

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 24-hour contact, 48-hour inspection, and 72-hour turn-around time. If the 72-hour turn-around time is not met, an explanation (**Status Report**) will be provided to the client.
- **Initial Contact/24 Hours:** Contact with Lessee within 24 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/48 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/72 Hours:** PDA's complete, final, closed file, including PDA's service invoice, will be sent to the client within 72 hours of assignment date. If this does not occur, a status report explaining the facts and circumstances will be forwarded to the client **every 72 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.