

# HOW DOES YOUR VEHICLE MEASURE UP?

The Wear Square makes it easy to check for excess wear. Just hold it up to the trouble spots on your vehicle to see if the wear is excessive or normal as explained below.

## Tires

Insert the tan edge of the Wear Square into each tire tread at the shallowest point. If the 1/8" mark is visible, the tire has excess wear.

## Exterior

Center the 2" circle over the scratch, chip or dent on the body surface. Anything bigger than the circle is excess wear.

## Windshield

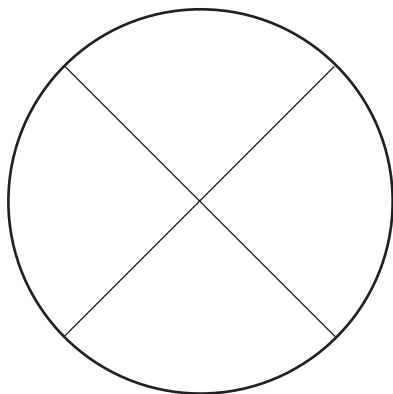
Center the 1/2" circle over the chip or "star break" in the windshield or other glass areas. Anything that exceeds the circle is excess wear.

## Interior

Center the 1/2" circle over the burn, stain, cut or tear. Anything that exceeds the circle is excess wear.

**ally**  
Wear Square

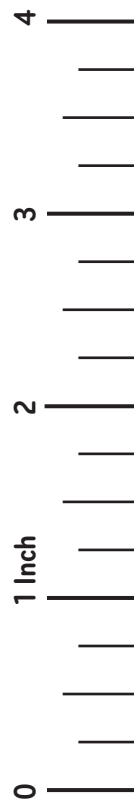
Tire Tread  
1/8" minimum  
tread depth at  
shallowest  
point for  
acceptable wear



Windshield  
Crack/Star,  
Interior Burns,  
Stains, Cuts  
and Tears  
(maximum 1/2"  
allowed)



Dings, Dents and Scratches on Exterior  
Panels, Lights, Turn Signals and  
Lamps less than 2" – NO CHARGE  
(any hole or puncture is chargeable)



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# FREQUENTLY ANSWERED QUESTIONS

## Q: How do I use the Ally Excess Wear Table and Wear Square?

**A:** These tools give you a good idea of whether or not your vehicle has excess wear. The table describes normal and excess wear. You can use the Wear Square to measure tire treads, scratches and chips to see if your vehicle has excess wear.

## Q: What should I do if my vehicle has excess wear?

**A:** You can have the damage repaired by a qualified expert, like your dealership, which will help you avoid excess wear charges. Or you can turn the vehicle in "as is" – we'll send you an invoice for the amount you owe for the excess wear.

## Q: Is excess mileage considered excess wear?

**A:** No. Mileage beyond the total allowed mileage stated in your SmartLease® contract is just that – excess mileage. The charge per mile driven beyond the allowed stated mileage appears on your contract.

## Q: Should I keep a service record on my vehicle?

**A:** That's a smart thing to do. A complete maintenance record that verifies work done on the vehicle can be helpful when talking to your dealership at turn-in.

## Q: Have a less frequently asked question?

**A:** Check your SmartLease contract, which explains excess wear and your responsibilities. If you have additional questions or need more explanation, just call us at **888-925-ALLY (2559)**.

# WE'RE HERE TO HELP

Call us at **888-925-ALLY (2559)**.

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**ally**  
DO IT  
RIGHT.

# DINGS & DENTS

YOUR GUIDE TO WEAR



# FIX IT OR FORGET IT? UNDERSTANDING WEAR.

Unless you have a force field around your vehicle, you're probably going to have a bit of wear. We get that. But it is important for you to know what's normal wear versus what's excess wear that needs attention. While a formal inspection will be done if you decide to return your vehicle, our handy Wear Square and Dings & Dents Guide will help you determine if you need to make repairs beforehand. If you do, you should get them done by your dealer or a qualified mechanic before returning your car. That way, you'll avoid additional costs at the end of your lease. Some repairs may be covered by insurance, so be sure to check with your provider first to see if you can file a claim.

Give us a call at **888-925-ALLY (2559)** if you have any questions about dings, dents or anything in between. We're happy to help.



DESCRIPTION	NORMAL WEAR	EXCESS WEAR
	<p><b>Normal Wear</b> is the minor and reasonable wear that a vehicle endures during everyday, ordinary operation. This can include a few small door dings, paint scratches or stone chips, or tire tread worn to 1/8".</p>	<p><b>Excess Wear</b> goes beyond the normal or ordinary wear that a vehicle endures. This includes wear caused by neglect, abuse, damage, poor maintenance, changing the vehicle's appearance, or using inferior parts or materials for repair.</p>
<b>Exterior:</b>		
Dings, dents, chips, scratches, corrosion and poor prior repair	<ul style="list-style-type: none"> <li>Individual occurrences of damage 2" or less in diameter with the exception of hail damage and punctures</li> <li>Individual occurrences of damage over 2" in diameter if they can be repaired for \$100 or less</li> <li>Scratches that can be buffed out during reconditioning</li> </ul>	<ul style="list-style-type: none"> <li>Individual occurrences of body, bumper and molding damage larger than 2" in diameter that cannot be repaired for \$100 or less, or any puncture</li> <li>Exterior missing or broken parts (regardless of cost)</li> <li>Visible sand/grinding marks, rough texture, excessive overspray or bad color match larger than 2" in diameter</li> <li>All damage that reduces remarkatability or impairs vehicle appearance</li> </ul>
Frame/inner structure		<ul style="list-style-type: none"> <li>All damage or poor repair of damage that affects the vehicle's structural integrity</li> </ul>
<b>Interior:</b>		
Burns, stains, cuts, tears and singed areas	<ul style="list-style-type: none"> <li>Burns, stains, cuts, tears and singed areas less than 1/2" in diameter</li> <li>Any removable stain</li> </ul>	<ul style="list-style-type: none"> <li>Burns, stains, cuts, tears and singed areas greater than 1/2" in diameter</li> </ul>
<b>Tires and Wheels:</b>		
Tires	<ul style="list-style-type: none"> <li>Tread depth of 1/8" or more at the shallowest point</li> <li>Tires must match manufacturer's recommended guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Tread depth of less than 1/8" at the shallowest point</li> <li>Gouges, cuts, sidewall plugs or tires in a condition affecting passenger safety</li> </ul>
Wheels	<ul style="list-style-type: none"> <li>Scuffs or minor nicks to wheels or wheel covers</li> </ul>	<ul style="list-style-type: none"> <li>Broken, cracked, bent or mismatched wheels</li> </ul>
<b>Glass and Lenses:</b>		
Windshield	<ul style="list-style-type: none"> <li>Damage 1/2" or less in diameter</li> </ul>	<ul style="list-style-type: none"> <li>Damage greater than 1/2" in diameter or any hole</li> </ul>
Lights, turn signals and lamps	<ul style="list-style-type: none"> <li>Cracks 2" or less in length</li> </ul>	<ul style="list-style-type: none"> <li>Cracks greater than 2" in length or any hole</li> </ul>
<b>Mechanical/Electrical Maintenance:</b>		
Mechanical/electrical		<ul style="list-style-type: none"> <li>Nonoperational or malfunctioning equipment</li> <li>Substandard or incomplete repair</li> <li>Any replacement part that does not meet manufacturer's specifications</li> </ul>
Vehicle maintenance		<ul style="list-style-type: none"> <li>Vehicle system failures that result from not adhering to manufacturer's maintenance requirements</li> </ul>
<b>Missing and Broken Parts:</b>		
Missing equipment or broken parts		<ul style="list-style-type: none"> <li>Any missing equipment, or broken parts (includes all keys, keyless entry remotes, electric vehicles chargers and cables, DVD player headphones and remotes, cargo covers, convertible boot covers, etc.)</li> <li>Any replacement part that does not meet manufacturer's specifications</li> </ul>
<b>Aftermarket Alterations:</b>		
Alterations		<ul style="list-style-type: none"> <li>Any modification including, but not limited to, suspension modification, changing vehicle color or non-factory paint schemes, lettering or graphics; holes in frame; post-delivery customizing; engine adaptations; fuel system adaptation; tinted or engraved glass</li> </ul>