

Fair Play

A guide to fair wear
and tear on your driving
instructor vehicle





Welcome

Thank you for choosing Hitachi Capital Driving Instructor Centre to supply your instructor vehicle. Your custom is very important to us and we take great pride on our ongoing customer service, from helping you change to the vehicle which best suits your needs, to keeping you on the road earning money.

With this in mind we have devised this booklet to give you some quick and easy tips to help you to keep your vehicle in the optimum condition, both mechanically and cosmetically.

If at the end of your contract you decide not to have another vehicle with us it is your responsibility to return the car to our Leicester site.

Please keep this booklet as a tool to help you avoid any unnecessary expenses when your vehicle is returned.

Candice Walters

General manager

Contents

Servicing, documentation, appearance, keys	4-5
Servicing Routine maintenance Documentation Appearance Decals and badges Keys	
Bodywork and fittings	6-7
Body and paintwork damage Windscreen and windows Mouldings, wheel arch trims Door mirrors Lamps/lenses Number plates	
Wheel and wheel trims, tyres, mechanical condition	8-9
Wheels and wheel trims Alloy wheels Tyres Mechanical condition	
Vehicle interior	10-11
Vehicle interior (trim, carpets, headlining, boot) Seat and seatbelts Dashboard, controls and steering wheel Car audio	
End of contract checklist	12-13
End of contract checklist How to carry out a successful appraisal	
Return swapover process	14
When we collect your car Interpreting our appraisal form Once the vehicle is collected/returned	
Useful day to day tips	15

Servicing | Routine maintenance | Documentation Appearance | Decals and badges | Keys

What's required?

Hitachi Capital suggests

Servicing

Your car should be serviced according to the manufacturer's service schedule, using only genuine manufacturer parts. You'll find details of service intervals in your vehicle's service book. A full service and maintenance record (if applicable) must be returned with the vehicle.

Vehicles should be serviced by a franchised dealer, who are an authorised servicing agents. You must use genuine manufacturer parts. Alternatively you may use Phoenix Mobile Servicing.

When a car is serviced, make sure the service book is stamped and ensure proof of the service is provided. Please refer to the yellow service authorisation pamphlet located within your service book.

Keep evidence of servicing, such as an invoice or job card.

Routine maintenance

It is your responsibility to ensure the vehicle is maintained to a roadworthy standard. Mechanical faults must be rectified promptly. Many serious faults will be covered by the manufacturer's warranty.

Check oil and coolant levels weekly and maintain at correct levels.

Investigate any poor running symptoms or unusual noises and have them rectified.

If you have any problems contact the relevant local franchised dealer.

Documentation

All vehicle documentation must be returned with the vehicle. This will include the owner's manual, the service book (stamped as appropriate), details of audio security codes and all paperwork (invoices) relating to servicing and repairs. A valid tax disc must be displayed on the windscreen at all times.

Keep all documentation relating to the car including service history, key codes and book packs in a safe place within the vehicle.

Label any items you remove so you know which vehicle they belong to.

Don't forget that a valid tax disc must be on the vehicle windscreen when it's returned to Hitachi Capital.

Appearance

Prior to collection, the vehicle's exterior should be cleaned to allow a detailed inspection. The interior should be cleared of rubbish and left clean and tidy.

Clean the interior and exterior regularly to ensure a good cosmetic appearance. Polish the exterior every few months to remove traffic grime.

Always operate a no smoking policy in your car, it will be easier to keep it clean and reduce the risk of carpet/seat burns.

Decals and badges

If stickers or decals are removed from your car before collection, any remnants of glue must also be removed. Differences in paint colour following removal of decals etc is unacceptable. Manufacturer's badges must be in their correct place on the vehicle.

Always use decals/stickers that can be easily removed without damage to the car's bodywork, use a non-permanent adhesive.

Try to avoid magnetic signs as these can mark paintwork. However, if used, ensure protective covering is placed underneath to avoid direct contact with paintwork.

When removing stickers, make sure all glue remnants are removed.

Check to make sure no manufacturer's badges are missing.

Watch out for dents hidden under decals.

Keys

A master key and locking wheel nut keys should be returned as originally supplied, complete with any fobs. If applicable, remote controls or devices for the remote locking system and/or vehicle security system must be available and working properly.

Locking wheel nut keys should be kept in a secure location in the car. Please ensure they remain in the vehicle after service/tyre work.

Take good care of keys as replacing master keys for engine management systems can be very expensive.

Body and paintwork damage | Windscreen and windows | Mouldings, wheel arch trims Door mirrors | Lamps/lenses | Number plates

What's required?

Hitachi Capital suggests

Body and paintwork damage

The bodywork must be free of rust or corrosion. Bodywork includes all painted areas of your courtesy vehicle, including painted bumpers, body mouldings and mirrors.

Very small areas of chipping are acceptable, including door edge chipping, as long as the base coat hasn't been penetrated and there is no corrosion.

Minor dents (up to 10mm) are acceptable, as long as the base coat hasn't been penetrated and there is no corrosion. Multiple dents on one panel are unacceptable.

Light scratches (up to 25mm) are acceptable, as long as the base coat hasn't been penetrated and there is no corrosion.

Repair all damage to paintwork as soon as possible.

Minor scratches can often be polished out, doing it yourself will save you money.

High quality 'SMART' repairs are an effective and economical way of dealing with dents, chips and scratches.

Substandard repairs are a false economy. They have to be rectified at a greater cost to you.

Windscreens and windows

Chips, cracks or holes are unacceptable and potentially dangerous. Window heating elements must be working.

Keep vehicle glass clean for safety and to enable damage to be identified and repaired.

Pay careful attention to windscreen damage in the driver's line of sight. It must be repaired immediately.

Mouldings and wheel arch trims

Light scuffing is acceptable, as long as the moulding or wheel arch trim is not broken, cracked or deformed.

Repair damage to moulding or wheel arch trim as soon as possible.

If a damaged moulding can't be properly aligned, replacement is required.

What's required?

Hitachi Capital suggests

Door mirrors

Door mirrors must not be cracked, damaged or missing. If adjustable and/or heated, they must work properly. Scuffs and scratches to coloured mirror casings are not acceptable.

Keep door mirrors clean.

Repair or replace if damaged.

Lamps/lenses

All lamps must work. Minor scuff marks or light scratches are acceptable. Holes or cracks in the glass or lamp unit covers are not acceptable.

Keep lamps and lenses clean.

Replace if damaged.

Regularly check to see all lamps are working.

Number plates

Number plates must be in good condition, without cracks, distortion or discoloration.

Keep number plates clean.

Replace if damaged, distorted or discoloured.

Your chosen supplier will need the vehicle log book details from us to enable any replacements.

Wheels and wheel trims | Alloy wheels | Tyres

Mechanical condition

What's required?

Hitachi Capital suggests

Wheel and wheel trims

Dents or damage to wheels, including the spare, are not acceptable.

If you need to replace wheels they must meet manufacturer's standards.

The spare wheel, jack and other tools must be present, working properly and stowed in the proper place.

Make regular checks for damage to wheels, especially side walls.

Very light scuffing of wheel rims or trims is acceptable.

Damage to trims is not chargeable.

Alloy wheels

Alloy wheel damage sustained during use can only be repaired using refurbishment methods, which by their nature tend to be more expensive.

Ensure the wheels are checked before and after each use.

Carry out any refurbishment prior to return.

Polished/diamond cut wheels should not be painted, if damaged they need specialist refurbishment.

Small isolated scratches or abrasions up to 25mm are acceptable on the rim. Any damage on the face of the alloy or any damage above 25mm on the rim is unacceptable.

What's required?

Hitachi Capital suggests

Tyres

Tyre wear should be in keeping with the vehicle's age and mileage.

All five tyres must meet minimum legal requirements, with a tread depth of at least 1.6mm in a continuous band throughout the centre of the tread. Bald spots are unacceptable.

Tyre walls must not show signs of damage such as gouges or bulges.

Replacement tyres must meet manufacturer's standards.

Check tyre condition weekly, measuring tread depth.

Check for missing valve caps and replace if necessary.

Mechanical condition

The vehicle must be in good mechanical condition when it is collected.

Brakes must be working well, brake discs or drums must not be grooved due to excessive wear.

The engine should run smoothly with clean emissions. Any seizure or damage due to insufficient coolant, oil or broken internal components is unacceptable.

The clutch and gearbox should be working smoothly and quietly. A noisy clutch or gearbox or worn synchromesh is unacceptable.

Always keep your car in good mechanical order.

Check all fluid levels regularly and top up when necessary.

Investigate any poor running symptoms or unusual mechanical noises immediately.

Remember all vehicles have manufacturer's warranty cover.



Vehicle interior (trim, carpets, headlining, boot) Seat and seatbelts | Dashboard, controls and steering wheel | Car audio

What's required?

Hitachi Capital suggests

Vehicle interior (including trim, carpets, headling and boot)

The interior, trim, carpets, headlining and boot area must be clean with no visible burns, tears or staining. Wear and light soiling through normal use is acceptable. Repairs that are not readily visible are also acceptable.

Keep vehicle interior clean with regular vacuum cleaning.

Remove any stains with a suitable, proprietary cleaner.

All interior fittings such as rear view mirror, courtesy lighting, sun visors, door bins, handles and holders must be in place and undamaged.

Seats and seatbelts

Any wear on seats due to normal usage is acceptable. Fabric faded by sunlight is acceptable, but fading due to cleaning agents is unacceptable. Light marks are acceptable if they can be removed by steam cleaning. Heavy marking, such as dirt or oil that cannot be removed is unacceptable. Cuts or rips to seat fabric are unacceptable. Cigarette or match burns are unacceptable.

Choose a suitable stain remover to remove any stains before the vehicle is returned.

Do not use an agent that may discolour fabric.

Check seatbelts and seat adjustment mechanisms regularly.

It is a legal requirement to operate a no smoking policy in your vehicle.

Seat structure and adjustment mechanisms must be sound and undamaged. All seatbelts must be present and undamaged.

What's required?

Hitachi Capital suggests

Dashboard, controls and steering wheel

Light marking to the dash, steering wheel or controls is acceptable as long as it can be removed by steam cleaning. Small, light scratches, such as those caused by fingernails or coins, are acceptable.

Deep scratches, scuffs or cuts are unacceptable, as are cigarette and match burns and damage caused by installation of accessories. Grease or oil stains are unacceptable. Stickers placed inside the vehicle must be removed cleanly. All vehicle controls, stalks, switches, buttons etc must be in place, working and undamaged.

Damage to the vehicle interior will be charged.

Avoid fitting accessories to your car.

Missing or damaged controls, stalks, switches etc should be replaced with equipment of the same specification.

Remove any stickers placed in the vehicle.

Use SMART repair techniques where appropriate to repair trim damage.

Car audio

All original audio equipment, including speakers and aerials, must be intact, working properly and undamaged. If replacement is required due to damage or theft, it must be an identical replacement. Details of audio security codes must be returned with the vehicle.

Check the car radio regularly.

Keep audio security codes in a safe place.



End of contract checklist

Missing items	What's required	Checked
1 Key	Key must be tagged and with the vehicle when collected	<input type="checkbox"/>
2 Tax discs	The current valid tax disc should be in the windscreen	<input type="checkbox"/>
3 Book packs	These must be complete and in the glove box	<input type="checkbox"/>
4 Service books	In the glove box and must be stamped and up to date in accordance with manufacturer's service intervals	<input type="checkbox"/>
5 Service check sheet	Must be completed and in the glovebox	<input type="checkbox"/>
6 Radios	The correct model of radio should be in place, including security clips and in full working order	<input type="checkbox"/>
7 Rear parcel shelves	Should be in the correct place and in good condition	<input type="checkbox"/>
8 Spare wheel	Must be in place and fully serviceable with required tread depth (some spare wheels are a different size to standard road wheels but the same rolling circumference). If you have had a puncture, please ensure the standard road wheel is refitted and the spare wheel returned to its usual place	<input type="checkbox"/>
9 Tools	All tools should be present and in place	<input type="checkbox"/>
10 Aerials	Should be fitted to the vehicle as supplied	<input type="checkbox"/>
11 Fuel Caps	Should be in place on the vehicle	<input type="checkbox"/>
12 Sat Navs	If supplied with your vehicle these should be returned with the vehicle when collected	<input type="checkbox"/>
13 Speedo	If supplied with your vehicle these should be returned with the vehicle when collected	<input type="checkbox"/>

Interior	What's required	Checked
1 Seats	Should be free from snagging, heavy stains and burns	<input type="checkbox"/>
2 Carpets	Should be free from damage/burns	<input type="checkbox"/>
3 Boot mat	Must be in place and undamaged	<input type="checkbox"/>
4 Dashboard	No holes, missing items or damage	<input type="checkbox"/>

Bodywork	What's required	Checked
1 Body damage	Should be repaired prior to return	<input type="checkbox"/>
2 Windscreens	No chips or cracks	<input type="checkbox"/>
3 Mouldings	Must all be in place, undamaged and undistorted	<input type="checkbox"/>
4 Door mirrors	Free from damage and scuffing	<input type="checkbox"/>
5 Dents	Singular minor dents only up to 10mm diameter are acceptable	<input type="checkbox"/>
6 Scratches	Singular light scratches up to 25mm are acceptable	<input type="checkbox"/>
7 Lamps/lenses	No holes or cracks	<input type="checkbox"/>
8 Stickers/decals	All must be removed including adhesive etc.	<input type="checkbox"/>

Top 10 vehicle appraisal tips

10 tips for carrying out a successful end of contract appraisal:

- 1 Conduct your appraisal a week or two before the vehicle collection date, giving you plenty of time to rectify any faults or missing items
- 2 Be as objective as possible. Make sure the light is good so you don't miss any defects
- 3 Wash the vehicle (and allow to dry) before appraising it
- 4 Check each panel carefully, including the roof, bonnet and boot/hatchback
- 5 Check the tyres (including the spare) for damage. Inspect wheels and trims (if fitted) for scratches, dents and gouges
- 6 Clean and valet the interior
- 7 Check interior for tears, burns, heavy stains and wear
- 8 Inspect all controls, including audio equipment, for damage
- 9 Use the end of contract checklist to ensure you don't forget anything
- 10 If decals are left on, they could be hiding damage which you could miss and later be charged for

We encourage our customers to carry out their own pre-collection inspections. The aim is to help you identify any faults that need rectifying so you can avoid recharges.

Returning your vehicle | When we collect your car Interpreting our appraisal form | Once the vehicle is checked in

Returning your vehicle (no vehicle swapover)

If at the end of your contract you decide not to have another vehicle with us it is your responsibility to return the car to our Leicester site during office check-in hours

which are Monday to Friday 10 am to 4 pm and Saturday 10 am to 12 noon. **Returns outside these times can not be processed.**

When we collect your car (for vehicle swapover)

Our appointed collection driver will arrive on a pre-confirmed date and will complete a thorough appraisal of your vehicle according to the standards outlined in this guide.

It is important that this appraisal form is signed for by an authorised representative of your company, as they are accepting liability for any noted damage.

Interpreting our appraisal form

The appraisal form allows our collection driver to make an assessment of the condition of your vehicle. Where the driver notes damage, they will mark it with an 'X' on the form. This damage will be costed back on site and you will be notified of the charge.

Please remember our collection drivers are not trained vehicle repairers and will not be in a position to advise you of the cost of any repairs.

Once your vehicle is checked in

As all our cars are pre-sold, they will normally be transported straight to the buyer even if they have minor damage. However, in the case of more obvious damage, or poor repairs, the vehicle is likely to be taken to a defleet centre to rectify the bodywork.

If you return a vehicle with minor noted damage or missing items you can expect to receive a recharge invoice within 10 working days. If a vehicle requires rectifying by one of our defleet centres, we will always contact you prior to carrying out the work.

Useful day to day tips

- 1** Check your vehicle's oil, water and lights regularly
- 2** Operate a no smoking policy in your car. It is illegal to smoke in your car when you are working
- 3** Take regular rests and avoid driving when tired
- 4** Do not use your mobile phone when driving
- 5** If another person is using your car make sure they can do so legally and they have a valid licence
- 6** If you get involved in an accident of any sort, report it immediately even if you can see no damage. Always have your vehicle inspected by a professional afterwards
- 7** Watch out for fraudsters operating crash for cash scams, this is now big business and you may be targeted.



Disclaimer

This booklet aims to give our customer a clear indication of the standards of condition expected when a vehicle is returned to us.

While it aims to be comprehensive, it is not practical to cover every possible fault,

defect or problem that may arise. As such, this booklet should not be seen as an exhaustive list.

If your vehicle has a fault, defect or problem that you are unsure about, please contact us on **0116 288 8288**.

About this booklet

This booklet gives you an indication of what condition our cars should be returned in to avoid incurring recharges. It includes helpful checklists highlighting common areas for recharge.

Make sure anyone involved in preparing cars for return has this booklet. If you have any queries about fair wear and tear please contact us.



Hitachi Capital Driving Instructor Centre
Kilby Bridge Wigston Leicestershire LE18 3TE

Tel: 0116 288 8288 • Fax: 0116 288 6404

www.hitachicapitaldrivinginstructorcentre.co.uk