

Returning your vehicle?

When your lease expires, this guide will help you make the process smooth and clear.



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MAN Truck & Bus UK – a member of the MAN Group





MAN. You can count on us.

Trust is the basis of any relationship. This applies over the entire contract term as well as the return of a vehicle at the end of the contract. In MAN Truck & Bus you have chosen a reliable partner whom you can trust.

Transparency, fairness and efficiency are our supreme principles when it comes to the return of your vehicle.

Your satisfaction is our top priority.

Our vehicle return process aims for your satisfaction.

- **Transparency:**

MAN UK Ltd will be happy to explain the procedure to you.

- **Experience:**

Your MAN partner has profound knowledge that they place at your disposal.

- **Comprehensibility:**

Each vehicle return is documented in a detail so that you can always follow up how the report was complied.





The vehicle return process in 6 steps

1

Contact

Your MAN Partner will contact you prior to return

2

Inspection

Local home dealer inspection

3

Report

Full transparent report will be provided

4

Decision

With the support of your MAN Partner, you make a decision on how you wish to proceed with the repairs

5

Action

Repairs are proceeded with as requested

6

Completion

Return handover completed.



Vehicle return check list

What to bring along with the vehicle

- All registration papers and other documents required by law
- Valid test reports as per MOT approval (report of Technical Control Board or similar)
- Information on the vehicle and supplementary equipment including operating instructions and documentation of manufacturers' guarantees that have not yet expired
- Complete service documents (stamped service book, printout from authorised workshop, documents either in paper form or as copies of files)
- Tool kit, jack, spare tyre and similar accessories with which the vehicle was originally supplied
- Keys (i.e. master and spare keys)
- Audio equipment, including security codes / card and documentation

We reserve the right to charge you for missing documentation, components and equipment.

BLUE ZONE: Interior cab & passenger area

Includes driver and crew areas In-cab equipment and controls

All interior upholstery, seats, bunks, fascia, headlinings and trim must be clean and odourless with no burns, scratches, rips, tears or staining.

Floor coverings and surrounding trims should not be torn or spilt. Carpets and foot wells should not have holes.

Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins, etc, must be present, intact and free of damage.

All accessories, including items such as first aid kits and fire extinguishers, must be returned intact or replaced with items of a similar standard and specification. All original equipment and accessories and controls (including but not limited to satellite navigation CDs, tracking equipment and tachographs) must be present and operate correctly.

Any items or equipment fitted or wired-in or mounted on the dashboard without the permission of the leasing company should be removed professionally before returning the vehicle unless otherwise agreed in writing. Holes and any damage caused by the removal of these items are not acceptable.

INTERIOR

This cab is intended to represent all configurations of heavy goods vehicles.



GREEN ZONE: Non working surfaces

Exterior paintwork, cab, air management and in-fill panels, exterior body panels and trim are all in the green zone. Areas designated in the green zone do not contain any working surfaces.

There should be no rust, corrosion or discolouration on any painted areas in the green zone, including painted bumpers, body, moulding and mirrors.

There should be no cracks or deviation from the original shape or position of any panel or component in the green zone.

Repaired chips, scratches and dents are acceptable provided the work is completed to a professional standard by repairers who can provide full warranty on their work.

Obvious evidence of poor repair, such as flaking paint, preparation marks, paint contamination, rippled finish and poorly matched paint, is not acceptable.

Chips

Chips of 5mm and less in diameter are acceptable.

Maximum of three chips on any panel, four chips per door edge and eight chips on any forward-facing panel.

Dents

Dents on the roof are not acceptable.

Dents on the swage line of any panel are not acceptable.

Dents of 10mm and less in diameter are acceptable.

Maximum of two dents on any panel.

Scratches

Scratches and abrasions of 15mm or less are acceptable.

Maximum of two scratches on any panel.

Badges and labels

Badges, emblems, labels, logos and advertising livery applied to the bodywork or glass of the vehicle without the permission of the leasing company should be removed before returning the vehicle.

Removing badges, emblems, labels, logos, wraps and livery must be done professionally and with the written agreement of the leasing company. Any damage caused by the fitting or removing of badges, emblems, labels, logos, wraps and livery, is not acceptable.

YELLOW ZONE: Working surfaces

Any surface that is subject to heavier wear and tear through conventional operation and use is designated a yellow (working) zone.

Yellow zone surfaces include:

- Those that come into contact with the payload, e.g. body floors, tipper load areas
- Rear and side-guards
- Tail-boards, kick panels, drop-sides
- Areas used by drivers to step into the cab, e.g. to connect leads, clean windows, etc
- Areas close to the road surface, prone to chipping, e.g. rear wheel arches

Evidence or wear through absence of paint is acceptable.

Chips and scratches within the tolerance levels are acceptable.

Rust is acceptable but the corrosion must not compromise the integrity of any panel or component.

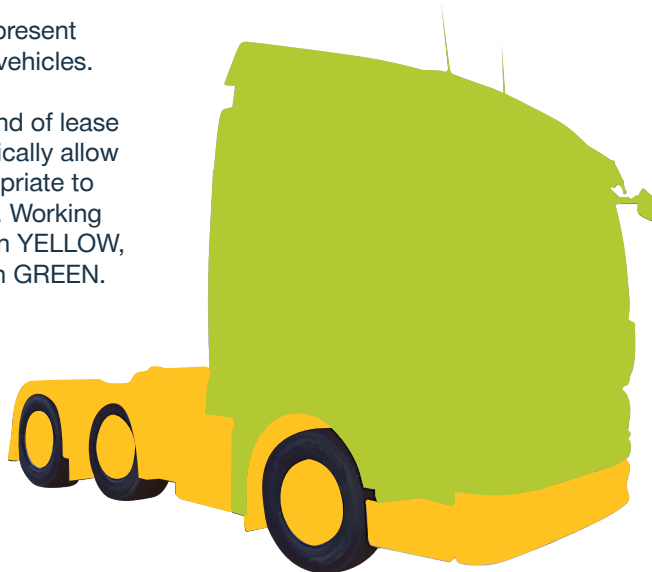
There must be no distortion to any metal panel or deformation to the original shape of the component.

Damage caused to interior door lining, bulkheads and interior wheel arches through neglecting to secure a load is not acceptable.

ZONES and body types

These images are to represent configurations of MAN vehicles.

Their condition at the end of lease or contract must specifically allow for wear and tear appropriate to their operation and use. Working surfaces are identified in YELLOW, non-working surfaces in GREEN.



Bodywork on truck

External surfaces on loading doors (on both box and curtain side) are a GREEN zone.

Any surface in contact with the load is designated as a YELLOW (working) zone.



Curtain side bodywork on truck

External surfaces on loading doors (on both box and curtain side) are a GREEN zone.

Any surface in contact with the load is designated as a YELLOW (working) zone.



Drop side/tipper bodywork on truck

Generally, any surface in contact with the load and/or subject to heavier wear and tear is designated as a YELLOW (working) zone.



Specialist bodywork on truck

There are many body types with specialist working applications. It is recommended that the owner/lessor agrees with the fleet operator at the outset of the lease or contract those areas which are to be designated a GREEN zone (not a working surface) and a YELLOW zone (a working surface).

Lorry with tail lift

Paint deterioration on tail lift platforms is acceptable provided there is no distortion to the platform or uprights.

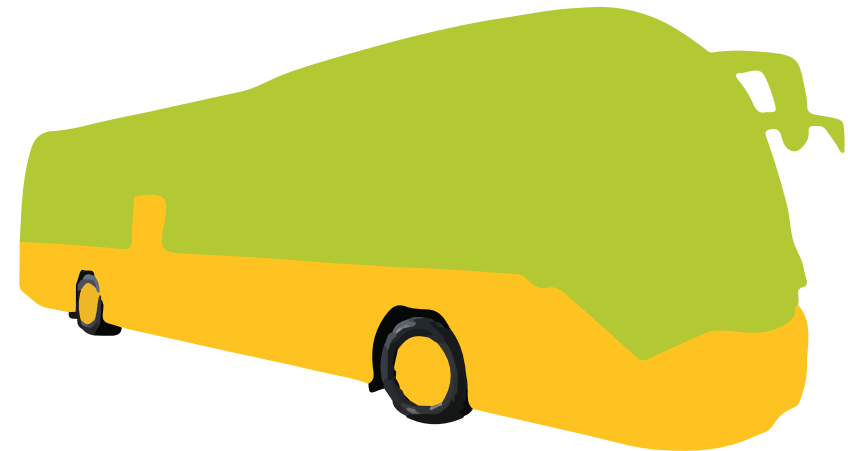
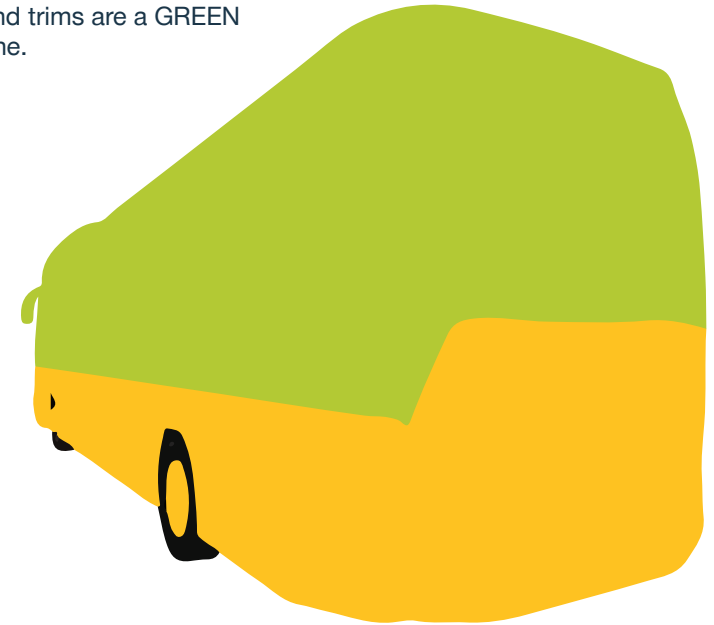
NOTE: BOTH THE UPPER AND LOWER SURFACES OF THE TAIL LIFT PLATFORM ARE YELLOW ZONE.



Bodywork on bus

Generally, any surface in contact with the load and/or subject to heavier wear and tear is designated as a YELLOW (working) zone.

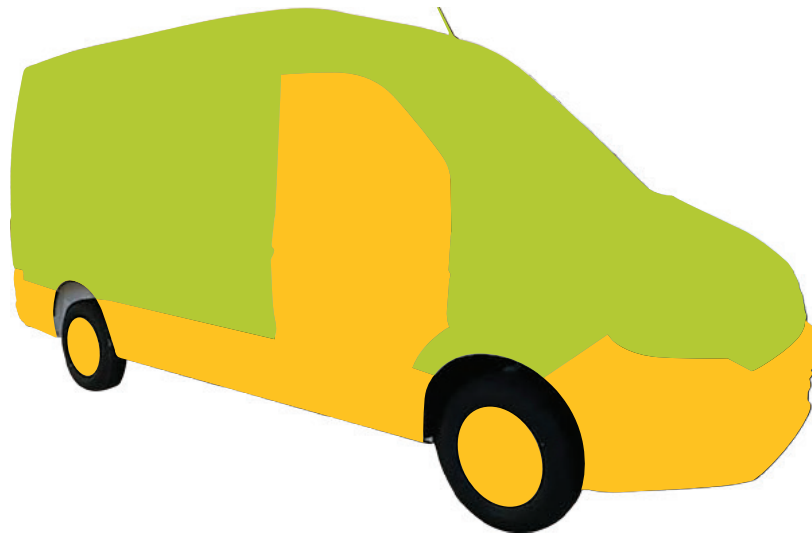
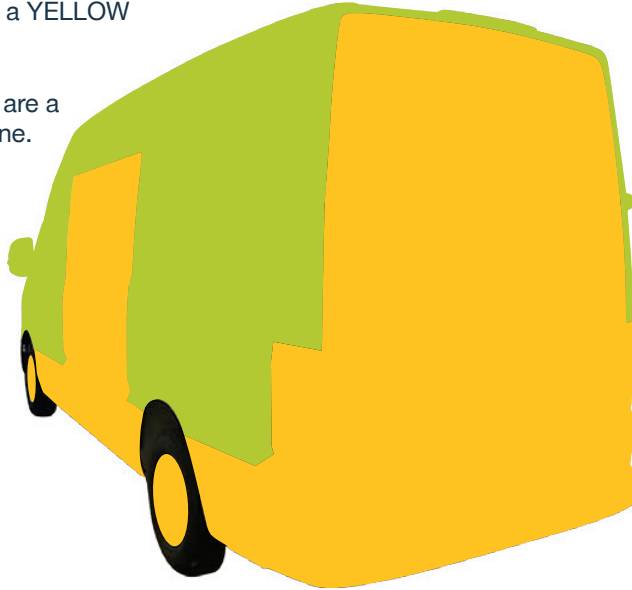
Exterior panels and trims are a GREEN (Non working) zone.



Bodywork on van

Generally, any surface in contact with the load and/or subject to heavier wear and tear is designated as a YELLOW (working) zone.

Exterior panels and trims are a GREEN (Non working) zone.



Return guidelines

Specific conditions will be stipulated within individual agreements and those conditions must be met. However, as a general guide and as an industry standard, most agreements will state that returning vehicles should be legally compliant, roadworthy and free of any damage or deterioration, with the exception of fair wear and tear.

Box bodies and temperature-controlled bodies

Box bodies and temperature-controlled vehicles should be clean with no water leaks into the interior. They should be free of distortion and cracking and be securely mounted to the vehicle's chassis.

Exterior and interior panels and floors should be free of damage and any load restraining devices, brackets and straps should be present and fully functional.

Water contamination of insulation is unacceptable. Any evidence of swelling or de-lamination of panels is unacceptable.

Fridge engines should operate correctly, as should any temperature control or monitoring device.



Curtain side bodies

Curtains should be free of any un-repaired holes and other damage, run freely and be of a tidy appearance.

All straps and tensioners should be present and operate correctly.

Any load-retaining straps originally supplied should be returned in good condition.

Repairs should be to a professional standard and be cosmetically tidy.

A large number of repairs or a single split in excess of 2m would usually justify replacement of the curtain.

Return guidelines - continued

Rear shutters and tail boards

Scratches to the paintwork on shutters are acceptable when caused through normal usage.

Cracks and other damage are not acceptable.

Distorted tail lift platforms and uprights are not acceptable.

Paint deterioration on tail lift platforms and tail boards are acceptable provided they are free of significant damage or distortion.

Drop-sided bodies, tippers and platform bodies

Any significant distortion to bodies due to collision or load impact is not acceptable. Any damage that prevents the correct operation and security of the drop-sides or tail board is unacceptable.

Drop-sided vehicles, tippers and platform-bodied vehicles must be free of holes or any gaps where the load could escape.

Load contamination

All vehicle bodies should be free of any load residue contamination.

Bodies used for the carriage of corrosive or other potentially harmful materials such as tankers or gritters,

should be subjected to increased maintenance procedures where appropriate and be cleaned regularly to avoid contamination causing excessive damage.

Sign writing and livery

If required by the lease or contract, all sign writing and livery should be removed from bodywork and the surface made good. Some shadowing due to paint fade is acceptable.

Transfers on curtains should be removed.

Painted or otherwise impregnated livery on curtains are not acceptable.

Specialised bodywork

All specialised bodywork on vehicles must operate satisfactorily and have current statutory certificates in place.

Return guidelines - continued

Oil and coolants

Components should be free of oil, fuel or coolant leaks. Any seepage around seals or gaskets that leaves a surface residue is not considered to be a leak and is acceptable.

Fuel tanks

Fuel and AdBlue tanks should be uncontaminated, securely attached to the vehicle, and free from dents and major damage.

Wings

Wings must be complete and free of holes and heavy scarring.

Spray suppression flaps should comply with legal requirements.

Batteries

Batteries must be suitable for the vehicle and capable of starting the engine from cold without an external charge.

Electrical equipment

All fitted electrical equipment including tachographs, reversing cameras, adaptive speed controls, speed limiters and lamps (both obligatory and discretionary), should be present and fully functional. Any replacements fitted must be of similar standard and specification to that originally supplied.

Additional equipment and tools

Additional equipment, components and panels should be present and fully functional. Tools, such as jacks, cab tilt bars, etc, must be present if originally supplied. Any replacements must be fitted with the permission of the leasing company and be of a similar standard and specification.

General appearance

The vehicle's exterior should be sufficiently clean to allow a detailed inspection. The interior should be clean. The vehicle, including bodywork and any fittings, should be free of damage however caused, subject to the fair wear and tear tolerances as explained overleaf. Any repairs should have been carried out to a professional standard by a reputable repairer who can provide a full transferable warranty on their work.

Documentation

All vehicle documentation including the vehicle's registration documents, service and maintenance records, MOT certificates, certificates for lifting equipment and any other documents relating to the vehicle's equipment, must be intact and available.

Vehicle keys

A full set of keys including master key(s) should be returned as originally supplied.

Windows, glass, door mirrors & lamps

Windscreens

Windscreens must be secure and watertight.

Light scratching is acceptable provided it does not interfere with the driver's line of sight.

Heating elements must work properly.

Chips, cracks and holes are not acceptable.

Windows

Windows should be free of cracks. They must operate freely through their full travel.

Door Mirrors

Missing, cracked or damaged door mirrors are not acceptable.

If adjustable and/or heated door mirrors, they must operate correctly.

Lamps and lenses

All lamps, reflectors and beacon lights must be as originally fitted, secure and operating correctly. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Any lamp, reflector, light or beacon fitted without permission of the leasing company should be removed professionally before retuning the vehicle. Any holes and other damage must be neatly repaired unless otherwise agreed in writing with the leasing company.



Tyres & wheels

Tyres

Tyres must be legal in all respects and of the correct type, size and free from cut to cord damage.

The minimum tread depth required will be specified in the lease or contract and this depth must be present across the full width of the tread and around the entire circumference.

Allowances for remould, re-tread or re-cut tyres will be specified in the lease or contract if applicable.

Wheels

Wheels must be the correct size and specification for the vehicle and free of any significant rim damage.

If wheel trims were originally fitted they must be present.

Some paint deterioration is acceptable but heavy corrosion is not.

Mechanical condition

The vehicle should be returned in a safe, legal and reliable mechanical condition, capable of passing the relevant statutory annual test. The period of test certificate remaining at vehicle return may be stipulated in the lease or contract. The remaining brake and clutch lining material may also be stipulated in the lease or contract.

Engine, transmission and driveline

The clutch, gearbox, prop shaft and rear axle, etc, should be in good running order and free from any significant operational defects.

The vehicle should have been maintained in line with the manufacturer's guidelines and repairs carried out to a professional standard by reputable repairers who can provide a full transferable warranty on their work.



Vehicle underside

Any impact damage to the vehicle's undercarriage is not acceptable.

External specialist equipment

Trailer couplings

Both fifth wheel and draw bar trailer couplings, if fitted, should be free of damage and operate correctly.

Lead up ramps should be present if originally fitted.

All air and electrical connections to trailers must be present, working and in good condition.

Cranes, tail lifts and other vehicle-mounted lifting equipment

All cranes, tail lifts and other vehicle-mounted lifting equipment must operate satisfactorily and have current, valid statutory certificates available.



Vehicle appraisal tips for you

Please use this summary to appraise your vehicle against the fair wear and tear standard prior to its return.

To minimise end-of-lease charges, you can arrange to repair unacceptable areas of damage before the vehicle is returned – though always check the terms of your contract or contact the leasing company for advice. Always point out any un-repaired wear or damage when the vehicle is collected to avoid problems later.

- Carry out an appraisal of the vehicle 10 to 12 weeks before the vehicle is due for return. This will allow you to arrange to have any unacceptable wear and tear rectified.
- It is important to appraise the vehicle as honestly as you can. Be objective.
- Choose a time and place with good light. This is how the leasing company will examine your vehicle. Appraisals carried out in poor light invariably miss some faults.
- Before appraising the vehicle, make sure that it has been washed and is thoroughly clean but remember to allow time for it to dry. Water on the paintwork can mask faults.
- Walk all the way around the vehicle and examine each panel closely for damage, including the roof, bonnet, doors and body. Observe where the light is reflected differently from any dents and scratches.
- Inspect lamps, lenses, windows and mirrors for chips, cracks and holes.
- Crouch or kneel down at the front and rear of the vehicle and look along each side. This will help you see scratches and dents that may otherwise be difficult to spot.
- Check the tyres for damage. Check that the wear on the tread is even across each tyre. Inspect wheels, wheel trims and wheel spokes for scratches, deterioration and cut to cord is not acceptable.
- Clean and valet the interior and load areas as appropriate.
- Check upholstered areas in the cab for odours, tears, burns, stains and wear.
- Inspect all in-cab and external equipment controls – they should be present and fully functional.

Examples of acceptable wear



Doors: Scratches, chips and light scuffing on door and door edges.



Windscreens: Manufactures standards and calibrated.



Exhaust heat shield: Discolouration acceptable - no distortion.



Fuel Tank Cap: Discolouration, and no distortion, MAN approved fuel and add blue cap.



Bumper corners: Minor scuffs and light scratches.



Curtain: Neat external curtain repairs.

Examples of acceptable wear - continued



Paint wear steps: Paint surface worn but no distortion.



Curtains: Free from livery.



Wheels and tyres: MAN original wheel rings - caps refitted.



Rear view: If supplied as original equipment, lead up ramps, air lines, electrical leads should be present.



Wings: Wing tops scuffed not holed.



Couplings: Auxiliary equipment stowed correctly and present.

Examples of acceptable wear - continued



Tail lift rear opening: If applicable, removal of paint in loading area due to fair wear and tear.



Tail lift: If applicable - Paint deterioration and surface rust on tail lift and fully operational.



Tail lift operation 2: If applicable - Tail lift controls free from damage and fully operational.



Working bodies: Paint removed due to heavy wear and tear, and fully operational.

Examples of acceptable wear - continued



Auxiliary equipment: no distortion and pipework must be present and working.



Dust sheets must be free from rips and in full working order.



All chains present, pipe work free from leaks and fully operational.



All additional factory supplied equipment supplied within the contract hire terms must remain on the vehicle when returned.