

## Lease Turn-In / PDA Package

- All professional service fees are due upon receipt unless requested by the client or PDA.
- PDA's goal is for all files to meet a 12-hour contact, 24-hour inspection, and 48-hour turn-around time. If the 48-hour turn-around time is not met, an explanation (Status Report) will be provided to the client.
- Initial Contact/12 Hours: Contact with Lessee within 12 hours of assignment. If PDA experiences difficulty in contacting the insured/claimant, the client will be notified and solicited for assistance in reaching the vehicle owner.
- Vehicle Inspection/24 Hours: Report includes date, location of inspection, complete VIN, license number, condition report including any unrelated damage, repairs and/or parts replacements listed will be made in strict accordance with the manufacturer's specifications and recommendations.
- Turn-around of Complete File/48 Hours: PDA's complete, final, closed file, including PDA's service invoice, will be sent to the client within 48 hours of assignment date. If this does not occur, a status report explaining the facts and circumstances will be forwarded to the client every 48 hours until the assignment is completed.

### STANDARD TECHNICAL PROCEDURES

#### PDA APPRAISAL STANDARDS FOR VEHICLE DAMAGE (LEASE TURN-IN)

#### 10-POINT VEHICLE INSPECTION (LEASE TURN-IN)

1. Vehicle Equipment List: Optional equipment; After-market equipment
2. Road Testing: When needed; includes check of engine, brakes, transmission and suspension systems. This test is not intended to be a highway road test. The purpose is to check out the mechanical condition of the power train and is usually accomplished in a parking lot environment.
3. Under-Hood Component Check: Includes belts, hoses, battery, cooling system, filters, power steering, a/c, exhaust system, engine components, charging system, and fluids.
4. Glass Component Check: For cracks, chips, scratches and minor damage.
5. Accessories/Equipment Condition Check: Inspect to see that all devices are present and operating properly.
6. Luggage Compartment Check: Includes inspection of jack and other tools, spare tire and luggage floor mat.
7. Passenger Compartment Condition Check: Examination of carpets, seats, headliner, dashboard and other surfaces for stains, cracks, splits or wear.
8. Exterior Body Condition Check: Damage to body panels, trim and frame.
9. Paint Condition Check: Includes check for scratches, discoloration, fading or paint flaws.
10. Tire Condition Check: Check for wear, damage and mismatched tires.

#### PLUS THE EXACT DOLLAR AMOUNT NEEDED TO BRING VEHICLE TO \*RESALEABLE CONDITION

\* Condition vehicle should be in for the year model and mileage.