

## THE INFINITI WEAR AND TEAR GUIDE

The Infiniti pre-return inspection.



**INFINITI.**

Inspired Performance<sup>®</sup>

## **WHAT IS WEAR AND TEAR?**

Simply put, it's a yardstick to measure the condition of your vehicle at the completion of your lease in order to determine any additional financial responsibility you may have.

Not all dents are created equal. So how do you tell a ding from a scratch? At the completion of the lease, every Infiniti lessee is responsible for returning his or her vehicle in a condition that meets the standards set out in this guide. Normal wear and tear means that your vehicle meets these standards, it is the reasonable cosmetic and mechanical depreciation that happens with day-to-day use. Excessive wear and tear is anything above and beyond these limits. This guide is designed to help you determine the difference.

## WHAT YOUR VEHICLE INSPECTION SHOULD INCLUDE.

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## INTERIOR WEAR AND TEAR

On the following pages is an outline of some of the most common forms of interior vehicle wear and tear, including examples of what is considered “normal” vs. “excessive.”

### CARPET

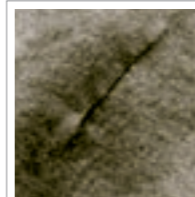
Considering how many times you’ve stepped in and out of your Infiniti, we don’t expect the carpet to look brand-new. But there is a difference between normal and excessive wear and tear. Whether the carpet can be cleaned or repaired, or will require replacement, is dependent upon the extent and/or type of the damage.

#### NORMAL WEAR AND TEAR

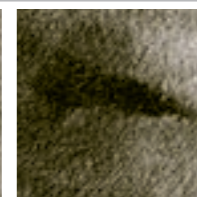
- Stains that can be removed as part of normal car reconditioning process

#### EXCESSIVE WEAR AND TEAR

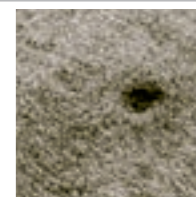
- Stains that are too heavy to be removed as part of normal car reconditioning process
- Any type of burn
- Any visible rip, cut or tear



EXCESSIVE:  
carpet cut



EXCESSIVE:  
carpet stain



EXCESSIVE:  
carpet burn

## UPHOLSTERY

As long as there are bumpy roads and loose coffee-cup lids, there will be upholstery stains. Fortunately, not every stain is excessive.

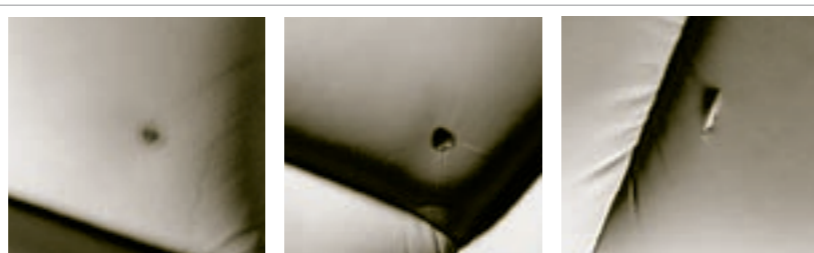
The guidelines for upholstery wear and tear are similar to the guidelines for carpeting, as you'll see below. Upholstery includes seats, door trim, armrests and the headliner.

### NORMAL WEAR AND TEAR

- Stains that can be removed as part of normal reconditioning
- Seam separation with no signs of obvious abuse

### EXCESSIVE WEAR AND TEAR

- Stains too heavy to be removed as part of normal reconditioning
- Any type of singe
- Any type of burn
- Any rip, cut or tear
- Scratches in fabric
- Any holes created by the removal of accessories (e.g., cellular phone mounting bracket)



EXCESSIVE:  
upholstery singe

EXCESSIVE:  
upholstery burn

EXCESSIVE:  
seat cut or rip

## MISCELLANEOUS PARTS AND ACCESSORIES

Unfortunately, no matter how attached you are to your factory-installed stereo equipment or cellular phone, original keys or keyless entry remote, you do have to give them back. Wear and tear is considered excessive when interior or exterior damage is left behind from a component that has been installed, replaced, removed or stolen.

This includes any damage that results from non-Infiniti additions such as stereo systems, navigation systems, video systems, music players, fog lights, etc.

### EXCESSIVE WEAR AND TEAR

- Any damage caused by the installation or removal of parts and accessories
- Any missing parts such as radios, speakers, navigation system, headlights, keys, remotes, key fobs, headphones, retractable cargo covers, etc.
- Any broken or inoperative part or accessory
- Poorly applied/peeling window tinting
- Any damage from alterations or modifications such as hitches, spoilers or lowering of the suspension
- Any repairs that do not restore the frame rails, undercarriage or unibody to the original specifications are not acceptable and may indicate frame damage



EXCESSIVE:  
radio removed

EXCESSIVE:  
speaker removed

## EXTERIOR WEAR AND TEAR

On the following pages is an outline of some of the most common forms of exterior vehicle wear and tear, including examples of what is considered “normal” vs. “excessive.”

### PAINT AND BODY DAMAGE

You happily return to your car after a little shopping, only to discover a mystery dent. Was it caused by a runaway shopping cart? An inattentive driver? A small meteorite?

No matter the reason, dented fenders and damaged bumpers are often considered excessive wear and tear. The severity of exterior body damage is measured by size, quantity, depth, location and whether or not the paint has been broken.

#### NORMAL WEAR AND TEAR

- Surface scratches that will polish out during a normal reconditioning process
- Minor bumper scratches that do not break the paint

#### EXCESSIVE WEAR AND TEAR

- Scratches deep enough to catch your fingernail
- Scratches covered with touch-up paint
- Scratches / gouges to the plastic on bumper covers
- Bumper damage from contact with driveways, parking blocks, etc.
- Abnormal quantity of scratches on bumpers
- Any gouges, cracks or tears



EXCESSIVE:  
paint scratch

EXCESSIVE: bumper scratch  
and gouge

### DENTS

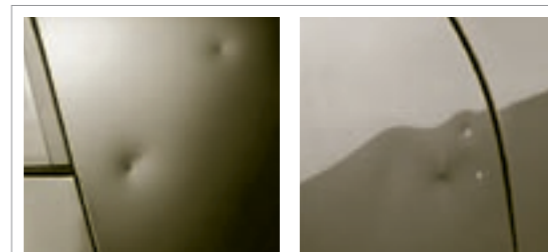
Some types of dents can be fixed with paintless dent-repair procedures. Unfortunately, the paintless dent-repair procedure cannot be done on panels that have been previously repainted.

#### NORMAL WEAR AND TEAR

- The first three panels with 3 or less minor dents that can be fixed with paintless dent repair are generally forgiven
- Minor dents which are difficult to detect and are “out of normal sight.”

#### EXCESSIVE WEAR AND TEAR

- Dents with paint damage
- Highly visible or large dents
- Minor dents on more than three panels
- Dents on panels that have been previously repainted



EXCESSIVE:  
body shop dent repair required

EXCESSIVE:  
body shop dent repair required

## WINDSHIELD

You're simply merging onto the expressway, when suddenly a small pebble merges right into your windshield. Glass damage is not only a painful fact of everyday life for those of us who drive, but also a common form of excessive wear and tear.

## HEADLIGHTS/TAILLIGHTS

It goes without saying that headlights and taillights are critical to the safe operation of a vehicle. A damaged or inoperable part is considered excessive wear and tear.

### NORMAL WEAR AND TEAR

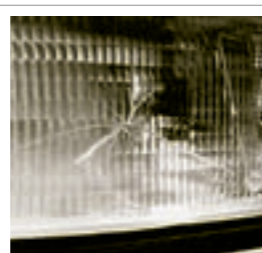
- Minor glass chips that are outside the driver's line of sight (NOTE: A driver's line of sight is defined as the area of the windshield where the wipers make contact while activated.)

### EXCESSIVE WEAR AND TEAR

- Chips or scratches in the driver's line of sight
- Any scratches or chips with "spider legs" or "bull's-eye"
- Any crack in the windshield, lens or lens cover
- Any windshield that has been repaired
- Any of the above excess wear and tear damage requires replacement; repairs are not allowed
- Any inoperable or non-Infiniti headlight, taillight, turn signal, fog light, etc. requires replacement



EXCESSIVE:  
cracked windshield



EXCESSIVE:  
cracked taillight

## WHEELS AND WHEEL COVERS

Damage to the wheel or wheel cover can significantly detract from both the performance and appearance of your vehicle. Generally speaking, minor cosmetic damage to wheels or wheel covers is normal, and therefore acceptable.

### NORMAL WEAR AND TEAR

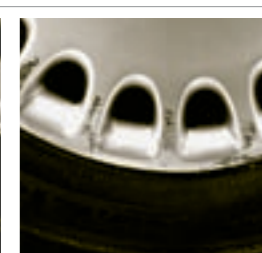
- Cosmetic scrapes less than 5cm that do not affect the performance (retention ability) of the wheel cover or wheel

### EXCESSIVE WEAR AND TEAR

- Cosmetic scrapes greater than 5cm
- Gouges in the wheel
- Any damage to the wheel that may affect performance (ability to hold air or support vehicle during operation)
- Non-Infiniti wheels or wheel covers with poor paint durability
- Wheels or wheel covers with peeling finish due to surface contact (curbs, etc.)
- Missing or mismatched wheel covers



EXCESSIVE:  
wheel-cover damage



EXCESSIVE:  
wheel gouge

## PREVIOUS REPAIRS

As the saying goes, “Accidents will happen.” Fortunately, so will repairs. Previous repairs on your vehicle are acceptable provided they were done properly and do not, therefore, detract from the value of the vehicle.

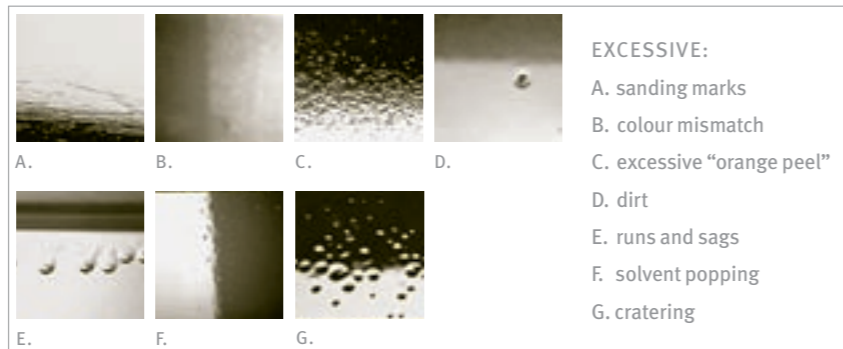
## NORMAL WEAR AND TEAR

Previous repairs that are acceptable and do not detract from the value of the vehicle. The damaged area(s) must have been properly repainted and repaired.

## EXCESSIVE WEAR AND TEAR

Any previous repair that was not properly performed, such as:

- Paint “spiders” or cracks in the paint caused by not using flex additives
- Clear coat lifting/peeling
- Tape lines from poor repair preparation
- Sags/drips in the paint
- Excessive “orange peel”
- Excessive dirt in paint
- Colour mismatch
- Sanding marks under paint
- Paint cratering
- “Wavy” panel repairs



## TIRES

In order to ensure peak performance and safety, it’s important to take good care of your vehicle’s tires. If tires are worn unevenly, are bulging, have sidewall damage or are below a minimum tread depth of 3.2mm, there will be a charge to replace them.

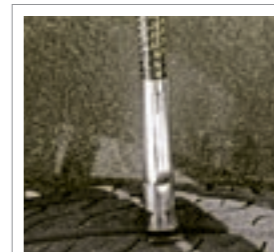
If you need to replace any tires, be sure they are a matching set that matches the type, quality, size and rating of the vehicle’s original factory tires.

## NORMAL WEAR AND TEAR

- Tires with a 3.2mm tread depth or greater at the minimum-thickness point
- Winter tires will be accepted on returned vehicles between November 1st and March 31st.

## EXCESSIVE WEAR AND TEAR

- Tires with less than a 3.2mm tread depth at minimum-thickness point
- Tires with sidewall damage (cut, bulges, cracks, etc.)
- Any tire not part of a matching set of four
- Any tire that does not match vehicle’s original tire type, quality, size and rating is not allowed
- Winter tires will not be accepted on returned vehicles between April 1st and October 31st



**EXCESSIVE:**  
tire wear

## INFINITI WEAR AND TEAR ASSESSMENT KEY

To help you evaluate your vehicle's condition, we've provided you with this convenient assessment key. Please refer to your Wear and Tear Guide for further details.

### SCRATCHES/EXCESS WEAR AND TEAR EXAMPLES

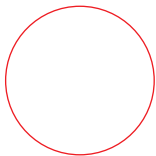
- Scratches longer than 6cm in length
- Scratches deep enough to catch your fingernail
- Scratches covered with touch-up paint
- Excessive number of chips

### MISC/EXCESS WEAR AND TEAR EXAMPLES

- Tires with less than 3.2mm tread
- Broken/missing parts
- Poorly repaired collision damage
- Frame damage
- Cracked/broken/chipped windshields or windows

### DENTS/EXCESS WEAR AND TEAR EXAMPLES

- Dents with paint damage
- Dents that exceed 2cm in diameter
- Panels with four or more minor dents



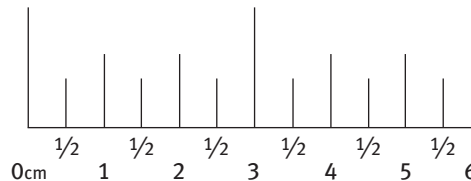
Maximum acceptable area for dents is 2cm in diameter



Maximum upholstery rip/cut/tear/burn

Minimum requirement for tire tread depth 3.2mm

Maximum acceptable area for scratches is 6cm in length



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