TFS Excessive Wear and Use Guidelines

EXTERIOR
The following are examples of excessive wear and use found on the exterior of a vehicle:

1. Dented Bumper
2. Scratched Bumper
3. Scratched Paint
4. Poor Repair
5. Broken Mirror
6. Damaged Windshield
7. Exposed Tire Cord
8. Damaged Alloy Wheel
9-10: Seat and Trim
- A single cut, tear, burn or stain greater than the size of a credit card
11-12: Equipment, Parts & Accessories
- Missing keys/remotes
- Missing parts or accessories (shifter knob, headrests, tonneau/cargo cover, etc.)
- Inoperative, malfunctioning or broken parts or equipment
- Any modifications not on the vehicle at lease inception

5-6: Glass and Lights
- Windshield cracks, stars or bull’s-eyes
- Damaged, broken or non-factory tinted glass
- Bent, broken or missing lights, turn signals, mirrors or lamps

7-8: Tires, Wheels & Wheel Covers
- Tires with exposed cords or sidewall damage
- Tires or wheels that do not meet manufacturer’s guidelines for safe operation
- Missing or damaged wheel covers
- Wheel gouges greater than 1”

1-4: Paint and Body
- A consolidation of severe scratches in which the paint has been removed and the underlying panel is exposed
- A single dent greater than the size of a credit card
- Previous repairs performed poorly or unrepaired collision damage

INTERIOR
The following are examples of excessive wear and use found on the interior of a vehicle:

9. Cut Seat
10. Burned Fabric
11. Missing Accessory
12. Broken Equipment

QUESTIONS?
CONTACT 800-286-0652

CHECKLIST & TOOLS
Use the following checklist and tools to ensure your lease turn-in process is fast and simple.

- Use a credit card to examine possible excessive wear and use on your vehicle.
- Schedule your vehicle inspection appointment.
- Schedule a turn-in appointment with your Toyota dealer.
- Bring the following materials with you to your inspection and lease-return appointments:
  - Tool kit and spare tire, if applicable
  - All sets of keys (masters/remotes/valet), if applicable
  - Owner’s Manuals
  - Any original equipment on your vehicle at lease inception (radio, headrests, 3rd row seat, tonneau/cargo cover, etc.)
- Bring the Odometer Statement included in your final billing statement (also available on TFSLeaseEnd.com), and have the dealer record the mileage. Don’t forget to sign the statement and ask for a copy.
- Check with your DMV to determine if your state requires license plate return at lease end.
- Cancel any electronic payments.

A credit card is 3 ⅜” in length

Use a credit card as a guide to check for excess wear and use damage.

1 This is intended as general guidance only. State law and the terms of your lease may vary your rights and obligations regarding excess wear and use and mileage. Please refer to your lease agreement for a description of your rights and obligations upon termination of your lease. Toyota Financial Services may change its wear and use standards at any time consistent with the terms of your lease agreement.

2 Under certain circumstances, Toyota Financial Services does not charge its lease customers for excess wear and use damage.