



**FAIR AT PURCHASE  
FAIR IN RETURN**

**IVECO Damage Catalogue**

**IVECO**

Your partner for sustainable transport

**OK TRUCKS**

PRE-OWNED VEHICLES CERTIFIED BY IVECO

# FOREWORD

Dear customer,

With this damage catalogue, designed together with the experts from [Freight Transport Association \(FTA\)](#), we would like to prepare you for the return of your IVECO HGV following the end of its service life.

The illustrated examples show both the most frequent signs of wear and tear that can arise from normal use of the vehicle, as well as the most frequent cases of damage caused by improper use of the vehicle.

Signs of wear and tear are marked on the following pages with a green symbol are generally free of charge, and will not incur any additional costs in line with the contract billing.

Damage caused by negligence, failure to comply with the maintenance instructions and missing parts are marked with a red symbol and may lead to a reduction in value which is to be borne by you, the operator. All reductions in value are described in detail both visually and in writing in an independent expert's report, which is compiled at IVECO's own expense for every vehicle returned following prior consultation with you. The assessment criteria are always based on this damage catalogue, thus ensuring a consistent evaluation system and maximum transparency for all participants.

We look forward to a successful partnership and wish you a good trip!

Your IVECO Sales & Marketing Team

This damage catalogue was created based on experiences from UK law and the Driver and Vehicle Licensing Agency (DVLA), which were valid at the time of publication.

## CONTENTS

---

<b>VEHICLE EXTERIOR APPEARANCE</b>	<b>4</b>
<b>PASSENGER COMPARTMENT</b>	<b>18</b>
<b>VEHICLE TECHNOLOGY</b>	<b>26</b>
<b>SUPERSTRUCTURES/BODY</b>	<b>34</b>
<b>MISCELLANEOUS</b>	<b>42</b>
<b>APPENDIX</b>	<b>47</b>

# VEHICLE EXTERIOR APPEARANCE

## PAINT FINISH



- Minor surface scratches (polishable)
- Minor paint abrasion, e.g. on door edges
- Minor stone chipping damage to front of vehicle (primer coat unaffected)
- Minor environmental damage still polishable
- Minor traces as left by vehicle wash facilities
- Minor paint scratches around the loading sill that occur during loading and unloading
- Slight colour tone deviations resulting from different types of coating, undercoats and age-related colour tone changes



- Non-polishable scratches
- Scratches and considerable paint wear
- Advertising stickers or residue of similar
- Significant environmental damage when painting is required
- Significant stone-chipping damage (primer affected)
- Significant paint chipping
- Areas of rust
- Significant colour tone deviations, e.g. as a result of respray
- Unprofessional respray repairs

## VEHICLE EXTERIOR APPEARANCE

### BODYWORK, EXTERIOR MIRRORS AND ADD-ON PARTS



- Minor parking dents without paint damage that do not significantly impair the overall impression of the vehicle
- Slight abrasion of bumper panels and spoilers
- Minor surface scratches on the mirror housing



- Deep dents that impair the overall impression of the vehicle
- Significant abrasion, deformations, bumps and cracks on the mirror housing and bumper panels and spoilers
- Significant abrasion, deformations, bumps and cracks on the body and add-on parts
- Drill holes caused by add-on parts
- Evidence of previous accident
- Hail/weather damage
- Accident damage

## VEHICLE EXTERIOR APPEARANCE

### ENTRY, DOORS, BUMPERS, SIDE PROTECTION AND REAR UNDERRUN PROTECTION



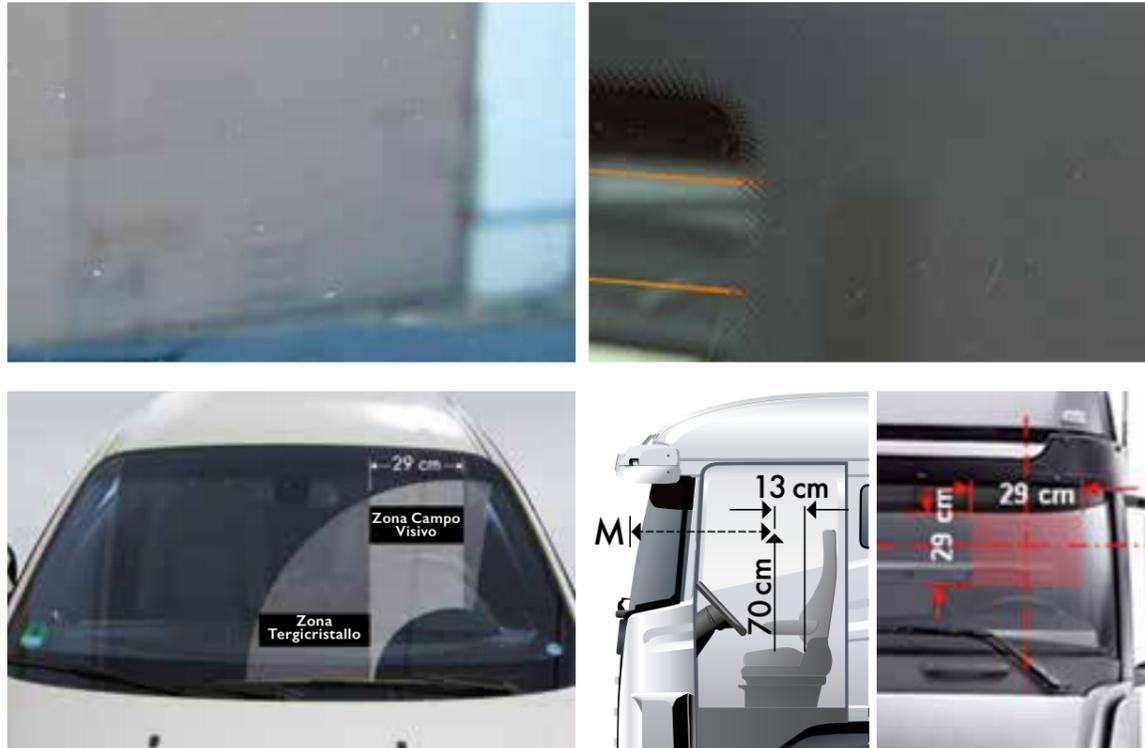
- Minor dents without paint damage that do not significantly impair the overall impression of the vehicle
- Slight abrasion of bumper panels and spoilers
- Minor surface scratches (polishable), e.g. around the tank lid, caps and door handles
- Minor paint abrasion, e.g. on door edges
- Minor paint scratches around the loading sill as a result of loading and unloading
- Slight colour tone deviations resulting from different types of coating, undercoats and age-related colour tone changes



- Deep dents that impair the overall impression of the vehicle
- Significant abrasion and deformation of body and add-on parts
- Non-polishable scratches
- Scratches and considerable paint wear
- Advertising stickers or residue of similar
- Significant environmental damage when painting is required
- Drill holes caused by add-on parts
- Evidence of previous accident
- Hail/weather damage
- Accident damage

# VEHICLE EXTERIOR APPEARANCE

## GLAZING AND LIGHTS



- Slight surface stone-chipping damage to the windscreen without impairment of vision in accordance with annual testing standards
- Minor scratches without impairment of vision
- Minor stone-chipping damage to headlights
- Professionally repaired stone-chipping damage not in the driver's range of vision

For vehicles with total permissible weight of more than 3.5 t the zone on the windscreen is defined by a square with an edge length of 35 cm wide, in the swept area of the screen and centered on the steering wheel.



- Stone chipping damage and cracks
- Stone chipping/scratches with impairment of vision in the field of vision of the driver in accordance with current testing standards
- Cracks and crevices in windows, headlights and rear lights
- All damage that impairs road safety
- Unprofessional glazing repairs
- Leaky windows or light units
- Lights not conforming to main inspection requirements



- Wear/tread depth corresponds to min 7.0 mm
- Slight abrasion of the tyre exterior
- Minor grooves in the tread
- Minor scratches/abrasion without material loss on the rims
- Slight corrosion on steel rims
- Minor damage to the rims and wheel cover

**TYRES ACCEPTED**

- Bridgestone
- Michelin
- Kormoran
- Pirelli
- Goodyear
- Dunlop
- Continental
- Firestone



- Tyres worn uneven
- Tread depth less than 7.0 mm
- Considerable abrasion, impact damage and grooves in running surface and on the tyre sidewalls
- Porous and overused tyres
- Tyres with visible damage (cracks, bulges)
- Cracks, deformation, considerable material removal, serious paint damage to rims and wheel covers
- Extensive corrosion to rims and wheel covers
- Incorrect, non-matching tyres as regards size, type, make and construction (summer/off-road/winter tyres)
- Tyres that do not comply with manufacturer's specifications
- Retreaded and/or recut tyres

## 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
- Deformed, torn or missing catwalk plates
- Catwalk plates that are unsafe to walk on
- Removed/missing original steps
- Deformed crossmembers

# VEHICLE EXTERIOR APPEARANCE

## MUDGUARDS AND MUD FLAPS



- Slight surface scratching
- Slight deformation
- Slight buckling
- Slight discolouring caused by buckling
- Scuffs



- Deep scratches
- Cracks and tears
- Completely worn through areas
- Missing parts
- Deformed brackets
- Brackets torn from mounts

## PASSENGER COMPARTMENT

### FLOOR COVERINGS, TRIM, PANELLING AND ROOF LINING



- Minor colour differences caused by sunlight
- Minor abrasion
- Small drill holes outside of field of vision
- Slight soiling that can be removed as part of normal interior cleaning



- Heavy soiling and stains that require more intensive cleaning
- Excessive abrasion and cracks to floor covers, trim and panel parts
- Drill holes in field of vision
- Burn holes
- Significant paint differences
- Missing equipment or trim parts
- Floor covers, trim and panel parts worn through
- Clearly perceptible unpleasant aromas, e.g. smoke, mould, animal etc.

## PASSENGER COMPARTMENT

### INSTRUMENT PANEL, STEERING WHEEL, INSTRUMENTS, DRIVER FRONT PASSENGER SEAT, CONTROLS



- Minor colour differences caused by sunlight
- Slight abrasion of seats, seat covers and trim parts
- Small drill holes outside of field of vision
- Slight soiling that can be removed as part of normal interior cleaning
- Correctly operational dashboard



- Heavy soiling and stains that require more intensive cleaning
- Steering wheel cover loose
- Excessive abrasion and cracks to seats, floor covers and trim parts
- Drill holes in field of vision
- Burn holes
- Significant paint differences
- Missing seat or trim parts
- Non-functioning seat belt
- Scratches on instrument clusters and other displays
- Non-functioning seat controls, displays

## PASSENGER COMPARTMENT

### HEATING, VENTILATION, AIR-CONDITIONING, PARKING AIR-CONDITIONING AND HEATER



- Minor colour differences caused by sunlight
- Small drill holes outside of field of vision
- Slight soiling that can be removed as part of normal interior cleaning



- Heavy soiling and stains required more intensive cleaning
- Drill holes in field of vision
- Scorching
- Significant paint differences
- Broken displays
- Missing or broken panels or trim
- Missing control parts
- Non-functioning functions
- Dirty filters

## PASSENGER COMPARTMENT

SPECIAL EQUIPMENT SUCH AS, FOR EXAMPLE, KITCHEN, REFRIGERATOR, BUILT-IN CUPBOARDS, ETC.



- Slight discolouration caused by sunlight
- Slight wear
- Slight soiling than can be removed as part of normal interior cleaning
- Slight scratches such as caused by loading and unloading or through wear



- Heavy soiling and stains that require more extensive cleaning
- Excessive scratches, tears as well as excessive wear
- Drill holes that can be seen
- Burn holes
- Major discolouration
- Missing equipment or trim parts
- Significantly perceptible odours
- Corrosion



- Signs of wear that do not impair road safety
- Slight oil dampness (no formation of droplets)



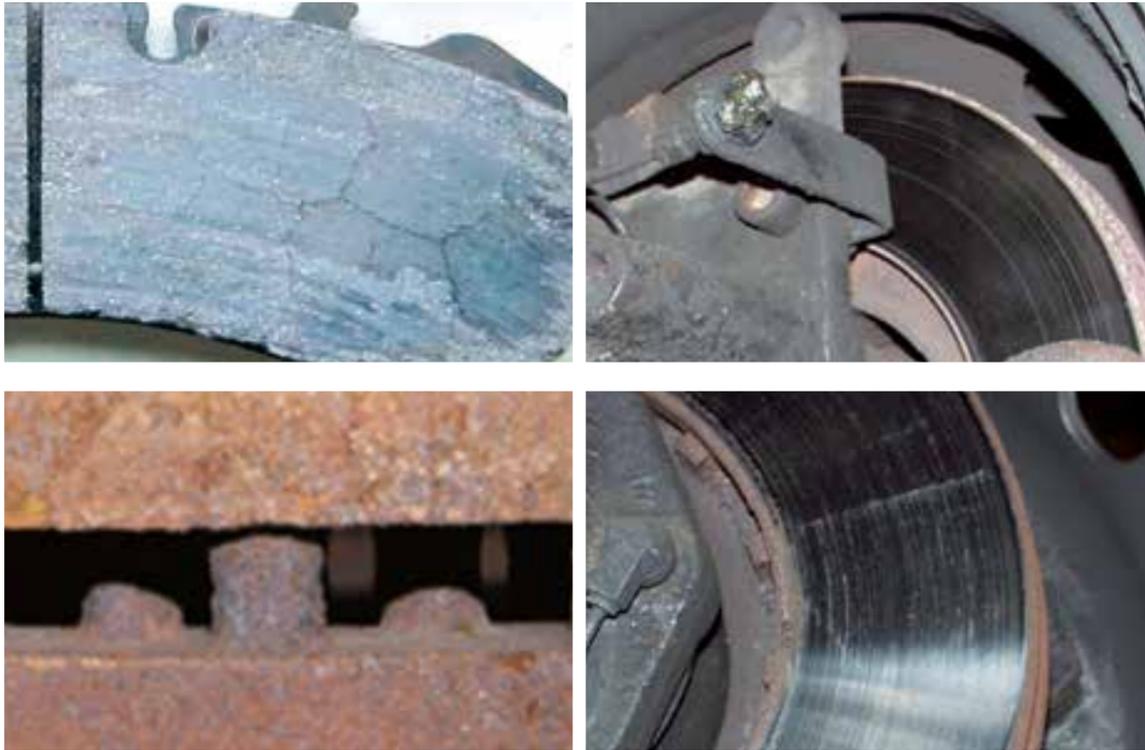
- Cracks in air bellows and drive shaft sleeves that expose the internal cords
- Broken springs
- All leaks on engine, gears, differential, hydr. suspension and shock absorbers
- All signs of wear visible as part of a visual inspection that impair road safety
- Axle, suspension and chassis parts damaged by collisions
- Worn track rods/transverse links etc.
- Leaky steering gear and power steering pumps
- Indefinable noise from engine, gears, differential and drive train



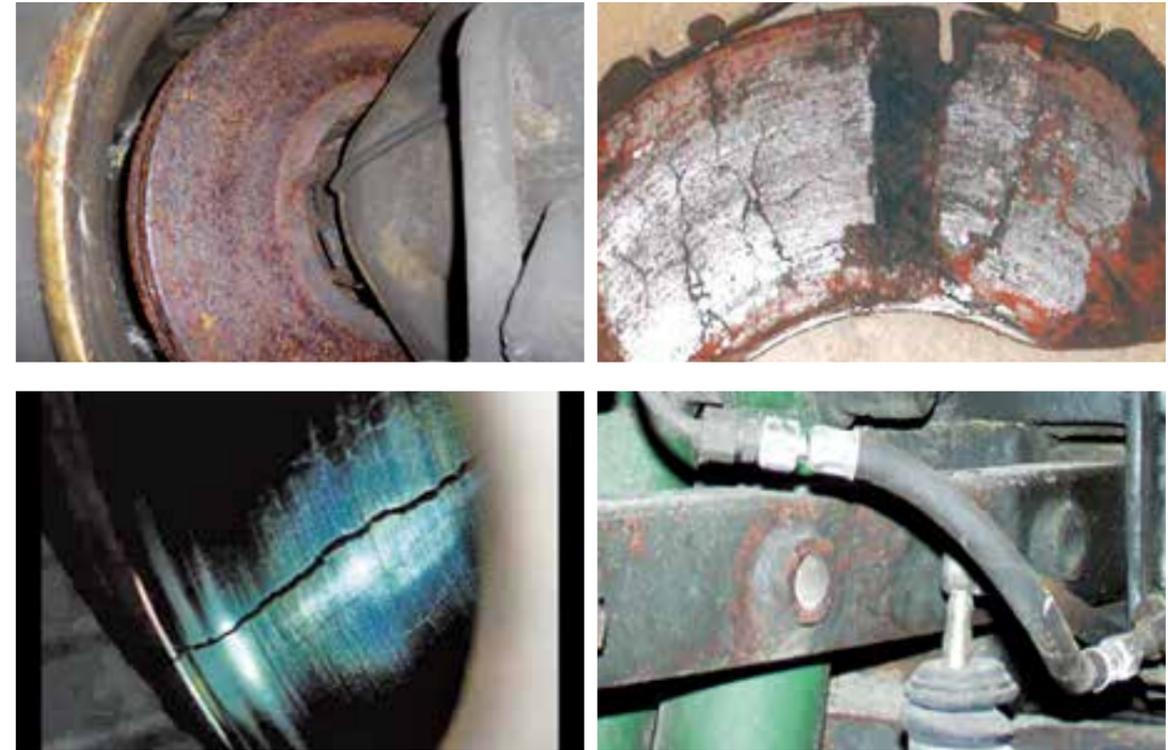
- Normal condition corresponding to age and mileage



- Leakages
- Rust penetration
- Damage caused by exterior collisions
- Missing equipment parts, e.g. torn off or deformed, incomplete tailpipes



- Normal condition corresponding to age and mileage



- Excessively worn brake lining/pad material naturally wears through usage. As a minimum the lining material remaining should be no less than 50%
- Brake disc's and drums naturally wear through usage. As a minimum the material remaining should be no less than 50%
- Any malfunctions
- Storage damage



- 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



- Signs of wear typical of the expected use



- Breaks and deformations
- Serious deformed and broken end stops
- Broken twistlocks



- Minor surface scratches (polishable)
- Minor paint abrasion, e.g. on door edges
- Minor stone chipping damage to front of vehicle (primer coat unaffected)
- Minor environmental damage still polishable
- Minor traces as left by car wash facilities
- Minor paint scratches around the loading sill, e.g. as result of loading and unloading
- Slight colour tone deviations resulting from different types of coating, undercoats and age-related colour tone changes



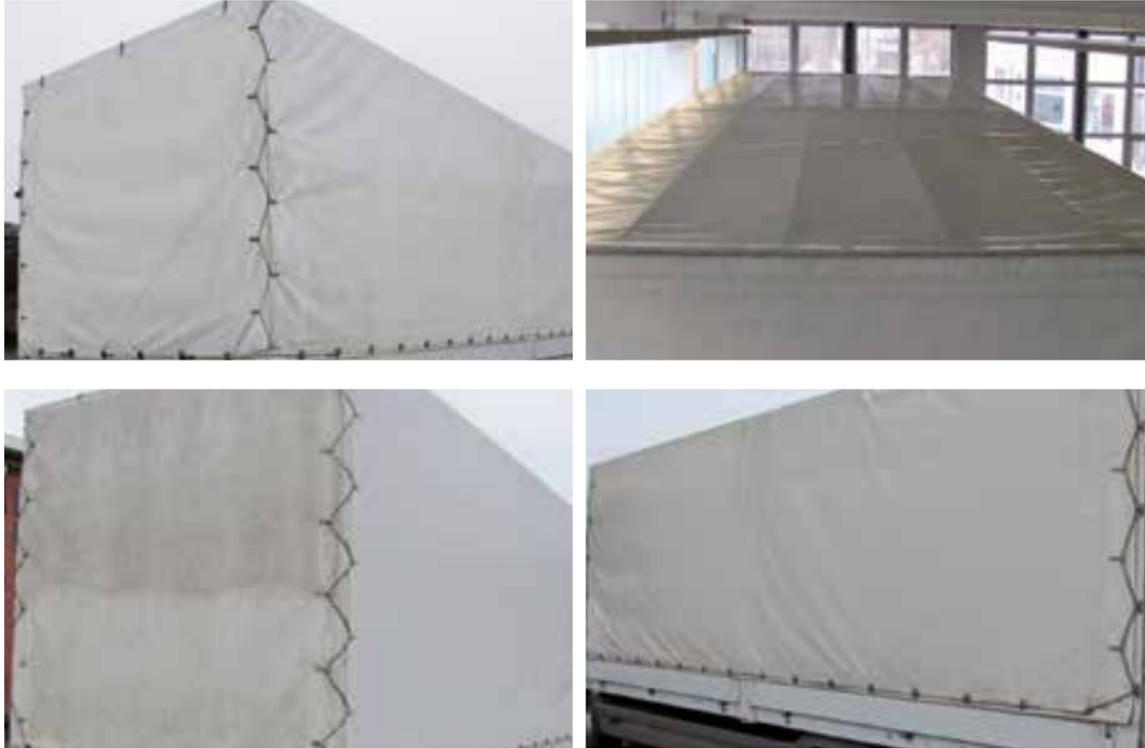
- Non-polishable scratches
- Scratches and considerable paint wear
- Advertising stickers or residue of similar
- Significant environmental damage when painting is required
- Significant stone-chipping damage (primer affected)
- Significant paint chipping
- Areas of rust
- Significant colour tone deviations, e.g. as a result of respray
- Unprofessional respray repairs
- Misalignment of panels and doors



- Minor surface scratches (polishable)
- Minor paint abrasion, e.g. on door edges
- Minor stone chipping damage to front of vehicle (primer coat unaffected)
- Minor environmental damage still polishable
- Minor traces as left by car wash facilities
- Minor paint scratches around the loading sill, e.g. as result of loading and unloading
- Slight colour tone deviations resulting from different types of coating, undercoats and age-related colour tone changes



- Non-polishable scratches
- Scratches and considerable paint wear
- Advertising stickers or residue of similar
- Significant environmental damage when painting is required
- Significant paint chipping
- Areas of rust
- Significant colour tone deviations, e.g. as a result of respray
- Unprofessional respray repairs
- Misalignment of panels



- Minor surface scratches (clean)
- Minor environmental damage
- Minor traces as left by car wash facilities
- Slight colour tone deviations resulting from different types of coating, undercoats and age-related colour tone changes



- Deep scratches reaching down to the fabric
- Scratches and considerable wear
- Advertising stickers or residue of similar, remains of adhesives
- Significant environmental damage
- Significant colour tone deviations
- Unprofessional repairs
- Torn tarpaulins/parts/eyes and hooks



- Power units/air-conditioning maintenance that is due shortly
- Timing belt due (information to be supplied by customer)
- MOT inspection expiry date has to be at least after 6 months
- Vehicle must be currently in good road-worthiness conditions and capable to pass the current MOT standard



- Overdue maintenance
- Warning systems and malfunction of the instrument panel
- MOT inspection with expiry date less than 6 months

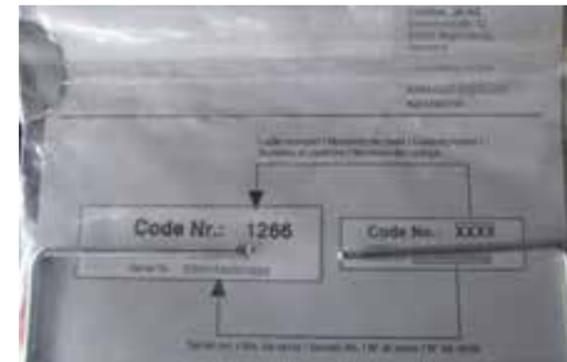
CHECKLIST FOR VEHICLE RETURN



In order to avoid additional time, effort and costs check whether all the parts and documents belonging to the vehicle are present before accepting the vehicle back. The checklist below is intended as an aid to help you to do this.

- |   |  |
|---|--|
| <input type="checkbox"/> Service booklet                    | <input type="checkbox"/> Radio code card               |
| <input type="checkbox"/> Onboard manual/operating manual    | <input type="checkbox"/> Key and spare key             |
| <input type="checkbox"/> Registration certification         | <input type="checkbox"/> Remote control with key       |
| <input type="checkbox"/> Tank card(s)                       | <input type="checkbox"/> First-aid kit                 |
| <input type="checkbox"/> Service card(s)                    | <input type="checkbox"/> Warning triangle              |
| <input type="checkbox"/> Tyres (summer and winter tyre set) | <input type="checkbox"/> High visibility vest          |
| <input type="checkbox"/> Spare wheel or                     | <input type="checkbox"/> Luggage space separator cover |
| <input type="checkbox"/> Compressor and tyre filler         | <input type="checkbox"/> Luggage space separator net   |
| <input type="checkbox"/> Emergency tool set                 | <input type="checkbox"/> Tonneau cover                 |
| <input type="checkbox"/> Trailer hitch with key             | <input type="checkbox"/> Removed seats and seat covers |
| <input type="checkbox"/> Navigation CD / DVD                |  |

MISSING PARTS



Fahrzeuginstrumente				
Zulassungsbescheinigung	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	Anzahl
Fahrzeugschlüssel	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Inspektionsheft	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Radio Code Karte	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Navigations CD / DVD	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Tankkarte DKV	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Tankkarte Shell	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Bordtuch	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Navigationsystem-gerät	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Kugelkopf Anhängerkupplung	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Bordwerkzeug	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Wagenheber	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Handyvorbereitung	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	Handy
Funk oder Vorbereitung	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Fernbedienung Standheizung	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Ersatzrat / Top-Fix	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
Zusätzliche Reifen/Räder im Fahrzeug	vorhanden	<input type="checkbox"/> ja	<input type="checkbox"/> nein	
		<input type="checkbox"/> Sommer	<input type="checkbox"/> Winter	<input type="checkbox"/> Ganzjahres

- Equipment that belongs to the vehicle as standard
- Approval certificates for subsequent additions/conversions
- Equipment as per checklist (see page 44)

**Important:**  
Avoid additional costs by completely returning all parts and documents belonging to the vehicle!



**APPENDIX TO THE  
DAMAGE CATALOGUE:**

**Specific features of CNG  
and LNG vehicles**

## **TABLE OF CONTENTS**

<b>PREAMBLE</b>	<b>49</b>
<b>ADMINISTRATIVE AND MARKINGS</b>	<b>50</b>
<b>LNG TANK</b>	<b>52</b>
<b>RETAINER BRACKETS AND BANDS FOR LNG TANK</b>	<b>54</b>
<b>RIGID LINES FOR LNG TANK</b>	<b>56</b>
<b>RELIEF VALVES</b>	<b>58</b>
<b>CNG CYLINDERS</b>	<b>60</b>
<b>CNG CYLINDERS PROTECTIVE COVER</b>	<b>62</b>
<b>RETAINER BRACKETS AND BANDS FOR CNG CYLINDERS</b>	<b>64</b>
<b>RIGID LINES FOR CNG CYLINDERS</b>	<b>66</b>
<b>CNG FILL RECEPTACLE PROTECTION BOX</b>	<b>68</b>
<b>INSPECTION OF ADDITIONAL HEATER TANK</b>	<b>70</b>

## **PREAMBLE**

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.



- 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 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  $\leq 7$  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.

## APPENDIX: CNG AND LNG VEHICLES

### 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.



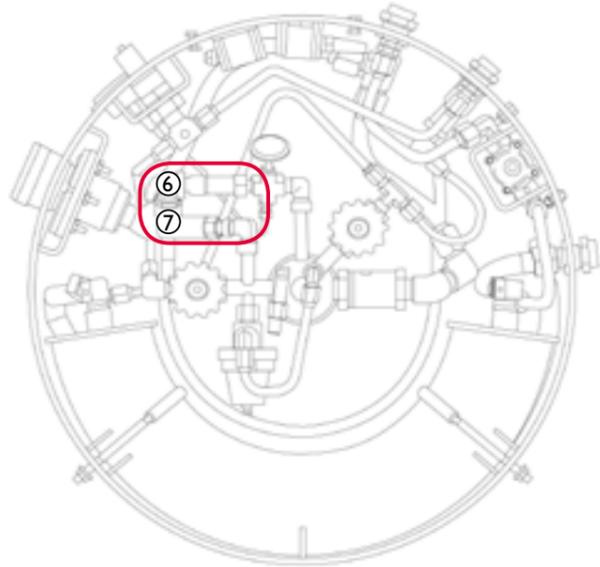
- Rust, dents, breakages and/or gouges → charge for replacement of brackets and bands.



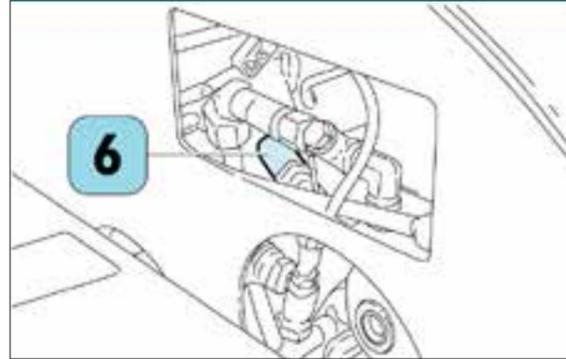
- LNG tank must be returned in proper conditions as illustrated in picture.



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



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 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 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.

## APPENDIX: CNG AND LNG VEHICLES

### 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.



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



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



- 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.



- 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.



**IVECO**

Your partner for sustainable transport

[www.iveco.com](http://www.iveco.com)

**OK TRUCKS**

PRE-OWNED VEHICLES CERTIFIED BY **IVECO**

[www.oktrucks.com](http://www.oktrucks.com)