

# DIE FAIRE FAHRZEUG- BEWERTUNG **VMF**<sup>®</sup>



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## EVALUATION CRITERIA: VANS

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IN HINDSIGHT, YOU’LL BE GLAD YOU WENT WITH “DIE FAIRE FAHRZEUGBEWERTUNG VMF®” (“VMF – THE FAIR VEHICLE EVALUATION”)

What might initially seem like the cheapest leasing contract is not always the cheapest in the long run. Will your end of lease evaluation be fair and objective, or will you be charged for the slightest thing?

Right from the start, „Die Faire Fahrzeugbewertung VMF®“ sets out how damage that occurred during use of the vehicle will be assessed on its return. Only VMF members are certified providers of this service. As an exacting fleet manager, you’ll know what to expect right from the off.

VMF MEMBERS OFFER A FAIR FINAL BILL ONCE THE LEASE IS UP

When assessing the vehicle at the end of the leasing contract, an objective assessor will always take the vehicle’s age and mileage into account. Often, damage consistent with running time and mileage is accepted completely free of charge or only charged with pro-rata repair costs. The corresponding damage is identified in the brochure below with **A**. The assessor uses the most cost-effective repair method, including Smart Repair. A Smart Repair approach is always carried out with 100% of the costs. For safety-relevant defects or damage that has not been professionally or properly repaired, missing parts and necessary replacement parts, 100% of the costs are always charged as well. In this brochure you will find the VMF’s damage

evaluation criteria. The photos illustrate what vehicle condition is typically accepted or not accepted in the evaluation at the end of the contract period. These are just examples that cannot cover all conceivable damage.

As you can see, this is fair, cost-effective and transparent.

AS AN ASSOCIATION, THE VMF SETS FLEET AND MOBILITY STANDARDS

The VMF – Registered Association of Brand-Independent Mobility and Fleet Management Companies – was, is and will continue to be a driving force in the mobility market. The VMF has been combining its members’ many years of objective experience in full-service leasing and fleet management since 1998, and has repeatedly set new quality standards. VMF members, all brand-independent companies, offer you the highest level of quality, safety and transparency. You couldn’t be in safer hands. The advice and actions of VMF members are entirely geared towards the needs of the customer, with the expertise your fleet requires.

Discover more about the VMF, its quality standards and valuable fleet management tips at: [www.vmf-verband.de](http://www.vmf-verband.de)



EVALUATION CRITERIA

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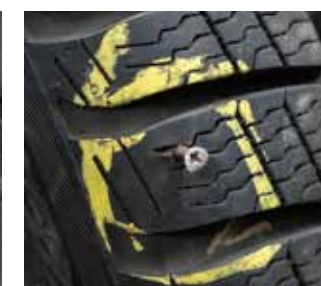
ACCEPTED, I.E., NOT CHARGED FOR



- Summer tyres:  
Minimum tread depth  $\geq 2$  mm

- Winter and all-season tyres:  
Minimum tread depth  $\geq 4$  mm

NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

- Summer tyres: Tread depth  $< 2$  mm, measured at any point
- Winter and all-season tyres: Tread depth  $< 4$  mm, measured at any point
- Tyres which do not comply with the manufacturer's specifications and/or are not as supplied

100%

Damage to individual tyres which impairs road safety, e.g.:

- Tear
- Bulges
- Feathering
- Saw-tooth wear
- Tyres worn on one side and associated wheel alignment costs

100%





ACCEPTED, I.E., NOT CHARGED FOR



#### Steel rims

- Scratches and scuffs  $\leq 50$  mm
- Rust formation (salt)
- Damaged paint surface

#### Alloy wheels

- Scratches and scuffs  $\leq 20$  mm on the rim without material removal

NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

- Rims/wheel covers missing or not as supplied

100%

#### Steel rims

- Scratches and scuffs  $> 50$  mm
- Deformation such as dented rim flange
- Severe corrosion

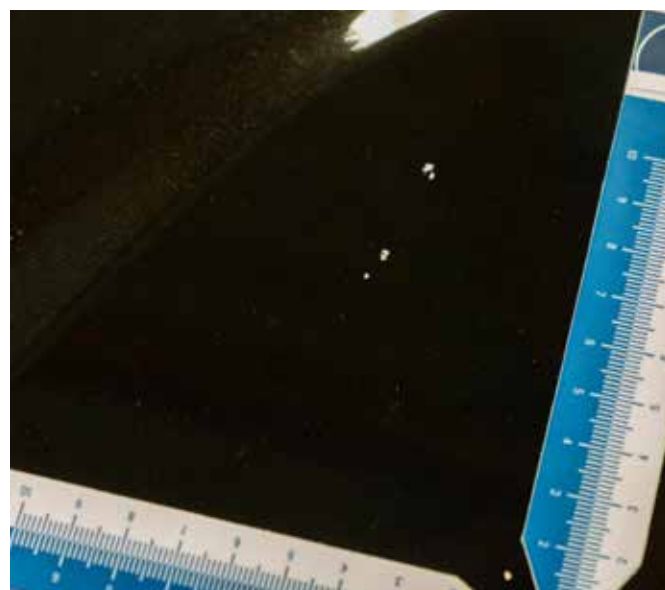
#### Alloy wheels

- Scratches and scuffs  $> 20$  mm
- Severe abrasion, chipping, breakage, oxidation damage
- Deformation such as dented rim flange

100%

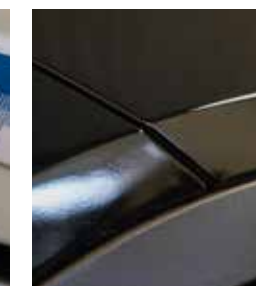
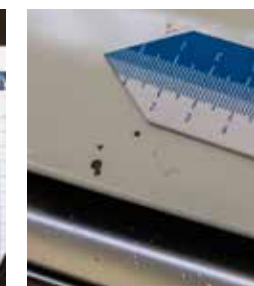
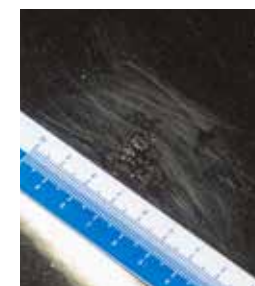


ACCEPTED, I.E., NOT CHARGED FOR



- Stone chip damage  $\leq 7$  chips/ 100x100 mm in the front region
- Paint damage, scratches, scuffs and signs of wear which do not extend as far as the base coat up to a length of 100 mm
- Scrapes and light scratches on the door handle recess
- Paint scrapes on bumpers  $< 100$  mm
- Paint alterations and scratches on the surface which can be removed by sanding and polishing, and damage from car washing

NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

- Stone chip damage  $\geq 7$  chips/ 100x100 mm in the front region
- Paint damage, scratches, scuffs and signs of wear which extend as far as the base coat
- Corrosion damage
- Paint damage due to the effects of resin and acid, e.g., bird droppings
- Colour changes due to partial painting, stickers/ lamination and adhesive residues
- Paint damage and scratches on the roof rails  $> 100$  mm

A

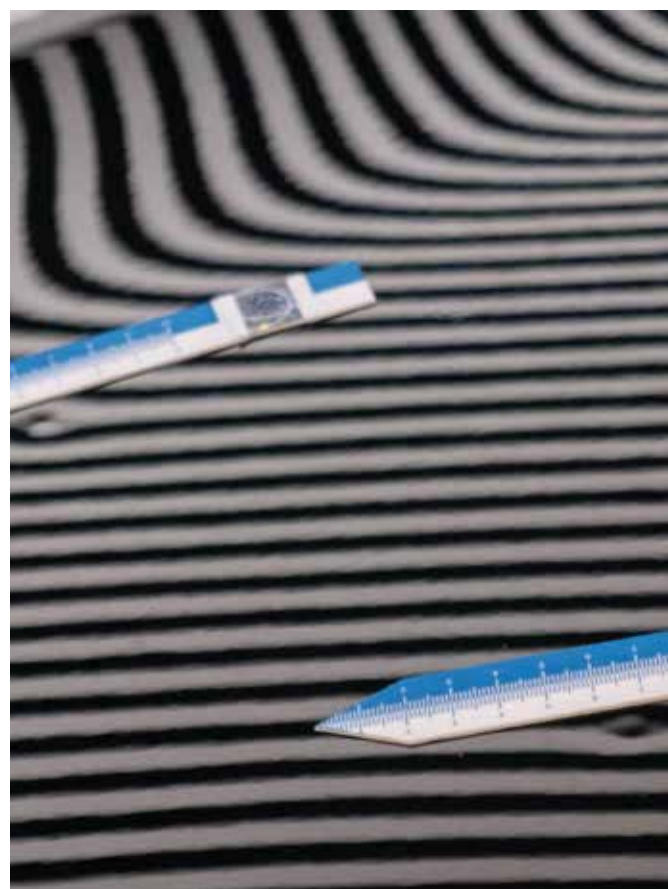
- Paint delamination due to film removal
- Damage that has not been professionally and properly repaired, e.g., orange peel, paint inclusions, atomized spray

100%





ACCEPTED, I.E., NOT CHARGED FOR

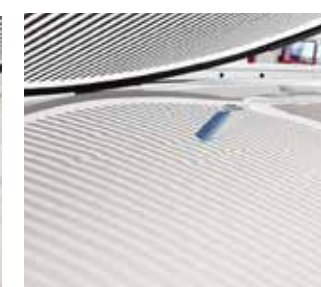
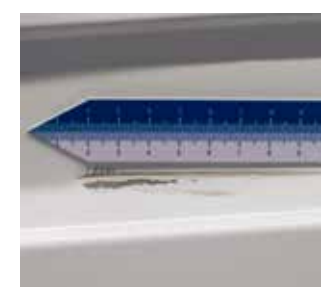


- Up to 5 dents/bumps  $\leq 20$  mm each which do not need painting

- Scrapes on unpainted trim and bumpers  $\leq 100$  mm

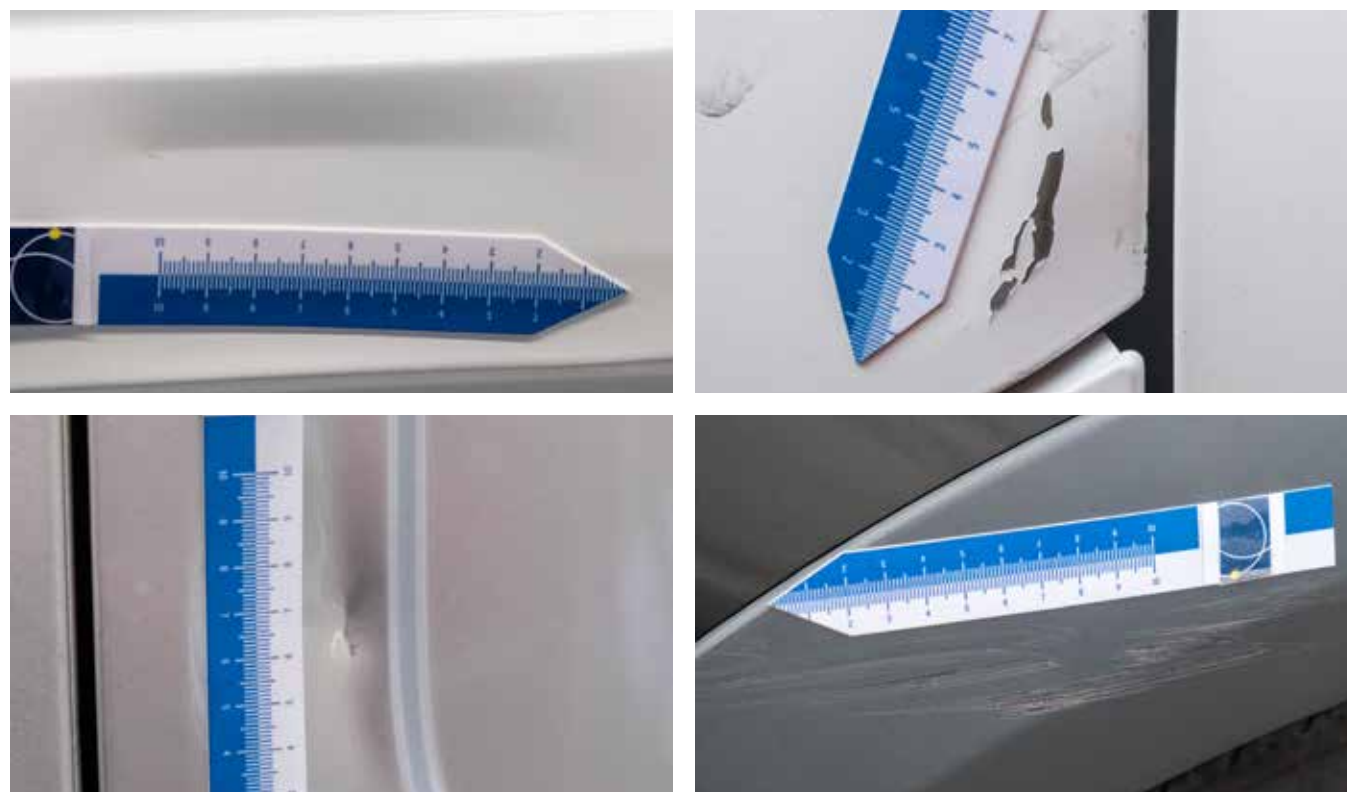


NOT ACCEPTED, I.E., CHARGED FOR



The evaluation criteria are on the next page.





CHARGED

- Dents/bumps which need painting
- More than 5 dents/bumps which are each > 20 mm
- Scrapes on unpainted trim and bumpers > 100 mm

A

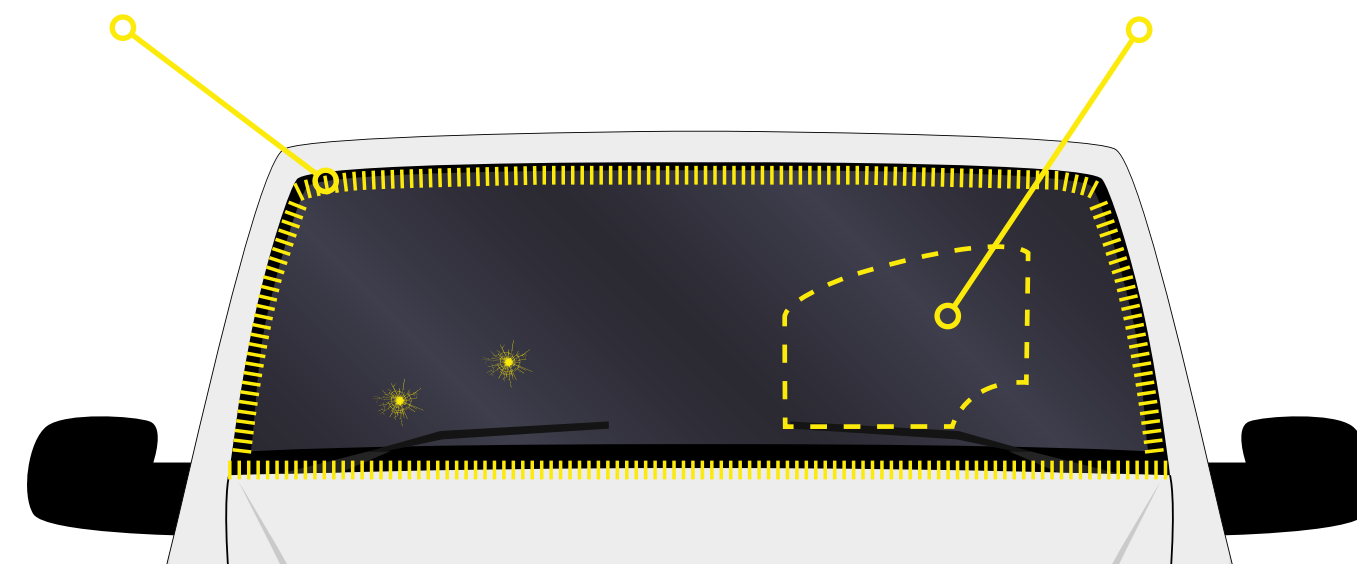
- Damage from hail, falling objects, e.g., conkers, etc.
- Damage that has not been rectified or professionally or properly repaired
- Deformed or damaged components, e.g., mirror housing, wheel arch cover
- Lamination or foil wrapping that hasn't been removed

100%



EDGE REGION

DRIVER'S FIELD OF VIEW



### CONDITIONS FOR THE REPAIR OF LAMINATED GLASS WINDSCREENS

- The damage is not in the driver's field of view. The driver's field of view is 29 cm wide (about the width of a sheet of A4) and lies above the centre of the steering wheel. Its height is delimited by the wiping range of the windscreen wipers.
- The damage must not exceed 5 mm in diameter.
- Only damage to the outer face of the pane can be repaired. The inner pane and plastic film may not exhibit any damage.
- The damage is at least 10 cm from the edge of the windscreen. Since it is a load-bearing component, stress is highest in the edge region of the window pane and repair is therefore not permissible.



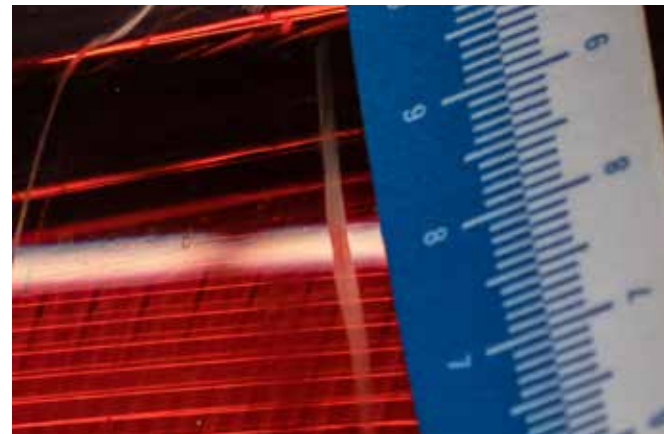


## GLAZING (WINDOWS, ROOF, MIRRORS & LIGHTING)

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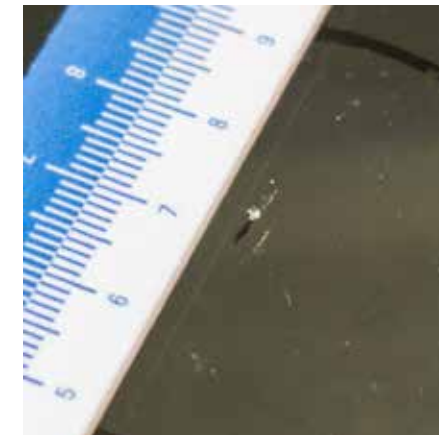
ACCEPTED, I.E., NOT CHARGED FOR



- Damage that does not affect operational and/or road safety
- Small stone chips up to 2 mm which are not in the driver's field of view
- Slight scratches on the side and rear windows



NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

- Damage to the front and/or rear windows, mirrors, and also lighting, which affects operational and/or road safety e.g., stone chips, cracks, fissures and scratches
- Windows that have not been professionally and properly repaired

100%





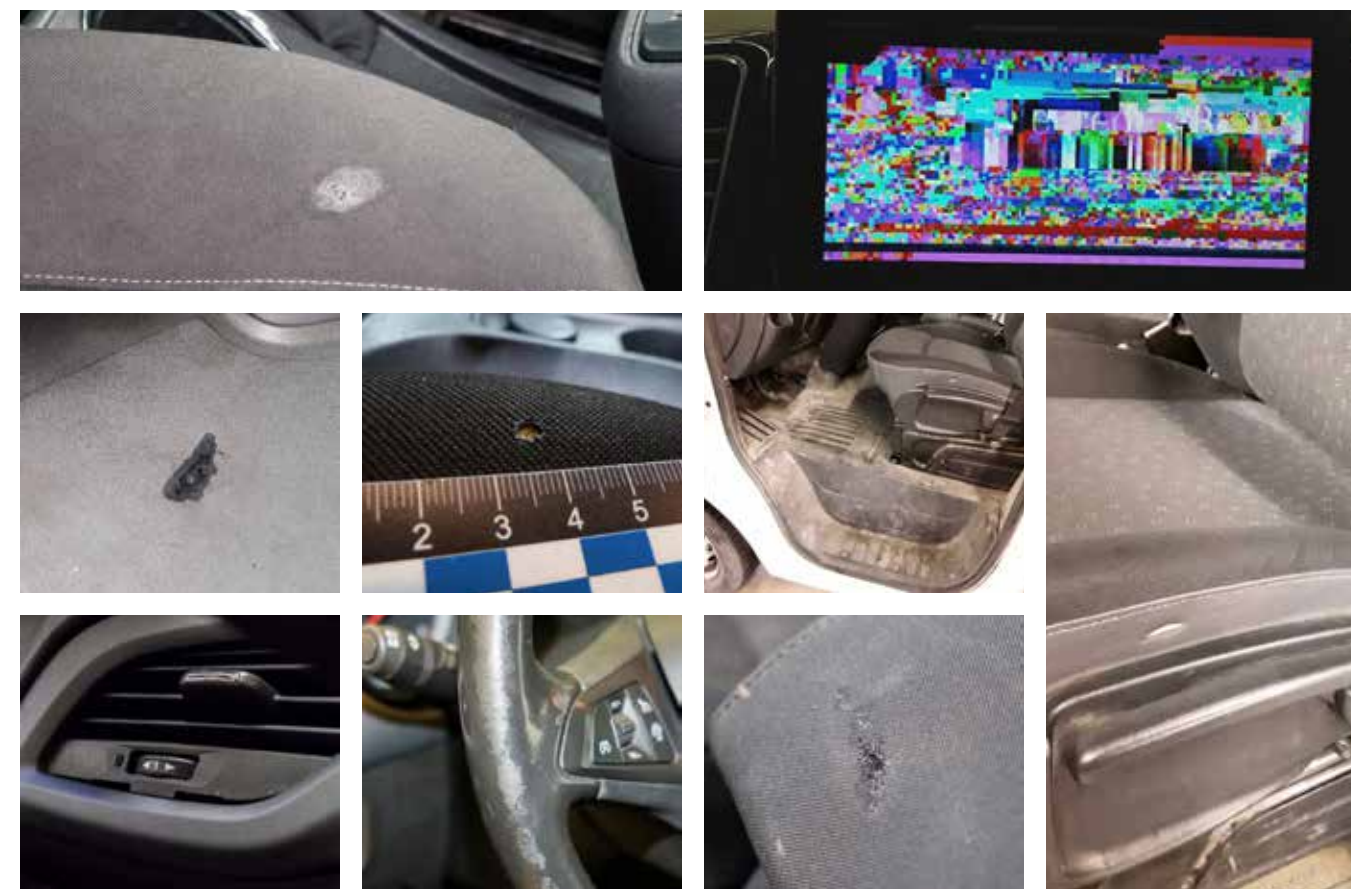
ACCEPTED, I.E., NOT CHARGED FOR



- Colour changes/fading on the upholstery and interior trim
- Scuffed upholstery resulting from normal wear and tear

- Abrasion caused by wear to the upholstery, trim and steering wheel
- Small holes, not in the field of vision

NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

- Changes that cannot be restored to the original state
- Dirt and/or damage and wear and tear (e.g., animal hair, signs of animal scratches or bites, cigarette burns, other holes, cracks), which need cleaning, replacing or repairing

- Distinctly noticeable unpleasant odours, e.g., from animals, tobacco or mould
- Frayed floor coverings
- Functionally impaired screens, such as displays, touchscreens, etc. (e.g., pixel faults)

100%





## LOADING AREA/CARGO SPACE

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ACCEPTED, I.E., NOT CHARGED FOR



- Scratches, scrapes, dents and bumps in the cargo space or on the loading area which do not impair functions, e.g., doors, tailboard



NOT ACCEPTED, I.E., CHARGED FOR



- Corrosion damage

A

- Deformations and damage caused by e.g., incorrect loading and unloading or by not securing loaded goods sufficiently

- Missing or damaged interior trim, partitions or fittings

100%





## ATTACHMENTS, FITTINGS AND STRUCTURES

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ACCEPTED, I.E., NOT CHARGED FOR



- Fittings, structures, accessories, e.g., trailer coupling, auxiliary heating, roof rack and/or shelf installations, that have been properly and professionally installed and accepted by the lessor



NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

- External fittings, structures, accessories that are not permitted or have not been agreed with the lessor or are not professional and appropriate
- Damage resulting from improper removal

100%





## ENGINE COMPARTMENT | UNDERBODY

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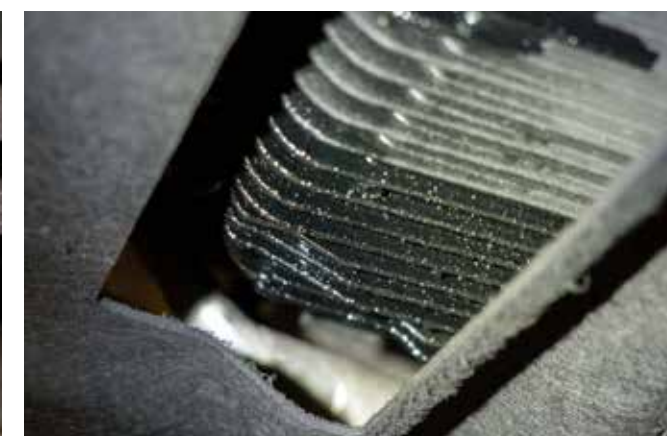
ACCEPTED, I.E., NOT CHARGED FOR



- Normal engine compartment soiling
- Slight scratches or scrapes to the underbody panelling
- Normal wear and tear (e.g., light soiling and debris, flash rust e.g., on wishbones)
- Corrosion typical of exhaust parts



NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

- Missing or damaged covers (e.g., underbody panelling, engine or battery cover)
- Damage to vehicle parts caused by animal bites (e.g. insulation mats, bulkhead cladding)
- Big scratches, damage caused e.g. by impact
- Leaks

100%





ACCEPTED, I.E., NOT CHARGED FOR



Inspektion in 16500 km oder 68 Tagen

Ölwechsel-Service  
in 6100 km oder 176 Tagen

- Maintenance (inspections) carried out in accordance with the service record, digital service plan, manufacturer's inspection specifications in a specialist workshop
- Wear that does not affect road safety and roadworthiness



NOT ACCEPTED, I.E., CHARGED FOR



CHARGED

The following charges only apply if you have no other agreement with your lessor, e.g. in the "Maintenance & Repair" service section:

- All inspections not carried out or due according to manufacturer's specifications = > calculation of any follow-up costs and the inspection due
- Missing or due TÜV (technical inspection) certification, incl. repairs needed

- Technical defects, e.g., in the brake system, chassis, engine, gearbox, loss of oil, etc., which impair road safety and roadworthiness
- Broken navigation device or entertainment system
- Impaired functionality of equipment features, e.g., driver assistance systems, air-conditioning, airbag, engine, etc.

100%

Parts missing from delivery inventory

- Vehicle keys and any follow-up costs
- Navigation media
- Tyre repair kit, spare wheel
- Second set of tyres
- Wheel locks, including key

- Seat and trim parts, e.g., luggage compartment cover, headrests, etc.
- Tool kit, warning triangle, first aid kit
- Remote control auxiliary heating
- All charging cables

100%

Missing documents

- Original copies of registration certificate part I, COC papers, TÜV and follow-up costs for replacement

- Service record, shipping documents
- Proof of inspection if service documentation is digital

100%



# VMF<sup>®</sup> – IN ZUKUNFT BESTENS FAHREN.

The VMF offers advice and innovation in the mobility market – today and in the future. It has consistently set new quality standards – e.g., for vehicle evaluation – and, with its members, creates manufacturer-independent, environmentally-friendly mobility solutions for corporate and private customers.

VMF | Nedderfeld 95 | 22529 Hamburg | [www.vmf-verband.de](http://www.vmf-verband.de)



Experten für Mobilität im Wandel