



# Vehicle Return Guidelines

**IVECO**  
CERTIFIED PRE-OWNED

**IVECO**  
Drive the road of change





# Foreword

Dear customer,

This damages catalogue aims to prepare you for returning your IVECO truck when your usage period comes to an end.

The returned vehicle must comply with its original description, particularly as regards optional extras, accessories and equipment. Furthermore, the vehicle must only be fitted with parts recommended by the manufacturer.

The examples provided not only show the most common traces of wear caused by normal vehicle use but also the most common types of deterioration due to improper use.

Traces of wear accompanied by a green symbol in the following pages do not, in principal, incur any fees and are not subject to additional costs as regards the end of contract breakdown.

Unacceptable damage is highlighted with a red symbol. All damage is detailed in an evaluation report ordered by IVECO and carried out during an appraisal for all returned vehicles. Damage evaluation criteria is based on this document.

This damages catalogue is available and can be accessed at [www.iveco-preowned.uk](http://www.iveco-preowned.uk). We hope we can work cordially together and wish you a safe journey!

**Your IVECO team**





# Return conditions

## Return location

Vehicles are returned to storage yards stipulated in the protocol signed between the parties. The haulier for the transferor must follow the rules of receipt of the storer.

## General condition of the vehicle

Each vehicle must be returned in the following condition:

- Be in working order; red malfunction warning lights for main vehicle elements off (orange warning lights not included)
- Have enough fuel, the fuel warning light off
- Be usable in complete safety for transfer by road, safety devices should be in perfect condition (e.g. no faulty brakes, tyres not worn down to the frame)
- Be revised according to the maintenance conditions set out by the manufacturer
- Be clean on the outside and inside in order to be able to evaluate any restoration fees
- Openings must be perfectly sealed so that the vehicle is watertight
- The structure must be damage free (skirt and rear wings intact, roof space), it must not have been subject to any structural realignment or a VE ranking
- Have all the original accessories and features when returned, subsequent refitting of removable parts may be refused by the protocol
- Only fit parts recommended by the manufacturer
- The vehicle must not have been subject to a theft report
- The tyre assembly must comply with the manufacturer's standards
- Valid MOT
- Inerasable odors in the cab (occurred from pets, chemical products etc.)

Upon failure to apply or justify this, the vehicle may be refused and/or fees charged based on the conditions stipulated in the protocol signed between the parties.

# Vehicle examination

## Identification

The vehicle is identified by reading the model, chassis number (full VIN), registration number and mileage. Additional information regarding the presence of the following parts:

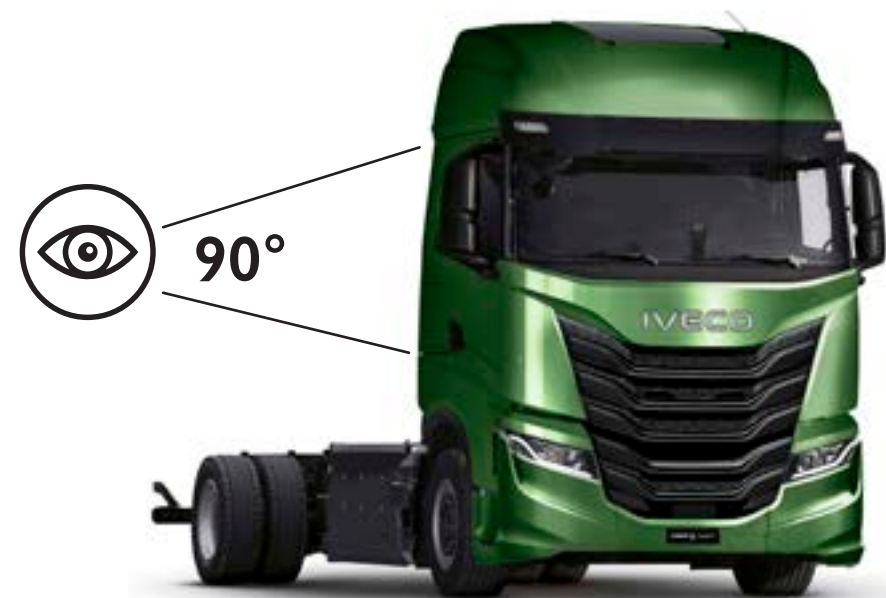
- Accessories and removable parts depending on the vehicle finish or model.  
Example: Additional seats, mats, luggage cover; net, wind guard, etc.
- Spare wheels and tools for changing/refitting wheels.  
Example: Jack, tool kit, repair kit or inflation kit, and anything delivered with the vehicle.
- Removable parts for vehicle guidance/video/audio functions.  
Example: SD card, CD-ROM, telephone, and anything stated as having been delivered with the vehicle initially and physically returned with the vehicle.
- Spare keys and vehicle opening (code) cards.
- User manuals and maintenance booklet.

The procedure for returning certain aforementioned parts is outlined in the protocol signed between the parties. The evaluator will take these features into account when checking the vehicle, as will the back office costing department when valuating the estimation.

# Technician duties

The inspection carried out on the vehicle bodywork is static. It will take place at the storage facility under the conditions set out by the parties.

The technician identifies the damage with low-angled light. The surveyor will identify deformations, defects, scratches, indentations, chips, corrosion, missing and broken parts as well as alignment faults. For light commercial vehicles (LCV): The damage noted is that which is visible from the front.



## Type of damaged detected

The damage detected is noted depending on its nature: Chips, scratches, indentations, broken part, missing part, defect, etc.

## Describing detected damage

Damage is detected and described depending on its size and number. It may be evaluated, simply noted as a memo, or not noted depending on the criteria below.

## Type of repair

- Fixed hourly rates: Cleaning, clearance, SR repair, buffing, etc.
- Time spent on bodywork according to the extent of the damage and the methods chosen
- Time spent on repairs, painting and spare parts based on manufacturer's schedule

Fixed fee, time and tariff tables are annexed to the protocol.

## Test drive

During the test drive, the vehicle's mechanical organs are assessed. You may be charged for mal-functions, according to the rules specified in the protocol.



## TEST AT IDLE – TRAFFIC JAM SPEED

- Standard start-up, on all cylinders
- Automatic transmission: Checking of locking in position "P" on a slope and no start-up with gear engaged
- Regular operation at idle
- Full lock from left to right: Transmission, front axle assembly, bearings, etc.
- Fastened seatbelt warning
- Mechanical sound
- Ambient internal sound
- Air conditioning system operation
- GPS test: Programming of a destination

## ACCELERATION PHASE 50–70 KM/H

- Damper test: Front and rear linkage assembly on uneven road or retarders
- Noises when driving: Bearings, deformation tyre
- Steering wheel: Point 0 alignment, maintenance and directional stability - steering wheel resistance
- Aerodynamic noises: Air intake, stiffling
- Clutch slipping test between 4th and 5th when going up and down gears
- GPS test – transfer and scrolling of the position (presence of CDs)

## ACCELERATION PHASE

- Clear acceleration: powertrain support test (engine silentblock), ESP,ASR (if not possible)
- Operation of supercharging system: Turbo – Compressor
- Gearbox: Switching of all gears (increase, no knocking, quick synchro)
- Mechanical vibrations: Engine, transmissions, exhaust, linkages, etc.

## DECELERATION PHASE

- Progressive braking pressed: Efficacy, maintenance in line, vibrations
- Gearbox test: Change all gears down to 2nd
- ABS activation test (speed of 15-20 KM/H)
- Engine ventilation (at end of test)
- Test return, at stop and from the outside, odours: Brakes, oil, exhaust





# Parts checked

## ENGINE COMPARTMENT

- General appearance: Fluid leakages, traces of oil, corrosion, levels visible to the eye,
- End of longitudinal members, radiator crossmembers and elements connected
- Examination of front end
- Battery

- Rear wheel arch and trim
- Roof space
- Trims and roof trim
- And any element or part that is an integral part of the vehicle

## FRONT END

- Alignment of parts
- Roof space, cabover
- Windscreen
- Cover
- Light clusters
- Grille, front bumper
- Skirt, spoiler

## LEFT SIDE: EXTERIOR

- Alignment of parts
- Front wing
- Front wheel arch and trim
- Front wing repeater
- Rear-view mirror
- Door (s)
- Underbody
- Side panels
- Sliding door
- Shaft

## REAR END

- Roof space
- Load stop
- Tailgate/boot trim
- Check opening of interior compartments
- Left and right boot trim
- Rear seat trim
- Breakdown accessories
- Loading platform
- Side panels
- Panel trim (original, wood)
- Wheel arch
- Roof space, cabovers: Brakes, oil, exhaust
- Alignment of parts
- Boot/tailgate
- Rear light
- Headlights
- Plate light and support
- Bumper
- Rear skirt
- Exhaust (deformation)
- Footboard
- Optional: Tailgate operation

## RIGHT SIDE: EXTERIOR

- Alignment of parts
- Front wing
- Front wheel arch and trim
- Front wing repeater
- Rear-view mirror
- Door (s)
- Underbody
- Side panels
- Sliding door
- Shaft
- Rear wheel arch and trim
- Roof space
- Trims and roof trim
- And any element or part that is an integral part of the vehicle

## WHEELS, RIMS AND SPARE WHEEL

- Alignment of parts
- Front wing
- Trim (steel rim)
- Size, dimensions, tyre speed index reading
- Type of spare wheel
- Tyre tread wear reading: Central, exterior
- Examination of tyre sidewall

## FRONT AND REAR SEATS/BED

- General appearance of the vehicle: Smell, cleanliness, stains
- Operation of openings and locks
- Condition of door insides and entries
- Underbody, threshold covers. Door seals
- Window, door trim
- Floor trim
- Operation of seat controls, present
- Seat belt
- Seat trims: Seat, backrest and headrest
- Rear-view mirror
- Windscreen
- Instrument panel and console
- Roof space, sunvisor, ceiling storage
- Load stop

## INTERIOR: DRIVER'S SEAT

- Checking of controls
- Mileage reading
- Engine start-up and notification of any warning lights that are on
- Full wheel lock for further examination of tyres



# Icon Key



## PAINTING/REPAIRS

Repair method involves remove dent and/or mastic application and/or sanding and/or plastic reparation and/or painting.



## CLEANING

Chemical and mechanical process, dry or wet depending on the stain or dirty mark.



## EXCHANGE

Parts are broken or badly repaired or repair cost is higher than a new spare part. A new part is necessary.



## MEMO







# Content

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**External appearance**  
of the vehicle



# Bodywork and Add-Ons: Chips, Scratches, Indentations, Defects and Cleaning



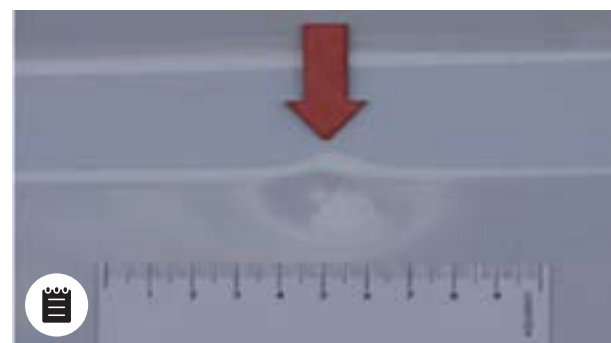
Chip  $\leq 5$  mm in diameter and  $\leq 20$  chips



Chip on door edge









Polishable damage or scratch  $\leq 50$  mm



Indentations  $\leq 50$  mm in diameter with unaltered paint, no hail damage and significant pockmarks within in the limit of 5 indentations per panel

## Others:

-  Small grazes, e.g. on the door edges
-  Small stone impacts (no through to the base coat) on the front of the vehicle
-  Slight pollution damage, can be resolved with polishing
-  Faint marks, e.g. from car wash
-  Faint scratches in the paint at the loading edges
-  Slight differences in colour due to the use of different trims or base materials and ageing



PAINTING



REPAIRS



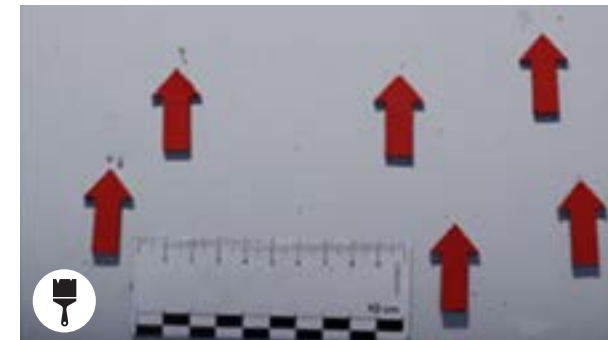
CLEANING



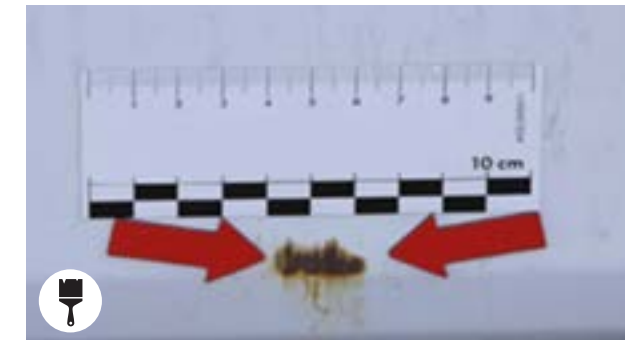
EXCHANGE



MEMO



Chip  $> 5$  mm or  $> 20$  chips



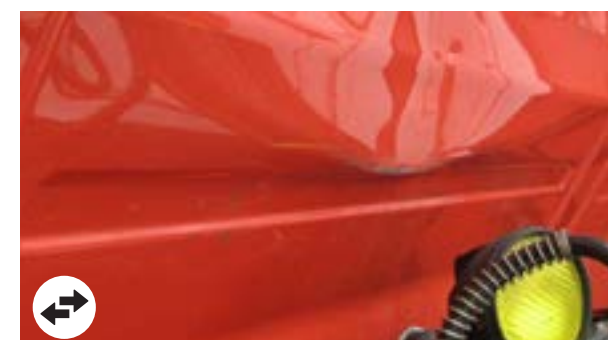
Scratches with oxidation, chemical deposit or other that cannot be cleaned



Scratches  $> 50$  mm



Chip on door edge



Irreparable parts, beyond economic repair or non-compliant exchanged part



# Bodywork and Add-Ons: Chips, Scratches, Indentations, Defects and Cleaning



Indentations > 50 mm in diameter; altered paint, hail damage or significant pockmarks  
NB: Smart repair possible on isolated, significant pockmarks if paint is not altered



Repainted with fault (dimpled appearance). Paint too thick, insufficient, with inclusion of particles



Difference in shade following repair  
NB: Tolerance accepted linked to ageing of the vehicle



Trace of glue. NB: Presence of tags or graffiti, valuation in real time during cleaning and/or buffing (if not possible to clean, replace)



Marks left by advertisements following the description of the bodywork.



PAINTING



REPAIRS



CLEANING



EXCHANGE



MEMO



## Others:



Significant damage due to pollution or chemical deposits, if it is necessary to restore the paint



Significant colour deviations e.g. following paint retouches



Unprofessional paint repairs



Large stone impacts (through to the base coat)



Removal of material and/or deformation of the bodywork and add-ons



# Exterior Mirrors, Access, Doors, Bumpers, Rear and Side Underrun Protections, Mudguards and Mud Flaps



Scratches that cannot be felt with your nail and surface ≤ 45 cm² (equivalent to a credit card)



Scratches that cannot be felt with your nail and surface ≤ 45 cm² (equivalent to a credit card)



Faint superficial scratches, e.g. at the fuel filler cap, hatches, door handles, bumpers and trims



Faint scratches in the paint at the loading edges



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Scratches that can be felt with your nail or surface > 45 cm² (equivalent to a credit card)



Removal of material or deformation feasible or economical to repair



Removal of material, broken part



Removal of material, broken part



# Exterior Mirrors, Access, Doors, Bumpers, Rear and Side Underrun Protections, Mudguards and Mud Flaps



Slight surface scratching



Slight deformation



Slight discolouring



Deep scratches and deformation



Removal of material, broken part



Deep discolouring due to chemical elements



# Vehicle Exterior Appearance, Frame and Catwalk



Slight paint scuffs around top frame, rear or crossmember

Surface scuffs around catwalk



Serious scratches as deep as the primer

Missing parts or deformed add-on parts

Deformation of the frame (strong deformation is subject to refuse return)

Deformed, torn or missing catwalk plates

Catwalk plates that are unsafe to walk on

Removed/missing original steps

Deformed crossmembers






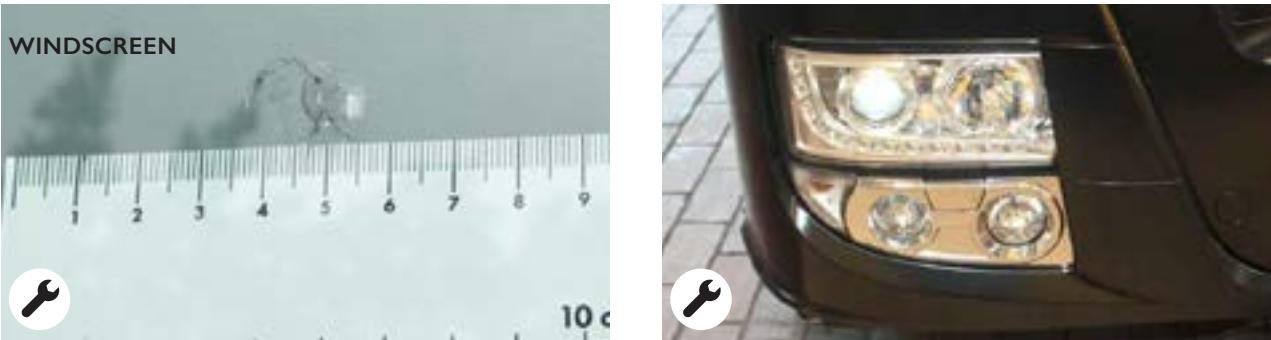
# Glazing and Lights (Rear and Front Lights)



Note: The field of vision is defined by an A3 sheet of paper positioned vertically in the steering wheel axle and centred vertically on the windscreen.

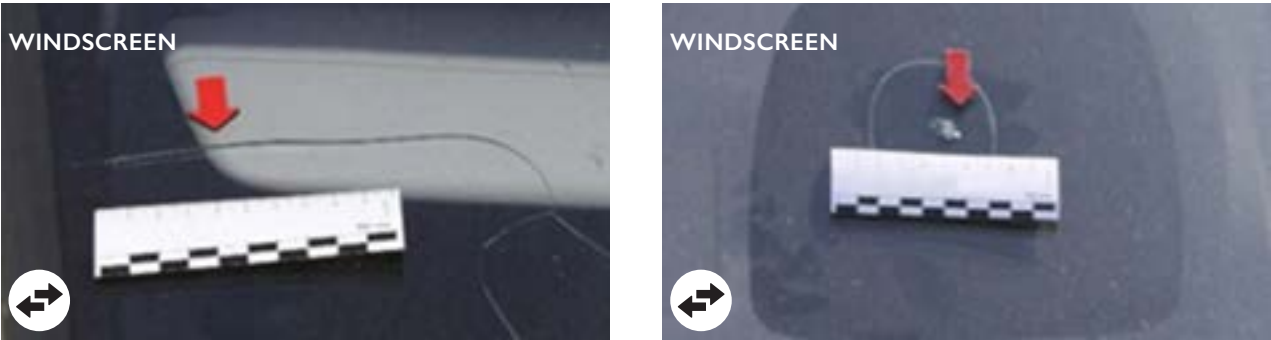
## Others:

-  Faint scratches on the rear lights
-  Light stone impacts on the headlights
-  Stone impacts repaired professionally, not located in the driver's field of vision



Chips ≤ 20 mm, outside of field of vision and ≤ 3 chips

Faint scratch (without removal of material), outside of lighting field and sealed light (BUFFING)



Chips > 20 mm, number > 3 chips, or chips in the field of vision, cracked, poorly fitted with defect, sandblasted or scratched  
Note: If the windscreen is damage in the driver's field of vision, local legislation must be checked.





# Glazing and Lights (Rear And Front Lights)



Deep scratch (with removal of material),  
outside of lighting field and sealed light



Rear and front lights broken



Scratch in the lighting field, crack, condensation, broken or broken fastening





# Tyres, Rims and Wheel Covers



Tyres: Notch  $\leq 3$  mm deep (CONFORMS)



Tyres: Base of groove depth  $\geq 7$  mm (CONFORMS)  
Note: The wear of the tyres is measured in the most worn groove on the tyre.



Rims and wheel covers: Multiple superficial scratches with or without removal of material



## Note:

Tyres no longer than the first registration date

## Tyres accepted:

- Bridgestone, Michelin, Pirelli, Goodyear and Continental
- Tyre brands belonging to above mentioned tyre groups – e.g. Tyre group Continental includes following brands: Uniroyal, Semperit, Barum, Viking, Mabor (Any brands produced in China, India, Vietnam are not accepted)



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REPAIRS



CLEANING



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# Tyres, Rims and Wheel Covers



Tyres: Notch > 3 mm deep, removal



Wheel covers: Deformed, broken, material missing or removed



Tyres: Base of groove depth < 7 mm  
Note: The wear of the tyres is measured in the most worn groove on the tyre.

Presence of tyres made by different manufacturers on the same axle

Manufacturer's sizes and indices are not respected

A tyre is retreaded or resized



On steel rim: Attachment edge slightly deformed



Rim lining damaged, non-compliant rim. Valuation of a dimensional check to check safe state of the vehicle

Cracks, deformations, significant loss of material, significant paint damage on the rims

Significant corrosion on the rims and all terrain or winter profile tyre

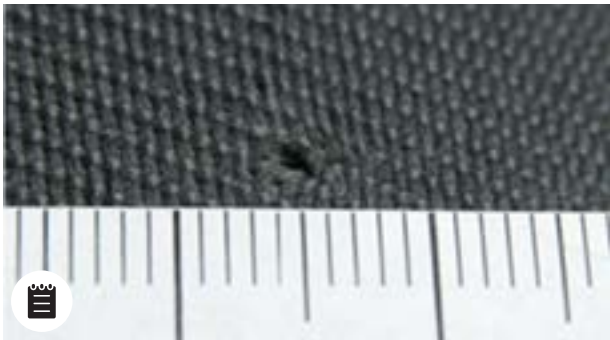




**Passenger** compartment



# Upholstery, Floor Covers, Covers, Trims and Roof Space



Burn ≤ 3 mm and without perforation of the cover



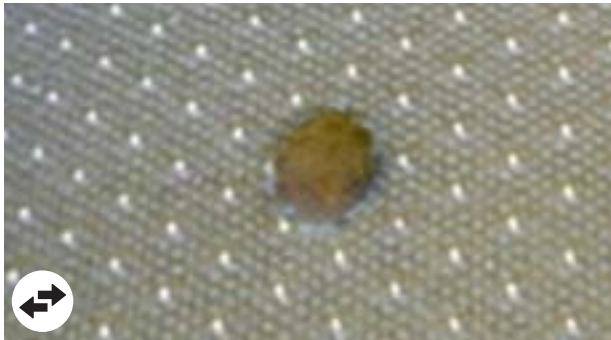
Light soiling can be removed by chemical cleaning carried out by a professional



Slight decolouration due to sun rays



Internal wall trim torn behind driver's seat



Burn > 3 mm, perforation or tear in the cover, without deterioration of the foam



Foam missing or broken frame



Perforation of hard plastic trims. Repair of hard plastic trims 1 hour flat rate if aesthetically acceptable and repairable



Fabric and plastic trim: Tear, hole > 5 mm, indelible marks





# Upholstery, Floor Covers, Covers, Trims and Roof Space



Significant soiling, stains and smells requiring chemical cleaning carried out by a professional.



Missing equipment or trims





# Instrument Panel, Steering Wheel, Instruments, Control Systems, Heating, Ventilation, Air Conditioning, Independent Air Conditioner, Additional Heating



Traces of wear on the instrument panel, instrument cluster and steering wheel



- Slight discolouration due to sun rays
- Light soiling can be removed by chemical cleaning carried out by a professional



- Control parts, seat or trim parts missing, broken or pierced
- Systems, seatbelt, seat control, displays and visuals not operating



Scratches on the combined instrument panel and other visuals or holes in the field of vision

## Others:

- Signs of carbonisation
- Significant discolouration
- Clogged filters
- Steering wheel cover damaged





**Additional** structures



# Swapbody Ancillary Frame



Signs of wear typical of the expected use



Breaks and deformations  
Serious deformed and broken end stops  
Broken twistlocks



**Note:**

Strong deformation might be subject to refuse vehicle return.



# Cab Spoilers and Box Body Structure



Cabover and deflector: Faint scratch in keeping with the vehicle appearance



Side panels: Faint scratch with material removal ≤ 20 cm



Cabover and deflector: Within economic repair



Cabover and deflector: Significant crack, missing part or beyond economic repair



Side panels: Scratch with removal of material ≥ 20cm within economic repair. Option to paint half panel



Wood side panels: Damaged wood support ≥ 20 cm

## Others:

- Underbody side profiles: Faint scratch
- Bike racks: Faint scratch
- Side and rear doors: Slight deformation: Repair time ≤ 1 h
- Flooring: Slight deformation, superficial wear
- Roof space: Slight deformation in keeping with the vehicle appearance
- Upholstery and rods: Carpet torn or detached



Underbody side profiles: Deformations within economic repair





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## Cab Spoilers and Box Body Structure



Fibre side panels: Deformation on lower part, length of > 1 m  
NB: Replacement of the front panel of the underbody requires removal of the underbody.



Underbody side profiles: Deformations beyond economic repair; perforations, removal of a section of the profile



Bike racks: Deformation within economic repair



Tail lift: Deformations of platform within economic repair



Bike racks: Deformation beyond economic repair





# Box Body Structure



Tail lift: Deformations of platform beyond economic repair, broken or incomplete trim



Side and rear doors: Significant deformation: Repair time > 1 h within economic repair, closure not sealed



Side and rear doors: Doors bent at fastening points for hinges, broken, perforated, or beyond economic repair



Flooring: Deformations or perforations within economic repair

Deformations or perforations beyond economic repair: Option to exchange flooring by section



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CLEANING



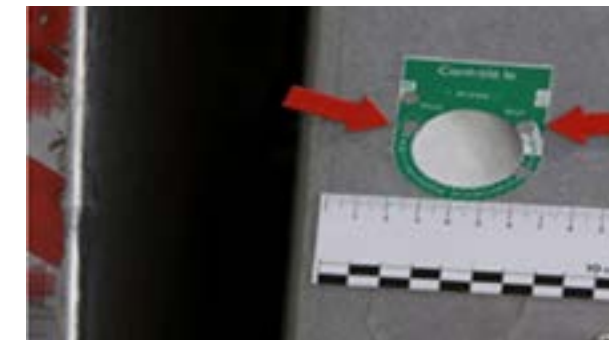
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Roof space: Perforated or torn within economic repair



Tail lift: Expired check dates



Roof space: Frame damaged, leather not within economic repair



Upholstery and rods: Upholstery missing or deformed beyond economic repair



Upholstery and rods: Rods and upholstery deformed within economic repair



Upholstery and rods: Rods, fastenings, upholstery missing or deformed beyond economic repair



# Platform Body



Faint scratches, rail deformations with a repair time  $\leq$  1 h



Scratches > 20 cm



Deformations in the rail with a repair time > 1 h within economic repair



Deformations in the rails not beyond economic repair, closure not possible or not sand-proof



Trace of concrete or chemical product covering  $\geq$  1/4 of the surface of the hopper



Trace of concrete or chemical product on the back of the cab



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# Tarps



- Faint surface scratches (can be removed with cleaning)
- Slight damage due to pollution
- Faint marks, e.g. from car wash
- Slight differences in colour due to the use of different trims or base materials and ageing



-   Deep scratches through to the fabric
-   Scratches with significant abrasion
-   Significant damage due to pollution
-   Marked discolouration
-   Unprofessional repairs
-   Tears in the tarp, eyelets or hooks
-  Advertisement adhesives or adhesive residue, glue residue





**Vehicle technical** details



# Drive Chain, Steering, Chassis, Suspension, Organs, Additional Organs



Signs of wear that do not impair road safety



Light traces of oil (no dripping)



All leaks from the engine, gearbox and differential, hydraulic suspension and dampers



Leaks from the steering gear and power steering pump



## Others:

- Cracks in suspension bellows and transmission shaft bellows
- Broken springs
- All signs of wear that can be detected via a visual check and do not impair road safety
- Parts for axles, suspension and chassis that are damaged by shocks
- Worn track rods/transverse arms etc.
- Strange noises from the engine, gearbox, differential and drive chain



# Exhaust System



Condition conforms to technical inspection



Presence of leaks  
Rust



Damage due to external shocks  
Missing equipment, e.g. exhaust outlets torn or deformed





# Brake System











Normal condition and conforms to the age and mileage of the vehicle  
Brake pads thikness > 30 %



Rusted, ground, worn brake discs

Does not conform to highway code and not valid during technical check

## Others:

-   Worn brake linings
-   Porous brake lines
-   Change to operation
-   Damage due to prolonged parking

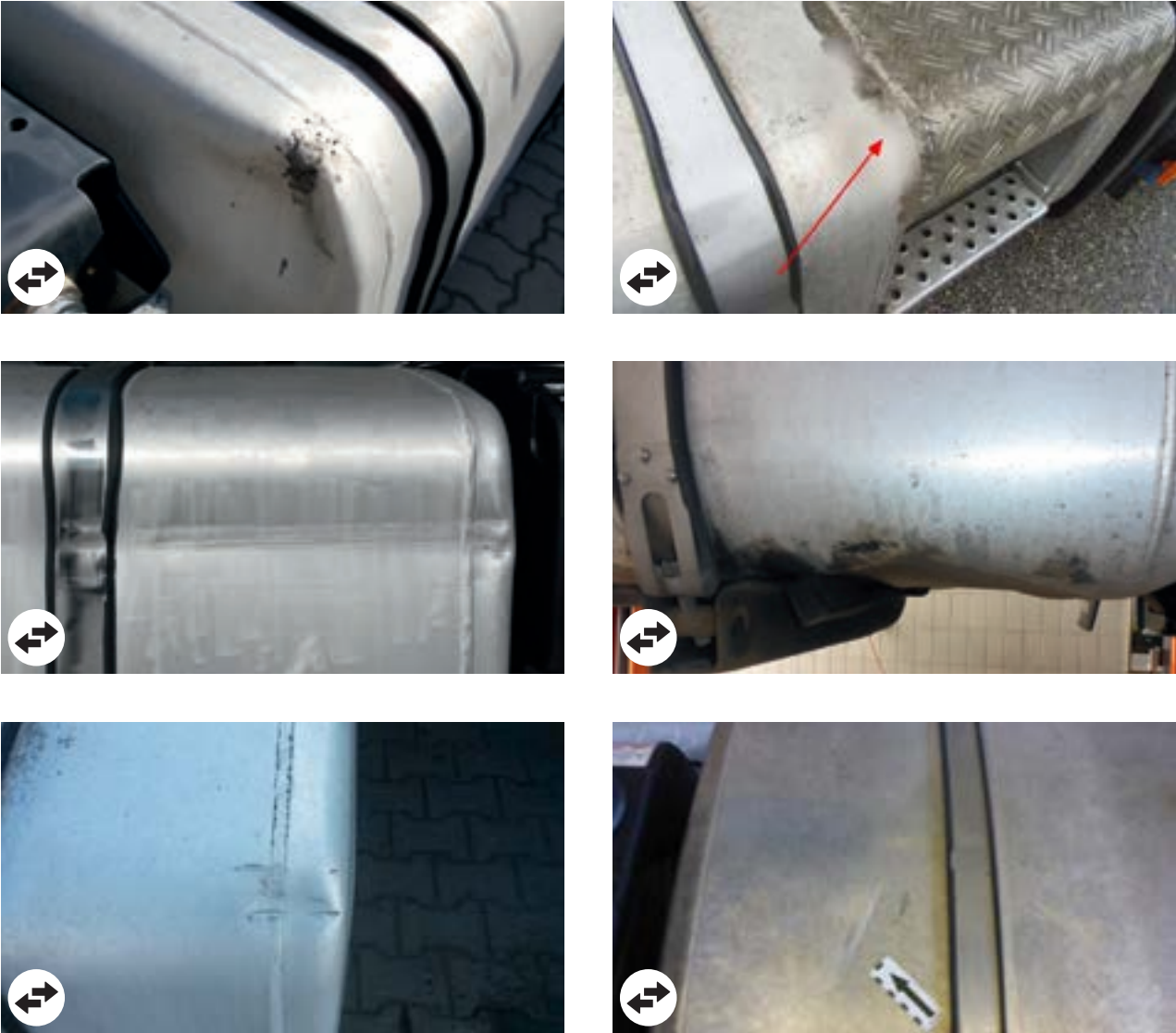


# Fuel Tank



Minor fuel tank scratches

Very slight, no more than a 10mm in diameter, deformation of fuel tank without sharp edges which do not threaten leaks and proper operation of the tank



Fuel tank deformation which can threaten leaks, proper operation and reduce capacity of the fuel tank

Any welded repairs and or patches are not acceptable

Damage to fuel tank mountings is not acceptable

Incorrect fuel tank cap

Any modifications in order to change the shape and volume (capacity) of the fuel tank (only original tanks accepted)

Deformation that fragilizes the fuel tank





Others





# Vehicle Maintenance

## Introduction

The maintenance activities must be carried out in line with the requirements of the law, the guidelines of the Maintenance and Repair Agreements or any other Service agreement where present and IVECO User's Manual.

It is always recommended to carry out vehicle maintenance in compliance with current legislation and instructions recommended by the manufacturer, and to make use of official IVECO maintenance and repair programs which always guarantee maximum efficiency as they provide vehicles with original spare parts and through a skilled specialist.

Listed below are the documents to be produced when returning the vehicle according to the different possible cases:

**If the vehicle has a maintenance contract with IVECO and the interventions are carried out at an authorized IVECO network workshop**

- No document is required

**If the vehicle does not have a maintenance contract with IVECO**

**When maintenance interventions are carried out at the customer's expense at an authorized IVECO network workshop**

- The warranty booklet with data and stamp of the maintenance carried out at the authorized IVECO workshop

**Alternative Cases:**

- The invoice issued by the IVECO authorized workshop, with information relating to:

- ☐ maintenance data
- ☐ unique references to the vehicle (VIN or license plate) and mileage at the time of the intervention,
- ☐ list of components, lubricants and fluids (with the IVECO PN or the reference to their equivalence in the case of non-original materials) used
- ☐ list of maintenance operations carried out

**When maintenance interventions are carried out at the expense of the customer in a workshop that is not part of the IVECO authorized network**

- The invoice issued by the workshop, with information relating to:

- ☐ maintenance data
- ☐ unique references to the vehicle (VIN or license plate) and mileage at the time of the intervention
- ☐ list of components, lubricants and fluids (with the IVECO PN or the reference to their equivalence in the case of non-original materials)
- ☐ list of maintenance operations carried out

**When maintenance interventions are carried out at the customer's expense in its internal workshops**

- ☐ The purchase invoices of the materials used (components, lubricants and fluids) original or equivalent, in which the purchase data is previous or concurrent with the data of the maintenance intervention
- ☐ The internal order that reports that the maintenance intervention was performed on a specific vehicle with unique references to the date of maintenance and to the vehicle (VIN or license plate) and mileage at the time of the intervention



# Standard Equipment and Documentation, Maintenance, Revisions



In order to avoid all additional fees and costs, before returning the vehicle check that all the parts and documents belonging to the vehicle are complete. You can use the following list to do this:

- ☐ Service booklet
- ☐ Onboard manual/operating manual
- ☐ Registration certificate
- ☐ Spare wheel or compressor and inflation product
- ☐ Navigation CD/DVD
- ☐ Radio code card (if applicable)
- ☐ Key and spare key or Code Card if applicable
- ☐ Remote control with key
- ☐ Tank card(s)
- ☐ Service card(s)
- ☐ Tyres (summer and winter tyre set)
- ☐ Trailer hitch with key
- ☐ Valid MOT
- ☐ Tacho
- ☐ Ancillary
- ☐ Registration Documents

# Frequent Questions

**1. What is the vehicle return process?**  
You will be contacted via letter or email in a timely manner, in order to remind you of the rules for returning the vehicle and to give you time to prepare the vehicle in line with the contract.  
  
A preliminary inspection is carried out by IVECO approximately three months prior to the vehicle return date. The scope of the preliminary inspection is to inform you about the status of the vehicle and its damages with the aim that you have the necessary time to repair it before the vehicle return.  
On this occasion the final inspection will be carried out based on the Vehicle Return Guidelines.

The damage estimation will be carried out by a third party.  
  
Return location: The vehicle must be returned to the set location in accordance with the return conditions.

**2. What do I do if my contract has been extended or I am interested in buying my vehicle?**  
IVECO will contact you in the right time prior to the contract expiration to introduce the possible alternatives: vehicle purchase or contract extension. If you are interested in extending your current contract or buying the vehicle, please contact IVECO or your dealer in the three to six months prior the expiration date of your contract. If a contract is extended, the period and mileage will be requested by your commercial point of contact in order to calculate your offer extension.

**3. When must I return my vehicle?**  
On the date agreed upon with IVECO or later on during the last day of the contract in accordance with the return conditions.

**4. What happens if I return my vehicle after the expiry date of the contract?**  
Charges will be applied if the vehicle is returned after the date stated in the contract.

**5. What happens if my vehicle does not comply with the return conditions?**  
Charges will be applied for the repair work required to ensure the return conditions are met, unless the level of damage is greater than the authorised threshold stated in the repurchase agreement.

**6. What happens if I do not agree with the repairs I am charged for?**  
The inspection carried out by an independent expert is final; if you do not agree with it, you can request your own inspection by an independent expert at your own cost within 2 weeks from the date when the evaluation has been informed to you.

# Contract Options

## CONTRACT EXTENSIONS

If you would like to extend your contract, please contact your dealer or the IVECO certified preowned centre.

## VEHICLE RETURN

If we do not receive a request for an extension of your contract, we will assume that the goods are returned to us on the date of the end of your contract previously agreed upon.

These vehicle return guidelines are available at [www.iveco-preowned.uk](http://www.iveco-preowned.uk)





CNG



LNG

**Appendix to the vehicle**  
return guidelines





# Foreword

The damage inspection rules specific to vehicle gas supply systems have been drawn up based on and in full compliance with the detailed inspection control according to local law.

## Before the expert inspection

The protective covers on the CNG cylinders must be removed by the customer to allow the vehicle return expert inspection to be carried out. The customer must refit them before the vehicle is taken to the storage facility.

## After the expert inspection

The protective covers on the CNG cylinders removed to allow the expert inspections to be carried out must be refitted by the customer before the vehicle is taken to the storage facility.





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## Administrative and Markings



litri	marca	matricola	scadenza
27	FABER	798146	02/2019
55	FABER	8123954	02/2019
targa: AY471VP			
Numero progressivo: 246067			

Presence of an up-to-date validity certificate legible for LNG tank and CNG cylinder.



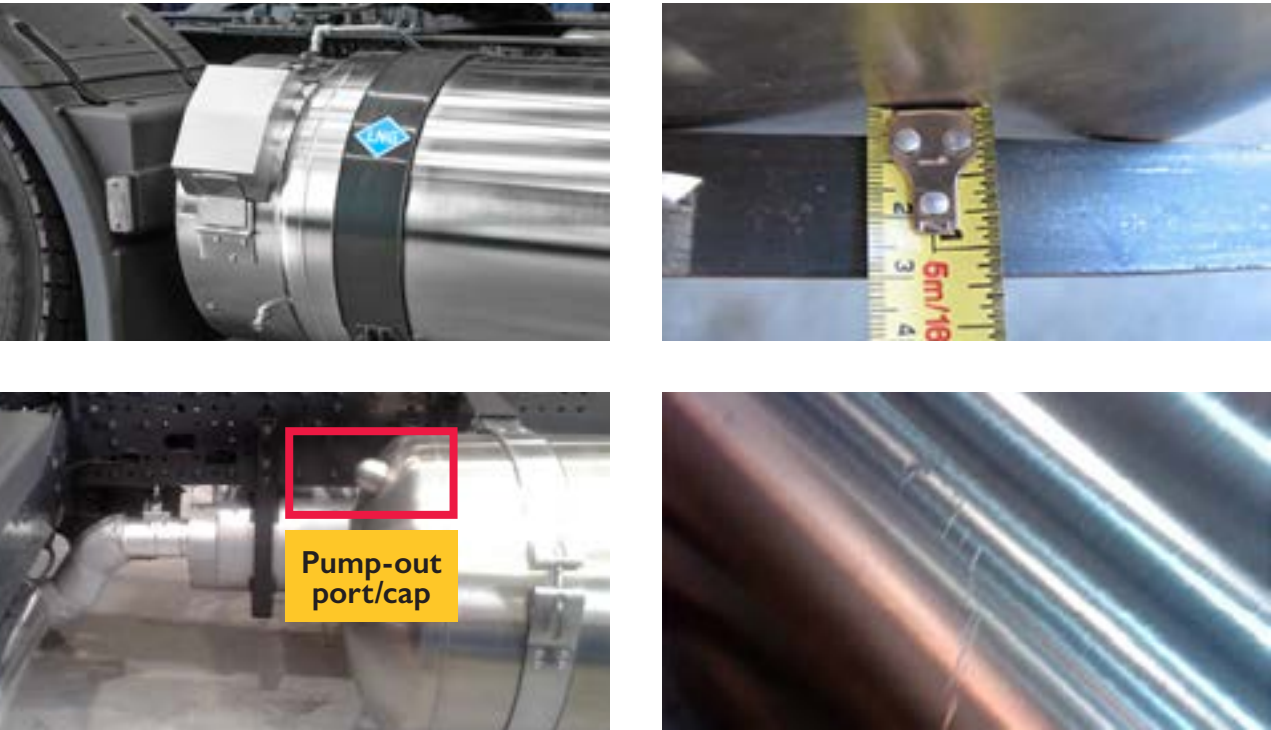
Original LNG tank and CNG cylinder identification markings absent or illegible  
→ charge for replacement of CNG/LNG tank with a new one.

Absence of an up-to-date validity certificate for the tanks → gas certificate fixed charge of € 1500 before tax.

Note: For the LNG tanks, no European-wide procedure currently has been defined for the periodic requalification after 10 years. The date of validity on the original identification markings must be checked.



# LNG Tank



LNG tank must be returned in proper conditions as illustrated in pictures.

## Legenda



Evidence of tank repairs → charge for tank replacement.

Tank holed → charge for tank replacement.

Dent in outer shell:  
Maximum depth of deformation ≤ 7 mm with no signs of frost or sweating  
→ note without charge for damage (note in the expert report).  
Depth of deformation > 7 mm → charge for tank replacement.

Dents on the rear head or on the protective shroud → charge for tank replacement.

Surfaces scratches in outer shell → note without charge for damage.

Any visual ice or frost spot on the outer shell or heads (excluding knuckle and its mounted plumbing)  
→ charge for tank replacement.

Dents, cracks, splits or visible leaks at the weld seams or on welded components → charge for tank replacement.

Any cracks, splits or visible leaks on the outer shell, rear head or protective shroud → charge for tank replacement.

Damage to the fill receptacle or VENT valve → charge for replacement of components.

Inspect the pump-out port or cap for signs of damage or tampering. Half round cap must be intact and secured to the tank. If not present → charge for tank replacement.



## Retainer Brackets and Bands for LNG Tank



LNG tank must be returned in proper conditions as illustrated in picture.

Check that the brackets and the bands are present and properly tighten.



Rust, dents, breakages and/or gouges → charge for replacement of brackets and bands.



# Rigid Lines for LNG Tank



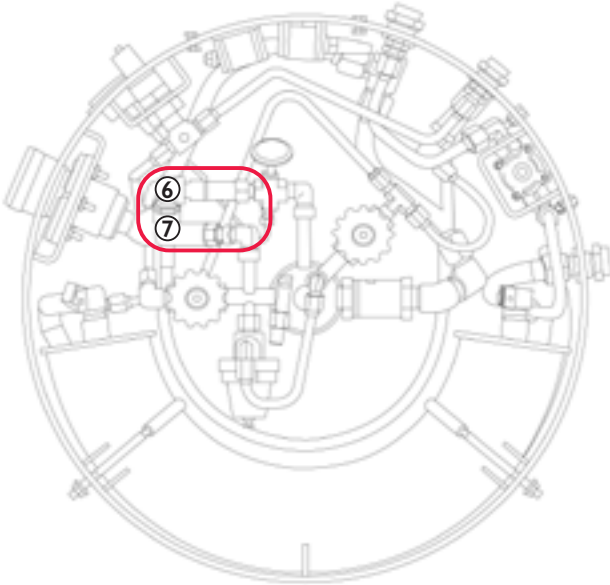
LNG tank must be returned in proper conditions as illustrated in picture.



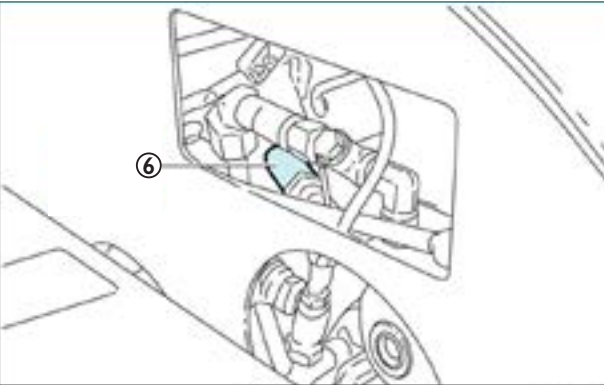
Rust, dents, breakages and/or gouges → charge for replacement of rigid lines.



# Relief Valves



6. Primary relief valve (connected to the venting line)  
7. Secondary relief valve (with red cap)



Important note: The maintenance plan calls for the mandatory replacement of the primary and secondary relief valves of any LNG tank by the fifth year after manufacture; in case the vehicle is returned after 5 years or more from the contract start date, the customer must ensure that the primary and secondary relief valves has been replaced before returning the vehicle to IVECO.

Inspect for presence of the red cap on the secondary relief valve → charge for replacement of the primary relief valve.





# CNG Cylinders



CNG cylinders must be returned in proper conditions as illustrated in pictures.



Evidence of repairs to the CNG cylinder → charge for replacement for CNG cylinder.

Holes in the CNG cylinder → charge for replacement for CNG cylinder.

Dents on the CNG cylinder:

If no metal is detached and the maximum depth of the deformation is  $\leq 1.6$  mm and  $\leq 50$  mm in diameter/length → note without charge for damage.

Detachment of metal or maximum depth of deformation  $> 1.6$  mm and  $> 50$  mm in diameter/length → charge for replacement of CNG cylinder.

Cuts/scratches/gouges/abrasions on the CNG cylinder:

Depth of damage  $\leq 0.25$  mm → note without charge for damage.

Depth of damage  $> 0.25$  mm → charge for replacement of CNG cylinder.

Corrosion, pits, corrosion lines caused by a chemical, oxidation or rusting of material:

Depth of damage  $\leq 0.25$  mm → note without charge for damage.

Depth of damage  $> 0.25$  mm → charge for replacement of CNG cylinder.

Gas leakage from any CNG cylinder or component, due to a defect → charge for replacement of the CNG cylinder or component.

Bulge/visible swelling of the CNG cylinder → charge for replacement of the CNG cylinder.

Permanent traces of chemical attack/permanent discolouration, loss of material from the CNG cylinder → charge for replacement of the CNG cylinder.

Permanent traces of charring/soot/blackening/discolouration, evidence of fire or excessive heat exposure of an area of the CNG cylinder → replacement of the CNG cylinder.

Notes: Stralis NP is manufactured only with steel CNG-I cylinder.



# CNG Cylinders Protective Cover



CNG cylinders must be returned in proper conditions as illustrated in pictures.

Dents, deformations, rust and/or gouges that do not affect functionality and safety are accepted.



Visible dents and deformations that affect the functionality and/or safety  
→ charge for replacement of protective covers.

Rust, breakages and/or gouges that affect the functionality and/or safety  
→ charge for replacement of protective covers.

Where the covers are absent → charge for the replacement of these.

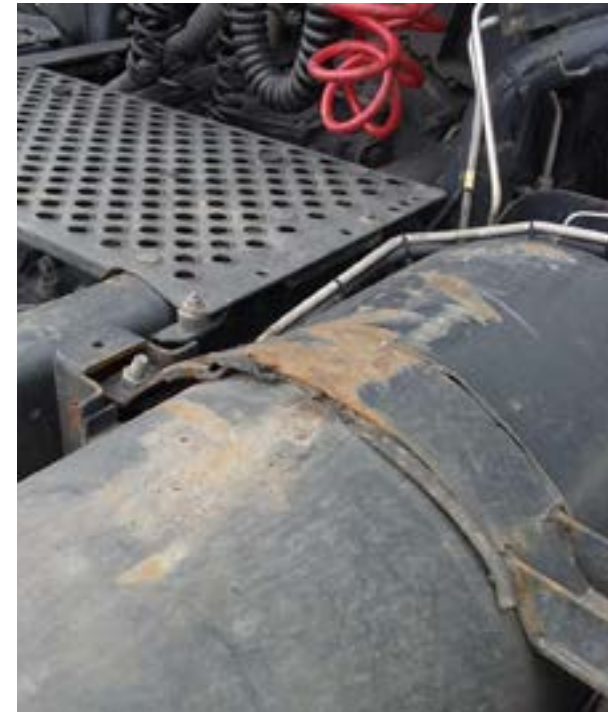


## Retainer Brackets and Bands for CNG Cylinders



CNG cylinders must be returned in proper conditions as illustrated in picture.

Check that the brackets are present and properly tighten.



Rust, dents, breakages and/or gouges → charge for replacement of brackets and bands.



# Rigid Lines for CNG Cylinders



CNG cylinders must be returned in proper conditions as illustrated in picture.



Rust, dents, breakages and/or gouges → charge for replacement of rigid lines.



# CNG Fill Receptacle Protection Box



Rust on the fill receptacle protection box → note without charge for damage.



Missing protection box key, damaged CNG receptacle or pressure gauge → charge for replacement of the full box.



## Inspection of Additional Heater Tank



Additional heater tank must be returned in proper conditions as illustrated in picture.



Missing additional heater tank key → charge for replacement of key.

Breakages on the additional heater tank → charge for replacement of the additional tank.

Level indicator shows water → charge for replacement of the additional heater tank.



# Exhaustsystem LNG/CNG



Normal use is accepted.



The following are not accepted: broken pipes, torn thermal insulation, scratches that are deep in the material, dents that reduce the pipe diameter.



Notes

Notes





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