



Using the Wear and Tear Template

Getting Started

We hope you've enjoyed the experience of driving one of our exciting vehicles. Should you decide to return your vehicle, its overall condition will need to be evaluated. Don't be alarmed – a normal amount of wear and tear is expected. To help you distinguish between normal and excess (or chargeable) wear and tear, Ford Credit has developed a convenient Wear and Tear Template, as well as some useful guidelines* to aid in assessing your vehicle's condition.

Some types of vehicle damages considered chargeable may be covered by your insurance policy. If this is the case, be sure to allow sufficient time for claims to be processed and repairs completed before returning your vehicle.

Remember, your Ford dealer is always ready to provide needed repairs, parts, service and expertise on whatever is necessary to prepare your vehicle for return to your originating dealer.

Exterior (Refer to **A** on Template)

Regarding the vehicle body, place the entire Wear and Tear Template directly over any scratches, paint chips, dents or bumper damage. Damage that can be completely covered by the template is not chargeable.

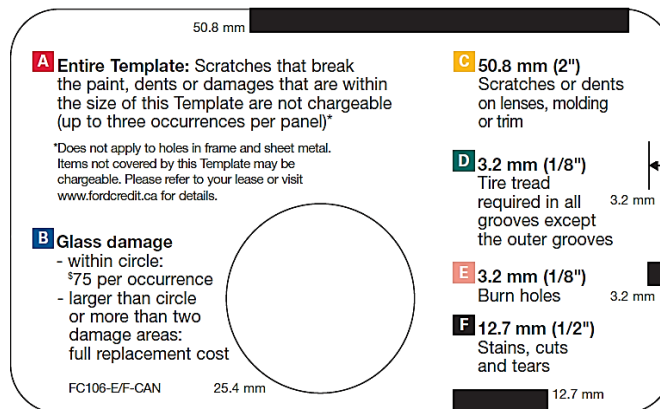
Please note: Template test does not apply to holes in frame or sheet metal. Items not covered by this template may be chargeable. Please refer to your contract for details.

Scratches or Dents (Refer to **C** on Template)

For lenses, body moldings or window trim, measure any scratches and/or dents using the edge of the 50.8 mm (2-inch) standard. Scratches less than 50.8 mm (2-inches) in length and dents less than 50.8 mm (2-inches) wide are not chargeable.

Tires (Refer to **D** on Template)

Use the 3.2 mm (1/8-inch) standard to measure the depth of your tire tread by placing the edge of the template into the tire groove. (Note: A tire depth gauge will give the most accurate reading.) If the tread is equal to or greater than the standard 3.2 mm (1/8-inch), then it is not chargeable.



If you intend to use a print out of this Wear and Tear Template to assess your vehicle's condition, be sure your printout is full size by setting your paper scaling options to "none" or "100%". The Template should measure 88.9 mm (3 1/2-inch) x 53.9 mm (2 1/8-inch).

Glass (Refer to **B** on Template)

All glass damage is chargeable because even small imperfections can compromise the safety of a vehicle's occupants. If the chip or crack fits within this circle, the charge is \$75 per occurrence. For more than two occurrences on the same piece of glass, or if the damage is larger than the circle on the template, the charge equals the full glass replacement cost. We encourage you to contact your insurance company and have any damaged glass repaired or replaced prior to end of your contract.

Interior (Refer to **E** on Template)

Use the 3.2 mm (1/8-inch) standard to measure burn holes in upholstery and gouges in interior surfaces. Any burn holes or gouges that measure 3.2 mm (1/8-inch) or less are not chargeable.

Interior (Refer to **F** on Template)

Use the 12.7 mm (1/2-inch) standard to measure stains, cuts and tears in your upholstery. Minor scuffs, removable stains and damage that measure 12.7 mm (1/2-inch) or less is not chargeable.

*Please Note: If you purchased WearCare[®] see your agreement for coverage details. This is not a comprehensive list of all wear and tear guidelines. For details regarding wear and tear, see your Red Carpet Lease Agreement. For additional information, visit fordcredit.ca or call our Customer Service Centre at (877) 636-7346.