

**MITSUBISHI MOTORS**  
**BUSINESS**  
**ADVANTAGE**  
/// **JUST DRIVE**



**FAIR WEAR &  
TEAR GUIDE**

**Light Commercial Vehicles**

Guidelines for when a Light Commercial Vehicle comes to the end of its lease term.



**1300 020 272 | [mitsubishi-motors.com.au](https://mitsubishi-motors.com.au)**

# Light Commercial Vehicles

When your vehicle comes to the end of its lease, we'll need to appraise it for wear and tear. This guide clearly and simply shows what is normally expected of vehicles less than 3.5t GVM (according to original manufacturer's specifications) at lease end. To help reduce exposure to wear and tear on your vehicle, we have included some recommendations for some simple precautions and practices.

## Table of Contents

Seating.....	3
Dashboard, fascia, trim.....	4
Floor - Driver and passenger area.....	5
Load area - Floor, bulkhead, wheel arches .....	6
Load area - Side panels, doors, roofs .....	7
Cabin.....	8
Bumpers.....	9
Chassis.....	10
Glass, lamps, mirrors.....	11
Wheels, tyres, guards and tools.....	12
Accessories, signwriting.....	13
Bodywork - excluding the cab .....	14
Fibreglass bodywork - excluding the cab.....	15
Ancillary equipment .....	16
Appendix .....	17
Returns .....	18
Routine maintenance .....	18
Vehicle inspections.....	18
Summary.....	18
Notes.....	19

By taking reasonable steps to ensure your vehicle is properly cared for, you can avoid possible repair-related costs when the time comes to return the vehicle.

The type of protection your vehicle needs will depend on the nature of your business and

the purpose of your vehicle. Vehicles used for transporting relatively heavy goods or equipment usually require more protection than those that

are used for relatively light duty. When assessing what's fair wear and tear we take into consideration the purpose of the vehicle, however we also expect that you will take all reasonable precautions to limit damage.

Please contact Mitsubishi Motors Business Advantage at any time for assistance with the protection of your vehicle, on **1300 020 272**.

**It is important you are familiar with these guidelines. If you have any questions please call your account manager.**



### Seating

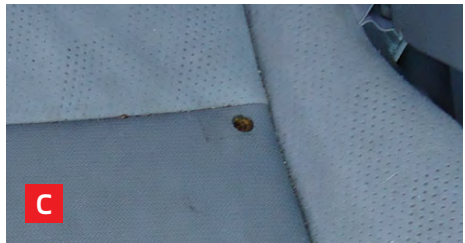
#### What's acceptable

- **Light staining or discolouring**  
As long as the texture of the fibre is not permanently damaged.



#### What's not acceptable?

- **Any staining that permanently damages the texture of the fabric (A)**  
Typical causes: tar, oil, grease, paint.
- **Cuts, rips or tears (B)**  
Typical causes: carrying inappropriate goods or equipment, wearing unsuitable clothing, carrying keys on belts, incorrectly restraining loads.
- **Burns (C)**  
Typical causes: cigarettes, corrosive substances on clothing.
- **Any damage to seat structure (internal or external)**  
Typical causes: carrying inappropriate goods or equipment, applying excessive force on seating, failing to inform us that the fabric surface is damaged or threadbare and requires attention, permanent or temporary removal of seats.
- **Excessive wear to seat base**



#### We recommend:

- Fit appropriate seat covers when drivers work in an environment where their clothing becomes soiled. Be aware that seats are designed to carry people, not heavy materials, tools or equipment.
- Do not allow seats to be removed. If seating is authorised to be removed it should be refitted on return of the vehicle.
- Where additional seating is provided, such as a crew cab vehicle, ensure that the seating is not used for storage of tools and materials.

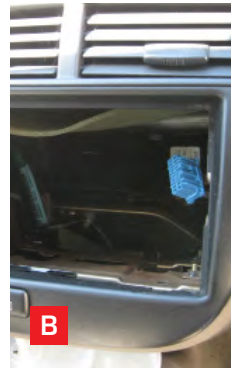
### Dashboard, Fascia & Trim

#### What's acceptable?

- **Light staining**  
That are visible but cannot be felt.  
Typical causes: clipboards, map-binders, pens etc.
- **Moderately heavy scratches**  
Up to 50mm in length - provided that they are isolated.

#### What's not acceptable?

- **Moderately heavy scratches over 50mm in length**  
Typical causes: storage of tools or equipment, accident damage, vandalism and negligence.
- **Multiple scratches under 50mm in length which can be felt as well as seen**
- **Cuts, rips or tears (A)**
- **Burns**  
Typical causes: cigarettes, corrosive substances on clothing.
- **Permanent staining**  
Typical causes: tar, oil, grease, paint, concrete.
- **Removal of any accessory supplied with the vehicle or subsequently fitted at Mitsubishi Motors Business Advantage's expense (B)**  
Unless done with our prior written approval.
- **Holes or untidy/unsecured wiring where after-market fitting has been removed (C)**
- **Door trims missing, damaged or unsecured**



#### We recommend:

- When fitting accessories e.g. phones, ensure that the latest fitting techniques are used to minimise damage. We can assist in providing preferred fitting options.
- If you wish to fit or remove an accessory or component while a vehicle is leased by you, seek Mitsubishi Motors Business Advantage's prior written approval.
- An accessory that has been fitted at your expense may be removed before the vehicle is returned to us, provided any damage caused by the removal of the item is corrected.

## Floor (driver & passenger area)



### What's acceptable

- **Marks to the floor and lining fabric provided that it can be easily removed**

### What's not acceptable?

- **A high level of wear and tear to the floor covering (A)**  
Typical causes: heavy duty working boots.
- **Excessive staining of materials**  
Typical causes: tar, oil, grease, paint, concrete.
- **Holes or tears**

### We recommend:

- Where appropriate use commercial floor mats and replace these as frequently as necessary to protect floor coverings.
- Ensure floor coverings are cleaned as often as is necessary to prevent build up of substances.
- Encourage your staff to remove any excess of substances from their footwear before they get into the vehicle.

### Load area (floor, bulkhead, wheel arches)



#### What's acceptable

- **Wearing away of paint on surfaces**  
As this is unavoidable in load bearing areas.
- **Dents under 30mm in depth**  
As long as the floor and wheel arch retain their original shape and metal is not pierced.
- **Light substance residues**  
Such as earth, oil, dust and cement powder.

#### We recommend:

- Do not allow vehicles to carry inappropriate loads.
- Tub linings, shoring bars and tie rails should be installed to reduce excessive damage to panelling.
- All loads should be fully secured.

#### What's not acceptable?

- **Dents over 30mm in depth or dents that have changed the overall shape of panelling (A)**  
Typical causes: collision or impact damage.
- **Any piercing of interior panels**
- **Panelling that is bent or distorted**  
Typical causes: carrying inappropriate weights or failing to secure loads correctly.
- **Any dent that is visible on the exterior**  
Typical causes: collision or impact damage caused by unsecured loads.
- **Panelling or roof lining that is bent or otherwise distorted**  
Typical causes: carrying inappropriate loads.
- **Excessive substance residue which cannot be removed**  
Typical causes: tar, concrete, paint, spills.
- **Excessive scratching or damage to paintwork down to bare metal**  
Typical causes: inappropriate use, unsecured loads or caustic substances.
- **Removal of any accessory supplied with the vehicle or subsequently fitted at Mitsubishi Motors Business Advantage's expense**  
Unless done with our prior written approval.
- **Cracking to body**

### Load area (side panels, doors, roofs)

#### What's acceptable

- **Minor scratches or dents**  
Provided that they are not visible on the exterior of the vehicle.

#### What's not acceptable?

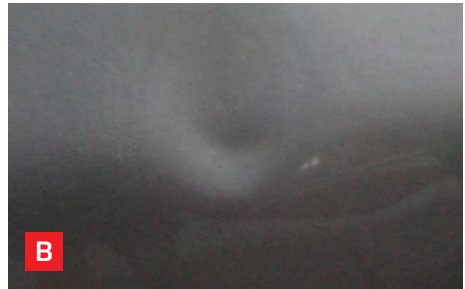
- **Any dent that is visible on the exterior (A)**  
Typical causes: collision or impact damage caused by unsecured loads.
- **Panelling or roof lining that is bent or otherwise distorted (B)**  
Typical causes: carrying inappropriate loads.
- **Multiple minor scratches and dents in a localised area Typical causes: unsecured or inappropriate loads.**



### Cabin

#### What's acceptable

- **Stone chips**  
Occasional chipping of paintwork that can be attributed to normal usage (e.g. Chips caused by stones from the road surface to the frontal area, intake canisters and mirror surrounds).
- **Isolated minor dents up to 25mm in diameter Provided that the paintwork or other surface finish remains unbroken.**
- **Isolated scratches up to 50mm in length**  
Provided not through to bare metal and primer.
- **Heavy scratching below loading doors/ floors**  
If attributed to appropriate loading practices.



#### What's not acceptable?

- **Scratches over 50mm in length that penetrate to bare metal or primer (A)**
- **Any dent over 25mm in diameter (B)**
- **Multiple minor dents in a localised area that are up to 25mm in diameter**  
Whether to the interior or exterior of the vehicle.
- **Any minor dent and excessive scratching that has broken through the paint to show primer or bare metal**
- **Any repair work that has been carried out to an unacceptable standard Any damage where a fitting has been removed**
- **Missing or broken cab steps or step pads**
- **Wear due to misuse or negligence**
- **Any stains on paintwork**  
Typical causes: stains caused by birds, bats, tree sap, chemicals, tar etc.

#### We recommend:

- Do not allow the vehicle to carry inappropriate goods or to operate in environments which they are unsuited.
- Ensure that all reasonable precautions are taken to protect any bodywork that is at risk of damage.
- Monitor the condition of vehicles. Have your staff complete annual inspections. Inspection sheets can be provided by Mitsubishi Motors Business Advantage.
- Ensure repairs are carried out to industry standard.
- Ensure that staff do not walk on any van roof (e.g. when securing loads to roof racks).
- Ensure signwriting or decals are professionally removed, or charges will be incurred.



### Bumpers



#### What's acceptable

- **Scratches and scuffs up to 50mm in length**
- **Scratches and scuffs that are attributable to normal loading practices**  
Provided the bumper is not cracked or deformed.
- **Dents over 50mm in diameter on any bumper that is adjacent to a loading area**  
Provided that it is still fully functional and retains its original shape.
- **Dents up to 50mm in diameter**  
Provided the bumper retains its original shape and rigidity.

#### What's not acceptable?

- **Any bumper that is incomplete, cracked, twisted or misaligned**
- **Substantial damage to a bumper, rendering it no longer suitable**
- **Any scratch or dent over 50mm in length (A)**  
Unless the damage is adjacent to the loading area and is caused by normal loading practices.

#### We recommend:

- Install appropriate protection bars.
- Install peeper windows.
- Install fisheye mirrors.

### Chassis



#### What's acceptable

- **Minor scratches and chipping of paintwork to exposed areas of chassis (e.g. Wheel arch area)**
- **Surface rust to chassis flange or body contact area**
- **Chassis with minor scuffing and dents.**

#### What's not acceptable?

- **Any significant damage**
- **Extensive rust**  
Undercarriage damage.
- **Any bent or twisted chassis rails**  
For example caused by abuse or inappropriate use of the complete cab/ chassis e.g. Cracking of chassis rail or body subframes.
- **Cracking**
- **Modifications to the chassis without an engineer's certificate or Mitsubishi Motors Business Advantage's authorisation**

#### We recommend:

- Anti-corrosion treatment to chassis and driveline (if appropriate).
- Only use vehicle for its designed purpose.

### Accessories & Signwriting



#### What's acceptable

- **Removal of any accessory, signwriting or livery fitted at the client's expense**  
Provided that any damage caused by it's removal is corrected.

#### What's not acceptable?

- **Any signwriting or livery that has been added to the vehicle**  
This must be removed before it is returned at the end of the lease, unless specific arrangements have been made.
- **Any damage caused by the removal of signwriting or decals (A)**
- **Damage caused through incorrectly fitted accessories**  
Such as roof racks.
- **Removal of any accessory supplied with the vehicle or subsequently fitted at Mitsubishi Motors Business Advantage's expense**
- **Damage caused by the removal of accessories**
- **Holes due to the removal of any two-way aerials fitted to cab roof**
- **Bent, broken or missing aerials (B)**

#### We recommend:

- All accessories supplied with the vehicle are returned with the vehicle at end of lease.
- Where possible, fit rubber aerials or aerials with quick removal stems to avoid the cost of replacing the entire aerial and base.
- Fit two-way aerials to gutter mounts or appropriate body locations (such as roof bar) in lieu of drilling holes in the cab roof.
- At the end of the lease, leave the removal of any company signage to Mitsubishi Motors Business Advantage. The cost of this service will be charged back to you, however it will ensure the job is completed satisfactorily.

### Bodywork (excluding the cab)



The terms described elsewhere in this guide also apply to cab chassis vehicles, with the following exceptions and additions.

#### What's acceptable

- **Scratches and small dents**
- **Minor dents to paintwork**
- **Surface corrosion to load area**
- **Neat holes under 10mm in diameter resulting from removal of an accessory**

#### What's not acceptable?

- **Any damage where bodywork is pierced**  
Or where the surface finish is broken.
- **Any tear or rip to tonneau cover**
- **Dropside or tailgates that will not open and close without undue force or cannot be closed securely**
- **Bodywork distortions**
- **Holes caused by misuse of tray floor**
- **amaged tailgates**
- **Bent or broken tie rails**
- **Rear or side 'under run' damage**
- **Pierced headboard**
- **Non functional or broken locks**  
All keys must be returned.
- **Neat holes over 10mm in diameter**

### Fibreglass Bodywork (excluding the cab)



#### What's acceptable

- **Minor scratches to exterior bodywork under 50mm in length**  
As long as the surface is not pierced, split, broken or creased.
- **Dents under 50mm in diameter**  
As long as the surface of the fibre reinforced plastic (FRP) or alloy is not broken.
- **Minor scratches or dents to shutter doors**  
As long as the mechanism operates properly, opening and closing fully without the use of excessive or undue force.

#### What's not acceptable?

- **Scratches over 50mm in length**
- **Dents over 50mm in diameter**
- **Damage that allows water to penetrate a van's load area**
- **Doors that are too badly damaged to close properly causing load seepage**
- **Excessive localised scratching to exterior bodywork**
- **Door hardware that is rusted or broken (e.g. Catches, hinges, locks etc)**
- **Impact damage to roller door**

#### We recommend:

- If load area of the vehicle develops a leak, ensure that the leak is repaired as a matter of priority.
- Fit height decals inside windscreen to make driver aware of load height.
- Incorporate the inspection of the body as a part of the vehicle's regular servicing regime.
- Ensure that roller shutters and doors are always closed when vehicle is in transit.
- Ensure that all loads are properly restrained with suitable straps, ties and other devices.
- Encourage drivers to be observant when a third party loads goods. Negligence in loading can cause panel distortion.
- Ensure that any damage to the surface finish of bodywork is repaired promptly to prevent water seeping into the bodywork. This is especially important for refrigerated vehicles, as water seeping into body panels will affect their ability to maintain temperature.
- Ensure that all vehicles never carry inappropriate loads, bearing in mind axle weight limits, body strength and floor type.

### Ancillary Equipment



Ancillary equipment is supplied with the vehicle and includes refrigeration units, devices for measuring and controlling temperature, cranes, power take off, tail-lift platforms and winches.

#### What's acceptable

- **All ancillary equipment should be returned in full working order**
- **Minor rust**
- **Minor scratches, chips and dents**

#### What's not acceptable?

- **Any damaged equipment that cannot be operated correctly**
- **Leaks due to damage**
- **Rust and damage**
- **Missing or broken components**
- **Leaking hydraulics and cable damage (including kinks)**
- **Tail-lift platforms must not be pierced, bent or distorted and all switch-gear (internal and external) must be in place and in full working order**
- **Installation of incorrect battery replacements Impact damage to platforms**
- **Damage due to a forklift**

#### We recommend:

- Ensure that equipment is always correctly stored when the vehicle is in transit (e.g. tail-lifts and cranes).
- Fit wear-strips to the exterior panel of rear tail-lift platform.

### Appendix

#### Interior:

##### What's not acceptable

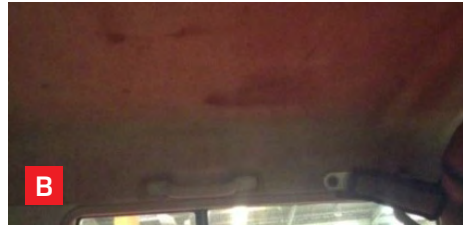
- Excessive layer of red dust throughout the vehicle. (over flooring, seats and in foot wells) (A) (B)



#### Exterior:

##### What's not acceptable?

- Excessive layer of red dust which will require extensive cleaning to remove. (C)
- Evidence of damage to undercarriage due to coal (or other mineral) exposure. (D)



#### We recommend:

- Regularly wash/detail vehicle to remove red dust.
- Vacuum interior to remove red dust especially from foot well areas.



### Moving Forward

**Vehicles must be maintained in accordance within manufacturers guidelines, as per the instructions in your lease agreement.**

#### Returns

All keys and remote devices must be returned with the vehicle, including spares, at the same time that the vehicle is returned and in working order. Special care should be taken of red keys and other master keys for engine management systems.

Other items including spare tyres, service books, badges, jack, tools, etc need to be included when the vehicle is returned.

Vehicles must be clean enough to properly assess damage - otherwise there may be further charges at some later stage.

#### Routine maintenance

On-going routine management of the vehicle is a critical component in preventing excessive wear and tear.

Routine servicing and maintenance record keeping is essential and must be available upon the vehicles return.

#### Vehicle Inspections

All return vehicles must be in a condition that would pass a RWC / Safety test as per the vehicle's State registration regulations.

Mechanical condition e.g. engine wear and tear, ancillary equipment, must reflect the age and use of the vehicle.

When a vehicle is returned to either Mitsubishi Motors Business Advantage's preferred

supplier or nominated drop off location, a Vehicle Inspection Report must be requested and completed. Ensure that it is signed by you or your representative and that you receive a copy prior to release of the vehicle. Please note that you would need to advise Prixcar that your vehicle is a Mitsubishi Motors Business Advantage vehicle as this service is currently not offered to general public at Prixcar locations.

The vehicle inspection may not identify all damage. Any damage subsequently assessed may be charged.

#### Summary

This guide highlights our expectations regarding end of lease wear and tear. Our aim is to provide you with guidance to help you ensure that your vehicle is returned with minimal damage.

We can make various arrangements to assist in reducing your end of lease costs:

- Pre-return inspections
- Driver awareness and training
- Defensive driver education
- Recommendation on vehicle specifications including accessories
- Use of our accredited supplier network for vehicle servicing and repairs.

The Mitsubishi Motors Business Advantage team can also assist with the management of your vehicle at lease end.





**MITSUBISHI MOTORS**  
**BUSINESS**  
**ADVANTAGE**  
/// **JUST DRIVE**



**1300 020 272 | [mitsubishi-motors.com.au](https://mitsubishi-motors.com.au)**  
**[mmba@mitsubishibusinessadvantage.com.au](mailto:mmba@mitsubishibusinessadvantage.com.au)**

Important: Information in this guide is current as at August 2022 and is subject to change. It is your responsibility to ensure you are in possession of the most current version of the guide which can be downloaded at [mitsubishi-motors.com.au/business/mitsubishi-motors-business-advantage](https://mitsubishi-motors.com.au/business/mitsubishi-motors-business-advantage) or by calling 1300 020 272. Mitsubishi Motors Business Advantage is supported by Fleet Partners Pty Ltd ABN 63 006 706 832.