



ALPHABET

Guidelines

Vehicle return and vehicle assessment



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1. Condition

Vehicle condition on return

The interior and exterior of the vehicle must be cleaned and all personal items removed. A vehicle inspection should be carried out during daylight hours in good weather conditions or under sufficient indoor lighting while the vehicle is dry. The vehicle should be freely accessible on all sides and it must be possible to open all doors and flaps.

Acceptable wear and tear

This refers to normal wear and tear that naturally and inevitably occurs as a result of ageing and mileage and that has no adverse effect on the overall appearance of the vehicle. The customer will not be charged for this.

Expertly repaired previous damage

This refers to properly and expertly repaired vehicle damage, e.g. from accidents, which is no longer recognisable, or visible only to experts – in many cases only after the removal of panels.

Unacceptable wear and tear

This refers to damage that adversely affects the overall appearance of the vehicle and/or has technical implications.

2. Vehicle return/exchange

In the interests of maximum transparency and fairness in assessing any damage detected, we abide by the guidelines of leading associations. The return process is simple, comprehensible and impartial. Based on an objective inspection, the process is transparent for everyone involved. Transparency is achieved through clear processes and by setting uniform quality standards. The basis for this is provided by these guidelines on vehicle returns.

Please note

- A vehicle record of return should be compiled together with the garage owner. Upon return, an independent assessment of the vehicle's condition will also be carried out by an impartial vehicle expert. For detailed information on the vehicle assessment please refer to the Vehicle Return Guide.
- All damage should be reported to your comprehensive insurer or Alphabet in good time so that any repairs can be carried out prior to returning the vehicle. Once the vehicle has been deregistered, no more claims can be submitted to the insurer.



3. Vehicle return/exchange checklist

To ensure that the return and/or exchange of your company vehicle goes as smoothly as possible, we have compiled a checklist for you. Please ensure that you have notified Alphabet Fleet Management (Switzerland) Ltd of the vehicle return and have agreed a return date. Your contact person at the Alphabet office will be happy to help you with this. You will find the contact details on our website www.alphabet.ch.

Are the following items and vehicle components present?

- All sets of keys
- Vehicle registration document
- Complete vehicle literature (completed service booklet and operating instructions)
- Remote control for the parking heater*
- Complete tool kit
- Warning triangle and first aid kit
- Partition net and stow compartment cover*
- Windbreak with protective cover*
- Tow bar with all keys and ball head*
- Spare wheel*
- Winter/summer tyres*
- Tyre puncture kit*
- Floor mats
- Charging cable

Are the following criteria met?

- Is the vehicle safe to drive and operate?
- Is there still enough fuel in the tank (minimum range 80 km)?
- Have all insurance claims been documented and reported?
- Have all inspections been carried out?
- On the day of the handover, is the vehicle cleaned inside and outside and in proper visual and technical condition?
- Have all personal items (including high-visibility vest) been removed from the vehicle?
- Has the Fuel Card been destroyed?*
- Has the vehicle been restored to its original condition?

* Only with corresponding vehicles or equipment.



4. Assessment criteria

Body

Acceptable

- "Soft" dents in the bodywork up to a diameter of 20 mm and a penetration depth of maximum 1 mm (up to max. two dents per component) which require no repainting; a maximum of two components may be affected



Not acceptable

- "Soft" dents in the bodywork with a diameter of more than 20 mm and/or a penetration depth of more than 1 mm
- More than two dents per component
- Angular dents that require repainting
- Improperly executed repairs
- Unrepaired vehicle/accident damage
- Rust development on any damage



Paint

Acceptable

- Minor paint damage that does not require repainting, e.g. surface scratches that can be removed by polishing
- Slightly weathered paint due to environmental factors
- Typical marks that occur, for example, in a car wash
- Smaller stone chips of up to three per square decimetre (10 × 10 cm)
- Slight stone chips that do not penetrate as far as the primer



Not acceptable

- Scratches that penetrate the topcoat (clear coat)
- Repainting or touch-ups that do not meet the manufacturer's requirements and show significant differences in colour or an increased coating thickness due to improper repairs
- Paint contamination (e.g. etching)
- Small stone chips in large density (more than three per square decimetre)
- Chipped paint, large stone chips and/or stone chips with rust formation
- Labelling foils or stickers
- Paint damage or significant differences in colour due to labelling foil or stickers



Bumpers, bumper cover and running boards

Acceptable

- Minor scratches or slight abrasions on the paintwork (often around curved sections) that do not penetrate down to the base material and are less than 50 mm in length
- Minor abrasions or dents in rubber parts which adversely affect neither the tightness nor the appearance of the vehicle



Not acceptable

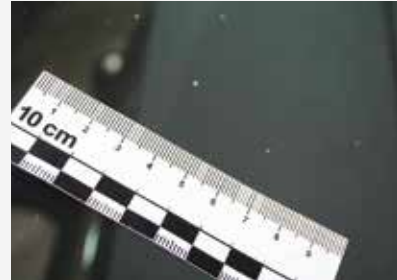
- Scratches or abrasions on the paintwork that penetrate down to the base material and/or are longer than 50 mm
- Abrasions or dents in rubber parts which adversely affect the tightness and/or the appearance of the vehicle
- Fractures, cracks
- Deformations which cause the component to no longer fit



Glass and lights

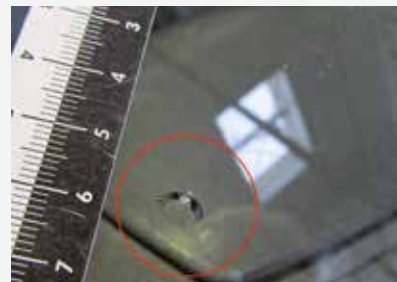
Acceptable

- A small number of minute surface stone chips or scratches that do not adversely affect road safety
- Damage to the windscreen caused by stone chips, provided these are smaller than 5 mm and not in the driver's field of vision, or scratches up to 1 cm in diameter
- Stone chips to the surface of headlights, fog lamps or indicators which neither cause the glass to break nor lead to impaired functionality
- Smaller stickers on the glass which are required by law



Not acceptable

- Stone chips or scratches that break the glass
- Damage that adversely affects road safety
- Formation of fractures or cracks
- Stone chips or splintering in the driver's field of vision
- Broken or unsealed headlights, rear lights, side indicator or marker lights and their casing
- Improper repairs



Tyres, rims and hubcaps

Acceptable

- Tread depth (at the thinnest point) above the legal minimum tread depth
- Minor abrasions on the tyre sidewalls
- Minor scratches and abrasions on the rim flange up to 5 cm long
- Abrasions on hubcaps up to 10 cm long
- Vehicle fitted with winter tyres, summer tyres present



Not acceptable

- Tread depth (at the thinnest point) under the legal minimum tread depth
- Uneven tread wear (measurement necessary)
- Flat spots, saw teeth, cracks, cuts
- Significant material abrasion on tyre sidewalls or rims
- Cracks, deformation of rims
- Fractures, cracks, missing hubcaps
- Prohibited or unregistered tyres/rims (size, manufacturer, index, etc.)
- Tyres in porous condition
- Broken or deformed wheel covers, hubcaps or rims



Interior

Acceptable

- Minor signs of wear due to intended use, normal wear to floor mats, floor covering, upholstery or trim parts such as door handles, steering column levers, controls
- Slight change in colour due to sun exposure



Not acceptable

- Burn holes
- Cracks, cuts, holes, fractures or deformation of moulded parts
- Damage to seat belts or safety locks
- Dirt, stains, changes in colour
- Mould or abnormal odour development
- Missing parts such as headrests, covers, seat
- Cracks in or detachment of door and flap seals
- Scratches on displays, e.g. radio and navigation devices
- Non-functional or damaged controls, e.g. steering column levers, push buttons, control knobs
- Strong odour in interior (animals, cigarettes, etc.)



Damage caused by modifications

Acceptable

- Small drill holes not in the field of vision of the vehicle occupants, e.g. on the underside of the dashboard



Not acceptable

- Modifications to the vehicle that can no longer be restored to their original condition, e.g. drilled holes on body parts
- Drill holes in the field of vision of the vehicle occupants, e.g. on the dashboard, on the centre console, in the door panels
- Large holes caused, for example, by the installation of speakers in door panels or rear window shelves
- Damage caused by stickers and lettering or their removal



Maintenance, mechanics, electrics and power units

Acceptable

- Normal wear and tear that naturally and inevitably occurs as a result of ageing and mileage and does not affect road and operating safety



Not acceptable

- Unverifiable (e.g. missing service booklet) or overdue maintenance work and the repairs resulting from their omission; all damage, defects or excessive wear to the vehicle mechanics (drive, steering, shock absorbers, bearings, brakes, exhaust, catalytic converter, etc.)
- Any damage or defects that adversely affect the roadworthiness of the vehicle; all damage, defects or excessive wear to the vehicle electrics (air conditioning, radio, navigation, etc.)
- Trickling or dripping leakages
- Noticeable (abnormal) noises from power units (e.g. engine, transmission, generator, etc.)



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