

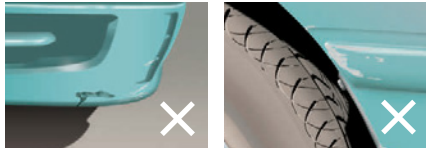
## Bumpers and Mouldings

### Acceptable

- Minor scuffing and scratches to less than 100mm in length
- Minor stone pitting / dents less than 20mm in diameter

### Unacceptable

- Any damage due to impact
- Broken bumpers and mouldings
- Cracked bumpers,
- Holes
- Misalignment
- Gouging
- Peeling paint



## Other Items

### Unacceptable

- Spare set of keys/remotes not returned including canopy keys, roof rack keys, hard lid keys
- Service or owner's manuals missing
- Vehicle is dirty
- Removable items supplied with the vehicles are missing
- Signwriting hasn't been removed and paintwork repaired
- Maintenance including servicing not carried out as per manufacturers guidelines



# End of lease checklist

- All sets of keys are returned.
- Service Manual and Owner's Manual is in the glove box.
- All items supplied with the vehicle are placed in their original position.
- The vehicle meets all WOF standards and a current WOF certificate displayed on the windscreen.
- The vehicle has been serviced and maintained to the manufactures specifications including and any recall notifications dealt with in the required timeframes.
- All damage caused by impact this is "unacceptable" in the Fair Wear and Tear Guidelines is repaired.
- All signwriting is removed and any damaged paintwork repaired.
- Correct Tyre pressure.
- The vehicle is clean.
- RUC Paid up and a minimum of 1000kms in credit.
- Registration paid worth a minimum of 3 months

## At the end of your agreement

'Fair wear and tear' is the degree of deterioration that is reasonable for a vehicle – taking into account its age and the number of kilometres travelled.

This brochure should assist you in understanding what we mean by 'fair wear and tear' and to help you look after your vehicle for the term of your agreement.

If you have any questions, please contact your local Toyota Dealer or call us free on **0800 GO FLEET (0800 463 533)** and we'll be more than happy to help.

For more information please contact us on  
**0800 GO FLEET**  
**(0800 463 533)**  
or visit our website at  
[toyotafleetmanagement.co.nz](http://toyotafleetmanagement.co.nz)



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Toyota Finance New Zealand trading as Toyota Fleet Management

# Vehicle Condition Requirements

## Light Commercial Utes and Vans



## Seats, Upholstery, Carpet

### Acceptable

- Fading caused by normal exposure to sunlight
- Stains that can be removed by steam cleaning

### Unacceptable

- Burns, cuts, rips and tears
- Stains that can't be removed (e.g. oil, solvent, paint)
- Damage to seat structure
- Damage to boot lining
- Mismatched colours
- Excessive odour (e.g. dog, spilt milk, etc.)



## Underbody

### Acceptable

- Minor scratches and scrapes

### Unacceptable

- Oil leaks
- Extensive rust
- Damaged exhaust system
- Poor repairs
- Twisted or bent chassis
- Any damage to underbody considered a WOF/COF defect
- Foreign matter, i.e. lime, cement, concrete
- Impact damage



## Utilities and Van Cargo Area

### Acceptable

- Minor paint chips
- Dents that do not need exceed a depth of 10mm and diameter of 10mm (maximum of 3 only)

### Unacceptable

- Structural damage and holes
- Tears
- Damage to doors, tail gates and sides
- Extensive rust
- Scratches or scrapes over 100mm in length
- Damage to deck liner, floor coverings and side panels



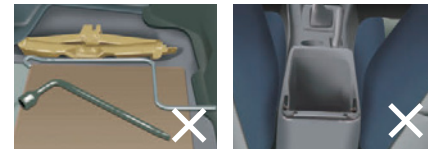
## Accessories and Equipment

### Acceptable

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

### Unacceptable

- Broken aerial
- Removal or damage to any accessories paid for by TFNZ or mentioned as an "Asset" on the lease agreement
- Missing cigarette lighters, badges, knobs, trims, tools, jack, spare wheel, spare tyres, service books, CD stacker, cartridge, tow bar, mud flaps and tonneau cover, SD Cards, USB/AUX covers, cargo liner/ boot mat, cargo net, cargo blind, parcel tray



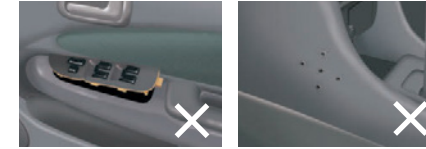
## Dashboard, Fascia and Trim

### Acceptable

- Moderate scratches/markings up to 50mm long
- Fading caused by normal exposure to sunlight
- Stains that can be removed by steam cleaning

### Unacceptable

- Scratches over 51mm long
- Burns
- Holes or damage caused by fitting or removal of accessories
- Missing items/ accessories e.g. radio, ashtray, cup holder
- Damage to electrics in front or infotainment screen, DVD player screen
- Missing headphones, DVD player remote
- Damage to steering wheel, gear changer or centre console lid



## Tyres, Wheels and Trim (including spare)

### Acceptable

- Minor scuffing and scratches to less than 30% of wheel, trim or alloy surface

### Unacceptable

- Broken/cracked tyres and trims
- Mismatched tyres, alloys and wheel trims. i.e tread patterns, tyre designation (A/T, H/T, etc), diameter, width
- Tyres that do not meet WOF standards
- Uneven tyre wear including outer edge wear
- Replacement tyres/ wheels that don't meet manufacturer recommendations
- Excessive kerb damage (greater 30% of the rim)
- Missing alloy/mag wheels or spare wheels
- Non-returned alloys included on the lease contract



## Bodywork including paint

### Acceptable

- Dents not exceeding a depth of 2mm and a diameter of 20mm, (e.g. a \$1 coin) but no more than 3 per panel
- Minor stone pitting

### Unacceptable

- Exposed undercoat or metal
- Hail damage
- Scrapes/ deep scratches over 100mm in length
- Misaligned panels
- Buckling
- Distortions
- Poor panel/ paint repairs including "orange peel"
- Damage to paint from sunscreen, bird droppings
- Spider rust



## Glass, Lights and Mirrors

### Acceptable

- Light scratching and minor chipping of windscreen outside of the CVA (Critical Vision Area) or lights if it has no bearing on WOF

### Unacceptable

- Broken mirror glass, including mirror operation, electronics and housing
- Broken or cracked lights or surrounds (incl moisture)
- Any damage to lights and glass considered a WOF defect
- Any damage to the windscreen including chips, cracks, delamination, scratches larger than 10mm
- Damage to windscreen/rear screen electrics, i.e. radar, rain sensor, reversing camera
- Incorrectly installed or incorrect windscreen installed

