presence and condition of safety belts.

### **C. Front of the car**

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- > 01 Check whether the bonnet fits and closes correctly.
- > 02 Check the bonnet for cracks, dents and scratches.
- > 03 Check for damage from road gravel.
- > 04 Check the front lights and side lights for cracks or damage from road gravel.
- > 05 Check the front fender for scratches or dents.
- > 06 Check the bumper for missing spoiler or for traces of accident damage.

## ***D. Right & left sides of car & roof of the car***

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- > 01 Stand at a right & left angle to the car and check the full length of the vehicle for dents, poor repairs to the bodywork, scratches, dents and signs of warping.
- > 02 At the same time, check the roof for corrosion from bird droppings (in case of a convertible, for tears). When fitted, roof racks and their fastenings must be intact.
- > 03 Check the roof for dents or scratches.
- > 04 Check the side body trim for abrasion or damage.

## ***E. Back of the car***

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- > 01 Open the boot and inspect the spare tyre. Check that the tyre jack, emergency triangle, tool kit and first aid kit are present.
- > 02 Inspect carpet and lining for tears or stains.
- > 03 Check if the boot closes and fits properly.
- > 04 On estate/hatchback or monospace models, check whether the baggage screen is intact.
- > 05 Check the rear bumper (same procedure as for front fender).

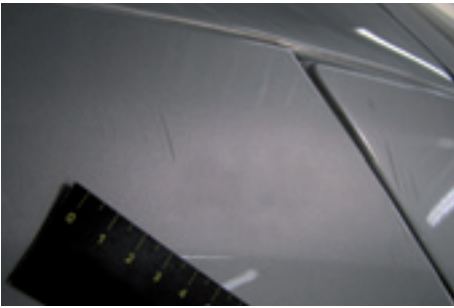
# # 3 - RULES FOR RETURNING VEHICLES TO BE FOLLOWED BY THE DRIVER

*Step-by-step procedure*

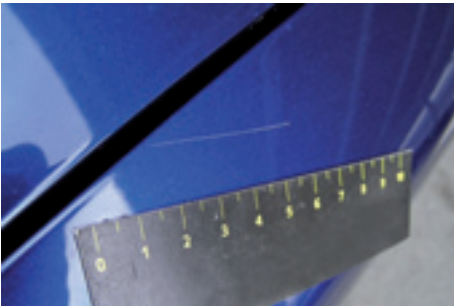
## A. Bodywork and paint

- > 01 The returned car must be such condition as to enable a proper inspection (sufficiently clean).
- > 02 Faulty or carelessly executed repairs are unacceptable.

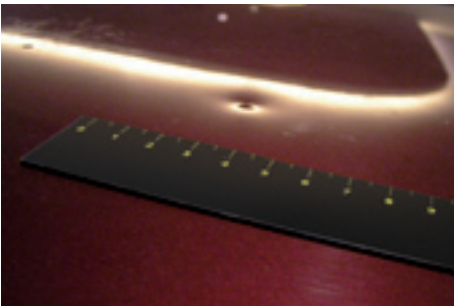
*The following are acceptable:*



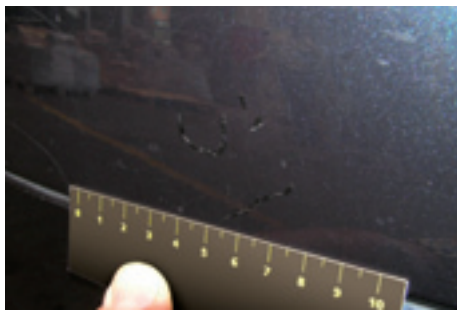
- > 01 Superficial scratches to the paint which do not require respraying and which can be removed by polishing (pass your fingernail over the scratch).



- > 02 Scratches (no rust) max 5cm and if #scratch < 2 + #small dent <= 2 per panel.



- > 03 Small dents, less than 2 mm deep and less than 20 mm in diameter, without damage to the paint, and if #scratches < 2 + # small dents <= 2 per panels.

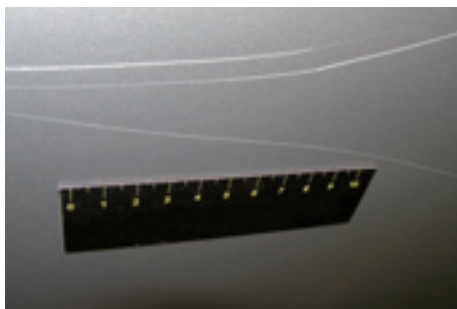


> 04 Retouches are accepted when the repairs have been executed correctly; the colour is even and identical to the existing paint, and the repair is not visible at a distance of 1 metre.

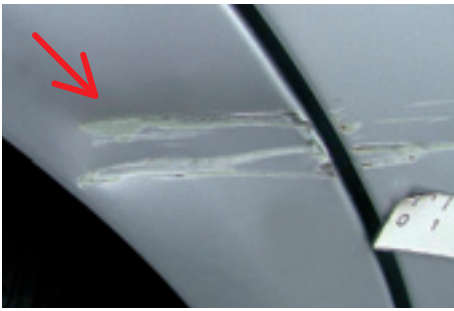


> 05 Chips from stones on lower 1/4 of the bonnet surface provided that there is no corrosion or basecoat deterioration.

*The following are unacceptable:*



> 01 Scratches bigger than 5cm.



> 02 Dents more than 20 mm in diameter and/or more than 2mm in depth or with deterioration to paint.



> 03 Scratches ( no rust) <5cm if #scratches + #dents >2 per panels.



> 04 Small dents ( see above definitions) if #scratches + #dents >2 per panels.



> 05 Industrial/chemical deposits, foreign objects and/or other forms of damage, which make respraying necessary.



> 06 Chipping from stones if there is deterioration to basecoat and corrosion.



> 07 Scratch with rust formation.



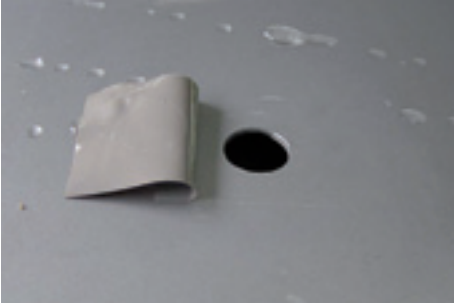
> 08 Damage caused by hail.



> 09 Stickers.



- > 10 Defective or broken parts (for ex. radiator panels, plastic parts, fog lights...).



- > 11 Aerials may never be dismantled. A maximum of one additional aerial is allowed.

## B. Bumpers and side body trim

*The following are acceptable:*



- > 01 Superficial scratches on a lacquered bumper which do not expose the base material and which can be polished out.



> 02 Paint stains which can be removed by polishing.

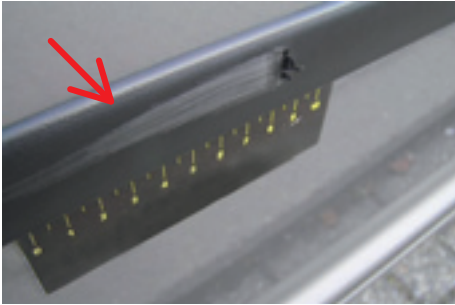


> 03 Scratches <5cm.



> 04 Chips from stones ( if no abnormal visual aspect).

*The following are unacceptable:*



> 01 Side body trim that is misshapen, cracked, broken or loose from the bodywork .



> 02 Broken, cracked or misshapen bumpers.



> 03 Scratch over 5cm.



> 04 Peeling paint.

### C. Door mirrors

*The following are unacceptable:*



> 01 Broken glass or body of the wing mirrors.



> 02 Torn off or loose mirrors.

## D. Wheels & tyres

*The following are acceptable:*



> 01 Wheels and hub caps must be in good condition. One slightly damaged rim is accepted on the condition that the damage is less than 10 cm long.



> 02 Any defects to specified tyres if tyre services included in the contract.

*The following are unacceptable:*



> 01 Missing hub caps.



> 02 Rims that do not conform to the conditions of the contract.



> 03 Any visible deformation or breakage to rim or hub cap (for example as a result of driving onto a pavement).



> 04 Different tyres from those specified (speed indicator lower than the manufacturer requirement).



> 05 Cracks, tears and foreign objects on the sides when tyre service is not included in the contract.



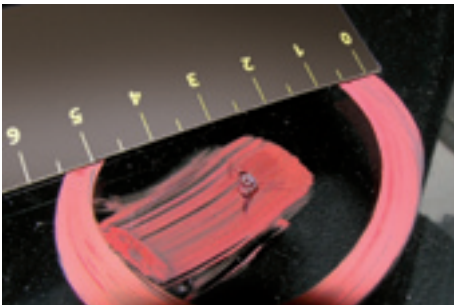
> 06 Tread less than the minimum legal gauge ( usually 1.6mm); when tyre service is not included in the contract.



> 07 Missing spare wheels.

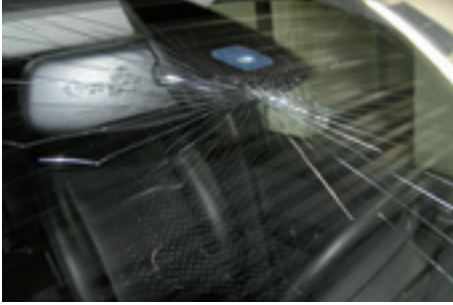
## E. Windows and lights

*The following are acceptable:*

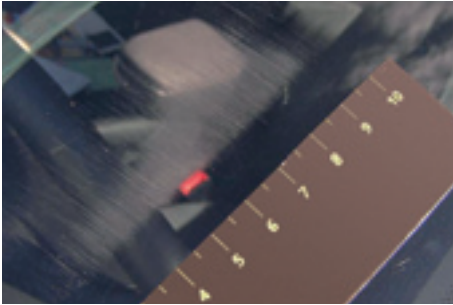


> 01 Damage from road gravel or other deformation caused by objects outside of the field of vision, if # damages  $\leq 2$ .

*The following are unacceptable:*



> 01 Cracked windscreen.



> 02 Scratches in the windscreen.



> 03 Damage from road gravel other deformation caused by objects inside of the field of vision.



- > 04 Damage from road gravel other deformation caused by objects outside of the field of vision if # damages>2.



- > 05 Headlight or fog lights with crack or hole which have an impact on the appearance of the car or the efficiency of the light (headlight refused at the MOT test).

## F. Interior

Interior upholstery and lining must be in good condition, taking age and mileage of the car into account. In the course of the inspection, all soft materials such as carpets, dashboard surfaces, roof and door linings are checked.

*The following are unacceptable:*



- > 01 Tears or scratches to any materials inside the car.



> 02 Burn holes in seat upholstery or other materials if larger than 3 mm in diameter.



> 03 Indelible stains on any material.



> 04 Dirty interior that requires cleaning or repair.



> 05 Holes bigger than the size of a credit card in the floor or boot lining .



- > 06 Persistent bad smell or excessive presence of hairs (for ex. from animal,...) which require cleaning.



- > 07 Mounting of a mobile phone anywhere other than on the vertical part of the middle console (note: holes in the middle console, except those caused by dismantling a mobile phone: for this, four small screw holes in the middle console are accepted).

## G. Documents and codes

All of the following documents, keys or material must handed in when returning the vehicle, any missing items will incur a charge of a supplement:

- > 01 Legal documents for different countries.
- > 02 Maintenance booklet.
- > 03 Security codes, anti theft codes, key code & radio code.
- > 04 Minimum two keys.
- > 05 Minimum two remote controls (where applicable).







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