

Standards for normal wear and tear:

Normal vehicle use leads to expected deterioration of the vehicle's condition. This deterioration is referred to as "normal wear and tear" and diminishes the vehicle's value gradually over its life cycle. Users of state vehicles have an obligation to be good stewards of public property and keep vehicles in good condition. It is the expectation these vehicles are maintained according to manufacturer's guidelines, guidance from DES Fleet maintenance and in accordance with state requirements for legal road use. Like other state property, it is to be used respectfully and kept to a basic level of cleanliness at a minimum.

"Excessive" wear and tear is the point at which the results of use are considered damage. It affects the vehicle's value and results in costly repairs or a diminished sale price. Damage occurs most often through accidents, negligence, vandalism and improper, harsh, or excessive use. Agencies are held accountable for damage to state vehicles and may be held financially responsible for repairs, replacement of parts, or diminished value of said vehicles dependent on the situation.

What is normal "wear and tear?"

- "Normal" wear and tear describes the expected deterioration of a vehicle's interior, exterior, and operating condition resulting from the vehicle's normal use. This starts from the vehicle's assignment date to the agency and continues to the date the vehicle is physically returned and processed as turned in by DES Fleet Operations.

Is this a new procedure at DES Fleet Operations?

- No. DES Fleet Operations has been evaluating returning vehicles for normal wear and tear for years. This practice is now being formally put into writing to better communicate the process and expectations to our customers.

How is wear and tear determined?

- Upon turn in, vehicles are inspected and evaluated. In this evaluation, the vehicle's current condition is assessed then compared to a vehicle's expected deterioration from normal use, age, and mileage. Evaluations include the presence and condition of any equipment issued with the vehicle. General guidelines for expected wear and tear versus damage are outlined below. **These examples are general guidelines and are not determinable. All evaluations of vehicle condition are made on a case-by-case basis.**

What happens if a vehicle's wear and tear is determined to be excessive?

- The agency that the vehicle was assigned to, would be charged for the repairs, replacement of missing components, repairs of damaged parts, or lost value in the state vehicle depending on the situation.

Determining wear and tear condition

At the time the vehicle is processed as turned in by an organization, an initial inspection of the vehicle will be made to determine the current condition of the vehicle. This inspection may include but is not limited to the vehicle's engine, drive train, exterior, interior, and storage or cargo spaces. The following are a few examples of items that may be considered excessive wear and tear and result in charges to the leasing agency.

Vehicle Interior

Vehicle interior consists of all surfaces and elements found within the cabin and cargo areas of the specified vehicle.

- According to established State Driver Standards set by DES, use of tobacco products, smoking, and vaping are all prohibited in State vehicles. Any damage including burns, holes, or odor resulting from these activities will automatically be considered excessive wear and tear. Additional cleaning fees will be charged in the event it is determined by DES Fleet Operations that driver standards were violated based on odor (includes tobacco, marijuana, vaping residues), test strips, or other measure.
- The presence of biological fluids or perishable food/materials. Additional cleaning fees will apply.
- Any damage to the vehicle resulting from negligence, vandalism, or theft.
- Any damage to the vehicle resulting from the presence of animals, rodents, or pests.
- Damaged or missing elements including but not limited to, vehicle visors, head rests, rear view mirrors, seats, etc.
- Damage from excessive use of instruments left unrepaired (i.e., door handles/door hinges)
- Previous repairs or modifications not authorized by DES Fleet Operations.

Vehicle interior examples-

Seats

Normal	Excessive
<ul style="list-style-type: none">• Thin, faded, worn, or threadbare upholstery consistent with age and use.• Small tears or holes in upholstery.• Stains that can easily be removed without the need of a professional detail.  	<ul style="list-style-type: none">• Damage requiring replacement or large repair of upholstery due to holes, cuts, tears, or rips.• Stains and/or caked-on mud that are permanent or cannot be easily removed without requiring a professional detail.• Damage or discoloration from exposure to chemicals or adhesives.• Damage from unapproved installation or removal of equipment (holes missing sections, etc).  

Dashboard and instruments

Normal	Excessive
<ul style="list-style-type: none">• Thin layer of dust, pollen, or dirt, and minor scratches or scuff marks.• Instruments are in working order and intact.• Dashboard faded in color due to sun.  	<ul style="list-style-type: none">• Burn marks, cuts, stains, tears, deep scratches, or other significant damage in the material. Heavy buildup of dust, pollen, or dirt.• Damaged instrument panels, missing instruments, or instrument parts.• Dashboard warped or cracked due to excessive temperatures or exposure to sunlight.  

Odor

Normal	Excessive
<ul style="list-style-type: none"> Stale air or slight musty smell from dust or having sat unused. 	<ul style="list-style-type: none"> Noticeable odors including but not limited to, animal fur, urine, or feces. Noticeable odor from the use of tobacco, marijuana, or vaping products. Noticeable odor from rodent or mold infestation. Noticeable, pungent, perfumy, or strange smells that would require the need for a professional detail.

Ceiling, Floor, and Interior of cabin

Normal	Excessive
<ul style="list-style-type: none"> Scratches and dents typically found due to gravel or asphalt road usage. Light stains on roof liner and floor.  	<ul style="list-style-type: none"> Burn marks, holes, cuts, or other damage that require replacement of the ceiling, flooring material, and/or interior of the vehicle cabin. Stains and/or caked-on mud or other substances that cannot be removed without professional detail.   

Vehicle Exterior

Vehicle exterior consists of all surfaces and elements found on the outside of the specified vehicle.

- Any significant damage to the exterior surface of the vehicle such that it has penetrated the paint.
- Damage to glass due to vandalism.
- Missing or severely damaged wheels or tires (including any spare tires).
- Any damage to the vehicle resulting from negligence, vandalism, accident, or theft.
- Any damage to the vehicle such that compromises the structural integrity or safety of the vehicle
- Damage due to excessive use (tires, wheels, running boards. Cargo racks, etc.)
- Damage resulting from unauthorized addition or removal of elements or unauthorized equipment.
- Previous repairs or modifications not authorized by DES Fleet operations.

Overall Vehicle Body:

Normal	Excessive
<ul style="list-style-type: none"> • Scratches or scuffs that can easily be buffed out. • Chipping in the paint from gravel and asphalt roads. • Scratches that do not break the paint surface, small dents (<1.5" in diameter), and small scratches on rail protectors. • Burned out headlight/taillight bulbs. • Missing hubcaps. • Flat tire repair due to minor puncture to vehicle thread.  	<ul style="list-style-type: none"> • Missing, broken, or damaged exterior parts or trim. • Large scratches, punctures, cracks, and other breaches through the paint surface • Small scratches and damage collectively covering a significant portion of the exterior • Bent/deformed vehicle wheels. • Tires with exposed cords or sidewall damage. • Missing wheels and tires. • Damage from installation or removal of vehicle labels, specialized equipment, or other unauthorized vehicle alterations. • Any damage that requires professional detail to remedy exterior blemishes/issues. • Any damage to the vehicle by the leasing agency resulting from negligence vandalism, theft, or accident. • Vehicle modifications or vehicle repairs not authorized by DES Fleet operations.  

Frame or Inner Structure of Vehicle

Normal	Excessive
<ul style="list-style-type: none">Lack of structural damage of the vehicle	<ul style="list-style-type: none">Any damage to the vehicle such that compromises the structural integrity or safety of the vehicle (e.g., damage to fuel tank, oil pans, undercarriage, etc.).Damage or cleaning that requires a professional- paint, sap, etc.