Driving with Maske Fleet: It’s that simple.

The instruction manual for Maske vehicles, including the car and Light Commercial Vehicle damage catalogues.
Damage catalogue

CAR

Vehicle type: Station wagon / sedan

Your Partner for Mobility & Service
Front bumper

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• minor rockslides

Evaluation criteria / Repair instructions
Slight surface scratches, slight stone chips, scratches on bumper bars, etc. The overall impression of the vehicle must not be impaired.

not accepted - violent damage
Damaged by:
• Fractures / cracks / deformations
• no original / drill holes / abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Scratches and slight deformations, which can be repaired by painting. If the damage is not greater than approx. 15 x 10 cm, the so-called "spot-repair" method.

Assessment criteria / Repair note
Repair not possible or not permitted, as the function is no longer guaranteed. Components that have to absorb forces must not be repaired for safety reasons.

Your Partner for Mobility & Service
Rear bumper

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• minor rockslides

Evaluation criteria / Repair instructions
Scratches on the loading sill, light surface scratches, light scratches on impact performance, etc. The overall impression of the vehicle shall not be affected.

not accepted - violent damage
Damaged by:
• Fractures / cracks / deformations
• no original / drill holes / abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Scratches and slight deformations, which can be repaired by painting. If the damage is not greater than approx. 15 x 10 cm, the so-called "spot-repair" method.

Assessment criteria / Repair note
Repair not possible or not permitted, as the function is no longer guaranteed. Components that have to absorb forces must not be repaired for safety reasons.
**radiator grille**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- rock falls

**Evaluation criteria / Repair advice**
Slight scratches or stone chips that do not significantly affect the overall impression of the vehicle.

**not accepted - violent damage**
Damaged by:
- Fractures / cracks / deformations
- no original / drill holes / abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
If a partial replacement is possible (frame), this is applied. If this is not possible due to the design, renewal must be carried out on a pro rata basis. The prerequisite is that the overall impression of the vehicle is not significantly impaired.

**Evaluation criteria / Repair instructions**
A repair is not economically viable and technically not possible in case of larger eruptions.

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*Your Partner for Mobility & Service*
**bonnet**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- Rock falls / dents

**Evaluation criteria / Repair instructions**

Stone chips which have only damaged the surface varnish or which do not affect more than 25% of the component; dents not larger than 20 mm (1 Euro coin); scratches and scratches that can’t be seen from a distance of 1 meter.

**not accepted - violent damage**

Damaged by:
- Deformations / dents / hail damage
- abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair advice**

Dents with paint damage, Deformations, dents larger than 20 mm.

**Note:** A repair according to the so-called "spot-repair" method is not possible from a technical point of view (direct incidence of light).

**Evaluation criteria / Repair instructions**

Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.
**mudguards**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- rock falls

**Evaluation criteria / Repair advice**
Stone chips which have only damaged the surface varnish or which do not affect more than 25% of the component; dents not larger than 20 mm (1-Euro coin); scratches and marks that are not visible from a distance of one meter.

**not accepted - violent damage**
Damaged by:
- Deformations / dents
- abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Scratches larger than 20 mm that have penetrated the topcoat; dents larger than 20 mm. **Note:** If a "smart"- or "spot-repair" method is technically possible, this is used in approach.

**Evaluation criteria / Repair instructions**
Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.
**Front door**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- dents

**Evaluation criteria / Repair instructions**
Scuffs in the area of the door handles and door edges; dents smaller than 20 mm (without damage to the paint); scratches and marks not visible from a distance of one meter.

**not accepted - violent damage**
Damaged by:
- Deformations / dents
- abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Scratches larger than 20 mm that have penetrated the topcoat; dents larger than 20 mm. **Note:** If a "smart"- or "spot-repair" method is technically possible, this is used in approach.

Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.
Rear door

accepted - trace of use
Damaged by:
- slight scratches
- minor bruising
- dents

Evaluation criteria / Repair instructions
Scarring in the area of the door handles and door edges; dents smaller than 20 mm (without damage to the paint); scratches and marks not visible from a distance of one metre.

not accepted - violent damage
Damaged by:
- Fractures / cracks / deformations
- no original / drill holes / abrasions
- Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Scratches larger than 20 mm that have penetrated the topcoat; dents larger than 20 mm. Note: If a "smart"- or "spot-repair" method is technically possible, this is used in approach.

Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.
rear-view mirrors

accepted - trace of use
Damage by:
• slight scratches
• minor bruising
• minor rockslides

Evaluation criteria / repair instructions
Scratches and scratches that cannot be detected from a distance of one meter.

not accepted - violent damage
Damage by:
• Fractures / cracks / deformations
• no original / abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Scratches larger than 2 cm, the overall impression of the vehicle is impaired by the damage.

If a partial replacement is possible, e.g. broken mirror cover, this will be used.
sills

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight dents

Evaluation criteria / repair instructions
Scratches and scratches that cannot be detected from a distance of one meter.

not accepted - violent damage
Damaged by:
• Fractures / cracks / deformations
• no original / drill holes / abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Scratches and slight deformations which can be repaired economically and technically.

Evaluation criteria / Repair instructions
If a partial replacement is economically and technically possible, it is applied.

Your Partner for Mobility & Service
**sidewall**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**
Scratches and scratches (smaller than 2 cm) that cannot be detected from a distance of one meter.

**not accepted - violent damage**
Damaged by:
- dents / deformations
- abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Scratches larger than 2 cm; dents larger than 20 mm.
**Note:** If a "smart"- or "spot-repair" method is technically possible, this is used in approach.

**Evaluation criteria / Repair instructions**
If a partial replacement is economically and technically possible, it is applied.
**roof**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- minor rockslides

*Evaluation criteria / repair instructions*
Scratches and scratches that cannot be detected from a distance of one meter; slight stone chips that do not impair the overall impression of the vehicle.

**not accepted - violent damage**
Damaged by:
- dents / deformations
- abrasions
- Repair not carried out properly and professionally

*Evaluation criteria / Repair instructions*
Scratches larger than 2 cm; slight deformations, the repair of which is technically possible.

*Note: A repair according to the so-called "spot-repair" method is not possible from a technical point of view (direct incidence of light).*

*Evaluation criteria / repair advice*
Accident damage / storm and hail damage are usually invoiced via a separate damage report.
tailgate

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Slight scratches or scratches that do not significantly impair the overall optical impression of the vehicle.

not accepted - violent damage
Damaged by:
• dents / deformations
• abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Scratches larger than 2 cm; dents larger than 20 mm.
Note: If a "smart"- or "spot-repair" method is technically possible, this is used in approach.

Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.
lighting

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• rock falls

Evaluation criteria / Repair instructions
Scratches that are not HU-relevant.

not accepted - violent damage
Damaged by:
• Fractures / Cracks
• no original / deformations
• abrasions

Evaluation criteria / Repair instructions
Cracks and break-outs that do not allow further use of the component (HU-relevant); scratches on the lenses (headlights).
tires

accepted - trace of use
Damaged by:
- Scratch on tire sidewall (kerb damage)
- minimum tread depth

Evaluation criteria / Repair instructions
Minimum tread depth for winter tyres 4 mm. Minimum tread depth for summer tyres 3 mm.

not accepted - violent damage
Damaged by:
- Fractures / cracks / deformations
- strong abrasion / no original (dimension - manufacturer)
- Repair not carried out properly and professionally

Evaluation criteria / Repair advice
Damage to the tyre sidewall; one-sided worn tyres due to modified axle geometry; uneven tread patterns on the same axle; foreign bodies penetrating the carcass or tread (air loss) etc.

Evaluation criteria / Repair advice
Damage to the tyre sidewall; one-sided worn tyres due to modified axle geometry; uneven tread patterns on the same axle; foreign bodies penetrating the carcass or tread (air loss) etc.
**rims**

accepted - trace of use
Damaged by:
- slight scratches
- minor bruising
- impurities

**Evaluation criteria / Repair instructions**
Slight collision damage that does not significantly impair the overall optical impression of the vehicle.

not accepted - violent damage
Damaged by:
- Fractures / cracks / deformations
- Abrasions / no original
- Repair not carried out properly and professionally

**Evaluation criteria / repair instructions**
Scarring without removal of material can, as far as possible, be avoided by means of "spot-repair" painted.

A repair is not allowed, therefore a renewal is mandatory.
**windshield**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- minor rocksides

![Image](image1)

**Evaluation criteria / Repair instructions** Surface stone chips that do not impair road safety (see description of windscreen repair and windscreen replacement).

**not accepted - violent damage**
Damaged by:
- Fractures / Cracks
- Repair not carried out properly and professionally

![Image](image2)

**Evaluation criteria / Repair instructions** for windscreen repair intended, subject to the proviso that the stone impact is not within the driver's field of vision; impact crater not larger than 5 mm, crack does not end at the edge of the windscreen; the inner windscreen / film in the inner windscreen is not damaged.

![Image](image3)

**Assessment criteria / Repair instructions** Replacement of windscreen in the event of stone chips in the driver's field of vision [corresponds to approx. one 29 cm wide vertical strip starting from the centre of the steering wheel (14.5 cm to the right & left), bounded at the upper and lower edges by the wiper field].
seats

accepted - trace of use

Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Slight scratches, soiling and colour deviations caused by intended use.

not accepted - violent damage

Damaged by:
• deformations
• no original / burn holes / abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Fire holes in which the seat cushion has not been damaged.

Seat cover and upholstery damaged.
**dash**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair advice**
Slight bruising, which can lead to do not significantly affect the overall impression of the vehicle interior; small boreholes which are not in the direct field of vision.

**not accepted - violent damage**
Damaged by:
- Fractures / cracks / deformations
- no original / burn holes / abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Small boreholes in the direct field of view of the observer, here a "smart"-/ "spot-repair"- method is possible.

Large boreholes and cracks, which cannot be repaired by means of "smart-repair", the repair of which is technically not possible or economically not justifiable.
headlining

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Slight scratches, impurities and colour deviations which are attributable to the intended use.

not accepted - violent damage
Damaged by:
• Fractures / cracks / deformations
• burn holes / abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Light burn holes and soiling, which can be removed by means of the "smart-repair" or by cleaning.

Evaluation criteria / Repair advice
Remaining deformations, cracks and soiling that significantly impair the overall impression of the interior.
**facings**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**
Slight scratches and scratches caused by normal use and which do not significantly impair the overall visual impression.

**not accepted - violent damage**
Damaged by:
- Fractures / cracks / deformations
- no original / burn holes / abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Scratches and eruptions that affect the overall optic impression. To the extent that a partial replacement is possible, this is applied.
**missing parts**

**not accepted**
Missing accessories and equipment will not be accepted and will be charged at 100%.
Accessories like: Vehicle keys, vehicle documents (vehicle registration document, service booklet, navigation CD / DVD etc.)

**Evaluation criteria / Repair instructions**
Accessories delivered in accordance with the delivery protocol must be inspected when the vehicle or vehicle is handed over.
The Commission will present the drafting of the take-back protocol again.

**Evaluation criteria / repair instructions**
Accessories for specific vehicle equipment such as on-board tools, spare wheel (Tirefit, compressor, etc.).

**Evaluation criteria / repair instructions**
Vehicle-specific documents must be handed over again upon delivery, provided that the delivery protocol has been drawn up.
**missing parts**

*not accepted*

Missing accessories and equipment will not be accepted and will be charged at 100%. Accessories like: Vehicle keys, vehicle documents (vehicle registration document, service booklet, navigation CD / DVD etc.)

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**Evaluation criteria / Repair instructions**

Service due according to advertisement or service booklet. Key date here is the return date.

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**Evaluation criteria / Repair instructions**

Main inspection due, key date here is the return date.

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**Evaluation criteria / Repair instructions**

Accessories delivered in accordance with the delivery protocol must be inspected when the vehicle or vehicle is handed over. The Commission will present the drafting of the take-back protocol again.
damage catalogue

Light Commercial Vehicles (LNFZ)*

Vehicle type: Box / Flatbed / Station wagon
accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• rock falls

Evaluation criteria / Repair instructions
Slight scuffs and deformations that affect the function of the component.

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Deformations / Abrasions
• no original / repair not proper and professional

Evaluation criteria / Repair advice
 Repair painting foreseen (structured surface), but the quality standard of a new part is not achieved.

Assessment criteria / Repair note
 Repair not possible or not permitted, as the function is no longer guaranteed.
Components that have to absorb forces must not be repaired for safety reasons.
**Rear bumper**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- rock falls

**Evaluation criteria / Repair instructions**

Slight scuffs and deformations that affect the function of the component.

**not accepted - violent damage**

Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- no original / repair not proper and professional

**Assessment criteria / Repair note**

Repair not possible, calculation pro rata according to minimum value matrix, as the function is still given.

**Assessment criteria / Repair instructions**

Repair not possible or not permitted as the function is no longer guaranteed. Components that have to absorb forces must not be repaired for safety reasons.
**radiator grille**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- rock falls

**Evaluation criteria / Repair instructions**
Slight bruising or scuffing
Stone chips which do not significantly affect the overall pressure of the vehicle.

**not accepted - violent damage**
Damaged by:
- Fractures / cracks / boreholes
- Repair not carried out properly and professionally

Plastic parts with a structured surface can only be repaired to a limited extent; the quality standard of a new part is not achieved. Economically not reasonable, since a repair usually exceeds the new price.

**Evaluation criteria / Repair instructions**
A repair is not economically viable and technically not possible in case of larger eruptions.

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**Your Partner for Mobility & Service**
bonnet

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• rock falls

Evaluation criteria / Repair instructions
Small stone chips, slight scratches or paint abrasion that do not significantly impair the overall visual impression of the vehicle.

not accepted - violent damage
Damaged by:
• Deformations / scratches
• Repair not carried out properly and professionally
• Hail damage / Accident damage

Evaluation criteria / Repair instructions
Deformation with paint damage, the repair of which is technically possible.

Evaluation criteria / Repair instructions
Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.
mudguards

**accepted - trace of use**
Damaged by:
- slight scratches / dents
- minor bruising
- rock falls

**Evaluation criteria / Repair instructions**
Small dents and stone chips, slight scratches or paint abrasion that do not significantly impair the overall visual impression of the vehicle.

**not accepted - violent damage**
Damaged by:
- Deformations / Abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Slight deformations that can still be repaired from an economic point of view. It is not necessary to replace the component.

**Evaluation criteria / Repair instructions**
Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.

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doors

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Slight scratches which do not reach to the primer and which do not significantly impair the overall visual impression of the vehicle.

not accepted - violent damage
Damaged by:
• Deformations / Abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Deformation with paint damage, the repair of which is technically possible.

Evaluation criteria / Repair advice
Large-scale deformation, the repair of which is technically impossible or economically unreasonable. In principle, a separate damage report is prepared.
rear-view mirrors

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Slight scratches or marks that do not significantly impair the overall visual impression of the vehicle.

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Deformations / Abrasions
• no original / repair not proper and professional

Evaluation criteria / Repair instructions
Large scratches / material abrasion, which are repaired with a repair paint.

Calculation type: Repair (proportional to runtime)
Calculation type: Renewal (100 %)
**sills**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**

Small dents and stone chips, slight scratches or paint abrasion caused by the intended use of the vehicle.

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**not accepted - violent damage**

Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**

Deformation with paint damage, the repair of which is technically possible. Repair or partial replacement will be used.

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Strong deformations, the repair of which is not economically feasible and technically impossible.
sidewall

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Small dents and stone chips, slight scratches or paint abrasion that do not significantly impair the overall visual impression of the vehicle.

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Deformations / Abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Deformation with paint damage, the repair of which is technically possible.

Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.
roof

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Small dents and stone chips, slight scratches or paint abrasion that do not significantly impair the overall visual impression of the vehicle.

not accepted - violent damage
Damaged by:
• boreholes
• Deformations / hail damage
• Repair not carried out properly and professionally

Evaluation criteria / Repair advice
Large-scale scuffing and deformations, which require a repair lacquering.

Calculation type: Repair (proportional to runtime)

Evaluation criteria / Repair advice
Large-area deformation in bead / Edge area, the repair of which is technically not possible or economically not justifiable.

Calculation type: Renewal (100 %)
cab rear wall

accepted - trace of use
Damaged by:
- slight scratches
- minor bruising
- slight deformations

Evaluation criteria / Repair instructions
Small dents, slight scratches or paint abrasion due to normal use, which do not significantly impair the overall visual impression of the vehicle.

not accepted - violent damage
Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Deformation with paint damage, the repair of which is technically possible.

Calculation type: Repair (proportional to runtime)

Evaluation criteria / Repair advice
Large-area deformation in the bead / edge area, the repair of which is technically not possible or economically not justifiable. Basically the account is made by a separate damage report.

Calculation type: Renewal (100 %)
**hinged doors**

*accepted - trace of use*

Damaged by:
- slight scratches
- minor bruising
- slight deformations

*Evaluation criteria / Repair instructions*

Slight scratches or scratches that do not significantly impair the overall optical impression of the vehicle.

*not accepted - violent damage*

Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- Repair not carried out properly and professionally

*Evaluation criteria / Repair instructions*

Deformation with paint damage, the repair of which is technically possible.

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Calculation type: Repair (proportional to runtime)

*Evaluation criteria / Repair instructions*

Deformation in the bead / edge area whose repair is technically not possible or economically not justifiable.

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Calculation type: Renewal (100 %)
tailgate

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Slight scratches or scratches that do not significantly impair the overall optical impression of the vehicle.

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Deformations / Abrasions
• no original / repair not proper and professional

Evaluation criteria / Repair instructions
Deformation with paint damage, the repair of which is technically possible.

Calculation type: Repair (proportional to runtime)

Calculation type: Renewal (100 %)

advice Large-area deformation in the bead / edge area, the repair of which is technically not possible or economically not justifiable.

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floor frame

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

**Evaluation criteria / Repair instructions**
Small dents, slight scratches or paint abrasion due to intended use which do not significantly impair the overall visual impression of the vehicle.

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Deformations / Abrasions
• Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Deformation with paint damage, the repair of which is technically possible.

**Calculation type:** Repair (proportional to runtime)

**Calculation type:** Renewal (100 %)

**Evaluation criteria / Repair advice**
Large-area deformation in the bead / edge area, the repair of which is technically impossible or economically unacceptable.
**cargo hold**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**

Small dents, scratches and versions

The vehicle shall not be liable for any damage caused by the use of the vehicle in accordance with its intended purpose which does not materially affect the overall visual impression of the vehicle.

**not accepted - violent damage**

Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- no original / repair not proper and professional

**Evaluation criteria / Repair instructions**

Fractures and cracks that restrict further use must be replaced (if possible) in the partial replacement.

Fractures, cracks and holes in several base plates, these must be completely replaced.
**floor walls**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**

Small dents, scratches and ver- sions

The vehicle shall not be liable for any damage caused by the use of the vehicle in accordance with its intended purpose which does not materially affect the overall visual impression of the vehicle.

**not accepted - violent damage**

Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- no original / repair not proper and professional

**Evaluation criteria / Repair instructions**

Deformations and dents that allow the tailgate to continue to be used.

**Calculation type: Repair (proportional to runtime)**

Strong deformations or cracks, the repair of which is technically not possible or economically not justifiable.

**Calculation type: Renewal (100 %)**
**rear fender**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**
Small dents, scratches and versions
The vehicle must have a high level of resistance to scratches which do not significantly impair the overall visual impression of the vehicle.

**not accepted - violent damage**
Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- no original / repair not proper and professional

**Evaluation criteria / Repair advice**
Repair not possible. Calculation proportionally according to minimum value matrix, since the function is still given.

**Calculation type:** Repair (proportional to runtime)

**Evaluation criteria / Repair instructions**
Strong deformations or cracks, the repair of which is technically not possible or economically not justifiable.
lighting

accepted - trace of use
Damaged by:
- slight scratches
- minor bruising
- slight deformations

Evaluation criteria / Repair instructions
Slight scratches or stone chips that do not impair the function of the lighting equipment.

not accepted - violent damage
Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- no original / repair not proper and professional

Evaluation criteria / Repair instructions
Cracks and fractures that impair function and safety. A partial replacement is possible here (fitted rear light).

Calculation type: Repair (proportional to runtime)

Evaluation criteria / Repair instructions
Cracks and fractures that impair function and safety. Here the entire rear light has to be replaced (glued rear light glass).

Calculation type: Renewal (100 %)
**light carrier**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**

Small dents, slight scratches or paint abrasion that correspond to the intended use and do not significantly impair the overall visual impression of the vehicle.

**not accepted - violent damage**

Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- no original / repair not proper and professional

**Evaluation criteria / Repair instructions**

Slight deformations that do not significantly impair the function. A repair must be carried out here.

Strong deformation, repair of the underride guard / light carrier is not permitted for safety reasons.
**tires**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- environmental influences

**Evaluation criteria / Repair advice**
Slight impact damage, which could damage the tyre. Do not impair traffic safety. Normal tyre wear, provided that the tread depth does not exceed the contractual minimum requirement.

**not accepted - violent damage**
Damaged by:
- Damage caused by collision / foreign bodies
- Undercutting of the minimum tread depth
- no original

**Evaluation criteria / Repair instructions**
- Single-sided worn tyres due to modified axle geometry.
- Different profile patterns of the same axis. Foreign bodies penetrating the carcass or tread (air loss) etc.

**Calculation type**: Repair (proportional to runtime)

**Evaluation criteria / Repair instructions**
- Tread depth
  - Summer tyres less than 3 mm.
  - Tread depth of winter tyres smaller than 4 mm.
  - Tread depth All-season tyres smaller than 4 mm.

**Calculation type**: Renewal (100 %)
**rims**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**

Slight impact damage or impact damage rust caused by environmental influences as well as exposure to road salt etc.

**not accepted - violent damage**

Damaged by:
- Fractures / Cracks
- Deformations / Abrasions
- no original

**Evaluation criteria / Repair advice**

A repair is not permitted, a renewal is therefore mandatory.

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**Your Partner for Mobility & Service**
windshield

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising

Evaluation criteria / Repair instructions
Surface stone chips that do not impair road safety (see description of windscreen repair and windscreen replacement).

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Repair not carried out properly and professionally
• rock chipping with cracking

Evaluation criteria / Repair instructions for windscreen repair provided, subject to the proviso that the stone impact is not within the driver’s field of vision. Impact crater not larger than 5 mm, crack does not end at the edge of the pane, the inner pane / film in the inner pane is not damaged.

Assessment criteria / Repair advice
Replacement of windscreen in the event of stone chips in the driver’s field of vision (corresponds to approx. a 29 cm wide vertical strip starting from the centre of the steering wheel (14.5 cm to the right & left). At the upper and lower edge this is limited by the wiper field).
interior

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• light deformations

Evaluation criteria / Repair instructions
Small boreholes, which are not in the direct field of vision.

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Deformations / Abrasions
• Repair not carried out properly and professionally

Evaluation criteria / Repair instructions
Small boreholes, which are located in the direct field of vision and can be "smart-repair" can be repaired.

Evaluation criteria / Repair instructions
Large boreholes and cracks which cannot be repaired by means of "smart-repair", the repair of which is not technically possible or economically justifiable.
seats

accepted - trace of use
Damaged by:
• light soiling
• attrition
• color deviations

Evaluation criteria / Repair instructions
Colour fading, slight wear and slight soiling to be removed by cleaning.

not accepted - violent damage
Damaged by:
• burn holes
• Deformations / Abrasions
• no original / repair not proper and professional

Evaluation criteria / Repair advice
Superficial, small burn holes that can be repaired using "smart-repair".

Evaluation criteria / Repair advice
Fire holes that have already damaged the seat cushion can no longer be repaired. Here the complete seat cushion is to be renewed.

Calculation type: Renewal (100 %)
**wheel arch**

**accepted - trace of use**
Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**
Small dents, scratches and ver-sions
The vehicle shall not be liable for any damage caused by the use of the vehicle in accordance with its intended purpose which does not materially affect the overall visual impression of the vehicle.

**not accepted - violent damage**
Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- Repair not carried out properly and professionally

**Evaluation criteria / Repair instructions**
Deformation with paint damage, the repair of which is technically possible.

**Evaluation criteria / Repair instructions**
Strong deformations or cracks, the repair of which is technically not possible or economically not justifiable.

*Calculation type: Repair (proportional to runtime)*

*Calculation type: Renewal (100 %)*
**partition**

**accepted - trace of use**

Damaged by:
- slight scratches
- minor bruising
- slight deformations

**Evaluation criteria / Repair instructions**

Small dents, scratches and versions

The vehicle shall not be liable for any damage caused by the use of the vehicle in accordance with its intended purpose which does not materially affect the overall visual impression of the vehicle.

**not accepted - violent damage**

Damaged by:
- Fractures / cracks / boreholes
- Deformations / Abrasions
- no original / repair not proper and professional

**Evaluation criteria / Repair advice**

Boreholes and small dents whose repair is technically possible.

**Evaluation criteria / Repair instructions**

Strong deformations or cracks, the repair of which is technically not possible or economically not justifiable.
facings

accepted - trace of use
Damaged by:
• slight scratches
• minor bruising
• slight deformations

Evaluation criteria / Repair instructions
Slight damage corresponding to the intended use.

not accepted - violent damage
Damaged by:
• Fractures / cracks / boreholes
• Deformations / Abrasions
• no original / repair not proper and professional

Evaluation criteria / Repair advice
Broken or cracked facings, the repair of which is not technically possible or economically justifiable.

Your Partner for Mobility & Service
**missing parts**

*not accepted*

Missing accessories and equipment will not be accepted and will be charged at 100%. Accessories like: Vehicle key, vehicle documents (on-board folder, operating instructions, vehicle registration document, service booklet, navigation CD/DVD etc.)

**Evaluation criteria / Repair instructions** Accessories delivered in accordance with the delivery protocol must be inspected at the time the vehicle is handed over or at the time the vehicle is repaired. The Commission will present the drafting of the take-back protocol again.

**Evaluation criteria / Repair instructions** Accessories for the specific driving equipment such as on-board tools, spare wheel (Tirefit, compressor, etc.).

**Evaluation criteria / repair instructions** Vehicle-specific documents must be handed over again upon delivery, provided that the delivery protocol has been drawn up.
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