

DAIMLER TRUCK

Financial Services



Fair valuation for trucks.

Information about vehicle return
from leasing and Service-Leasing.



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Your satisfaction is particularly important to us.

Daimler Truck Financial Services Deutschland GmbH will provide you with your individual vehicle for the contractually agreed service life. During this period of use, the specified residual value of your truck and its individual body is guaranteed subject to careful use and maintenance of the vehicle.

With this brochure, we would like to prepare you for the return of your Mercedes-Benz truck or FUSO Canter from leasing or Service-Leasing and provide you with important information beforehand to ensure a fair and transparent vehicle valuation.

If you return your vehicle to your Mercedes-Benz or FUSO dealership or TruckStore at the end of your contract, Daimler Truck Financial Services Deutschland GmbH will always commission an independent expert report at its own expense, which is used to assess and evaluate your returned vehicle according to specified standards.

If your dealership has guaranteed the residual vehicle value to Daimler Truck Financial Services Deutschland GmbH, an independent expert report will only be commissioned after prior agreement between you and your dealership.

Valuation guidelines for vehicle return.

There is a differentiation between three types of damage in the vehicle valuation:

Signs of use are caused by the intended use of the vehicle and are free of charge.

Impact damage extends beyond normal wear and tear and results from negligent use. The rectification of the damage is subject to a charge.

Technical damage to the vehicle such as engine, transmission, air conditioning system etc. are subject to a charge.

When assessing the depreciation which the customer must compensate for, the age of the vehicle and the mileage are considered in each case.

One exception concerns Service-Leasing contracts. In this case, technical damage is covered in accordance with the scope of the contract.

You will find information for damage assessment on the following pages.

The overview does not claim to be complete. The examples are categorised as follows for your information.

 **Free of charge**

- Signs of use

 **Subject to a charge**

- Impact damage
 - Technical damage
-

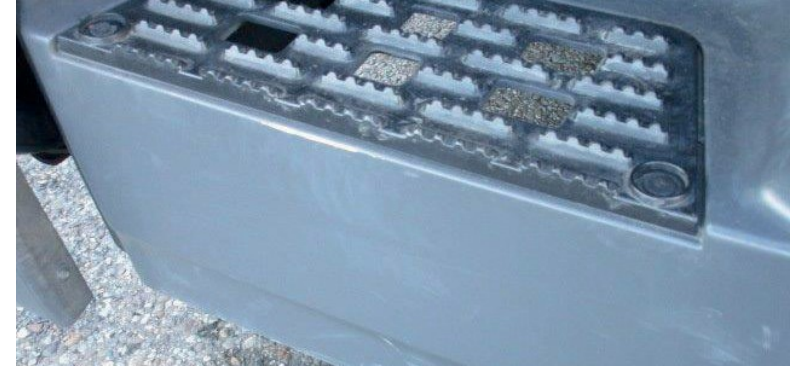
Examples of damage to bumper, wheel cover, entrance.



✔ **Bumpers/signs of use**
• Minor scuffing



✔ **Wheel cover/signs of use**
• Minor scratches and pressure marks



✔ **Entrance/signs of use**
• Minor scrapes



✘ **Bumpers/impact damage**
• Major scrapes, crack formation or material fractures



✘ **Wheel cover/impact damage**
• Holes or deformations



✘ **Entrance/impact damage**
• Deep scratches, material ablation or crack formation

Examples of damage to cargo liftgate, box body, mirrors.



✔ **Cargo liftgate/signs of use**
• Minor scrapes in paint, typical signs of wear



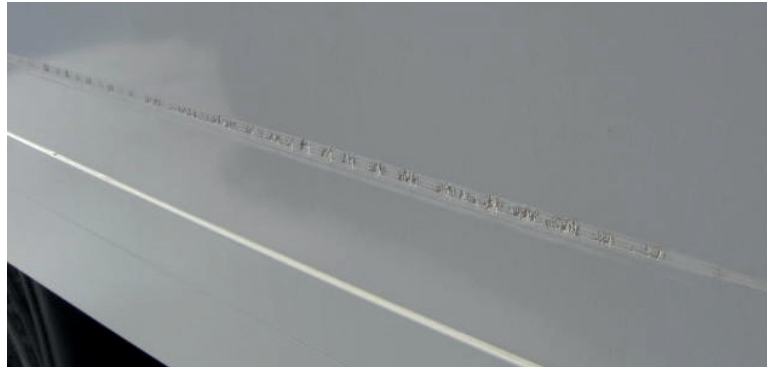
✔ **Box body/signs of use**
• Scratches caused by scraping



✔ **Mirrors/signs of use**
• Minor scrapes



✘ **Cargo liftgate/impact damage**
• Material deformations, fractures

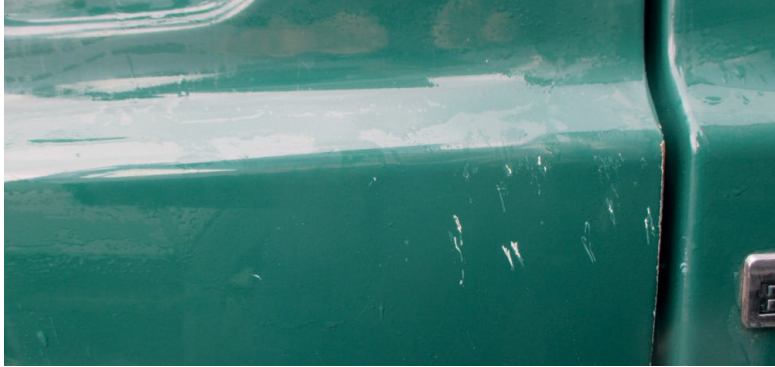


✘ **Box body/impact damage**
• Major scrapes in the paintwork, down to the primer



✘ **Mirrors/impact damage**
• Deep scratches, crack formation or material chipping

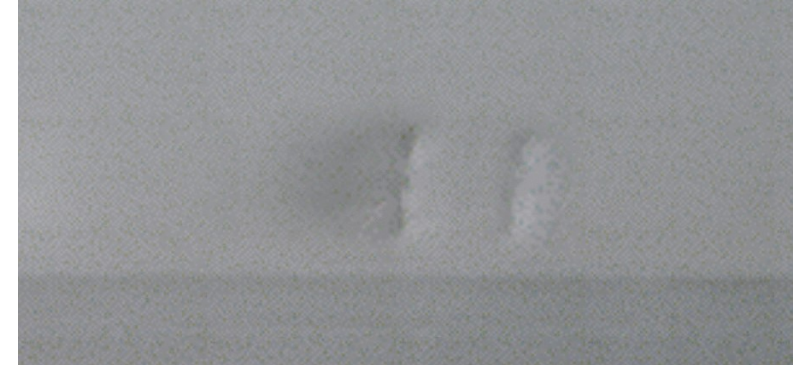
Examples of damage to door, rear of cab, interior body.



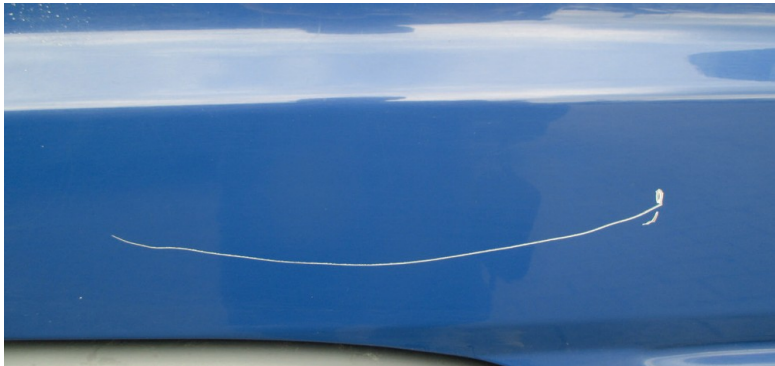
✔ **Door/signs of use**
• Minor scratches



✔ **Rear of cab/signs of use**
• Minor scratches, small dents or chafe marks



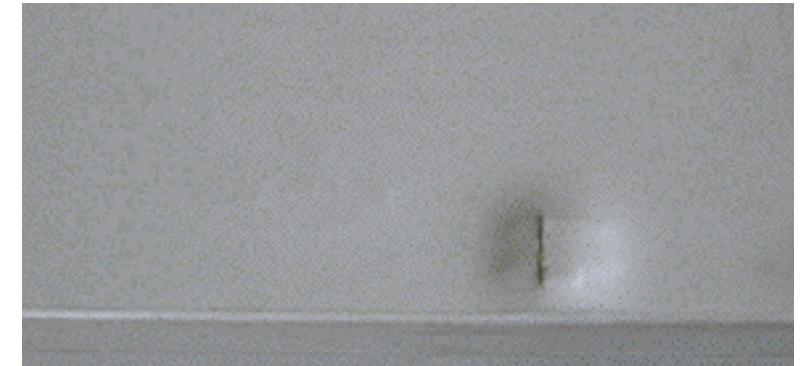
✔ **Interior body/signs of use**
• Minor dents without cracks



✘ **Door/impact damage**
• Major damage to the paintwork



✘ **Rear of cab/impact damage**
• Dents, damage to paintwork, dented or cracked



✘ **Interior body/impact damage**
• Deep dents with cracks or puncture in the box body insulation

Examples of damage to frame cover, side impact protection, wings.



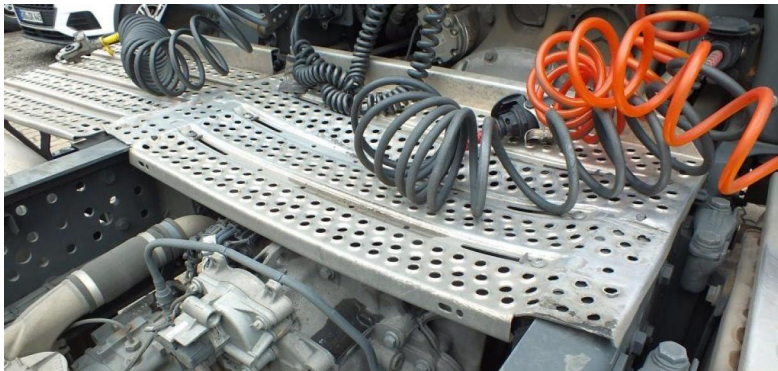
✔ **Frame cover/signs of use**
• Minor deformations, minor scratches



✔ **Side impact protection/signs of use**
• Minor scrapes



✔ **Wings/signs of use**
• Minor surface scratches



✘ **Frame cover/impact damage**
• Major deformations



✘ **Side impact protection/impact damage**
• Major deformations



✘ **Wings/impact damage**
• Scratches, crack formation or material chipping

Examples of damage to instrument panel, seats, tank.



✔ Instrument panel/signs of use
• Small holes, dirt



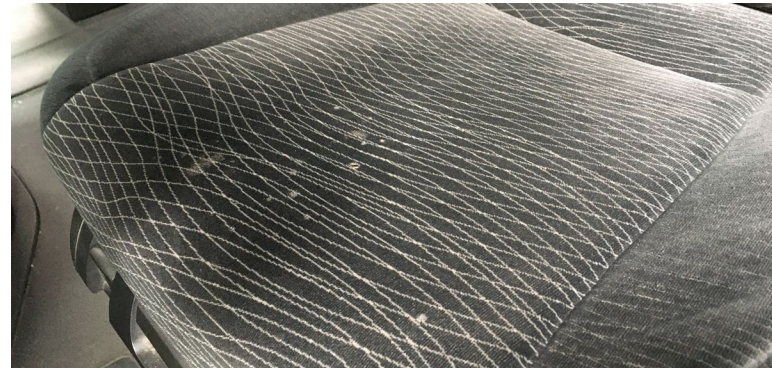
✔ Seats/signs of use
• Staining



✔ Tank/signs of use
• Scratches



✘ Instrument panel/impact damage
• Deep scratches, holes or boreholes



✘ Seats/impact damage
• Holes or cracks



✘ Tank/impact damage
• Deformations

Examples of damage to wind deflectors, spoiler, side protection cladding.



✔ Wind deflector/signs of use
• Minor scrapes



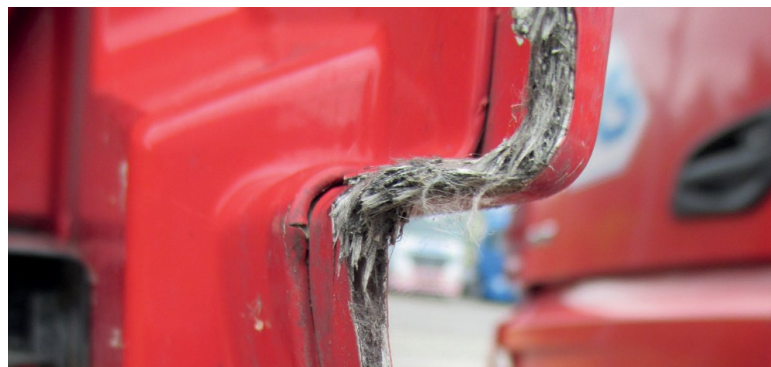
✔ Spoiler/signs of use
• Damage to paintwork



✔ Side protection cladding/signs of use
• Minor scrapes



✘ Wind deflector/impact damage
• Scratches, cracks or fractures



✘ Spoiler/impact damage
• Scratches, cracks or fractures



✘ Side protection cladding/impact damage
• Scratches, cracks or fractures

Examples of damage to attachments, bodies and conversions.



Box body/impact damage

- Box body with polystyrene plates and water heater removed



Spoiler/impact damage

- Lighting retrofitted
- Not installed professionally
- Loose cable connection



Lamp bracket/impact damage

- Not installed professionally
- Water ingress
- Lamp bracket non-functional

Examples of damage to attachments, bodies and conversions.



Lamp bracket/signs of use

- No depreciation
- Functional
- Professional installation



Auxiliary air conditioning system/signs of use

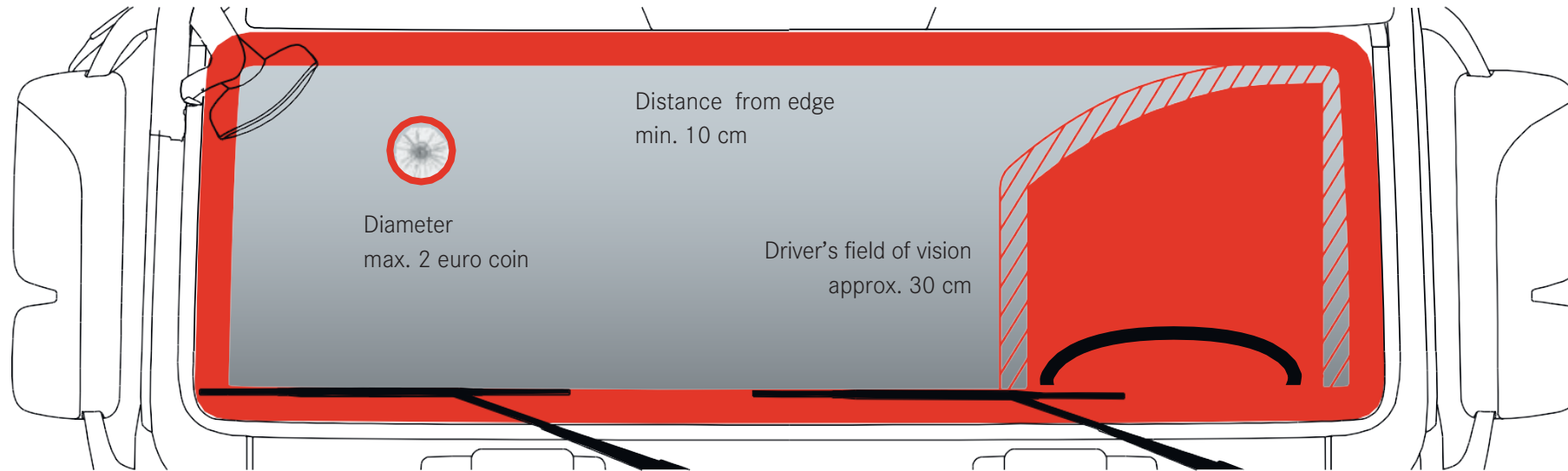
- No depreciation
- Functional
- Professional installation



Rotating beacon/signs of use

- No depreciation
- Functional
- Professional installation

Examples of damage to a windscreen caused by stone chipping.



⊗ Stone chipping can be repaired, but is subject to a charge

Stone chipping outside of the driver's field of vision

- Stone chipping up to max. Ø 2.5 cm (2 euro coin)
- Outside of the edge area (approx. 10 cm)

Repair is required.

⊗ Stone chipping cannot be repaired and is subject to a charge

Stone chipping within the field of vision (30 cm)

- Stone chipping larger than Ø 2.5 cm (2 euro coin)
- Within the edge area (approx. 10 cm)
- In the event of crack formation, also outside of the field of vision
- Scratches on the windscreen

Repair is not possible, windscreen replacement is required.

Examples of damage to a windscreen caused by stone chipping.



- ❌ **Stone chipping/impact damage**
- Stone chipping with crack formation
 - Outside of field of vision
 - Repair is not permitted
 - Windscreen replacement



- ❌ **Stone chipping/impact damage**
- Stone chipping without crack formation
 - Within the field of vision
 - Repair is not permitted
 - Windscreen replacement

Examples of damage to a windscreen caused by stone chipping.



❌ **Scratches/impact damage**

- Windscreen scratched
- Repair is not permitted
- Not HU-capable
- Windscreen replacement

❌ **Stone chipping/impact damage**

- Stone chipping without crack formation
- Outside of field of vision
- Repair is permitted
- Smart Repair

Examples of damage for statutory inspections and maintenance services.

- ⊗ Maintenance services currently due*
- ⊗ Statutory inspections expired* (main inspection, emissions inspection, accident prevention regulations, §57B)
- ⊗ Tyre tread depth less than 6 mm
- ⊗ Retreaded tyres on steering and trailing axles
- ⊗ Regrooved tyres on every axle
- ✓ Retreaded tyres on the drive axle
- ⊗ Active fault message

*In the case of a valid Service Complete contract, the costs are settled as part of this contract (no costs for the customer)

Examples of damage to batteries in electric vehicles.

The following additionally apply to electric vehicles
Valuation criteria:

- ❌ **Mechanical damage** to the battery housing (dents, cracks, etc.), especially on the underbody
- ❌ **Maintenance intervals** were not fully complied with (e.g. coolant, replacement of drier cartridge)
- ❌ **Recognisable, undocumented** repair measures



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