



VEHICLE RETURN GUIDELINES

OK TRUCKS
PRE-OWNED VEHICLES CERTIFIED BY **IVECO**

IVECO
Your partner for sustainable transport



FOREWORD

Dear customer,

These return guidelines aim to prepare you for returning your IVECO truck when your operational period comes to an end.

The returned vehicle must comply with its original description, particularly with regards to optional extras, accessories and equipment. 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.

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 document serves as a guideline on Iveco vehicle returns. In the event of any inconsistencies between this document and any (a) Vehicle Purchase Agreement, (b) Dealer Vehicle Purchase Agreement or (c) Return Conditions Agreement ("Agreement") that you have entered into with Iveco Limited, the terms and conditions in the Agreement shall prevail.

This damages catalogue is available and can be accessed at www.oktrucks.com. We look forward to continuing to work with you. Enjoy your journey!

Your IVECO team

RETURN CONDITIONS

RETURN LOCATION

Vehicles are returned to return centres, stipulated in the agreement signed between the parties. Please follow the guidelines set out by the return centre at the end of the contract.

GENERAL CONDITION OF THE VEHICLE

Each vehicle must be returned in the following condition:

- Be in working order without any red warning lights. (Amber warning lights not included)
- Returned with enough fuel for the warning light to not be illuminated
- The vehicle must be roadworthy without brake faults and with tyres not cut to cords
- The vehicle must return serviced up to date in accordance with the maintenance schedule set out by the manufacturer
- Be clean on the outside and inside in order to be able to evaluate any restoration fees
- The vehicle must be free from damage and not be showing on any register
- Have all the original accessories and features when returned.
- Only fit parts recommended by the manufacturer
- The tyres must comply with the vehicle type and weight specification
- Valid MOT
- Any internal odors will require removal prior to return

Upon failure to apply or justify this, the vehicle may be refused and/or fees charged based on the conditions stipulated in the agreement 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:

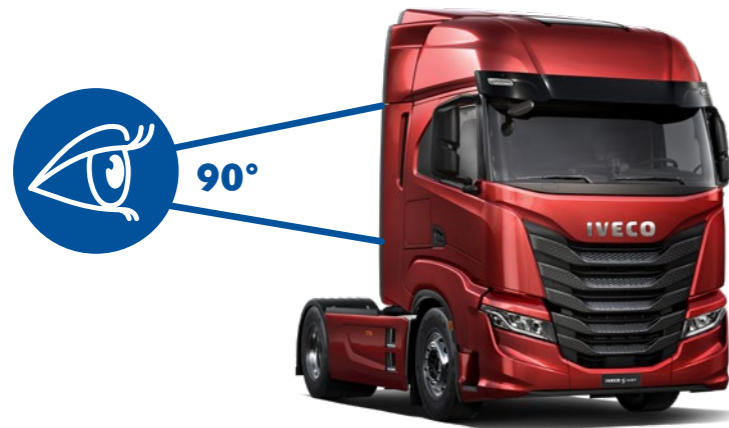
- Accessories and removable parts depending on the vehicle finish or model.
Example: Additional seats, mats, luggage cover, net, wind guard, etc.
- Spare wheels and tools for changing/refitting wheels.
Example: Jack, tool kit, repair kit or inflation kit, and anything delivered with the vehicle.
- Removable 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 agreement signed between the parties. The evaluator will take these features into account when checking the vehicle, as will the back office costing department when preparing the estimation.



TECHNICIAN DUTIES

The inspection carried out on the vehicle bodywork is static. It will take place at the operators premises or the return centre under the conditions set out by the parties. The technician identifies the damage with low-angled light. The surveyor will identify defects, scratches, indentations, chips, corrosion, missing and broken parts as well as alignment faults.



TYPE OF DAMAGED DETECTED

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

DESCRIBING DETECTED DAMAGE

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

TYPE OF REPAIR

- Detailed pricing for internal cleaning, smart repairs and exterior valeting
- 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

All repair pricing is linked to the agreement.

TEST DRIVE

During the test drive, the vehicle's mechanical performance is assessed. You may be charged for malfunctions, according to the conditions specified in the agreement.

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

- 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.

Acceleration phase 50–70 km/h

- Damper test: Front and rear linkage assembly on uneven road or retarders
- Noises when driving: Bearings, defective 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 SD Card)

Deceleration phase

- Progressive braking pressed: Efficiency, 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

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 wheel arch and trim
- Roof space
- Trims and roof trim

Rear end

- Roof space
- Load stop
- Rear load area
- 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
- Alignment of parts
- Rear light
- Headlights
- Plate light and support
- Bumper
- Rear skirt
- Exhaust impact damage
- Footboard
- Tail lift operation (Rigid Only)

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

Wheels, rims and spare wheel

- Alignment of parts
- Front wing
- Trim (steel rim)
- Size, dimensions, tyre speed index reading
- 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
- Side mirrors
- Windscreen
- Instrument panel and console
- Roof space, sunvisor, ceiling storage
- Load stop

- Full wheel lock for further examination of tyres

Interior: Driver's seat

- Checking of controls
- Mileage reading
- Engine start-up and notification of any warning lights that are on





ICON KEY



PAINTING/REPAIRS



Repair method may involve dent removal, mastic application, sanding, plastic repair and paintwork.



CLEANING

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



EXCHANGE

Part to be replaced due to poor repair or non compliant replacement fitted.



MEMO



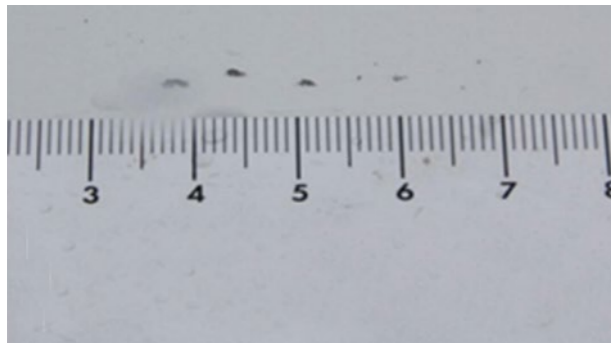
CONTENT

| | |
|------------------------------------|----|
| EXTERNAL APPEARANCE OF THE VEHICLE | 14 |
| PASSENGER COMPARTMENT | 34 |
| ADDITIONAL STRUCTURES | 42 |
| VEHICLE TECHNICAL DETAILS | 56 |
| OTHERS | 66 |



EXTERNAL APPEARANCE OF THE VEHICLE

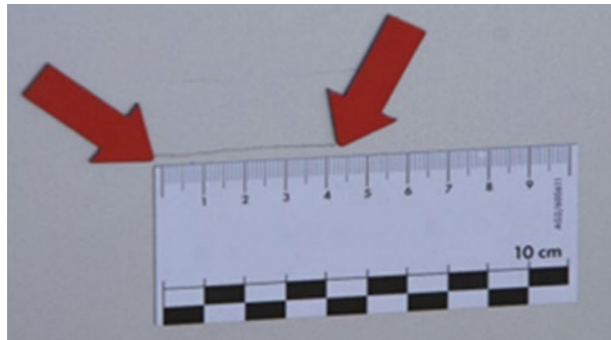
BODYWORK AND ADD-ONS: CHIPS, SCRATCHES, INDENTATIONS, DEFECTS AND CLEANING



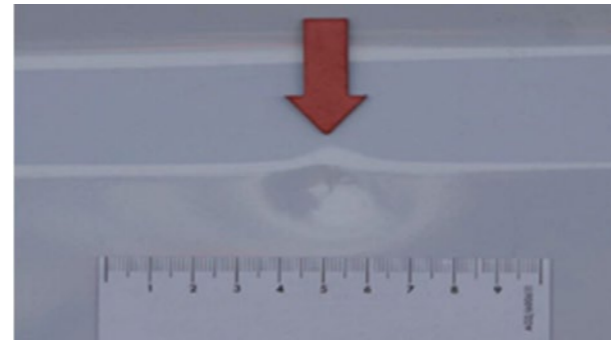
Chips that are 5mm or less and no more than 20 on the vehicle



Chip on door edge



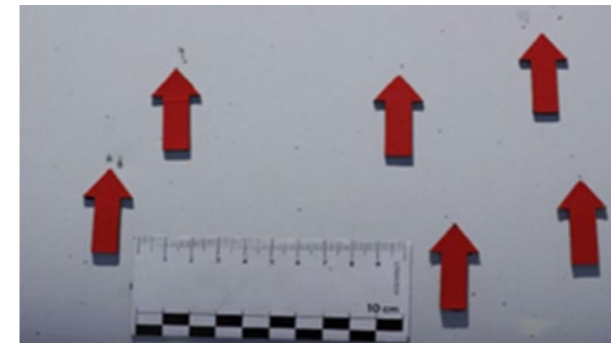
Scratches less than 50mm and able to polish out



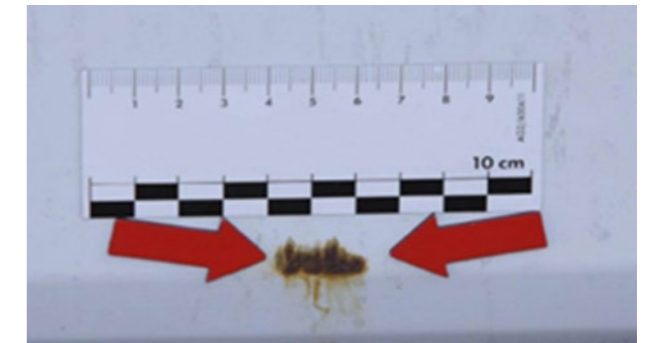
Dents no more than 50mm in diameter with no break in the paint. No more than 5 dents per panel

OTHERS:

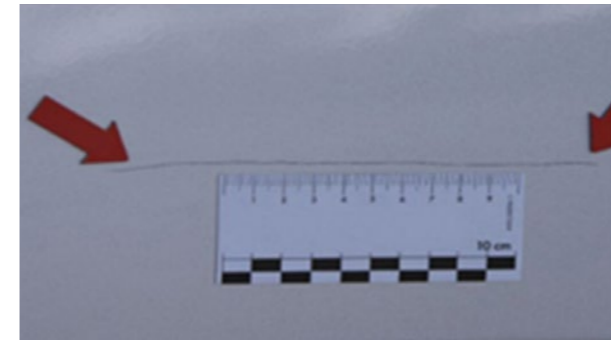
- Small grazes, e.g. on the door edges
- Small stone impacts (no through to the base coat) on the front of the vehicle
- Slight pollution damage, can be resolved with polishing
- Faint marks, e.g. from car wash
- Faint scratches in the paint at the loading edges
- Slight differences in colour due to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



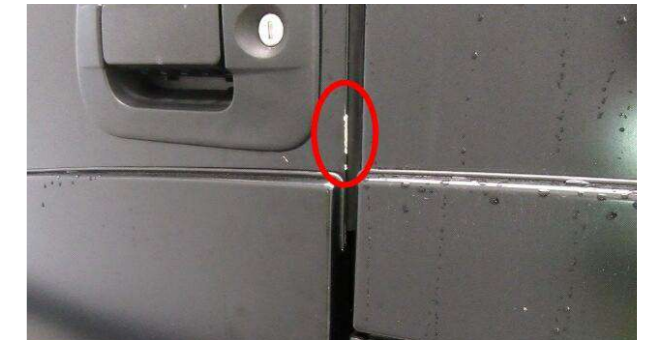
More than 20 chips that are larger than 5mm



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



Scratches that are longer than 50mm




Chip on door edge

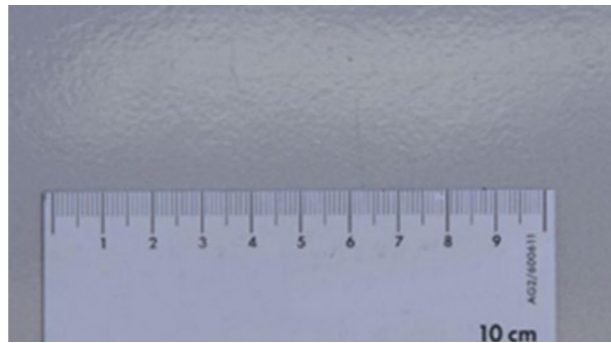



Irreparable parts, beyond economic repair or non-compliant exchanged part

BODYWORK AND ADD-ONS: CHIPS, SCRATCHES, INDENTATIONS, DEFECTS AND CLEANING




 Indentations greater than 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 livery following the description of the bodywork.



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 less than 45 cm² (equivalent to a credit card)



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



Removal of material or denting feasible or economical to repair



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



Removal of material, broken part



EXTERIOR MIRRORS, ACCESS, DOORS, BUMPERS, REAR AND SIDE UNDERRUN PROTECTIONS, MUDGUARDS AND MUD FLAPS



Slight surface scratching



Slight denting or bending



Severe scratches and denting or bending



Removal of material, broken part

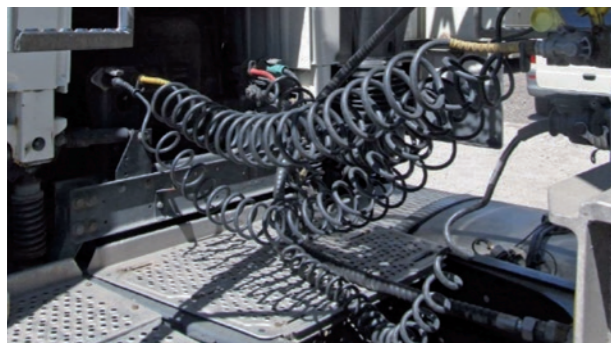



Slight discolouring



Deep discolouring due to chemical elements















VEHICLE EXTERIOR APPEARANCE, FRAME AND CATWALK



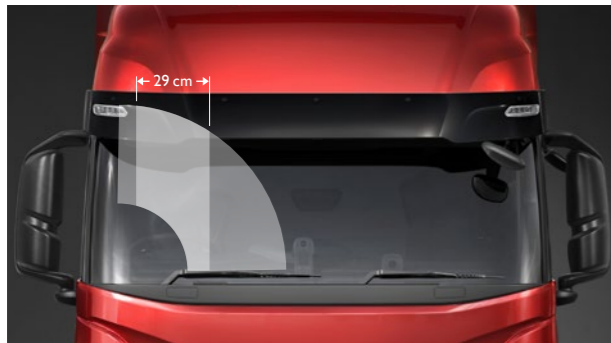
 Slight paint scuffs around top frame, rear or crossmember

 Surface scuffs around catwalk

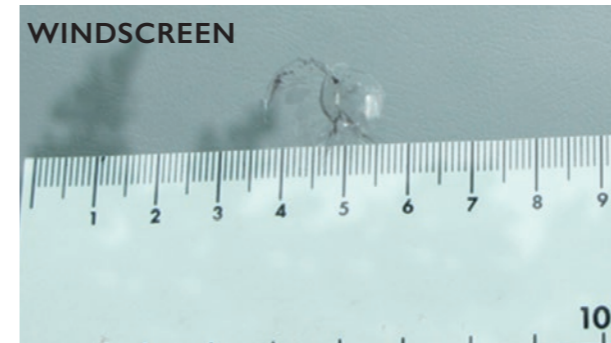



-   Serious scratches as deep as the primer
-   Missing parts or damaged add-on parts
-   Twisting of the frame (severe twisting or any cracks is subject to refuse return)
-   Bent, torn or missing catwalk plates
-   Catwalk plates that are unsafe to walk on
-   Removed/missing original steps
-   Bent or cracked crossmembers

GLAZING AND LIGHTS (REAR AND FRONT LIGHTS)




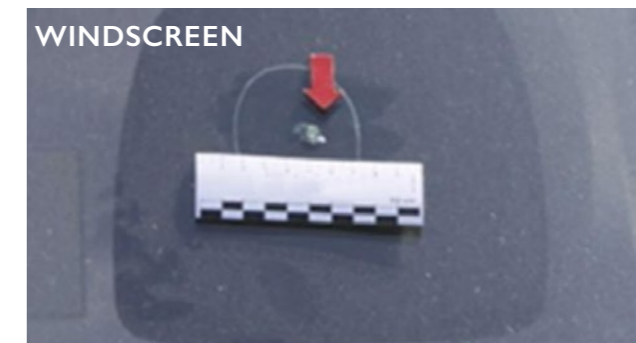
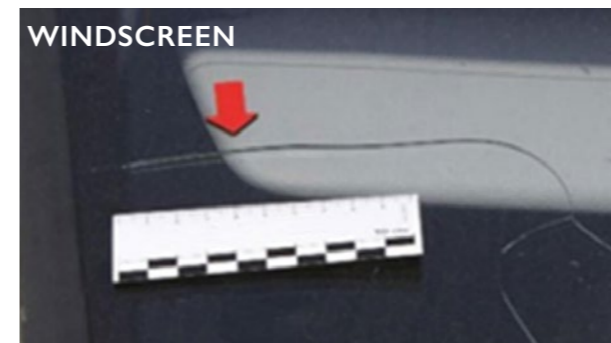
Note: The field of vision is defined by an A3 sheet of paper positioned vertically in the steering wheel axle and centred vertically on the windscreen.




 Chips greater than 20 mm, outside of field of vision and more than 3 chips






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

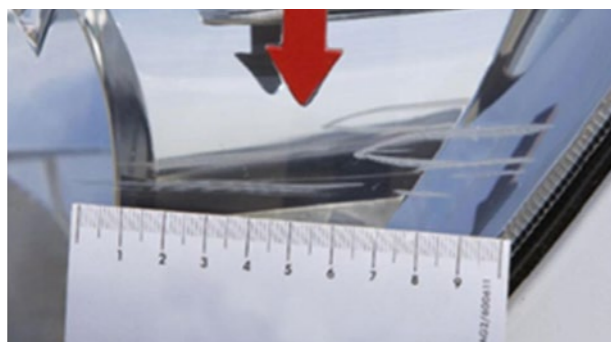


 Chips greater than 20 mm, more than 3 chips, or chips in the field of vision, cracked, poorly fitted with defect, sandblasted or scratched
 Note: If the windscreen is damaged in the driver's field of vision, local legislation must be checked.

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

GLAZING AND LIGHTS (REAR AND FRONT LIGHTS)



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



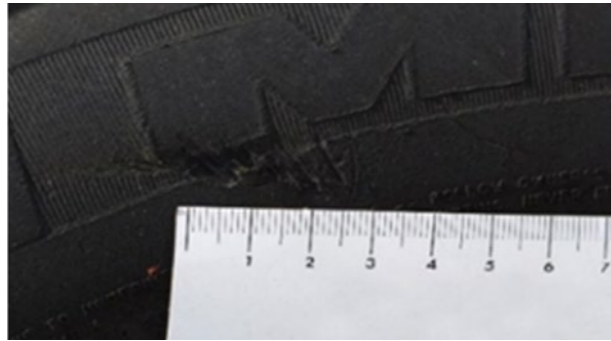
Rear and front lights broken



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



TYRES, RIMS AND WHEEL COVERS



Tyres: Cuts or tears less than 3mm deep (CONFORMS)



Tyres: Base of groove depth greater than 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)



Tyres: Cuts or tears greater than 3mm deep, removal



Wheel covers: Twisted, broken, material missing or removed



Tyres: Base of groove depth greater than 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 weight ratings are not correct for the vehicle type and correct to the Plating Certificate


A tyre is retreaded or resized

TYRES, RIMS AND WHEEL COVERS




 On steel rim: Attachment edge slightly bent or twisted



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

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

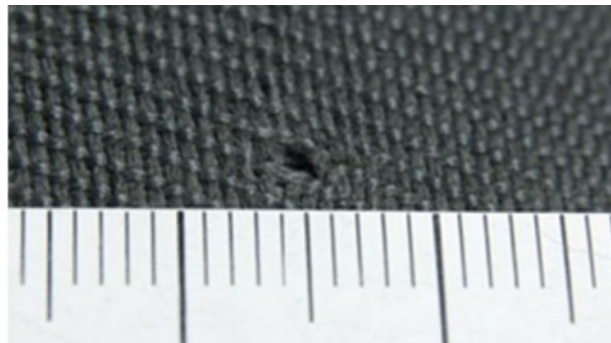
 Significant corrosion on the rims and all terrain or winter profile tyre





PASSENGER COMPARTMENT

UPHOLSTERY, FLOOR COVERS, COVERS, TRIMS AND ROOF SPACE



☑ Burn less than 3 mm in diameter and without perforation of the cover

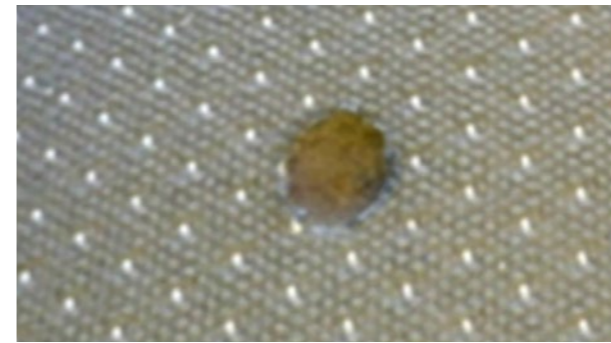


🧼 Light soiling can be removed by chemical cleaning carried out by a professional



☑ Slight decolouration due to sun rays

☑ Internal wall trim torn behind driver's seat



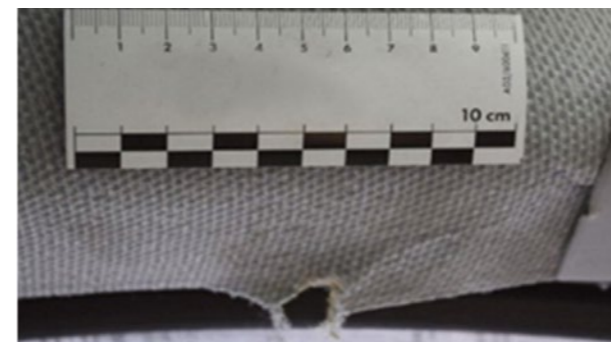
🔄 Burn greater than 3 mm, perforation or tear in the cover, without deterioration of the foam



🔄 Foam missing or broken frame



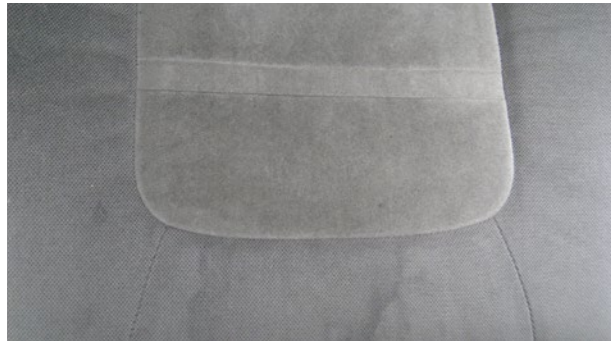
🔄 Perforation of hard plastic trims. Repair of hard plastic trims 1 hour flat rate if aesthetically acceptable and repairable




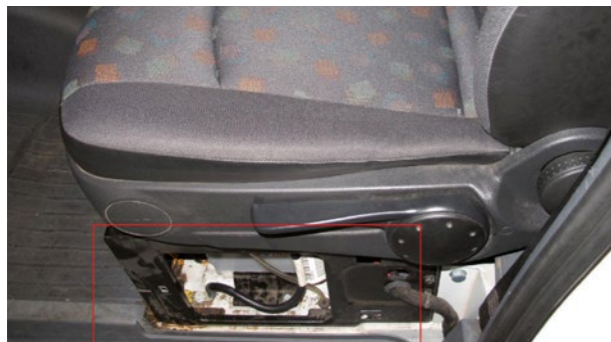
🔄 Fabric and plastic trim: Tear, hole greater than 5 mm diameter, indelible marks



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 decolouration 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

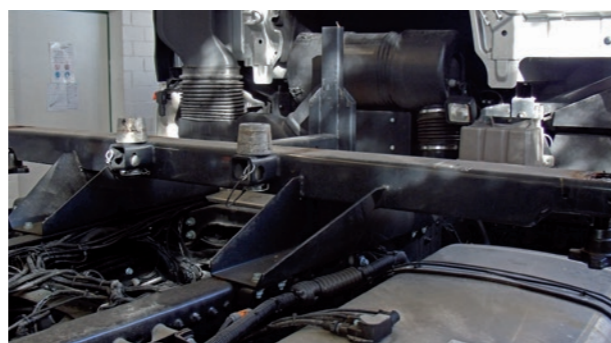
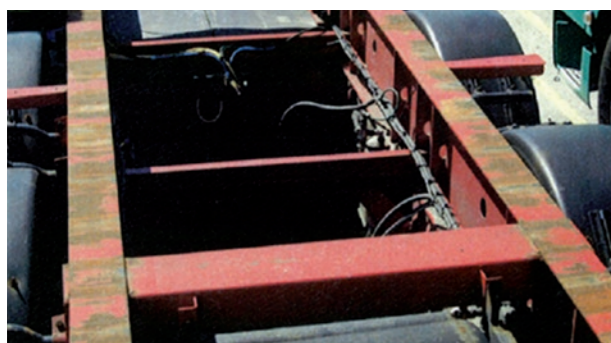
Clogged filters

Steering wheel cover damaged






ADDITIONAL STRUCTURES

SWAPBODY ANCILLARY FRAME



 Signs of wear typical of the expected use



-  Breaks and twisting of frame
-  Severely damaged and broken end stops
-  Broken twistlocks

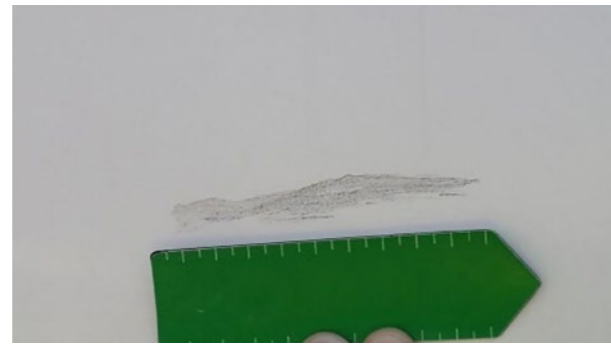
NOTE:

Severe twisting and damage 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 less than 20 cm in length

OTHERS:

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



Cabover and deflector: Within economic repair



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



Side panels: Scratch with removal of material greater than 20 cm in length within economic repair. Option to paint half panel



Wood side panels: Damaged wood support greater than 20 cm in length



Underbody side profiles: Dents and scratches within economic repair

CAB SPOILERS AND BOX BODY STRUCTURE



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



↻ Underbody side profiles: Scratches and dents beyond economic repair, perforations, removal of a section of the profile



🔧 Side rails: Damage within economic repair



🔧 Tail lift: Damage to platform within economic repair



↻ Side Rails: Damage beyond economic repair



BOX BODY STRUCTURE



↻ Tail lift: Damage to platform beyond economic repair, broken or incomplete trim



🔧 Side and rear doors: Significant damage: Repair time greater than 1 hr within economic repair, closure not sealed



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



🔧 Flooring: Dents or perforations within economic repair

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



🔧 Roof space: Perforated or torn within economic repair



🔧 Tail lift: Expired check dates



↻ Roof space: Frame damaged, materials not within economic repair



🔧 Upholstery and rods: Rods and upholstery damaged within economic repair



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

PLATFORM BODY

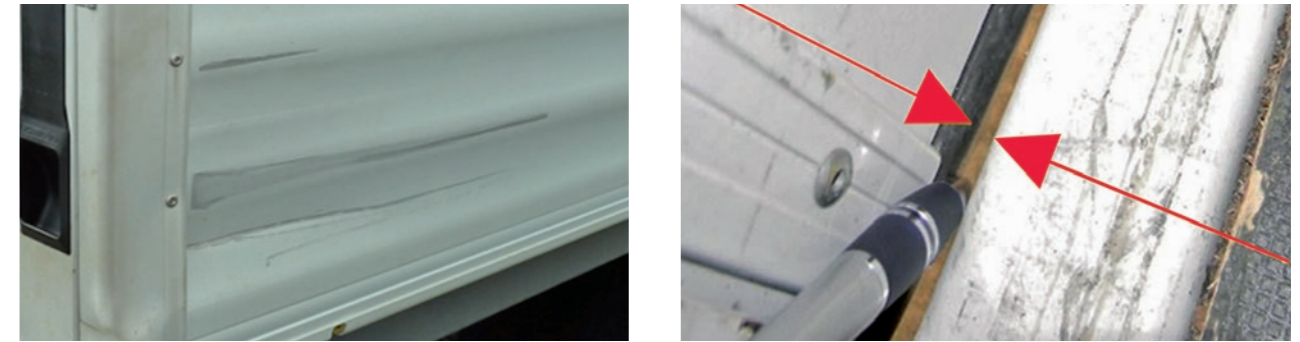


Faint scratches, rail dents with a repair time less than 1 hr



Scratches greater than 20 cm in diameter

Deformations in the rail with a repair time greater than 1 hr within economic repair



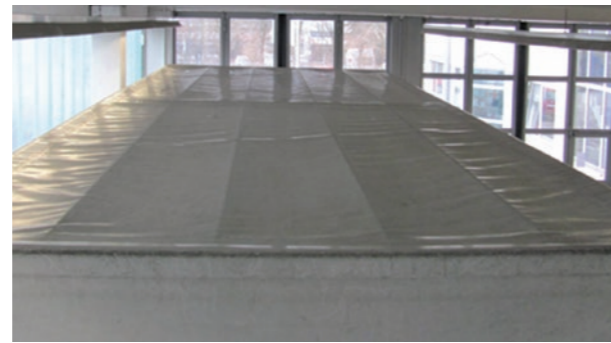
Damage to the side doors in the rails not beyond economic repair, closure not possible or not sand-proof







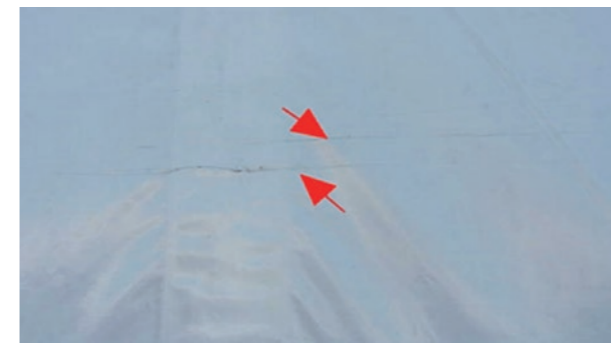
Trace of concrete or chemical product covering more than 1/4 of the surface of the load bed

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

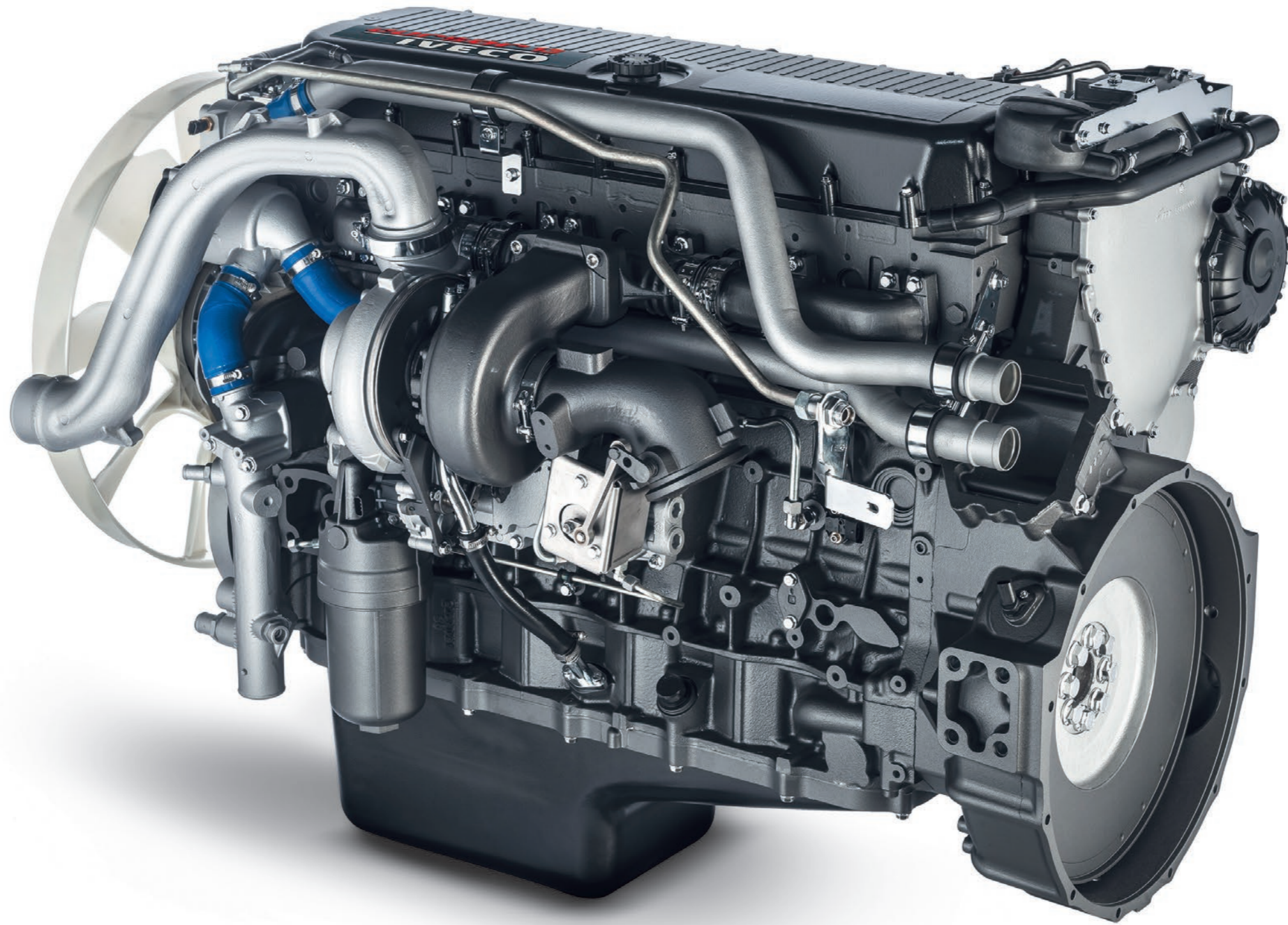
TARPS



-  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
-  Livery adhesives or adhesive residue, glue residue



VEHICLE TECHNICAL DETAILS

DRIVE CHAIN, STEERING, CHASSIS, SUSPENSION, ENGINE COMPONENTS



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



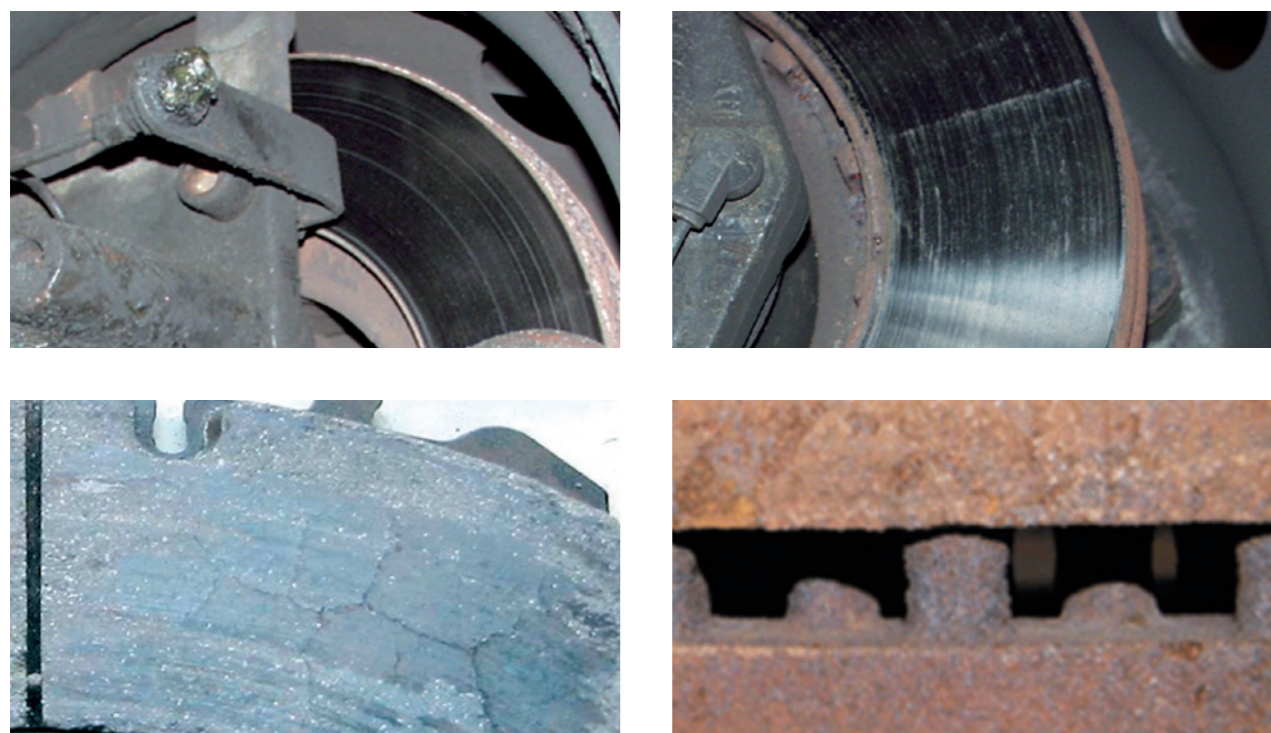
Condition conforms to technical inspection



- Presence of leaks
- Rust

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

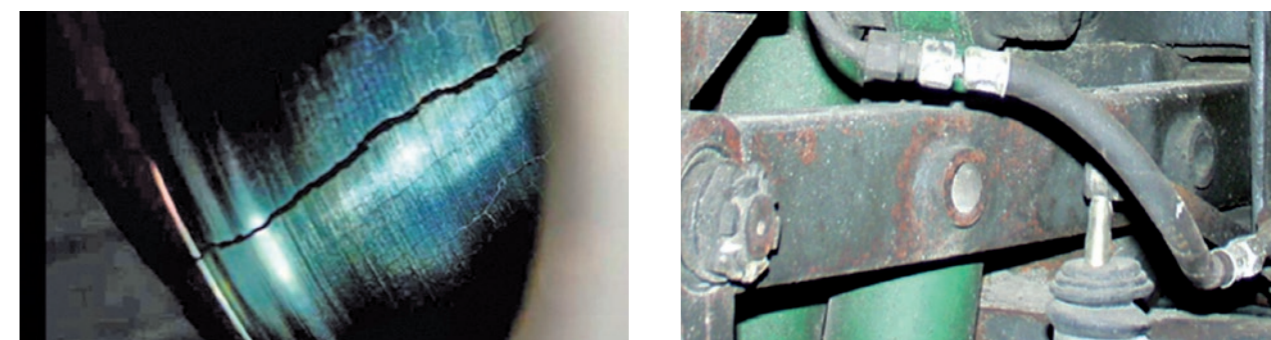
BRAKE SYSTEM



Normal condition and conforms to the age and mileage of the vehicle
 Brake pads at more than 30 % remaining



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 damage 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)
-  Damage that can compromise the safety of the fuel tank

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
- ✓ Tachograph calibration certificate
- ✓ Ancillary
- ✓ Registration Documents

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

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 to 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 authorized 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 OK Trucks department of IVECO Ltd.

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.oktrucks.com



**APPENDIX TO THE VEHICLE RETURN
GUIDELINES – CNG AND LNG VEHICLES**



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.



CONTENT

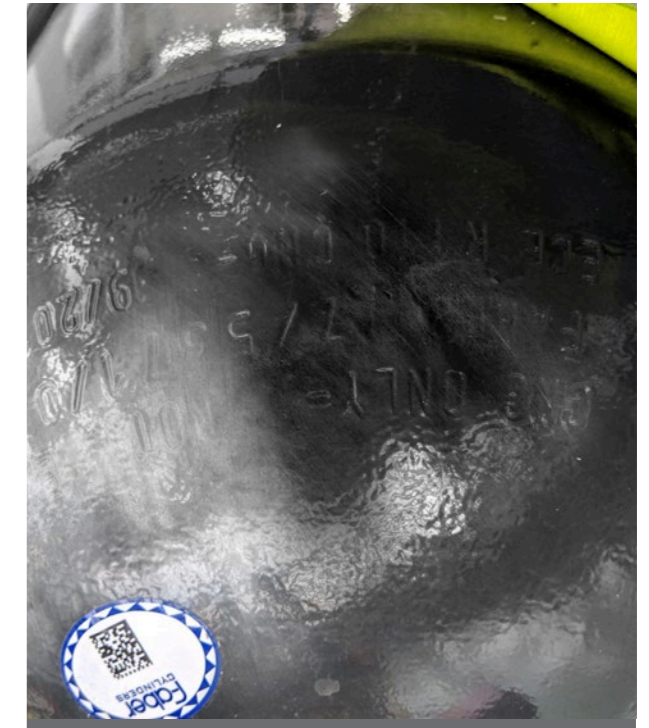
| | |
|---|----|
| ADMINISTRATIVE AND MARKINGS | 74 |
| LNG TANK | 76 |
| RETAINER BRACKETS AND BANDS FOR LNG TANK | 78 |
| RIGID LINES FOR LNG TANK | 80 |
| RELIEF VALVES | 82 |
| CNG CYLINDERS | 84 |
| CNG CYLINDERS PROTECTIVE COVER | 86 |
| RETAINER BRACKETS AND BANDS FOR CNG CYLINDERS | 88 |
| RIGID LINES FOR CNG CYLINDERS | 90 |
| CNG FILL RECEPTACLE PROTECTION BOX | 92 |
| INSPECTION OF ADDITIONAL HEATER TANK | 94 |
| EXHAUSTSYSTEM LNG/CNG | 96 |

ADMINISTRATIVE AND MARKINGS



| COMITATO FONDO BOMBOLE METANO | | | |
|-------------------------------|-------|---------------------------|----------|
| 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.

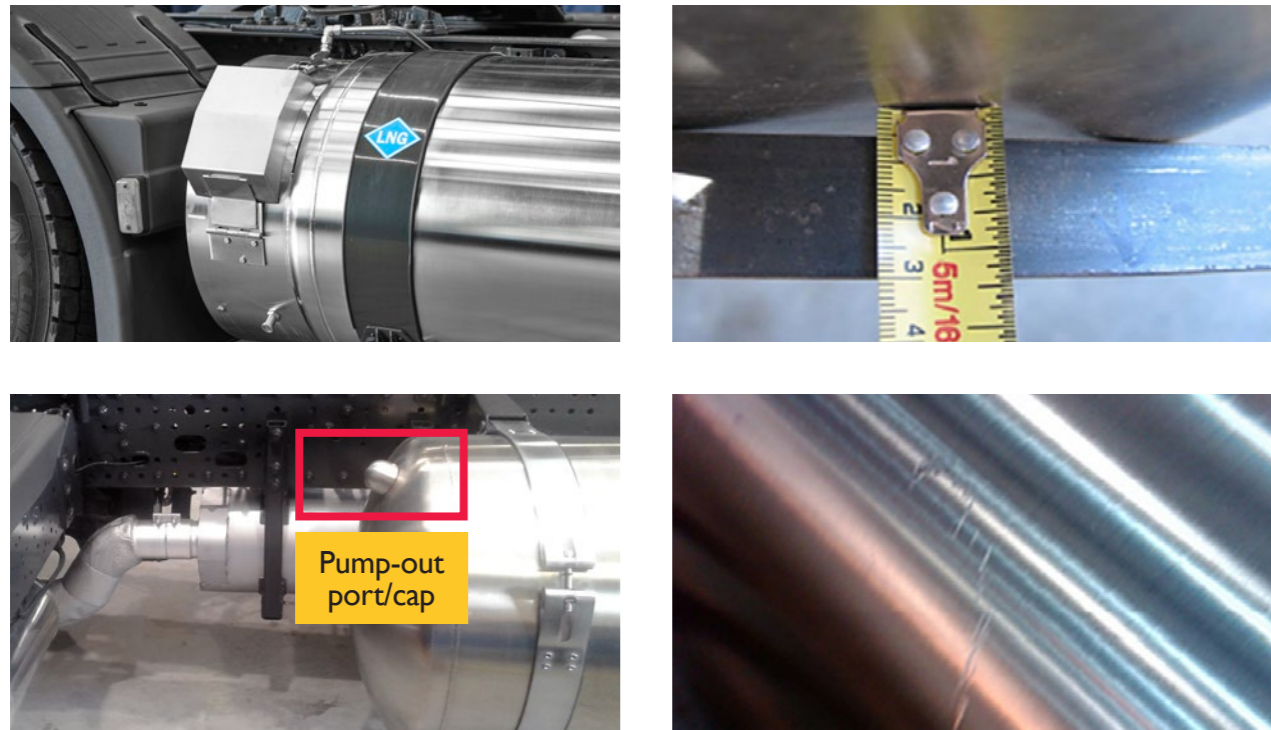


Original LNG tank and CNG cylinder identification markings absent or illegible → charge for replacement of CNG/LNG tank with a new one.

Absence of an up-to-date validity certificate for the tanks → gas certificate fixed charge of £1,500 + VAT.

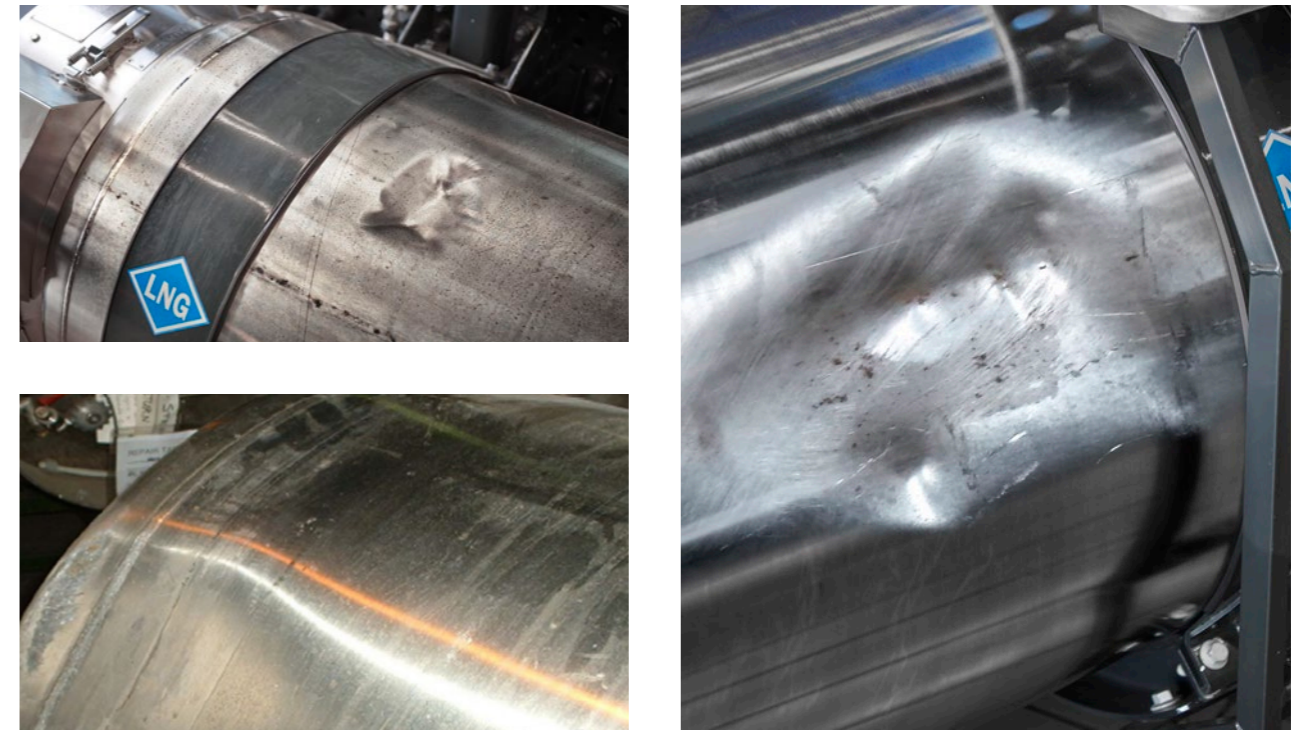
Note: For the LNG tanks, no European-wide procedure currently has been defined for the periodic requalification after 10 years. The date of validity on the original identification markings must be checked.

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 less than 7 mm with no signs of frost or sweating → note without charge for damage (note in the expert report).
- Depth of deformation greater 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

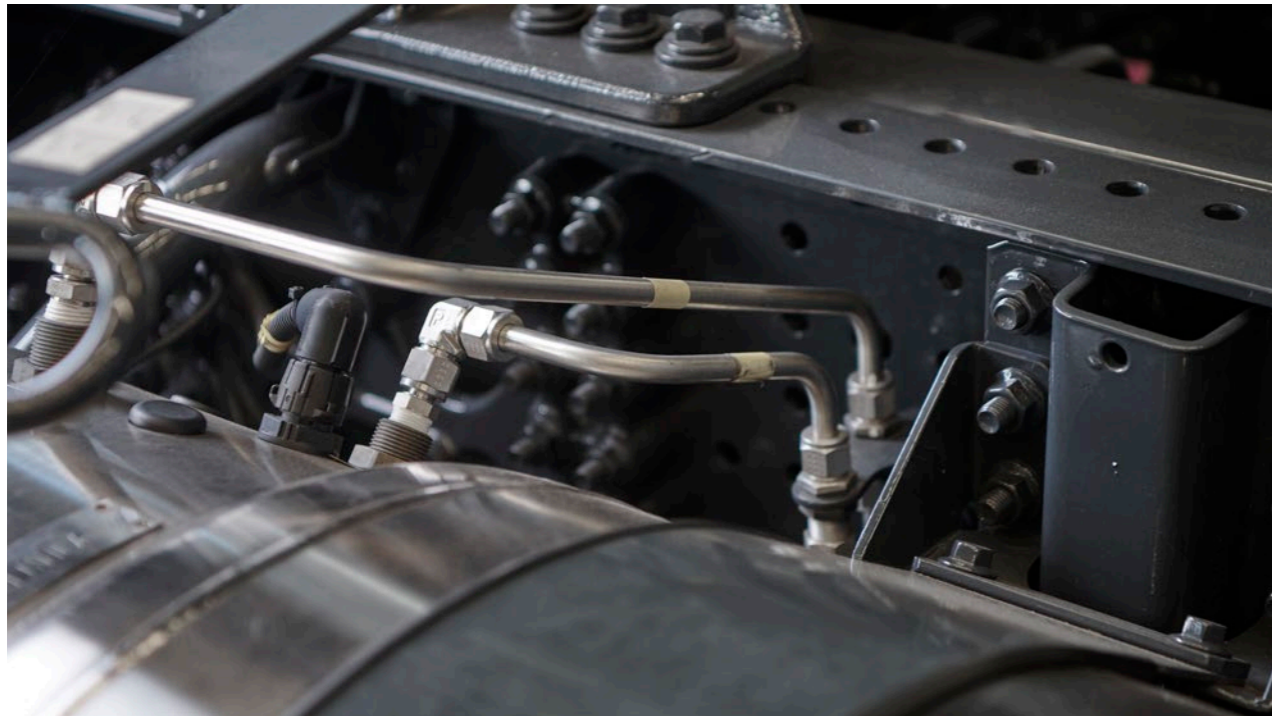


LNG tank must be returned in proper conditions as illustrated in picture.
Check that the brackets and the bands are present and correctly fastened .

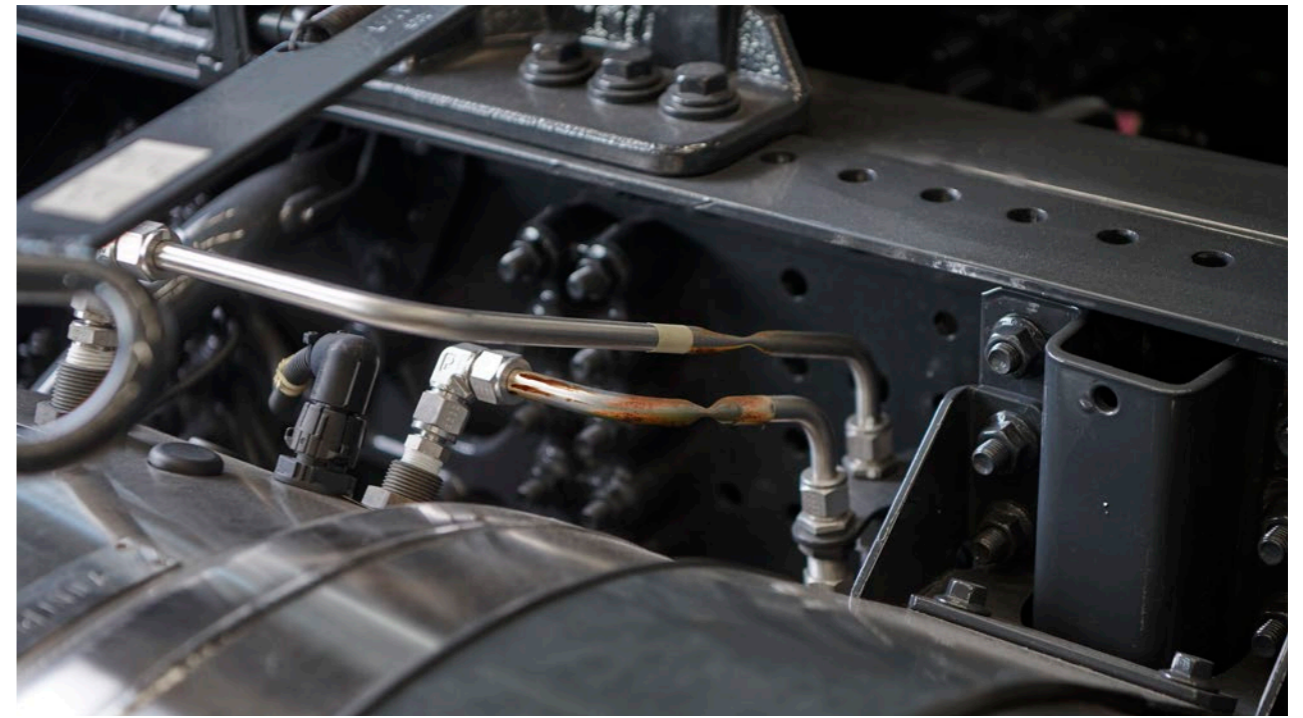


Rust, dents, breakages and/or gouges → charge for replacement of brackets and bands.

RIGID LINES FOR LNG TANK

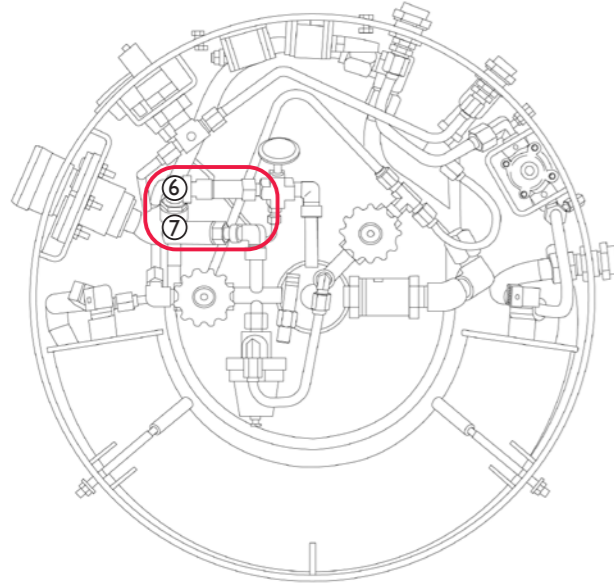


LNG tank must be returned in proper conditions as illustrated in picture.

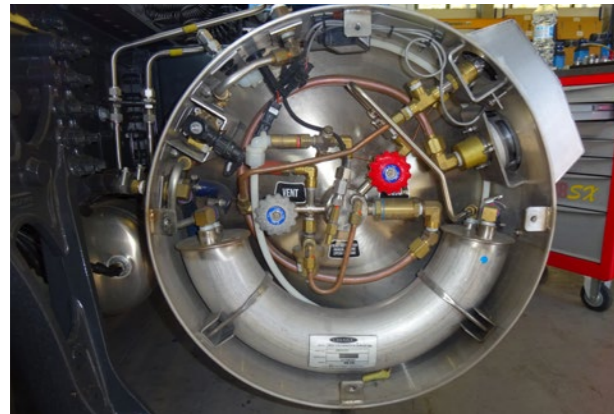
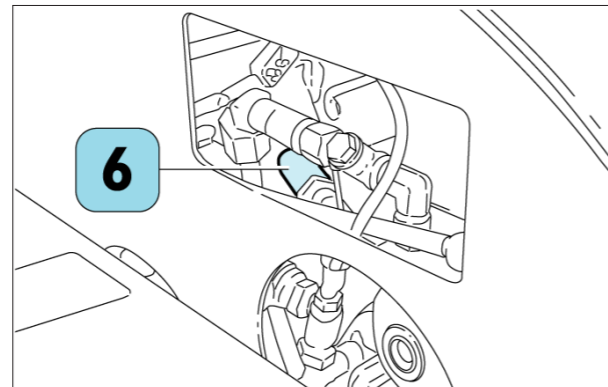


Rust, dents, breakages and/or gouges → charge for replacement of rigid lines.

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 up to 1.6 mm in depth and 50 mm in length → note without charge for damage.

Detachment of metal or maximum depth of deformation greater than 1.6 mm deep and greater than 50 mm in length → charge for replacement of CNG cylinder.

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

Depth of damage ≤ 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 ≤ 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 reaction or discolouration, loss of material from the CNG cylinder → charge for replacement of the CNG cylinder.

Permanent traces of charring/soot/blackening/dischouration, 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, rust and/or gouges that do not affect functionality and safety are accepted.



Visible dents and twisting 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



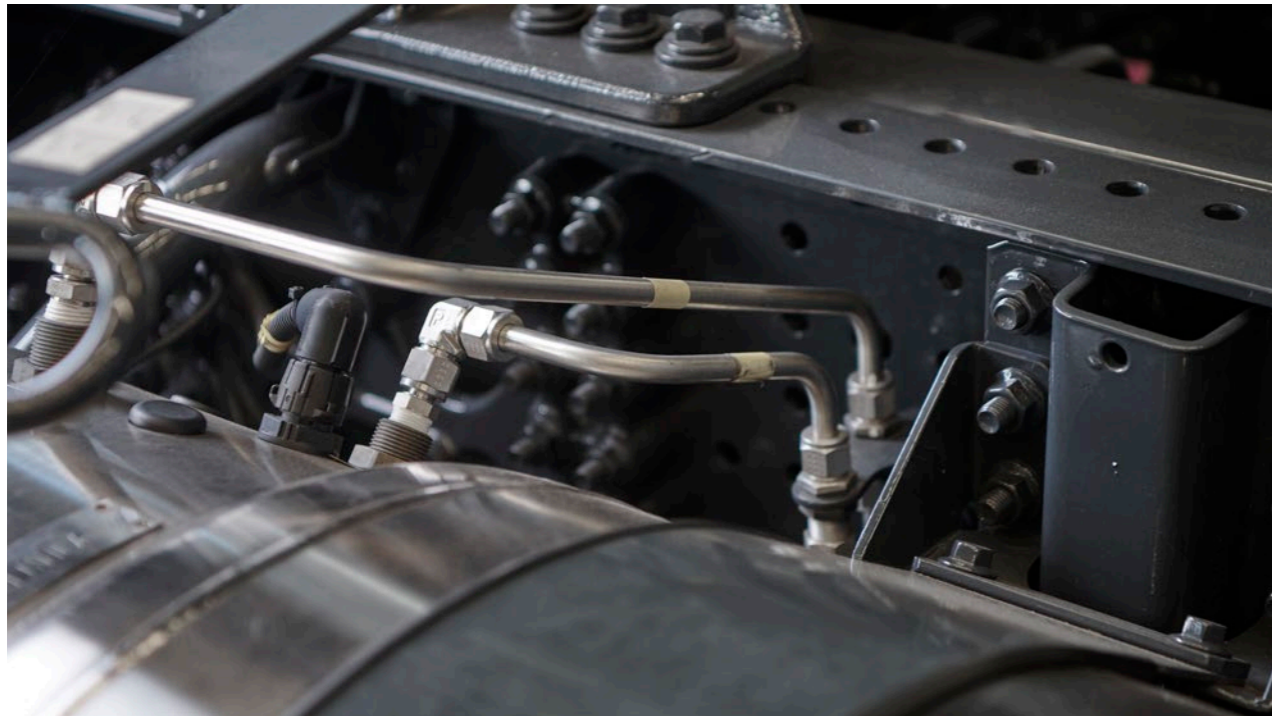
CNG cylinders must be returned in proper conditions as illustrated in picture.

Check that the brackets are present and fastened correctly.

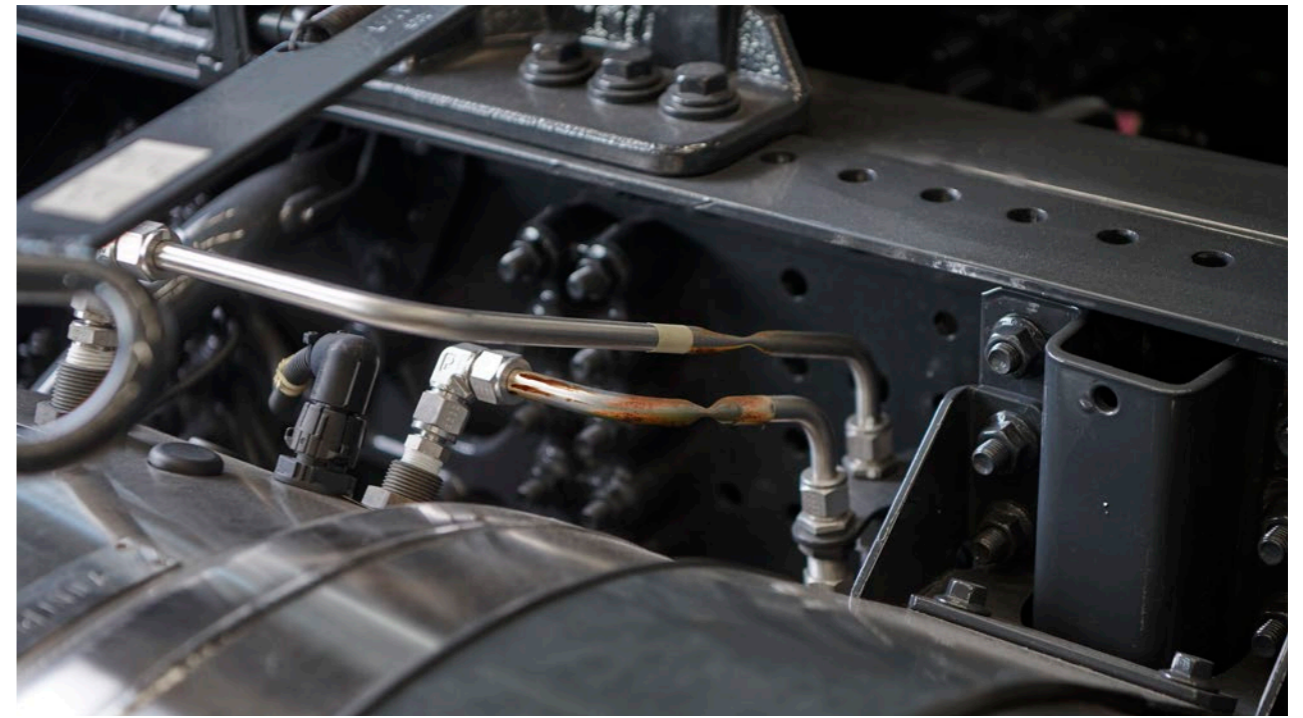


Rust, dents, breakages and/or gouges → charge for replacement of brackets and bands.

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



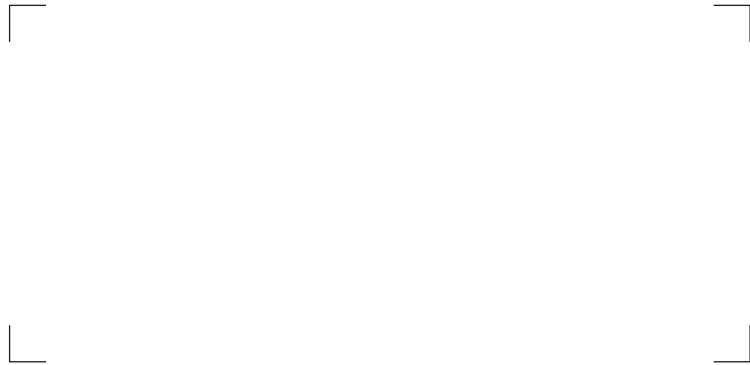
Normal use is accepted.



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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