

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 should provide you with a non-binding guidance in order to avoid any unwanted surprises in regards to the costs after the return of the vehicle.

Damage catalogue

The damage catalogue describes the types of damages, which are considered acceptable and on the other hand those that are accounted for as the liability of the customer.

-  Acceptable damage: The following damage was caused as a result of a vehicle's normal use and does not have a negative impact on the overall appearance of the vehicle.
-  Unacceptable damage: The damage cannot be attributed to normal usage and therefore will be recorded in a report and charged.

The typical examples of damage are described in the damage catalogue with text and images.

Vehicle inspection

The inspection will be conducted in accordance with the following criteria, so as to guarantee a fair and transparent assessment of your vehicle:

- A suitable area protected from weather conditions and with sufficient ambient light.
- The vehicle should be inside and outside thoroughly cleaned and 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 in which the value of the vehicle may be decreased due to damage that is not identified in the guidelines as unacceptable, individual approach takes place. Therefore, the overall appearance of the returned vehicle is important.

Damage catalogue

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

Overview	Damage	Acceptable	Unacceptable
Interior	Seats	• normal signs of wear	• cuts • non-removable stains • burn holes • damaged safety belts and safety locks • cracks • mould • holes • missing parts • breaks • damage caused by applying stickers • deformations • colour changes
	Interior lining	• normal signs of wear (including floor covering) • slight scratches	• scratches • mould • breaks • missing parts • scuffs • damage caused by applying stickers and markings • cracks • damage to headlining and boot • detachment of e.g. door and boot seals • impurities that require professional cleaning • non-removable stains
Installations and additions		• small scratches (not in the field of vision)	• changes that cannot be restored to the original condition • holes, abnormal wear and tear • scratches • damage caused by applying stickers or markings
Mechanical / electrical systems		• everything in order	• failure to observe the service and maintenance intervals and excessive use • failure to carry out professional inspections • missing inspection • all damage to and excessive wear of the vehicle's mechanical/electrical systems
Others	Missing Parts	• everything returned	• missing parts: - vehicle documen - boot cover - key code card tation - tyres - service booklet - ski bag - fuel card
	General		• all damage that may cause a vehicle to fail the 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

Body

Dents and bumps

👎 Unacceptable

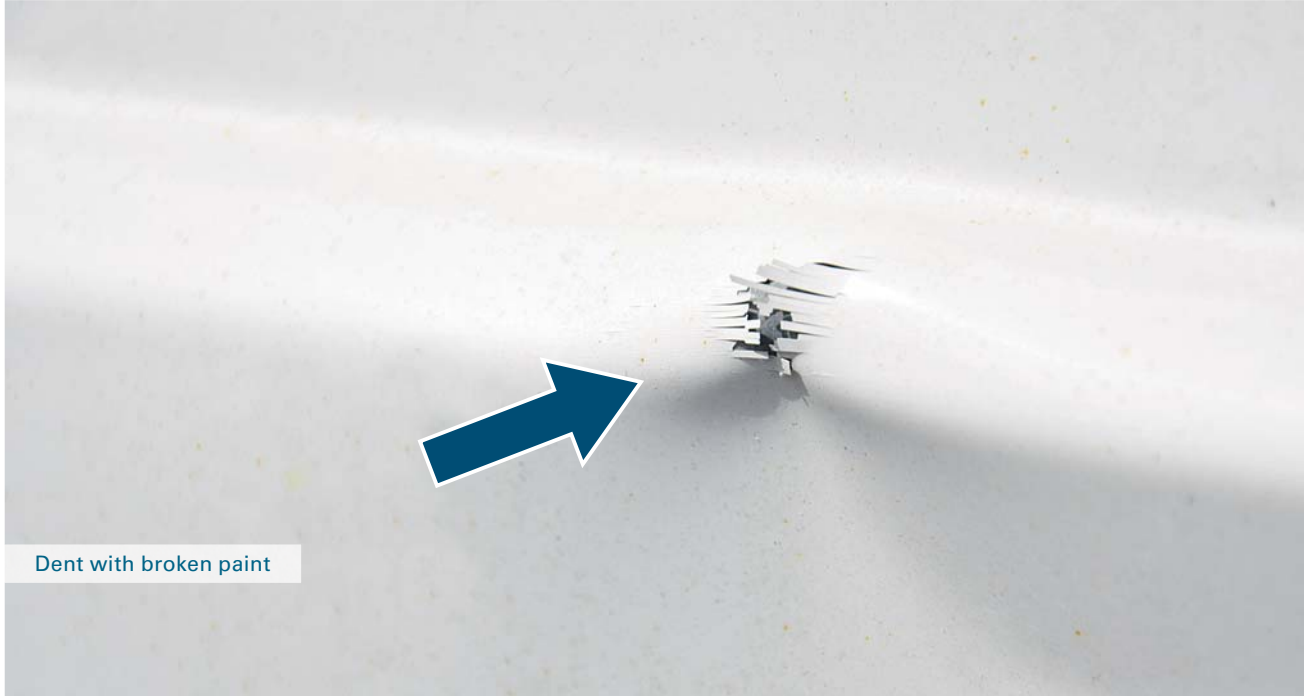
- Larger than 1 cm across
- More than 3 damages per body part
- Repainting necessary



Large dent > 1 cm across



Dent with scratch



Dent with broken paint

Body

Scratches and scuffs

 Acceptable

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



Stone chips damage < 1 cm



Small scratch, can be polished away < 1 cm



Scuff < 1 cm



Large scuff



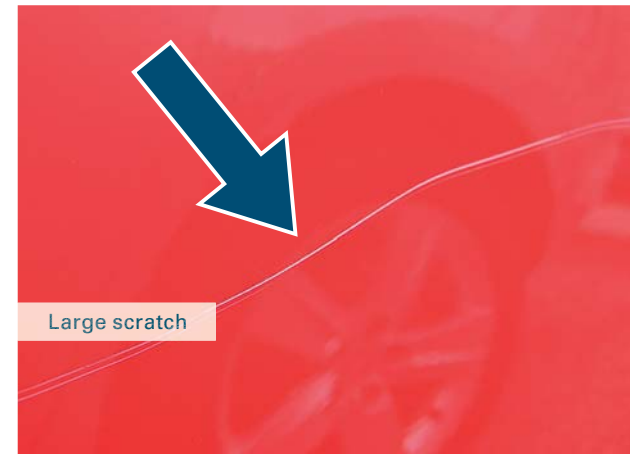
Dent with scuff



Mirror scratches > 1 cm



Several scratches



Large scratch



Large scuffs on the door

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

- Possible to remove defects by polishing
- Stone chips - not more than 3 per 100 cm² (10 x 10 cm)



Untreated scratches



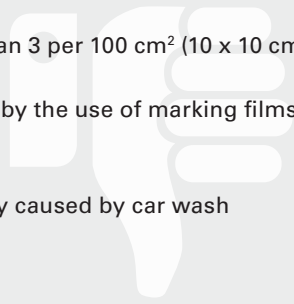
Polished scratches

Paint

Scratches and visible paint defects

Unacceptable

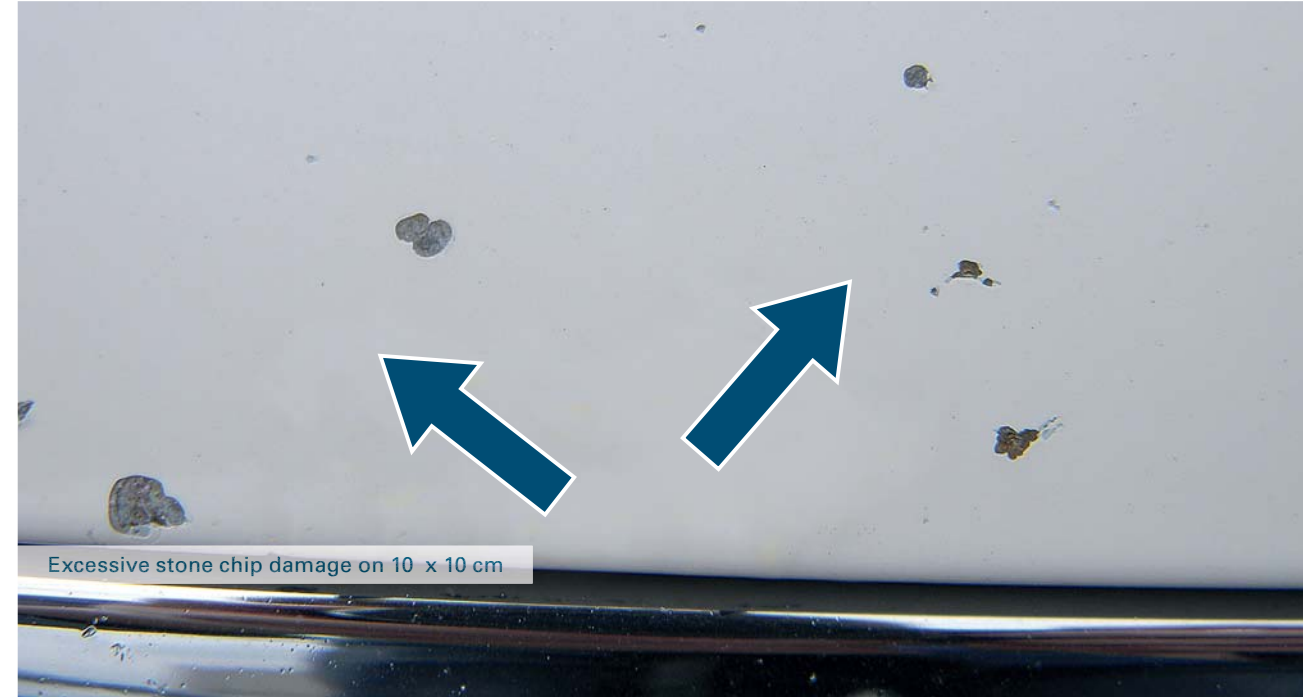
- Damage that impairs the paint and therefore repainting is necessary
- Not possible to remove defects by polishing
- Poor previous repair
- Paint contamination and chipping caused by environmental influences
- Stone chips - more than 3 per 100 cm² (10 x 10 cm)
- Paint damage caused by the use of marking films or stickers
- Swirl marks - normally caused by car wash



Large stone chips with rust



Glue residue



Excessive stone chip damage on 10 x 10 cm

Glazing

Windscreens and windows

 Acceptable

- Minor stone chips damage, not within the field of view

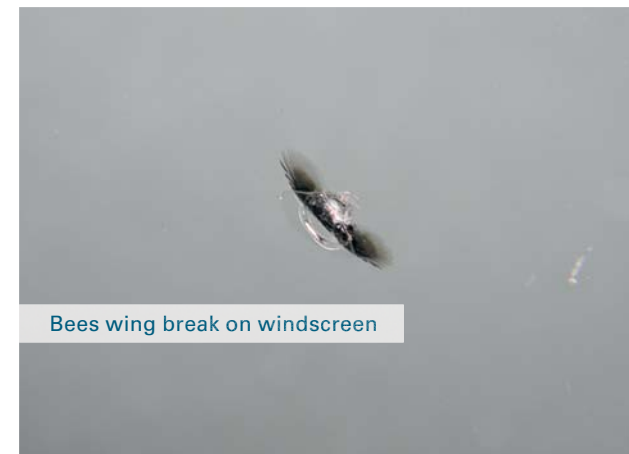
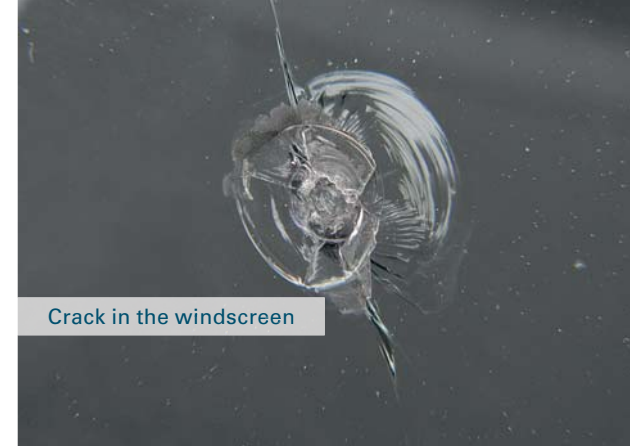


Glazing

Windscreens and windows

 Unacceptable

- Windscreens with cracks, fissures or other damage
- Poor repair



Glazing

Small glass parts

 Acceptable

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



Small surface scratches



Small stone chips

Glazing

Small glass parts

 Unacceptable

- Signs 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



Damaged front foglight



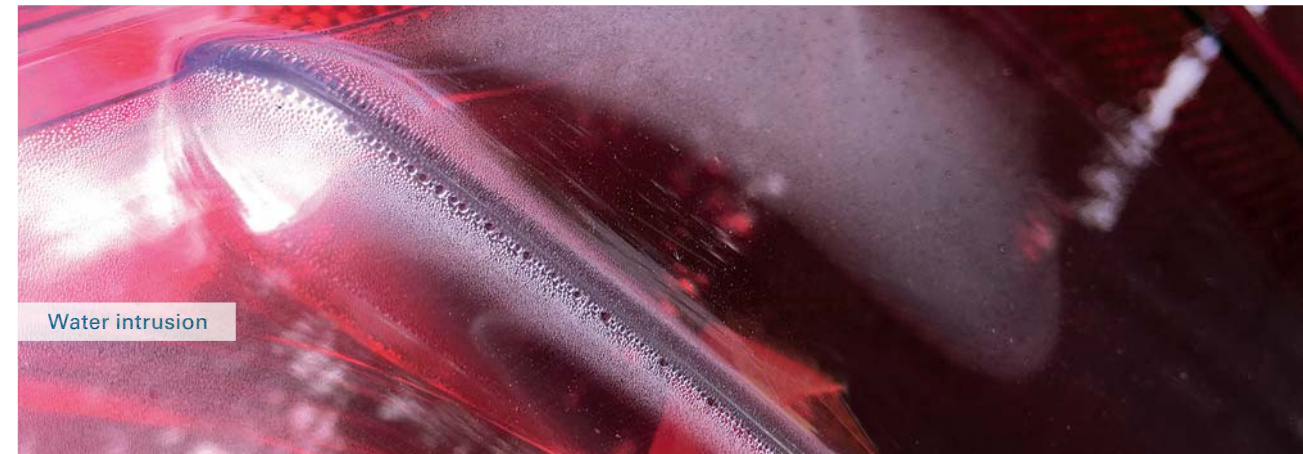
Broken small glass parts



Crack in taillight



Heavily scratched headlight



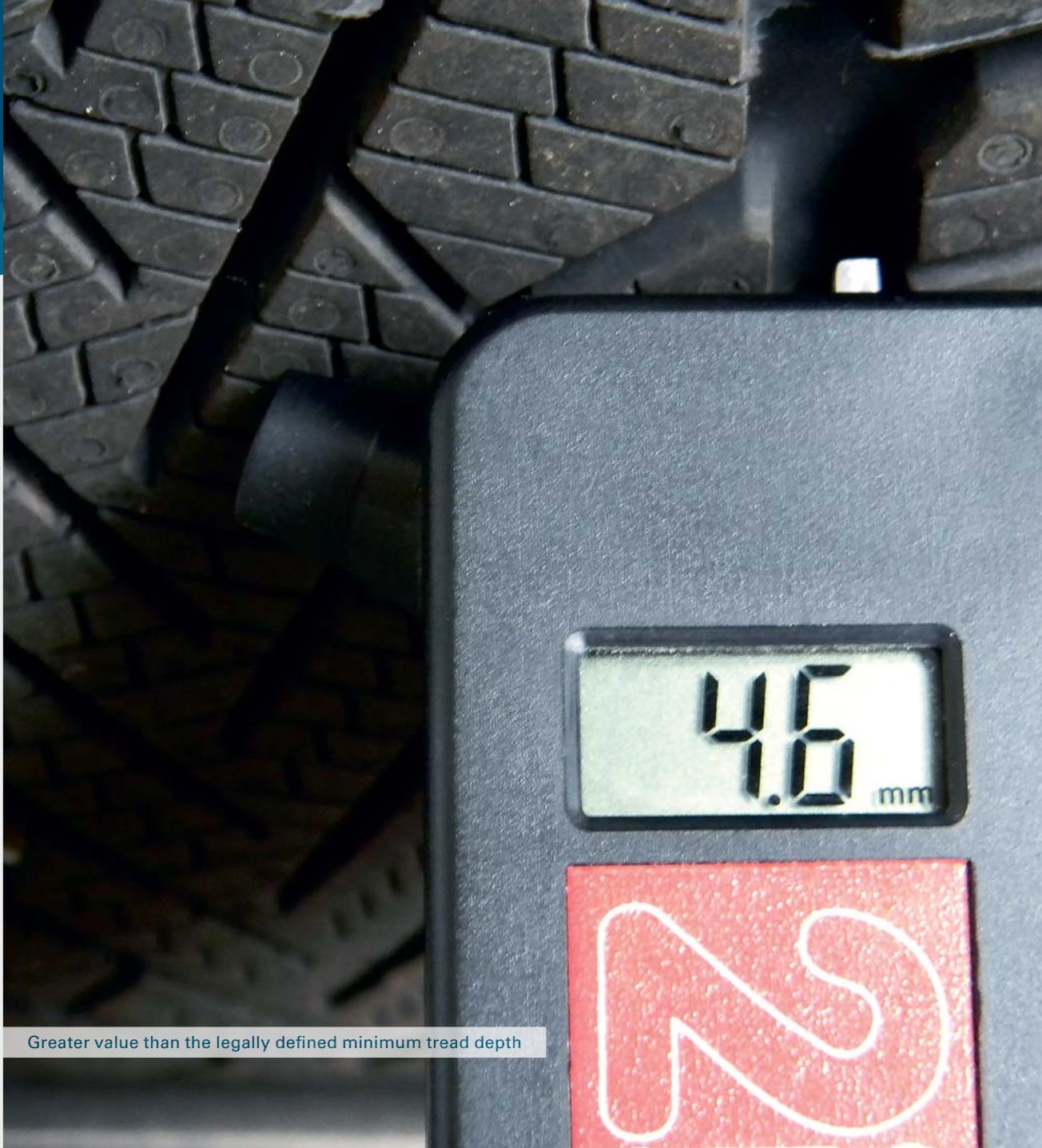
Water intrusion

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 included)



Greater value than the legally defined minimum tread depth

Wheels

Tyres

Unacceptable

- Tyres that are damaged (e.g. bumps, cuts, flat spots, saw-teeth) and/or are not evenly 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 depth
- Vehicle on winter tyres (summer tyres not included)
- Significant material wear on the tyres' sides
- Wrong tyre size



Flat tyre



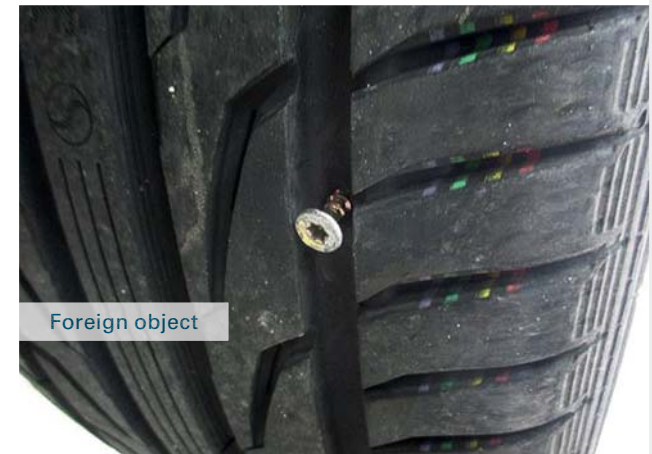
Worn out tyre



Damaged tyre




Tyre bubble



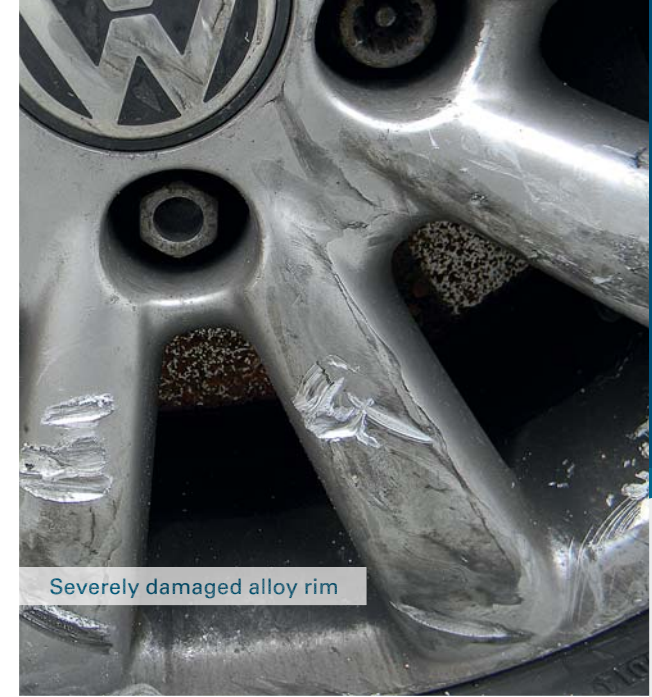
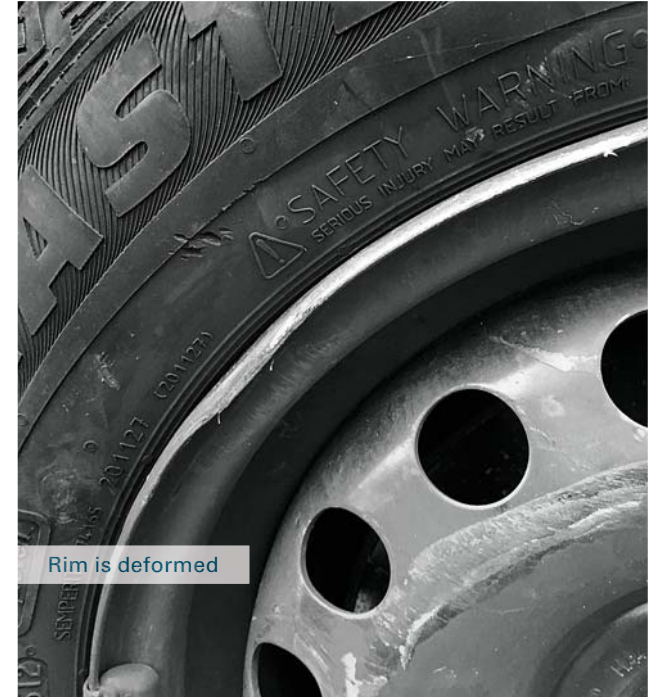
Foreign object

Wheels

Rims

 Acceptable

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



Wheels

Rims

 Unacceptable

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



Wheels

Wheel trims

Acceptable

- Wheel trims are slightly scratched, but without any cracks
- Scuffs on the wheel rims that ≤ 5 cm long



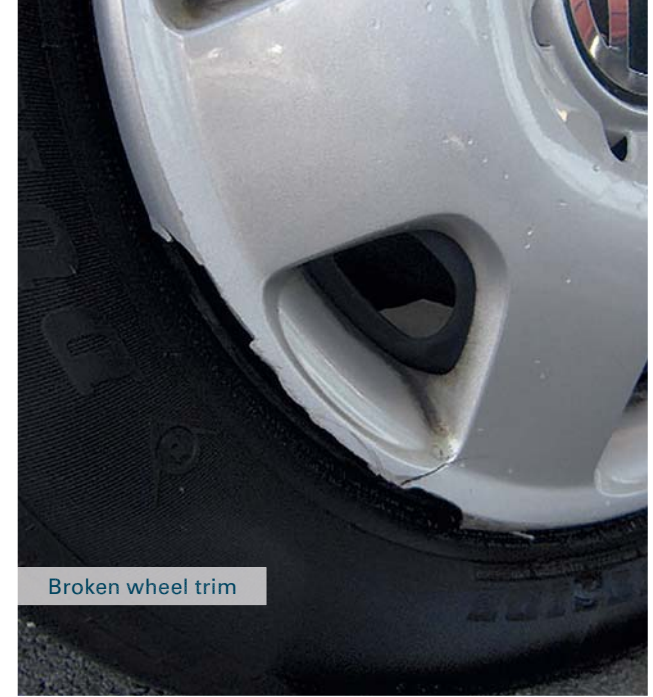
Slightly scratched wheel trim

Wheels

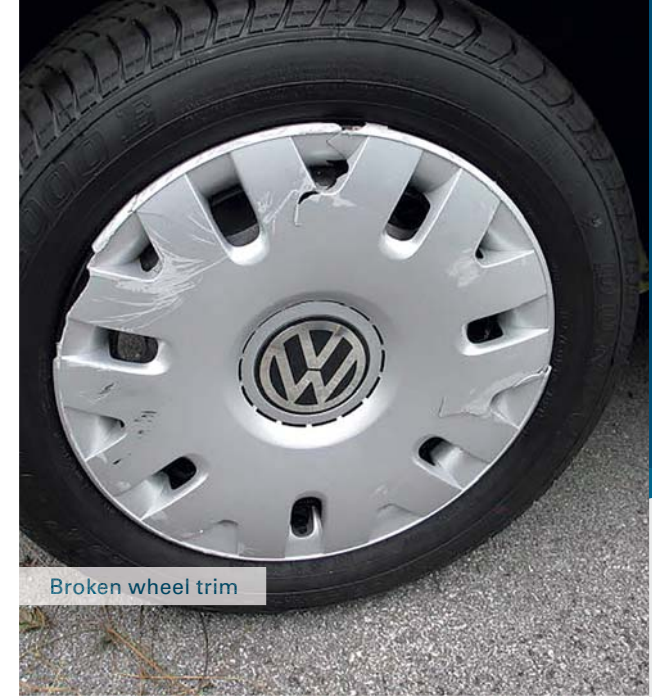
Wheel trims

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)



Broken wheel trim



Broken wheel trim



Heavily scratched wheel trim

Interior Seats

👍 Acceptable

- Seats that show normal wear and small scratches, no damage such as cuts, burn holes, etc. and are fully functional

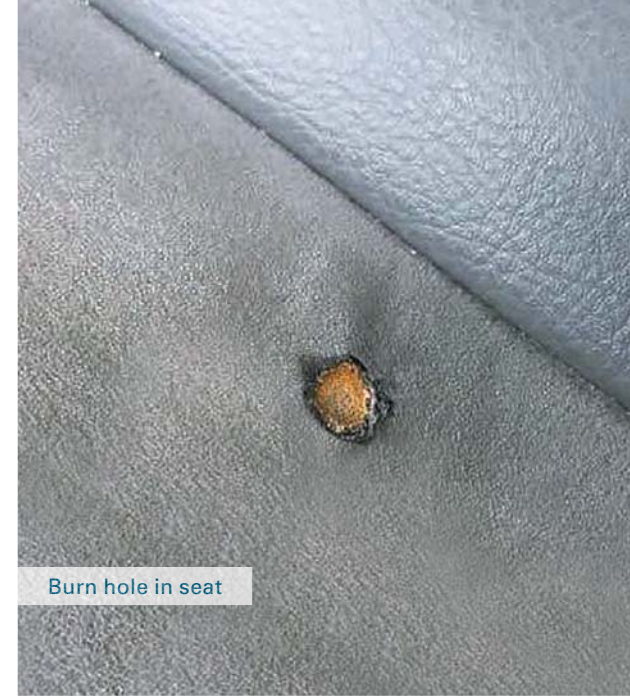
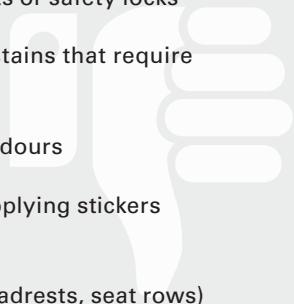


Seats without impurities

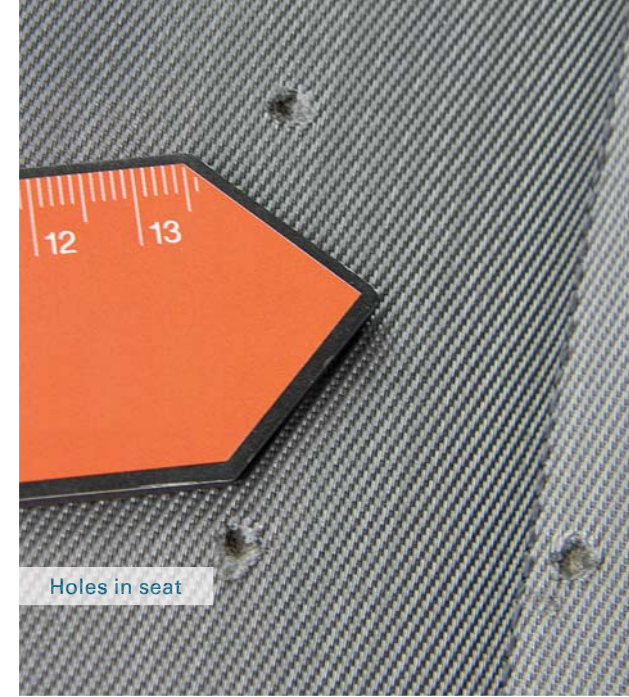
Interior Seats

👎 Unacceptable

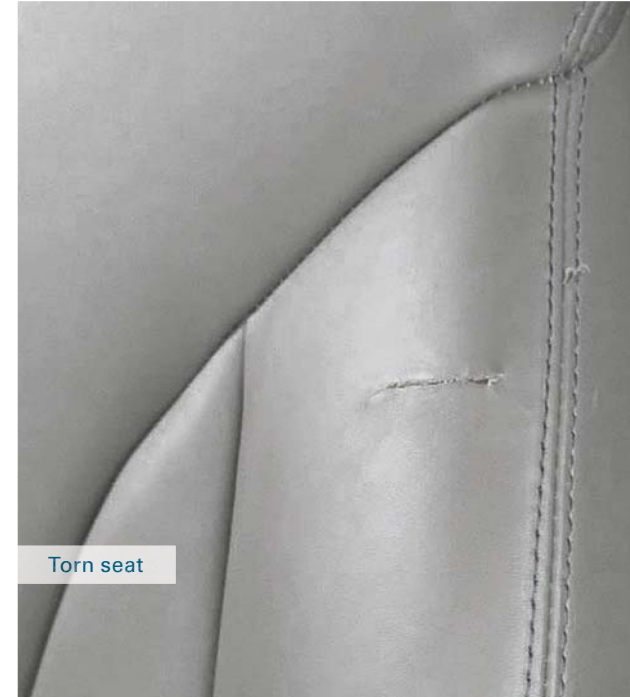
- Damage such as cuts, burn holes, cracks, holes, tears
- Deformed moulded parts
- Signs of excessive use and stains that cannot be removed by cleaning and make the replacement inevitable
- Damage to safety belts or safety locks
- Colour changes and stains that require professional cleaning
- Mould or disturbing odours
- Damage caused by applying stickers and/or marking films
- Missing parts (e.g. headrests, seat rows)



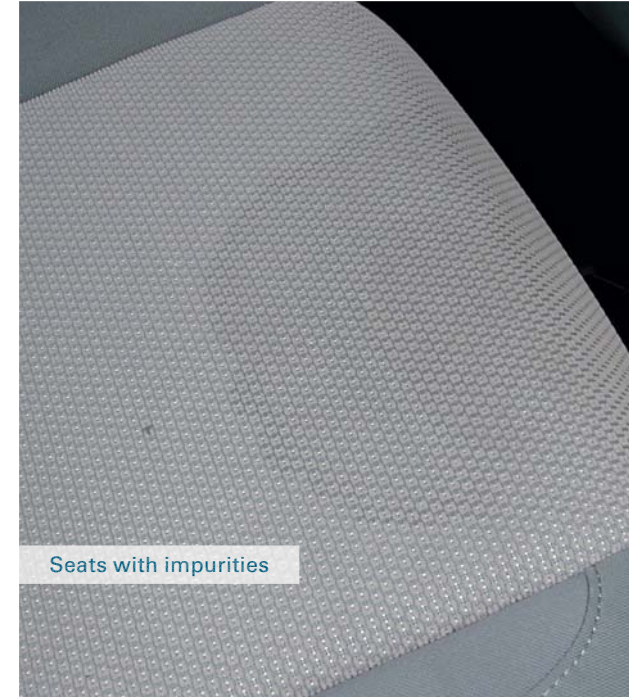
Burn hole in seat



Holes in seat



Torn seat



Seats with impurities

Interior

Interior lining

👍 Acceptable

- Interior lining showing normal signs of wear, where plastic surfaces are only slightly scratched on the surface
- Floor covering has normal signs of wear
- Seats that show normal wear and small scratches, no damage such as cuts, burn holes, etc. and are fully functional



Worn out interior lining



Slightly scratched interior lining



Damaged load compartment



Damaged plastic part



Hole in interior lining



Scratches on steering wheel



Damaged door lining



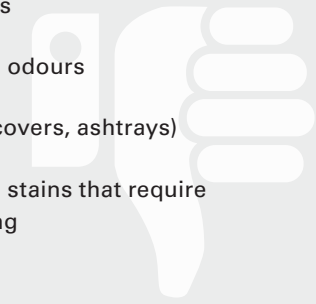
Broken parts

Interior

Interior lining

👎 Unacceptable

- Interior lining parts that are heavily scratched and/or scuffed
- Interior lining parts which show breaks, 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
- Missing parts (e.g. covers, ashtrays)
- Colour changes and stains that require professional cleaning
- Animal hair



Installations and additions

👍 Acceptable

- No remains from foiling
- Scratches that are not in the field of vision of the vehicle users

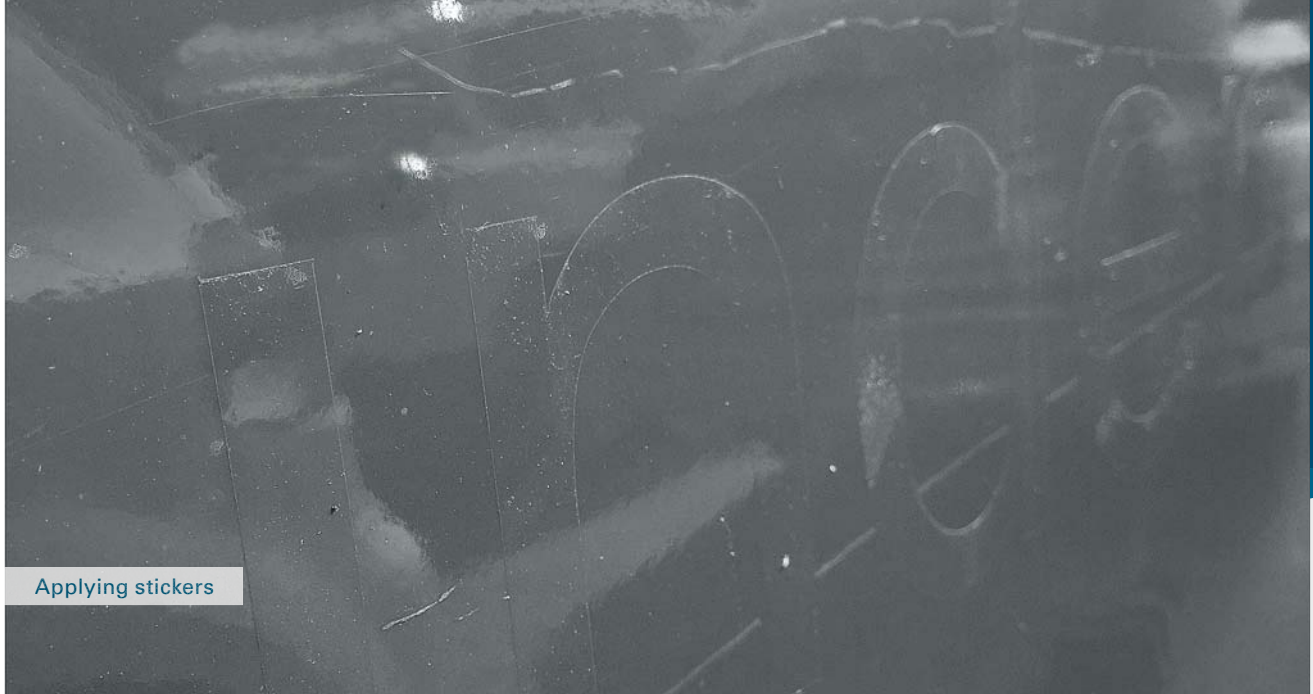


No remains from foiling

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 vehicle user's field of view
- Damage caused by application of stickers and/or marking films



Applying stickers

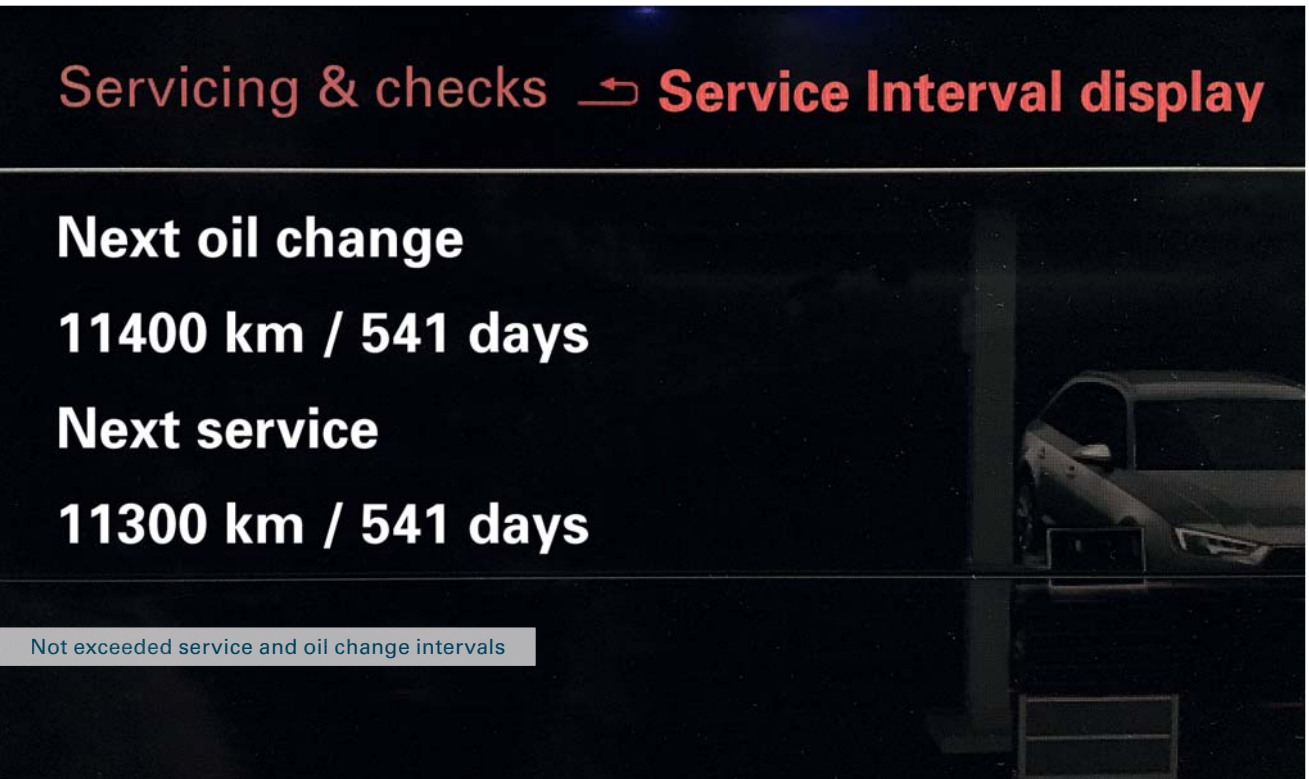
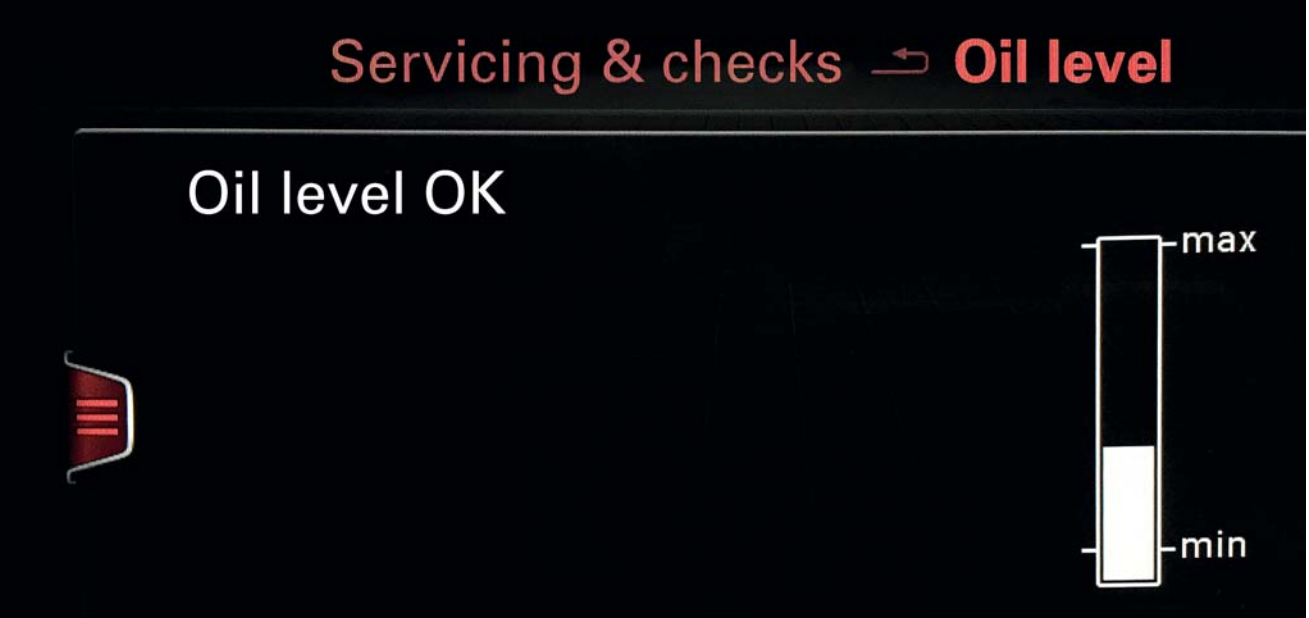


Accessories mounted on the dashboard

Mechanical and electrical systems

👍 Acceptable

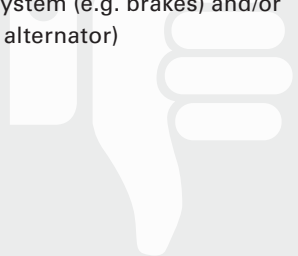
- No defects



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 maintenance
- Failure to carry out professional inspections
- 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



Condition asesment

The assessment of the condition (= inspection) of the vehicles will be based on the local mandatory standard.

A Mechanical condition

Assessment	Condition description	Explanation
Class 1 Particularly good	Impeccable without signs of wear and tear. Maintenance according to schedule. Corresponding mileage or lower.	As-new in accordance with the local mandatory standard, without wear and tear and, considering the life expectancy of the vehicle, traffic and operational safety should correspond to the manufacturer’s delivery and quality standard for new vehicles. Proof of regular maintenance and service. 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 available, required maintenance was carried out, predelivery inspection carried out, corresponding mileage.	Little wear and tear, no repairs needed. Proof of regular maintenance and service, 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 available.	Repair or maintenance work corresponding to the wear and tear of the car’s mileage is necessary (e.g. battery, powered axles, fan belt, steering, drive belt), incomplete proof of service available, 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 manu-facturer 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 is available. Safety equipment, safety belts. Safety systems available and operational.
Class 4 Defective	Major accident damage. Significant rust-through. Damage to load-bearing parts. Does not meet traffic safety requirements.	Major accident damage. Significant rustthrough 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, 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. Matt patches or slight corrosion.	Original paint in accordance with the local mandatory standard, 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 repaint 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 with minor traces of usage. Dashboard without traces of wear and tear and 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).
Class 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% of new tyre tread depth, 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, 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 40% and 60% of 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 trims. Impeccable spare wheel. Locking system with remote unlocking (if factory-installed), code card, number code, complete according to user manual.
Class 3 Sufficiently roadworthy	Tyre wear up to 80%. Complete locking system 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. Boot and engine bay dirty, minor damage to the trims, mats or cardboard frayed. Locking system with remote unlocking (if factory-installed) code card, number code, complete according to user manual.
Class 4 Defective	Tyre wear up to 100%. Unsuitable dimensions or very worn 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 on one side. Tyres or rims not type-approved. Tyre tread still 20% of new tyre tread depth, 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 correspond to Class 1
Inspection	Pre-delivery inspection, checkup, addition of liquids, etc.
Proof of maintenance and service	Maintenance work 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	Not larger than a 2-euro coin
Dents, bumps, medium, Class 3	Larger than a 2-euro coin
Scratches, minor, Class 2	Larger than a 10-cent coin
Stone impact, minor	To be remedied by applying the 1st paint layer or transparent paint; not more than one stone impact per 10 cm² (palm sized)
Secondary body parts	All screwed parts
Slight body damage, Class 3	No body parts need replacement
Unsuitable accessories, Class 3	Reduces resale value (e.g. not factory-installed sport seats)
Uneven paint areas	Gloss differences at transition areas
Main differences between Class 2 and Class 3	Class 2 = repaired, Class 3 mostly unrepaired
Small rust spots	See dent, surface rust



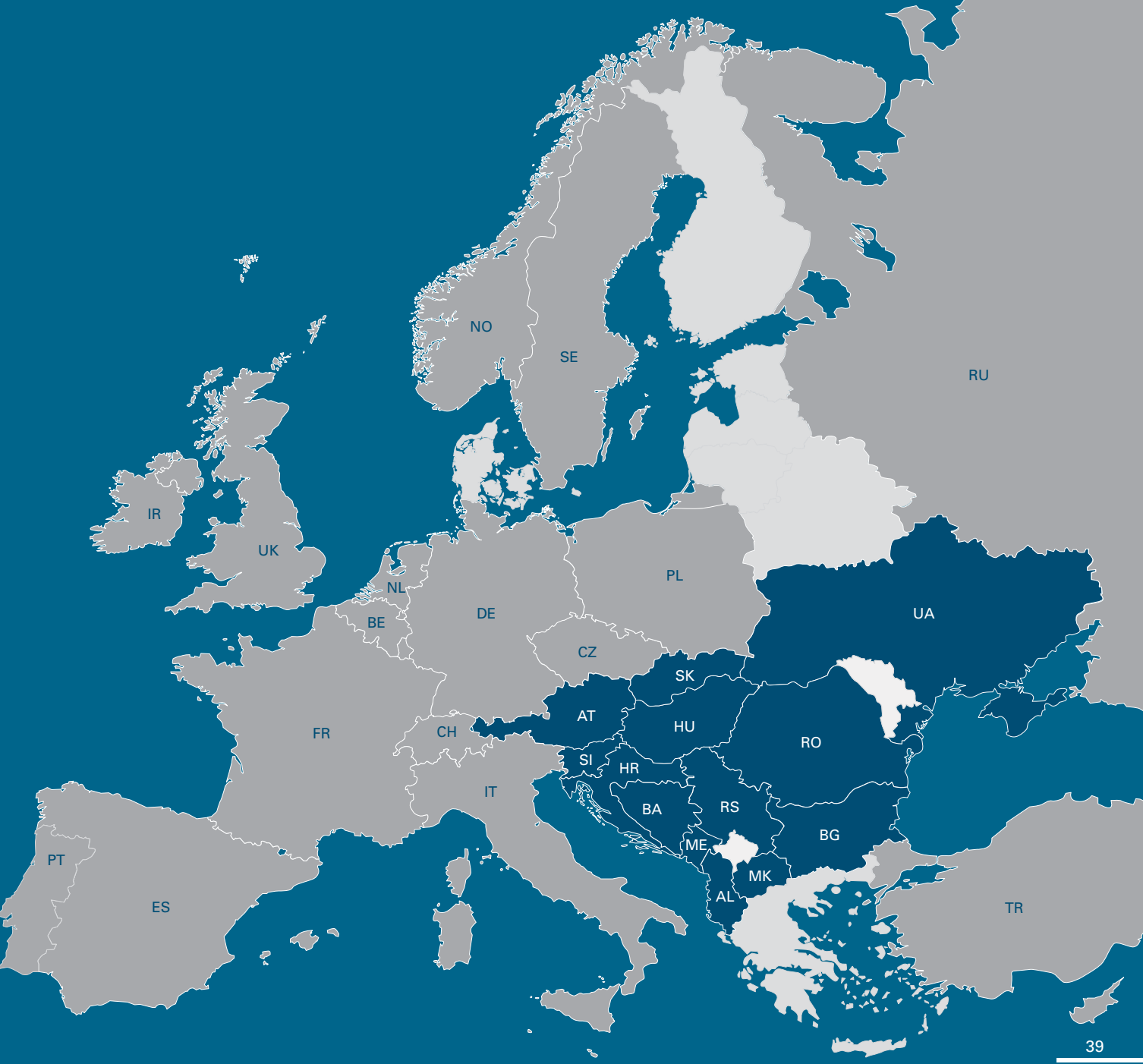
Fleet Management International

**Efficient mobility
all over Europe and
South America.**



South America

- Porsche Bank countries
- Porsche Bank partners



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