



Pendragon
VEHICLE MANAGEMENT

A BRIEF GUIDE TO LCV FAIR WEAR AND TEAR





What is fair wear and tear?

'Fair wear and tear' is when a vehicle's condition deteriorates over time. This is not considered to be damage to the vehicle; after all, repeated use is bound to have an effect.

As a member of the British Vehicle Rental and Leasing Association (BVRLA), we follow the guidelines given in the BVRLA Fair Wear and Tear Guide. This guide is for drivers and fleet managers who lease light commercial vehicles (LCV's) and is completed in line with the BVRLA industry standards for Fair.

Returning guidelines

To avoid being charged, you should get the vehicle checked 10 - 12 weeks prior to return. This will leave time for any damage to be dealt with. Pendragon Vehicle Management will inspect the vehicle at the end of its contract a few days before its collection. We will contact you to arrange your vehicle inspection and an independent inspection company will carry this out.

Things to do before returning your vehicle:

- › Remove all personal belongings from the vehicle
- › Detach your house keys from the vehicle key fob and locate any spare keys
- › Ensure that all tools and the spare wheel/space saver are present
- › Check that the vehicle will start, is roadworthy, and that the MOT has been carried out (if due)
- › Check that the vehicle is clean inside and out
- › Clear all personal data stored on any SD card and Satellite Navigation system
- › Make sure you can provide a valid MOT certificate
- › Check you have evidence of a full-service history
- › Check that there is at least a quarter of a tank of fuel

General requirements

You should return the vehicle clean inside and out, without any rubbish or personal belongings. All original documentation and equipment should be inside, with the service book stamped. Don't forget to bring your complete set of keys, including spare keys.

Make sure there isn't any rust or corrosion on the vehicle. We do allow minor imperfections (relative to the LCV's age, usage and mileage), as long as they fit the criteria shown in the next pages.

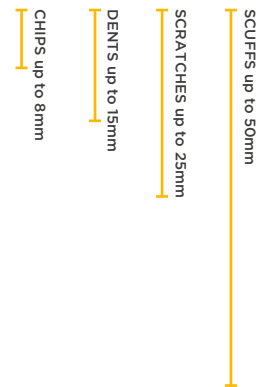


Non-working surfaces



Non-working surfaces are exterior surfaces that should not be noticeably affected by normal use of the vehicle. These include exterior paintwork, cab, air management and in-fill panels, body, bumpers and trim. Only a very small amount of damage is acceptable on these surfaces, limited to:

- › Scratches up to 25mm (primer or bare metal must not be showing and up to a maximum of 4 scratches on any one panel)
- › Small areas of chipping up to 8mm (maximum of 4 chips on any one panel)
- › Dents up to 15 mm (maximum of two dents on any one panel)
- › Scuffs up to 50mm



Working surfaces

Working surfaces are those for which normal use of the vehicle makes heavier wear and tear inevitable. These are the surfaces affected by the payload or the road, including body floors, rear and side-guards, tail boards, and wheel arches. A greater degree of damage is acceptable for these surfaces:

- › Absence of paint is acceptable
- › Chips and scratches within the tolerance levels (see above) are acceptable
- › Rust is acceptable as long as it does not compromise the integrity of any panel or component.
- › Distortion or deformation is not acceptable
- › Damage caused to interior door lining, bulkheads and interior wheel arches through neglecting to secure a load is not acceptable
- › Wear and tear to ply-lining is acceptable





Interior cab and passenger areas



The driver and crew areas should be clean and undamaged. All fabrics, materials, components and accessories should be completely intact. Any stains, tears, holes or odours are not acceptable.

All original equipment must be present and working properly. Any equipment fitted without the permission of PVM should be removed professionally before the vehicle is returned. Any holes or damage caused by the removal of equipment is not acceptable.

Specialist equipment

This comprises any external or internal equipment fitted to perform a specialist function, such as cranes, roller shutters, roof racks, interior racking, refrigeration unit and tow bars.

Any external specialist equipment must be fitted correctly and working properly when the vehicle is returned.

- › Lifting equipment must have present statutory certificates present at return
- › Paint scratches on roller shutters are acceptable, but damage to the shutters is not
- › Roof racks, ladders and tow bars must only be fitted with the approval of PVM and in line with the manufacturer's guidelines. They must also be in rust-free condition.



Windows and glass

Some light scratching is not an issue, unless it's interfering with the driver's line of sight. Chips, holes and cracks are not acceptable though. Lights must work, and missing, cracked or damaged door mirrors are not acceptable.

Tyres and wheels

The tyres must all meet the minimum UK legal requirements and meet the manufacturers' recommendations of tyre type, size and speed rating. We can accept scuffs of up to 50mm on the total circumference of the wheel trim or on alloy wheels. There cannot be damage to sidewalls or tread, however.



Mechanical condition

The vehicle must meet current MOT standard. If any of the below are applicable, it suggests that the driver has neglected to service the vehicle and/or not dealt with warnings for the vehicle management systems. This sort of damage is not considered to be fair wear and tear.

- › **Brakes:** grooved brake discs or drums caused by excessive wear or metal to metal contact from worn out pads
- › **Engine:** seized or damaged due to running vehicle with insufficient coolant, oil or with broken internal components
- › **Manual transmission:** slipping, noisy clutch or gearbox, excessively worn or ineffective synchromesh
- › **Automatic transmission:** noisy gearbox or torque converter, abrupt gear changes, loose gear linkage on Vehicle underside.

Unacceptable examples of wear and tear

Scratches to exterior



Mirror Housing damage



Scratches to exterior



Broken Door handle



Further Details

If you have any questions you can get in touch with telephone:
01332 292777

or visit our website: www.pendragonvehiclemanagement.co.uk

Further information is also available from the BVRLA website: www.bvrla.co.uk

 info@pendragon.uk.com

 01332 267330



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