

CONSISTENTLY EFFICIENT 



Guideline for return of vehicles.

MAN | TopUsed



Dear Customer,

Thank you for choosing a vehicle from MAN.

It is recommended that you inspect the vehicle thoroughly for damage before returning it. This brochure provides you with a guideline enabling you to carry out the process of returning your vehicle properly.

Here you can find illustrative examples of “normal wear and tear” and “normal signs of use”, that will not give rise to any complaint when you return your vehicle. In addition, we have listed some examples of damage to vehicles that must under all circumstances be avoided. If such damage occurs, it should be repaired by a specialist workshop prior to the return of the vehicle.

Details on the proper maintenance of your vehicle can be found in the operating instructions. Should you require assistance, your nearest MAN Partner will be happy to advise you.



Vehicle – interior



The cab is the driver's workplace. It is designed for maximum comfort. Regular care and maintenance reduce the risk of damage and unnecessary wear and tear.

Vehicle – interior

Seats

Acceptable

Slight marks, soiling due to normal use that can be removed by the usual cleaning process.

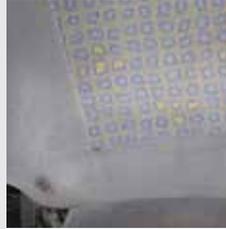


Wear on the upholstery resulting from daily use.

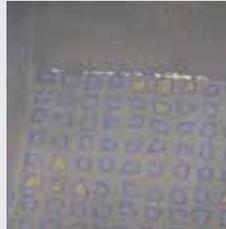


In need of repair

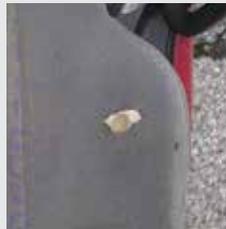
Marks on the seats resulting from oil or other substances that cannot be removed by means of normal cleaning agents.



Rips or tears in the upholstery resulting from improper use or lack of care.



Burn marks on the upholstery, e.g. from cigarettes or corrosive substances.



Vehicle – interior

Instrument panel, dashboard and decorative trim

Acceptable

Slight scratches and holes in the instrument panel that have been repaired.



In need of repair

Deep scratches or marks on the instrument panel. Holes drilled into the dashboard to mount equipment and missing or lost blank panels.



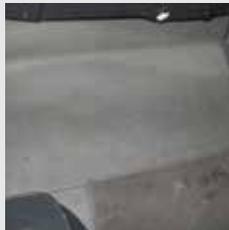
The tachograph seals must be intact and show no signs of tampering.



Footwell

Acceptable

Slight scuffing and signs of wear due to daily use.



In need of repair

Tears and rips in the floor mats.



Cab – exterior



Maintain the value of your vehicle by having it cleaned and serviced regularly.

You should have all damage to surfaces, lights, windows and mirrors repaired in accordance with the manufacturer's instructions by an MAN Service Partner during the contractual period.

Your nearest MAN Partner will be happy to accept orders for repairs to your vehicle.

Cab – exterior

Side panelling, doors and roof

Acceptable

Slight scratches, stone chipping and small dents resulting from daily use.



Customer lettering that has been professionally removed with no residue of adhesives and no damage to the paintwork.



Surface scratches.



Surface scratches on the side wall – do not lead to rusting.



In need of repair

Cracks or dents in the bodywork due to accidents.



All stickers must be removed and any damage to the paintwork professionally repaired.



Front mudguard broken.



Deep stone chippings that lead to rusting.



Cab – exterior

Side panelling, doors and roof

Acceptable	In need of repair
<p>Slight dents and surface scratches on the rear wall of the cab.</p> 	<p>Rear wall dented, with badly damaged paintwork.</p> 
<p>Scratches on the step.</p> 	<p>Step broken.</p> 

Glazing, lights and mirrors

Acceptable	In need of repair
<p>Small stone chippings (maximum two), not in driver's field of vision and outside area A of the windscreen.</p> 	<p>Cracks due to large stone chippings that cannot be repaired (irrespective of their location on the windscreen).</p> 
<p>Surface scratches and small cracks that do not allow water to penetrate.</p> 	<p>Cracks and holes in the glass or broken mountings that allow water to penetrate, which can interfere with the operation of the lights.</p> 

Cab – exterior

Glazing, lights and mirrors

Acceptable

Surface scratches on the mirror casings.



In need of repair

Mirror glass cracked or broken.



Damaged casing of external mirror.



Bumpers

Acceptable

Slight scratches and scuffing that have not deformed the bumper or gone right through its outer coating and that are part of normal wear and tear.



In need of repair

Dented, bent or deformed bumpers.



Miscellaneous

Side guard

Acceptable

Slight damage and rust within the bounds of normal wear and tear that do not impair safety or operation.



In need of repair

Bent or deformed side guard, including the supporting struts.



Tail lift

Acceptable

Slight scratches and small dents as a result of normal use.



In need of repair

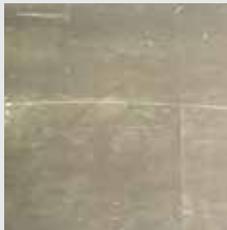
Mechanical defects that impair the safety or function of the platform. Holes in the structure.



Body interior

Acceptable

Slightly scuffed and marked floor as a result of normal use.



In need of repair

Bent or broken frames.



Miscellaneous

Body interior

Acceptable	In need of repair
<p data-bbox="125 331 297 472">General wear and tear inside the body resulting from normal use. Normal wear on the load platform.</p> 	 <p data-bbox="824 331 992 501">Holes in the bodywork that have had plating riveted over them, are poorly filled or sprayed over.</p>  <p data-bbox="824 576 992 652">Corner of box body dented and loading sill deformed.</p>

Step and mudguards

Acceptable	In need of repair
<p data-bbox="125 992 230 1101">Scrapes on the rear axle mudguard cover.</p>  <p data-bbox="125 1236 255 1284">Step scratched on the left.</p> 	 <p data-bbox="824 992 936 1040">Cracks in the mudguards.</p>  <p data-bbox="824 1236 929 1284">Step broken on right.</p>

Miscellaneous

Tipper and dropside

Acceptable

General wear and tear on the locking pins and hinges.



General wear and tear on the floor within the bounds of normal use. Slight damage within the bounds of normal use.



In need of repair



Missing centre pillar, locking pins and hinges that impair the safety and operation of the foldable side walls or flaps.

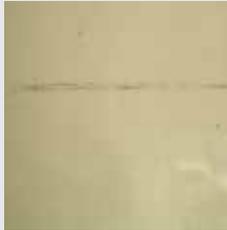


Major damage to the bodywork sides or flaps where metal or primer is visible.

Box bodies

Acceptable

Minor scratches (tree scratches) within the bounds of normal use.



In need of repair



Damage that enables water to penetrate the bodywork or wall structure.



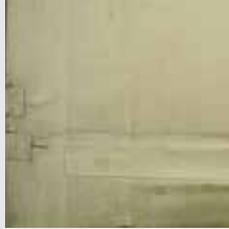
Major damage to the box body support.

Miscellaneous

Curtainside

Acceptable

Professional repairs to curtains carried out from the inner side.



In need of repair

All unrepaired damage to curtains. Too many repairs to curtains (a maximum of three repairs per side).



Fuel tank

Acceptable

Illustration of acceptable damage to fuel tank on older vehicles.



In need of repair

Illustration of unacceptable damage to fuel tank.



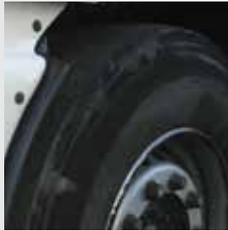
General and mechanical maintenance

In order to keep your maintenance costs down as far as possible, we recommend that you adhere to the defined maintenance intervals and keep a maintenance log. In this way, minor defects and signs of wear and tear can be rectified professionally.

Tyres and wheels

Acceptable

Signs of use on the rims. Slight abrasion on the sides caused by curbs.



Normal tyre wear, as long as the tread depth exceeds the minimum specified in the agreement.



Minimum depth specified in the agreement.



In need of repair

Inner casing of tyre is torn.



Uneven tread pattern on same axle. Retreaded tyres on non drive axles. Regrooved tyres (on any axle). Damage to the tyre walls.



One-sided tyre wear.



- All replaced rims must be identical to those originally supplied
- The types of tyre and tread on any one axle should be identical
- Tyres for driven axles may not be used on steered axles and vice versa

Additional equipment and documentation

We look forward to taking back your vehicle with its accessories complete as originally supplied and in well-maintained condition, together with valid documentation.

When you return your vehicle we require the following documents and accessories.

- Valid MOT Test Certificate (minimum 6 months remaining)
- Documents pertaining to bodywork and supplementary equipment including complete maintenance log and all operating instructions
- All registration papers and other documents required by law
- Information on the vehicle and the bodywork including operating instructions and documentation of manufacturers' guarantees that have not expired
- Complete service book (stamped service book, printout from authorised workshop, documents either in paper form or as copies of files)
- Toolkit, jack and similar accessories supplied with the vehicle
- Key (including spare and master keys)
- The tachograph must have been calibrated and passed inspection
- Audio equipment, including security codes/cards and documentation

Conditions applying to return

When your buy-back, finance or rental agreement expires you are obligated to return the vehicle in good condition (commensurate with its age and expected mileage). The following conditions must be fulfilled.

- a. The vehicle may not have any accident damage or rust as a result of the cargo transported or negligence.
 - b. Repairs to any rust or paintwork damaged must have been carried out and any lettering professionally removed.
 - c. All glazing, lights and lenses must be intact and undamaged.
 - d. The vehicle must be clean, the interior of the cab must be professionally cleaned in accordance with the supplier's standard conditions. Upholstery, instruments, fittings and controls must be intact and free of cracks, cuts, burns and signs of misuse.
 - e. The vehicle may exhibit no mechanical, electronic or hydraulic damage or any other damage that contravenes statutory requirements.
 - f. Batteries must be able to start the engine when cold.
 - g. The tyres must be as specified in the agreement. There must be no recut tread or damage to the tyre sidewalls. The types of tyre and tread on any one axle must all be identical.
 - h. The vehicle must be properly registered. Annual test (MOT) must still be valid as specified in the agreement.
 - i. The vehicle must be returned with the equipment with which it was originally supplied. This includes, for example, the toolkit and spare tyre or equivalent replacements.
 - j. The equipment approved and installed by the OEM (or equivalent replacement) must be intact in its entirety.
 - k. Accessories such as cranes, tail lift, cooling units/systems may not exhibit any mechanical or electrical defects.
- The following must be returned together with the vehicle.
- Registration papers, inspection reports and the tachograph calibration report
 - Inspection report or calibration report for supplementary equipment in accordance with statutory regulations

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