



**TRUCKS & TRAILERS
RENTAL & LEASE**

Making heavy vehicle fleet management

easy for you

www.trgroup.co.nz

END OF LEASE VEHICLE RETURN GUIDE





This document is a guide to the process of returning a vehicle after the completion of its lease term. Ensuring that the vehicle is cared for during the lease can help to minimise or eliminate any end of lease charges. TR Group Ltd (TR Group) understands that these are working vehicles and as such will take into account the age and mileage of the vehicle.

The process at the end of the contract

- 1** Please arrange a vehicle inspection of the vehicle with your TR Group representative approximately one month prior to vehicle return.
- 2** Arrange repair or replacement of any damages to agreed standards before the vehicle is returned or alternatively TR Group can arrange for this to be done for you.
- 3** Vehicle is to be returned to a TR Group branch after the completion of the vehicle's contract or as agreed with TR Group.
- 4** Ensure all ancillary and associated equipment is returned with the vehicle.
- 5** Upon return TR Group will inspect the vehicle and complete a vehicle return proforma summary.
- 6** Any remaining damage that is not considered fair wear and tear will be noted.



How to eliminate or minimise vehicle return charges

Costs can be reduced or eliminated by following these steps:

- ▶ Carry out daily checks of fluid levels, tyre pressure and tyre condition
- ▶ Clean both the interior and exterior of the vehicle regularly with approved cleaning products and by the appropriate methods
- ▶ Ensure vehicles are presented for routine servicing at the recommended intervals
- ▶ Ensure seat covers and floor mats are replaced when worn. In most cases this will be covered by TR Group in our maintenance contracts
- ▶ Promptly attend to any accident damaged panel, paintwork, glass, upholstery or accessories
- ▶ Utilise TR Group approved suppliers to ensure the quality of any repairs meet the required standards of TR Group and those of the NZTA
- ▶ Always adhere to recommended maximum towing and loading capacities in conjunction with current law requirements and legislation

Common examples of excessive wear and tear

The most common causes of excessive wear and tear in a lease vehicle are:



Non-repaired damage



Poor quality of body repairs



Drivers not taking responsibility for the day to day care and maintenance of the vehicle



Not adhering to the specific service requirements of the vehicle



Not adhering to the vehicle manufacturer's recommended capacities and specification

What's fair wear and tear?



Cab Bodywork

- ▶ Stone chips and abrasions considered normal for the vehicle's age and mileage
- ▶ Minor panel scratches and scuffs
- ▶ Scratches or scuffing that can be removed by polishing



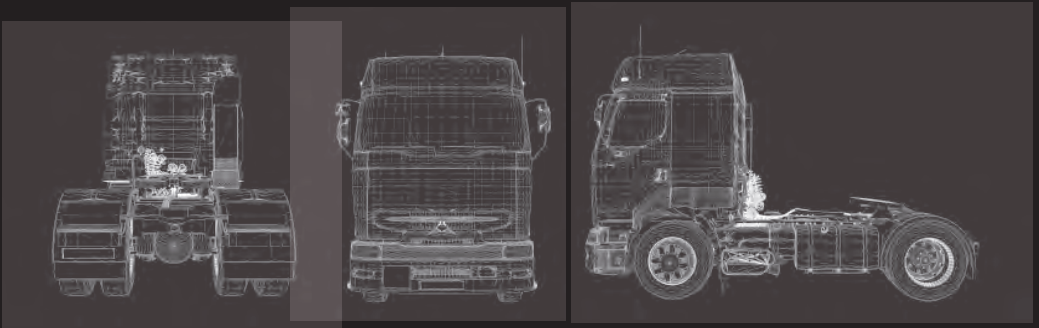
Interior of Cab

- ▶ Wear and tear consistent with age and mileage
- ▶ Worn seat covers, no damage to seat
- ▶ All accessories in working order



Body of Vehicle

- ▶ Repairs done correctly in keeping with the manufacturer's original specification
- ▶ Repaired tears and rips on curtains
- ▶ Minor scuffing and/or dents that do not affect the integrity or operation of the unit
- ▶ Worn flooring, endwalls and sidewalls





What's excessive wear and tear?



Cab Bodywork

- ▶ Stone chipping resulting in visible dents
- ▶ Exterior panel damage caused by impact with objects resulting in visible dents
- ▶ Scratches etc which have dented panel surface and cannot be removed by polishing
- ▶ Bent or broken bumpers, steps and tanks
- ▶ Missing or damaged equipment



Interior of Cab

- ▶ Any soiling to the vehicle's interior surfaces that cannot be removed by cleaning
- ▶ Cigarette burns, any broken or damaged panels and switches etc
- ▶ Damage to the interior caused by lack of care and maintenance
- ▶ Ripped or damaged upholstery



Body of Vehicle

- ▶ Rips and tears and/or substandard repairs in curtains and pelmets
- ▶ Missing or broken curtain straps, tensioners, curtain tracks and other associated equipment
- ▶ Damaged, broken or holes in roof, deck, headboards etc
- ▶ Cuts in tyres that penetrate steel belts, side wall or treads
- ▶ Bent damaged or broken roof poles and/or curtain poles
- ▶ Any broken or damaged fittings, handles, LED side lights
- ▶ Missing mezzanine floors and associated equipment

Specialised vehicles



Exterior

- ▶ All rams and spears to be checked for gouges and dents that will damage seals and/or the operations of the vehicle
- ▶ Chassis/Top plates to be checked for any bends, dents or twists
- ▶ Twist locks to be in working order
- ▶ All accessories for specialised categories which may include, but not limited to, chains, joiners, spreader bars, remotes, batteries, chargers, chiller bungs, shoring bars and stand-by leads etc are returned
- ▶ Damage to tipping bodies due to incorrect application e.g. dents, bulging and bent tailgates
- ▶ All double stacking equipment if fitted is returned with the vehicle



Interior of Cab

- ▶ All floors to be checked for excessive wear and under floor damage, including crushed alloy floors, holes from point loading etc
- ▶ Holes and damage in walls, scuff bands etc
- ▶ Any other specialised equipment if fitted is returned with the vehicle

Non maintained vehicles, auxiliary and ground engaging equipment excluded in a fully maintained operating lease



Non Maintained Vehicle Appraisal

- ▶ Vehicle must be returned with a new COF or WOF if applicable
- ▶ A full mechanical appraisal will be carried out with any damage, repairs and maintenance to be made good by lessee

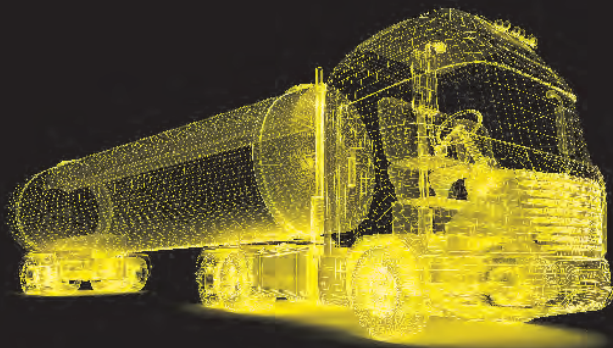
This will include but is not limited to:

- Compression test
 - Brake and clutch wear test
 - Tyre wear test
 - Engine and transmission checks
 - Body chassis inspections
 - Cab interior and exteriors for damages
 - Tow equipment
 - Driveline, suspension and equipment checks
 - Electrical checks
 - Oil samples to be taken of the engine, gearbox and differential
- ▶ All consumables i.e. brakes etc to be at least 50% average on return
 - ▶ Any certifications to be current with at least 50% of life available



Additional information for DG tankers

- ▶ Tankers must be degassed with appropriate paperwork provided and a current safe load pass before end of lease vehicle return
- ▶ All associated DG equipment and accessories to be certified complete and in good working order



Notes for all vehicles

- ▶ Chipping, cracks or breakage to lamps, windscreen, side windows and mirrors are deemed unacceptable (in some instances repairs that meet New Zealand COF standards may be undertaken)
- ▶ Vehicles must be returned complete with all accessories supplied with the vehicle including wheel trims, handbooks, stereos, keys (including spares), remotes, spare tyres, mattresses and tools
- ▶ All signage and branding to be removed (including mud flaps) and any resultant damage to paint work to be rectified
- ▶ Tyres will be charged per millimetre on the difference between the tyre depths on commencement of hire and tyre depths on expiry
- ▶ Excess kilometres will be charged at the rate per kilometre as shown in the Specific Lease Agreement
- ▶ Vehicle to be returned with either an EROAD device or mechanical hubometer device fitted, up to date RUC and a minimum of 50% fuel



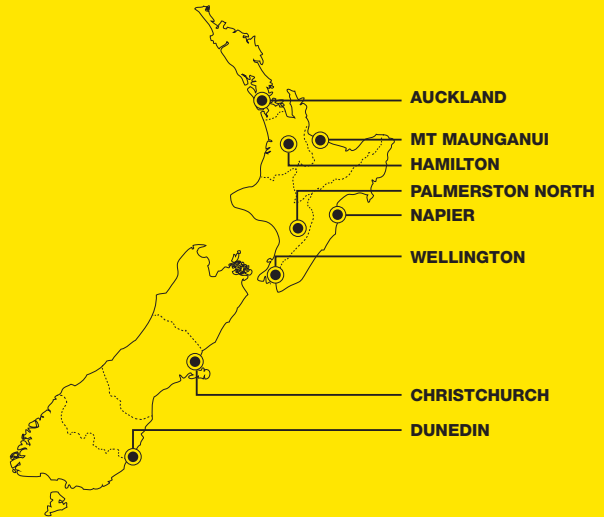
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