

ANNEXURE

Wear and Tear Guideline

This guide refers to the general wear and tear condition of the vehicles, this also specify guidelines to maintain in the vehicles in Good Working Condition.

Below mentioned basic guidelines need to be followed by the customer till the vehicle is returned by him/her on the end of the term. Any deviation as specified under the various head would be unacceptable and actual repair charges to be given by the customer as per dealer workshop repairs/ refurbishment quote.

Vehicle Paint & Body

Minor scratches > 25mm	
Stone Chip to any panel > 2mm	
Stone Chip per panel > 5	
Dent > than 20mm in diameter 1mm in depth	
Any damages or scratches on roof top, engine hood & trunk lid	
Scratches > than 50mm long that can be polished out	
Single scratch > 100mm long & 1mm wide that is down to bare metal but with no dent	
Surface damage has penetrated till bare metal	
Surface damage with corrosion has set in	
Any work performed not as per BMW standard with an applicable anti corrosion guarantees	
Color mismatch between panels	
Paint damage caused due to bird excrement	
Paint damaged caused due to environmental/ application error	
Multiple dents occurring on a single panel (no matter how small)	
Obvious evidence of repair such as abrasion/ score marks in paint work	
Dents on wheel arch, style lines, door sill	

Bumpers

Isolated scratch > 100 sq.mm	
Cracked, broken, deformed	
Deep multiple scratches of any size on the corners	
Dent > 20 mm in diameter or 1 mm deep	

Window Glasses

Cracks or damage within the driver's sight line/ on the windshield glass	
Mirror Glass broken	
Light Scratches and minor chipping on the glasses	
Cracks or damage door glasses	

Exterior Lights

Minor Scuff marks or scratches on the surface	
Holes or cracks in the glass or plastic covers or lamp units	
Lighting unit with fused bulb	

Luggage compartment	
Missing BMW tool Kit	
Missing vehicle Jack	
Vehicle jack is not operational Missing Spare Wheel	
Missing warning triangle	
Vehicle Interior & Upholstery	
Visible burns, holes of any kind	
Permanent staining to the seats carpets and headliner	
Permanent damage due to harsh or corrosive material	
Torn or split floor coverings and floor mats	
Instrument Panel & Center Console	
Permanent damage caused due to burns, tears or cut	
Permanent staining	
Holes of any kind that are drill	
Removal of any accessories	
Missing vehicle keys	
Missing remote controls/ head phones	
Paint damage on the door opening down to bare metal	
Interior controls	
All original controls not operating correctly	
Any odometer alterations done	
Unauthorized odometer replacement observed	
Vehicle under Carriage	
Significant structural damage or chassis distortion	
Wheels & Wheels Rims/ Trims	
All four wheel caps are not intact	
Any crack, deformation and scratches deeper than 1 mm	
Rims are differing from those originally supplied	
Dents or damage to the Rim/ Alloy wheel	
Tires	
Tires do not comply with BMW recommendations of tyre size, type and speed rating	
Remaining tread depth < 2mm	
Observed tire bulge and cut	
Brake system	
Thickness less than specified limits	
Engine and Transmission	
Engine mis-firing	
Engine damage due to hydrostatic lock	
Excessive smoke	
Vehicle Suspension	
Abnormal noise from suspension on smooth road	

Rear Axle assembly	
Humming noise while running	
Externally damage and broken internal components	
Vehicle electrical and electronics	
Non recommended battery installed	
Non-standard repair carried out on electrical/ electronic systems	
Non-standard electrical/ electronics fitment other than BMW accessories	
General Observation	
Modification in the vehicle configuration (e.g changing of fitments, accessories etc.)	
Routine service and maintenance not carried out at BMW authorized service station	
Defined servicing intervals not followed	
Missing service manual	
Vehicle damage from accident, fire or natural calamities (flood, earthquake)	
Excess km charges are as follows: Countryman/X1/ 2GC/ 3 Series/ 3GL/ 5 Series/ 6GT: INR 20 per km X3/ X4/ X5/ X7/ 7 Series/Others: INR 30 per km	
Tenure extension would result in cancellation of contract.	