



PORSCHE BANK FLEET MANAGEMENT

Assessment criteria for returning vehicles

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FOREWORD

The purpose of the damage catalogue is to clarify the process of returning your leased vehicle. It contains important information about the basic principles of fair vehicle assessment at Porsche Bank Fleet Management and serves as a guidance for the returning of the vehicle.

Return process

The process for returning your vehicle has been designed to be simple, transparent and neutral. The criteria specified in this catalogue will be used to assess your vehicle at the time of its return and to determine its current condition. These criteria for assessment serve as a noncommittal orientation to ensure, that there are no unexpected costs after return.

Damage catalogue

The damage catalogue distinguishes between acceptable damage and damage the customer is accountable for.



Acceptable damage: Damage which was caused as a result of a vehicle's normal use and does not affect the optical overall appearance of the vehicle.



Unacceptable damage: damage which cannot be attributed to normal usage. Therefore it will be reported and charged to you.

Typical damages are exemplarily described in the damage catalogue – with text and images.

Inspection

Inspection will be conducted in accordance with the following criteria. In order to guarantee a fair and transparent assessment of your vehicle, the following requirements must be fulfilled.

- A suitable area protected from weather conditions and with sufficient ambient light.
- The vehicle should be cleaned thoroughly inside and outside and be in a dry state.
- No personal belongings should be left in the vehicle.
- The examination will be based on the country's standard for condition assessment.

The damage catalogue provides guidelines, rather than a set of rules. In cases where the value of the vehicle may be decreased due to damage that is not identified as unacceptable in the damage catalogue, an individual approach takes place. Therefore, the overall appearance of the returned vehicle is important.

Overview

	Damage	Acceptable	Unacceptable
Body	Dents and bumps	<ul style="list-style-type: none">• ≤ 1 cm dents and bumps• no repainting necessary	<ul style="list-style-type: none">• > 3 cm dents and bumps• repainting necessary
	Scratches and scuffs	<ul style="list-style-type: none">• ≤ 1 cm scratches and scuffs	<ul style="list-style-type: none">• > 3 cm scratches and scuffs
	Accident damage	<ul style="list-style-type: none">• none	<ul style="list-style-type: none">• all
Paint	Scratches and visible paint defects	<ul style="list-style-type: none">• possible to remove defects by polishing• stone chip (≤ 3 per 10 × 10 cm)• no residues from foiling	<ul style="list-style-type: none">• large scratches• repainting necessary• not possible to remove defects by polishing• poor previous repair• paint damage stickers• paint contamination (e.g. rust)• stone chip (> 3 per 10 × 10 cm)• paint damage weathering• paint damage car wash
Glazing	Windscreens and windows	<ul style="list-style-type: none">• damage caused by small stone chip	<ul style="list-style-type: none">• cracks and fissures on windscreens• poor previous repair
	Small glass parts	<ul style="list-style-type: none">• slight wear marks (e.g. stone chip, scuffs)	<ul style="list-style-type: none">• major signs of wear and tear:<ul style="list-style-type: none">- cracks- leaking window- stone chip damage- scratches- water intrusion- deformation
Wheels	Tyres	<ul style="list-style-type: none">• evenly worn• minimum tread depth for summer and for winter tyres ≥ as per legally defined depth	<ul style="list-style-type: none">• not evenly worn• cuts• flat spot• bumps• saw-teeth• minimum treaddepth for summer and for winter tyres < as per legally defined depth
	Rims	<ul style="list-style-type: none">• small damage (e.g. scratches ≤ 3 cm)	<ul style="list-style-type: none">• scratched (> 3 cm)• broken• deformed rim flange• deformed rim flange• deformed rimflange• prominent cracks• significant signs of material wear• missing wheel lock/bolts
	Wheel trims	<ul style="list-style-type: none">• slightly scratched, without breaks (scuffs ≤ 5 cm)	<ul style="list-style-type: none">• scratched (scuffs > 5 cm)• deformed• broken• not original• or missing

	Damage	Acceptable	Unacceptable	
Interior	Seats	<ul style="list-style-type: none"> • normal wear marks 	<ul style="list-style-type: none"> • cuts • burn holes • cracks • holes • breaks • deformations 	<ul style="list-style-type: none"> • non-removable stains • mould • missing parts • damage caused by applying stickers • colour changes
	Interior lining	<ul style="list-style-type: none"> • normal signs of wear (including floor covering) • slight scratches • removable stains 	<ul style="list-style-type: none"> • scratches • breaks • scuffs • cracks • detachment of e.g. door and boot seals • non-removable stains 	<ul style="list-style-type: none"> • mould • missing parts • damage caused by applying stickers and markings • damage to headlining and boot
Installations and additions		<ul style="list-style-type: none"> • small scratches (not in the field of vision) 	<ul style="list-style-type: none"> • changes that cannot be restored to the original condition • scratches 	<ul style="list-style-type: none"> • holes, abnormal wear and tear • damage caused by applying stickers or markings • Installations on the vehicle not approved by Porsche Bank
Mechanical / electrical systems		<ul style="list-style-type: none"> • everything in order 	<ul style="list-style-type: none"> • failure to observe the service and maintenance intervals • excessive use • missing MOT inspection 	<ul style="list-style-type: none"> • failure to carry out professional inspections • all damage to and excessive wear of the vehicle's mechanical/electrical systems
Other	Missing Parts	<ul style="list-style-type: none"> • everything returned 	<ul style="list-style-type: none"> • missing parts: <ul style="list-style-type: none"> - key code card - service booklet 	<ul style="list-style-type: none"> - vehicle documentation - ski bag - boot cover - tyres - fuel card
	General		<ul style="list-style-type: none"> • all damage that may cause a vehicle to fail the MOT inspection 	

BODY

Dents and bumps



ACCEPTABLE

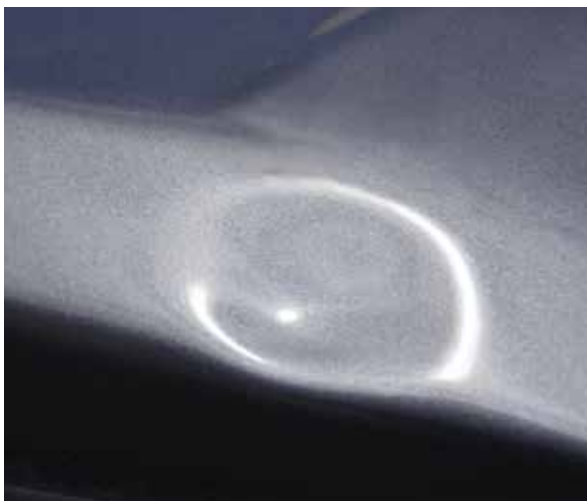
- not larger than 1 cm across
- not more than 3 damages per body part
- no repainting necessary



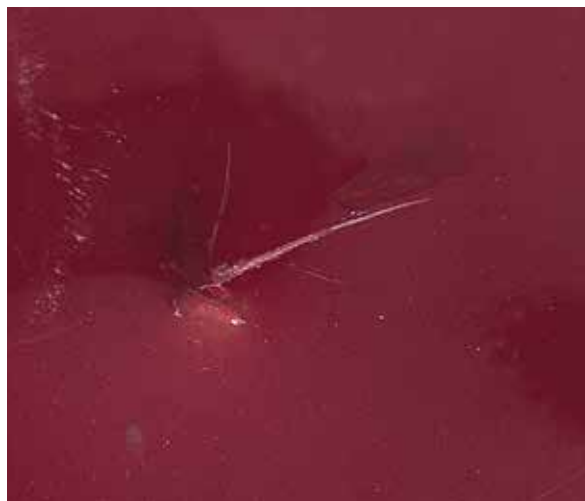
Small dent < 1 cm



Slight dent < 1 cm



Large dent > 3 cm across



Dent with scratch



Dent with broken paint

BODY

Dents and bumps



UNACCEPTABLE

- larger than 1 cm across
- more than 3 damages per body part
- repainting necessary

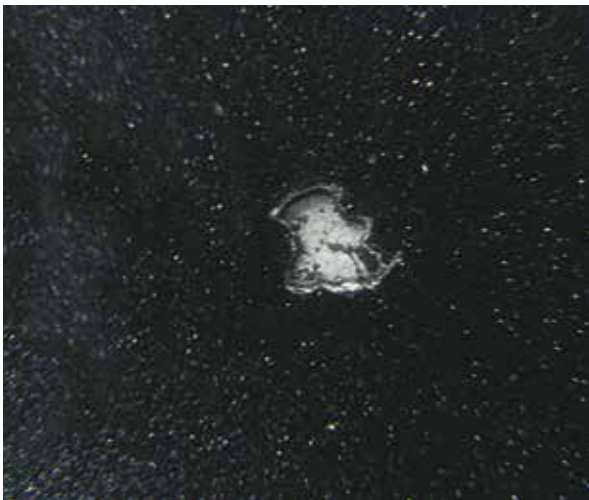
BODY

Scratches and scuffs



ACCEPTABLE

- not larger than 1 cm across
- not more than 3 damages per body part



Stone chip damage < 1 cm



Small scratch, polishable < 1 cm



Scuff < 1 cm



Large abrasion



Dent with abrasion



Mirror scratches > 1 cm



Multiple scratches



Large scratch



Large abrasions > 3 cm

BODY

Scratches and scuffs



UNACCEPTABLE

- larger than 1 cm across
- more than 3 damages per body part

BODY

Accident damage



ACCEPTABLE

- vehicle without any damage



Vehicle without any damage



BODY

Accident damage



UNACCEPTABLE

- accident damage of any kind

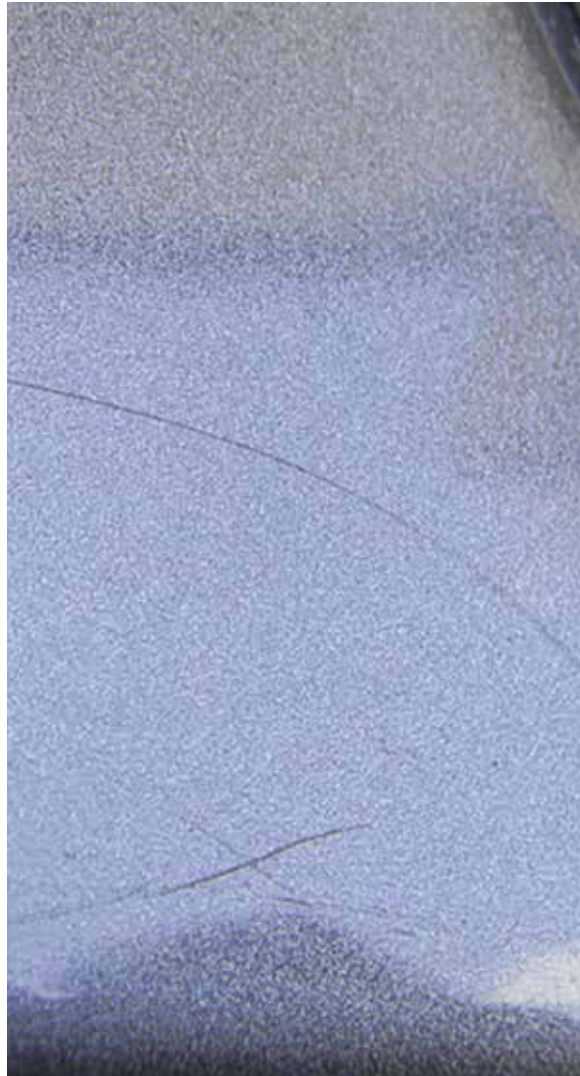
PAINT

Scratches and visible paint defects



ACCEPTABLE

- defects removable by polishing
- stone chip – not more than 5 per 100 cm² (10 × 10 cm)



Untreated scratches



Polished scratches



Large stone chip with rust



Adhesive residues



Excessive stone chip damage on 10 × 10 cm

PAINT

Scratches and visible paint defects



UNACCEPTABLE

- damage that impairs the paint and therefore
- repainting is necessary
- defects not removable by polishing
- Poor previous repair
- paint contamination and chipping caused by environmental influences
- stone chip – more than 3 per 100 cm² (10 × 10 cm)
- paint damage caused by the use of marking films or stickers
- grinding marks - typically through car wash

GLAZING

Windscreens and windows



ACCEPTABLE

- minor stone chip damage, not in the drivers' field of vie



Small stone chip on the windscreen



Slight scuff on the windscreen



Crack in the windscreen



Crack in the windscreen



Poorly repaired stone chip on windscreen



Bees wing break on windscreen



Broken windscreen

GLAZING

Windscreens and windows



UNACCEPTABLE

- windscreens with cracks, fissures or other damage
- poor repair

GLAZING

Small glass parts



ACCEPTABLE

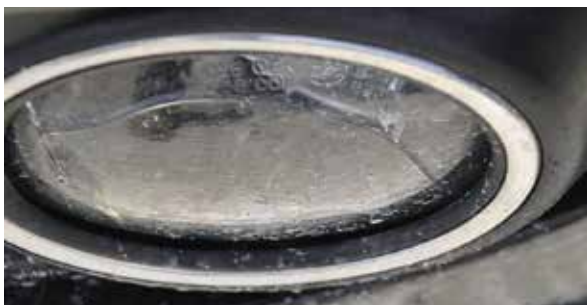
- wear marks (e.g. stone chip, scuffs) which do not impair the full functionality of the small glass parts and do not influence traffic safety requirements



Small surface scratches



Small stone chip



Damaged fog light



Broken small glass parts



Crack in taillight



Heavily scratched headlight



Water intrusion

GLAZING

Small glass parts



UNACCEPTABLE

- marks of wear and tear such as e.g. cracks, untightness, stone chip damage, deformation or scratches that have a negative impact on full functionality and traffic safety

WHEELS

Tyres



ACCEPTABLE

- tyres that are evenly worn, do not show any signs of damage and meet traffic safety requirements
- the minimum tread depth for summer, winter and all-weather tyres is based on the legally defined depth
- vehicle on summer tyres
- vehicle on winter tyres (summer tyres provided)



Tread depth more than legally defined minimum > 4 mm



Flat tyre



Worn out tyre



Damaged tyre



Tyre bubble



Foreign object

WHEELS

Tyres



UNACCEPTABLE

- tyres that are damaged (e.g. bumps, cuts, flat spots, sawteeth) and/or are unevenly worn and no longer meet traffic safety requirements
- the mandatory minimum tread depth for summer, winter and all-weather tyres is based on the legally defined dept
- vehicle on winter tyres (summer tyres not provided)
- significant material wear on the tyres' sides
- wrong tyre size

WHEELS

Rims



ACCEPTABLE

- scuffs and minor scratches ≤ 3 cm on the rim flange



Rim scratches ≤ 3 cm lang



A small scratch on the rim



Aluminium rim scratched several times



Aluminium rim heavily damaged



Rim deformed



No original rim

WHEELS

Rims



UNACCEPTABLE

- rims
 - that are heavily scratched (scratches > 3 cm)
 - broken
 - flange is deformed
 - pose a safety risk
- significant cracks or deformation
- wheel locks and/or wheel bolts missing
- original rims missing

WHEELS

Wheel trims



ACCEPTABLE

- wheel trims are slightly scratched, but without any cracks
- scuffs without rupture ≤ 5 cm



Slightly scratched wheel trim



Broken wheel trim



Broken wheel trim



Wheel trim heavily scratched

WHEELS

Wheel trims



UNACCEPTABLE

- wheel trims are heavily scratched > 5 cm
- wheel trims are broken and/or deformed and/or damaged
- wheel trims are missing or do not correspond to the ones delivered (originals)

INTERIOR

Seats



ACCEPTABLE

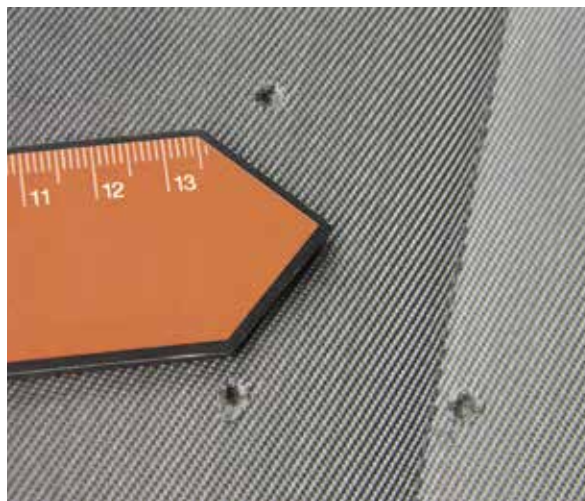
- seats showing normal signs of wear and small scratches, no damage such as cuts, burn holes etc. and fully functional



Seats without dirt



Burn hole in seat



Holes in seat



Crack in the seat



Soiling on the seat

INTERIOR

Seats



UNACCEPTABLE

- damage such as cuts, burn holes, cracks, holes, tears
- deformed moulded parts
- signs of excessive use as well as stains that cannot be removed by cleaning and make renewal unavoidable
- damaged safety belts or safety locks
- colour changes and stains requiring professional cleaning
- mould or disturbing odours
- damage caused by applying stickers and/or marking films
- parts missing (e.g. head-rests, seat rows)

INTERIOR

Interior lining



ACCEPTABLE

- interior lining showing normal signs of wear, e.g. plastic is only slightly scratched
- floor covering showing normal signs of wear
- Normal wear and tear of flooring



Slightly worn out interior lining



Minor scratch on the interior lining



Rear trim scratched



Damaged plastic part



Hole in interior lining



Steering wheel scratched



Door panel damaged



Cladding broken

INTERIOR

Interior lining



UNACCEPTABLE

- interior lining parts heavily scratched and/or scuffed
- interior lining parts showing breakage, holes, cracks, and/or deformations
- cracks in/or detachment of door and/or boot seals
- colour changes and stains that require replacement of parts
- mould or disturbing odours
- parts missing (e.g. covers, ashtrays)
- colour changes and stains that require professional cleaning
- animal hair

INSTALLATIONS AND ADDITIONS



ACCEPTABLE

- Foiling removed without residue
- scratches, that are not in the drivers' field of vision



Foiling removed without residue



Paint damage from foiling



Accessories mounted on the dashboard

INSTALLATIONS AND ADDITIONS



UNACCEPTABLE

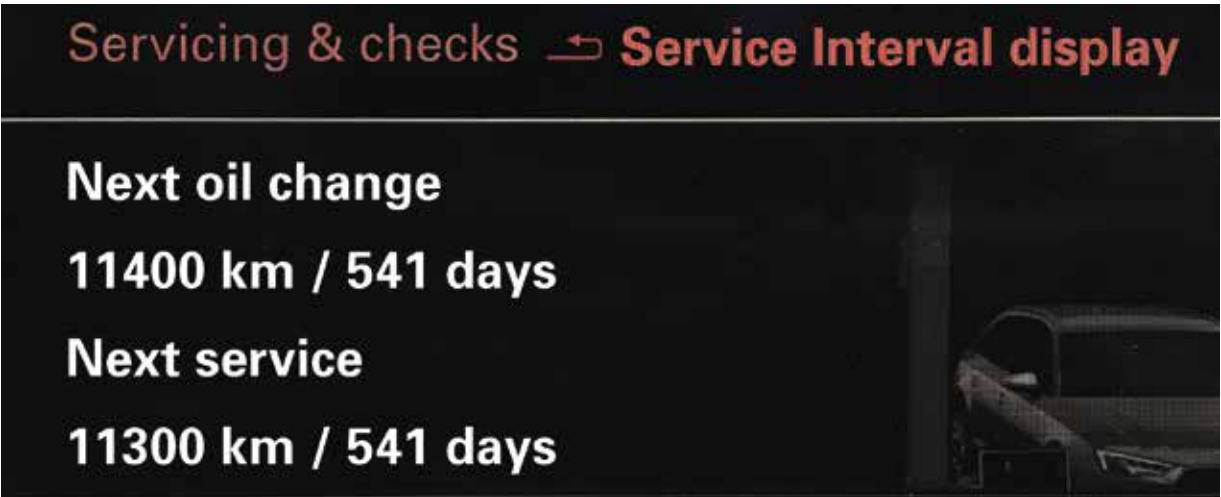
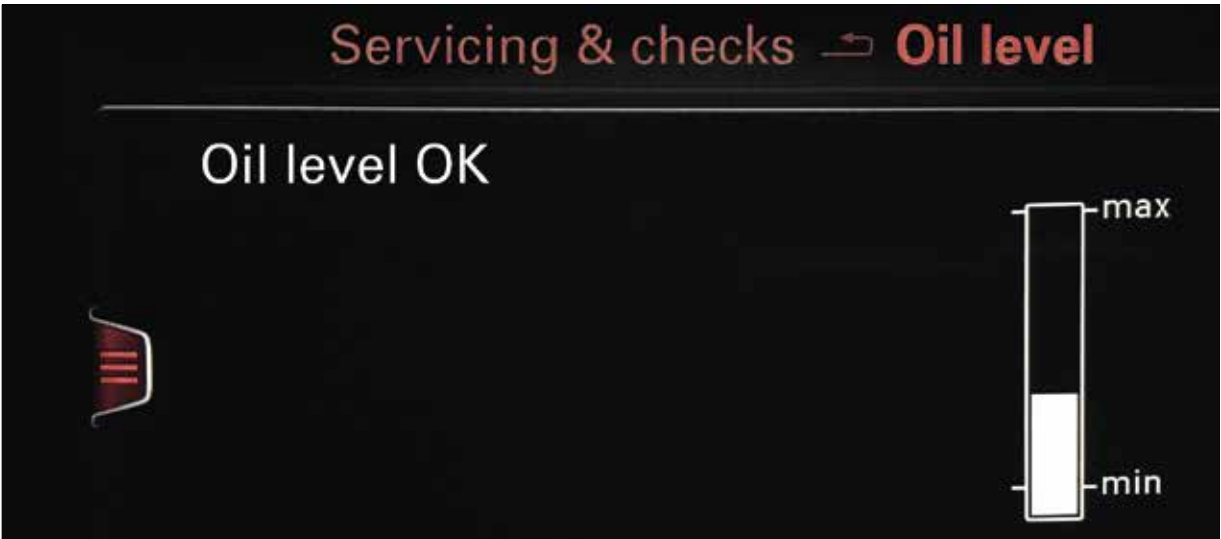
- changes to the vehicle (e.g. holes), that can no longer be restored to the original condition
- more severe damage such as scratches, holes and/or excessive wear and tear in the drivers' field of view
- damage caused by application of stickers and/or marking films

MECHANICAL AND ELECTRICAL SYSTEMS

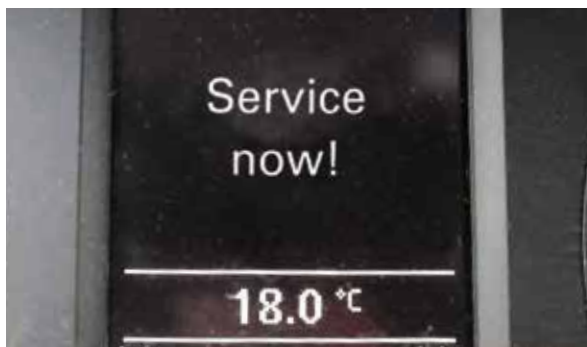


ACCEPTABLE

- No defects



Not exceeded service and oil change intervals



Rust on brake disc

MECHANICAL AND ELECTRICAL SYSTEMS



UNACCEPTABLE

- Failure to observe the service and maintenance intervals and excessive use, which would be seen as a defect and/or identified as not satisfactory during inspection.
- Missing §57a-check
- Failure to carry out professional inspections (within 3,000 km or 30 days before reaching the next service interval)
- All damage and/or excessive wear and tear of the vehicle's mechanical system (e.g. brakes) and/or electrical system (e.g. alternator)

MISSING PARTS



UNACCEPTABLE

Among others, these include:

- Key code card
- Service booklet
- User manual
- Vehicle documentation
- All vehicle keys (acc. to manufacturer)
- Radio code card
- Missing or defective vehicle tool kit
- Missing or defective remote controls
- Boot cover
- Navigation CD/ DVD/SD card
- Tyres (complete with rims, wheel bolts, wheel locks, spare tyre, tyre mobility set)
- Fuel cards
- Ski bag
- Ashtray



ÖNORM



A. Mechanical condition

Assessment	Condition description	Explanation
Class 1 Particularly good	Impeccable with no signs of wear and tear. Maintenance according to schedule. Corresponding mileage or lower.	As-new in accordance with the local mandatory standard ÖNORM V 5051:1997-12, section 2.6, no wear and tear and, considering the life expectancy of the vehicle, traffic and operational safety correspond to the manufacturer's delivery and quality standards for new vehicles. Proof of routine servicing. Mileage acc. to the Eurotax guideline. Safety systems operational.
Class 2 Good	Little wear and tear. No repairs needed. Valid mandatory vehicle safety check certificate, required maintenance was carried out, predelivery inspection carried out, corresponding mileage.	Little wear and tear, no repairs needed. Proof of routine servicing, all maintenance and service work required by manufacturer has been carried out and entered in the service booklet; mileage acc. to the Eurotax guideline. Safety systems operational.
Class 3 Sufficiently roadworthy	Normal wear and tear. Repair or maintenance work corresponding to average mileage is necessary. Valid mandatory vehicle safety check certificate.	Repair or maintenance work corresponding to wear and tear of the car's mileage is necessary (e.g. battery, powered axles, fan belt, steering, drive belt), incomplete proof of service, pre-delivery inspection carried out. Normal wear and tear, in good working order. Unaccounted for or above-average mileage. Safety systems operational.
Class 4 Defective	Major repair work or overhaul required. Any kind of non-standardized engine tuning. Does not meet traffic safety requirements and/or is not roadworthy.	Does not meet traffic safety requirements and does not pass the mandatory vehicle safety check. Major repairs or overhauls required, e.g. catalytic converter, brake system, damaged by accident or visible signs of evening, chassis, floor assembly. Unaccounted for or above-average mileage, no proof of service available.

B. Body

Assessment	Condition description	Explanation
Class 1 Particularly good	Completely undamaged. No bumps. No scratches. No rust spots.	Completely undamaged, without prior damage, dents, bumps or scratches, no stone impact or glass damage, no rust spots. Proof of any prescribed corrosion protection test is available. Safety systems operational.
Class 2 Good	Small dents or scratches. Minor stone impact.	Scattered small dents, bumps, or scratches, stone impact, repaired glass damage, original accessories available. Standardized accessories, e.g. skirting, flared wings. Proper repair after accident with screwed original parts or identical spare parts with the same life expectancy as the original parts. Proof of corrosion protection test is available. Slight accident damage to secondary body parts, repair carried out in accordance with manufacturer specifications. Safety systems operational.
Class 3 Sufficiently roadworthy	Dents and scratches. Slight body damage. Various rust spots. Earlier accident damage repaired but traces are visible. Unsuitable accessories installed.	Dents, bumps, scratches, slight body damage. Rust spots here and there, primary and secondary bearing floor assembly not significantly corroded. Earlier accident damage was repaired but traces are visible. No proof of corrosion protection test. Safety equipment, safety belts. Safety systems available and operational.
Klasse 4 Defective	Major accident damage. Significant rust-through. Damage to load-bearing parts. Does not meet traffic safety requirements.	Major accident damage. Significant rust – through or damage to the exterior surfaces, damage to load-bearing body parts (primary parts) of the floor assemblies, e.g. visible deformation and even rust-through of longitudinal and transverse beams.

C. Paint

Assessment	Condition description	Explanation
Class 1 Particularly good	Original paint preserved as-new, glossy without stains or scratch marks.	Original paint in accordance with the local mandatory standard ÖNORM V 5051:1997-12, section 3.1 to 3.2.1, as-new, glossy in accordance with manufacturer specifications, without scratch marks, slight marks from carwash possible.
Class 2 Good	Original paint or good repainting. Small scratches, minor stone impact. Dull patches or slight corrosion.	Original paint in accordance with the local mandatory standard ÖNORM V 5051, very good repainting with an equal life expectancy as factory paintwork. Small paint defects and minor stone impact. Inclusions, hardly detectable scuff marks, and slightly uneven spots can be tolerated.
Class 3 Sufficiently roadworthy	Matt, corroded paint, or bad paintwork. Spot repairs necessary. Rust spots, stone impact.	Weather-worn, matt paint, varnishing possible or repainting necessary. Visible colour differences, spot repairs necessary, stone impact and rust spots, repair necessary.
Class 4 Defective	Repainting necessary. Large rust spots or rust stains. Various re-paint jobs with the wrong colour.	Repainting with an equal life expectancy as factory paintwork or corresponding to the current value of the car is necessary. Large-scale rust spots or rust under the paint.

D. Interior

Assessment	Condition description	Explanation
Class 1 Particularly good	No traces of wear and tear on seats, upholstery, or floor mats (carpets), loading area without abrasion spots.	No traces of wear and tear on seats, upholstery, or floor mats and carpets, boot without any visible signs of usage, loading area without traces of abrasion or usage. Dashboard without traces of usage or damage.
Class 2 Good	Minor traces of wear and tear on seats, upholstery, or floor mats (carpets). Loading area has traces of usage. Radio removed.	Tiny traces of wear and tear on seats, upholstery, or floor mats and carpets, boot or loading area. Dashboard without traces of wear and tear, but no traces of removed special equipment such as phone holders, radio, and loudspeakers.
Class 3 Sufficiently roadworthy	Clear traces of wear and tear on seats, upholstery, or floor mats (carpets), stained and dirty. Loading area suffered heavy use. Traces of water intrusion.	Traces of wear and tear are visible on seats, upholstery, or floor mats and carpets, stains are also discernible. Boot or loading area suffered heavy use and is very dirty and stained, damage caused by water intrusion. Dashboard with slight traces of wear and tear, but traces (holes) of removed additional equipment (e.g. mobile phone holder).
Klasse 4 Defective	Repair or replacement of seats, upholstery, or floor mats (carpets) absolutely necessary. Very dirty. Damage caused by water intrusion.	Damage or strong wear and tear on seats, upholstery, or floor mats, replacement or repair is necessary. Very dirty, traces of violent impact in the boot or loading area. Visible damage caused by water intrusion. Dashboard damaged, scratches and cracks or holes are discernible.

E. Other

Assessment	Condition description	Explanation
Class 1 Particularly good	Tyre wear up to 40%. Original dimensions. Original locking system and user manual available.	Original tyre dimensions or different tyre set approved by manufacturer (type-approved). Original spare tyre, original rims or type-approved alloy rims by manufacturer. Tyre tread above 60% depth of new tyre tread, also spare tyre, minus the mandatory minimum tread depth, no visible damage. Engine bay and boot in original condition, no additional installations that may reduce the vehicle's value. Locking system with remote unlocking (if factory-installed), code card and number code, complete according to user manual.
Class 2 Good	Tyre wear up to 60%. Original dimensions. Original locking system and user manual available.	Original tyre dimensions, tyre tread between 60% and 40% of the new tyre tread depth, also spare tyre, minus the mandatory minimum tread depth, no visible damage. Tyres and rims only in dimensions that are approved by manufacturer or were standardized later. Engine bay and boot slightly dirty, no visible damage to the rims. Impeccable spare wheel. Locking system with remote unlocking (if factory-installed), code card and number code, complete according to user manual.
Class 3 Sufficiently roadworthy	Tyre wear up to 80%. Locking system complete and user manual available, type-approved rims.	Original tyre dimensions, tyre tread between 40% and 20% of new tyre tread depth, also spare tyre, minus the mandatory minimum tread depth, no visible damage. Type-approved rims (general TÜV inspection certificate available). Boot and engine bay dirty, minor damage to the rims. Mats or cardboard frayed. Locking system with remote unlocking (if factory-installed) code card and number code, complete according to user manual.
Class 4 Defective	Tyre wear up to 100%. Unsuitable dimensions or worn down on one side. Traces of violent impact. Locking system and user manual are incomplete. All kinds of nonstandardized vehicle modifications.	Not the original tyre dimensions. Tyres very worn down on one side. Tyres or rims not type-approved. Tyre tread only 20% depth of new tyre tread, minus the mandatory minimum tread depth, spare tyre missing or not type-approved. Engine bay and boot very dirty, damage caused by violent impact discernible. Locking system with remote unlocking, code card, number code or user manual incomplete. Not type-approved modifications to the vehicle such as e.g. spoilers, chassis, steering wheel, sports seats, skirting, etc.

Explanations of condition assessment

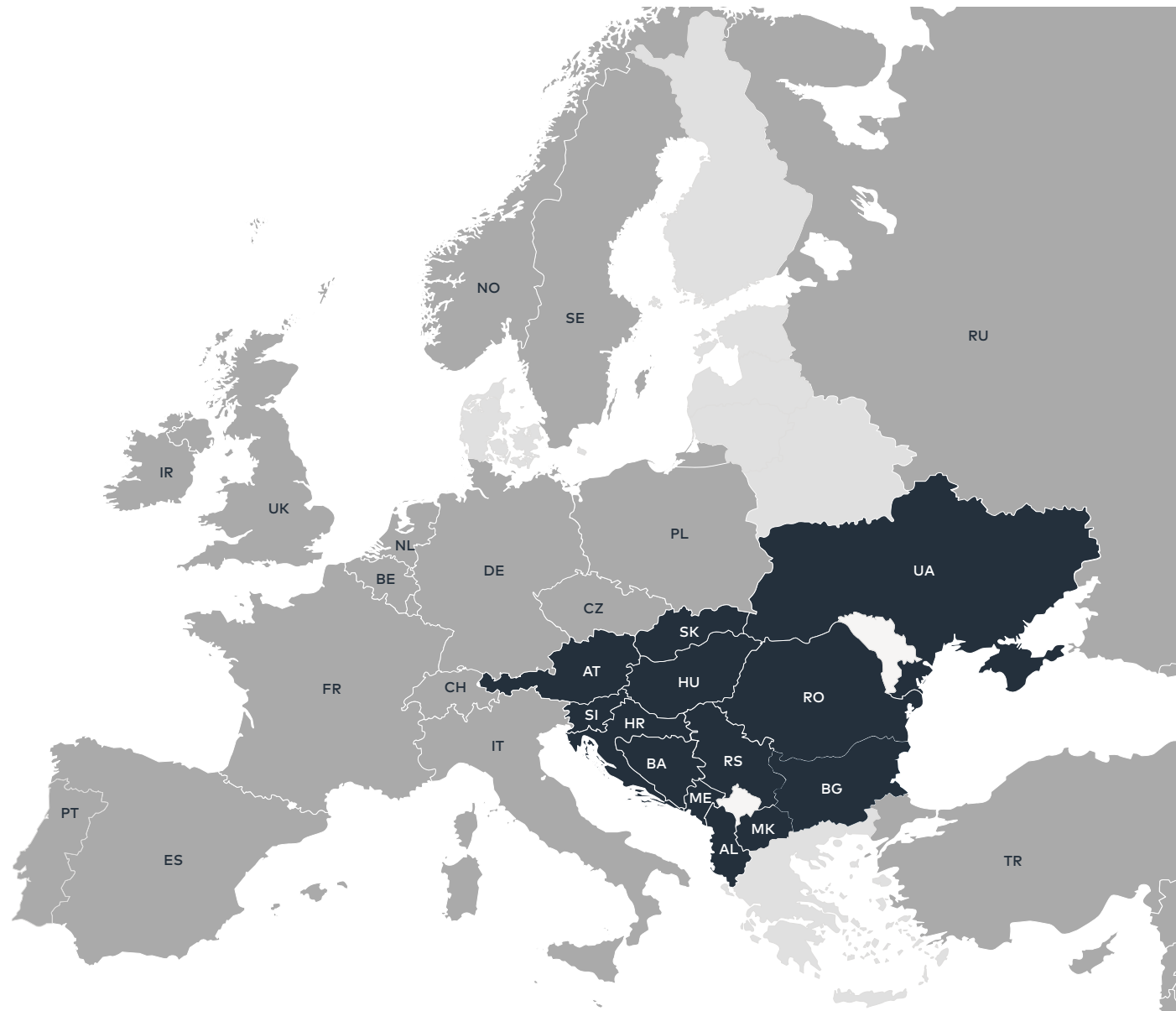
Term	Definition
Mileage, according to Class 1	Mileage acc. to Eurotax or lower
Mileage, according to Class 2	Mileage only according to Eurotax
Mileage, average, Class 3	Mileage acc. to Eurotax or higher
Mileage, unaccounted for	Odometer replacement, actual mileage cannot be completely verified in writing
New car delivery standard	Acc. to EU directive, not older than 6 months as of first registration and maximum of 6,000 km; e.g.: A 5 months-old vehicle with a mileage of 7,000 km does not comply with class 1
Inspection	Pre-delivery inspection, checkup, addition of liquids, etc.
Proof of routine servicing	Routine servicing according to manufacturer guidelines, entered in the service booklet
Safety systems	Passenger systems, e.g. ABS, safety belts, airbag, EDS, ESP, ASR (no retrofitted anti-theft devices)
Bump	A raised area on the surface
Dent	A hollow in the surface
Dents, scattered, class 2	Not more than 3 dents per screwed body part
Dents, bumps, small, class 2	No larger than a 2-euro coin
Dents, bumps, medium, class 3	Larger than a 2-euro coin
Scratches, minor, class 2	Surface scratches can be polished (does not go into the underlying paint layer)
Stone impact, minor	To be remedied by applying the 1st paint layer or varnish; not more than one stone impact per 10 cm2 (palm size)
Secondary body parts	All screwed parts
Slight body damage, class 3	No body parts needing replacement
Unsuitable accessories, class 3	Reduces resale value (e.g. not factory-installed sport seats)
Uneven paint areas	Gloss differences on transition areas
Main differences between Class 2 and class 3	Class 2 = repaired, class 3 mostly unrepaired
Small rust spots	See dent, surface rust

FLEET MANAGEMENT INTERNATIONAL

Efficient mobility all over Europe and South America.



South America



- Porsche Bank countries
- Porsche Bank partners



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