



Ally Lease Return/Remarketing Process

Vehicle Returned Lessee delivers the vehicle to the dealership. The Lessee should be provided with a copy of their signed Ally Odometer Statement before leaving the dealership.

Dealer Notifies Ally of Lease Return

Use the **Ally Vehicle Return Manager (AVRM)** application to notify Ally of the lease return and to generate an Odometer Statement for the lessee to complete and sign. To obtain access to AVRM register as a New User at allyvehiclereturnmanager.com, once completed it may take up to 48 hours to receive your User ID and password to log in. If you have additional questions please contact your Ally Account Executive.

Please log in to the AVRM to obtain Purchase for Lessee, Dealer Purchase for Inventory, and/or Lessee Return Quotes. If you don't have access call the Ally Dealer Service Center at 888-919-2559. Refer to the Lease Terminations Quick Reference Guide (Quote Matrix) for more details on the types of quotes available and an explanation of when a termination is considered an early termination ("ET") or a normal maturity ("NM"). If the termination is considered an ET, please read the "Steps for Evaluating Lease ET Vehicle Return Options" and use the related Vehicle Return Option Calculator.

- **Dealer Purchase for Lessee.** If the lessee wishes to purchase the vehicle, you may purchase it for re-sale to the lessee. This is not a return quote. It requires proof of resale to the lessee.
- **Dealer Purchase for Inventory – Not for Resale to Lessee.** If the lessee wishes to return the vehicle, you may purchase it for your inventory. **Note:** If you notify Ally of a Dealer Purchase for Lessee or a Dealer Purchase for Inventory, Ally will delay the remarketing process for 72 hours to allow the purchasing process to be finalized. For more information regarding the purchasing process, contact the Ally Dealer Buyout team at **877-290-9544, option 2.**
- **Lessee Return.** If neither the lessee nor you intend to purchase, Ally will immediately begin the remarketing process described below. For more details on the Ally remarketing process, contact the Ally Remarketing Center at **877-290-9544, option 1.**
 - If you do not have access to AVRM, you and the lessee must still complete your respective portions of an Ally SmartLease Odometer Statement/Third Party Inspection form. Please have the lessee sign where indicated, and fax to 877-290-9555 for lease returns or fax to 866-851-0577 for dealer purchases.

Post-Return Process

1 to 5 Days

3rd Party Vehicle Inspection* A 3rd party inspector will visit the dealership to inspect the vehicle for the lessee's excess wear and to obtain the vehicle condition information required to post the vehicle for sale on SmartAuction*. Please make the vehicle accessible for inspection.

Ally Customer Letters:

Early Term Pre-Sale Letter:

If the vehicle is returned to Ally and the termination is considered an ET, Ally will mail the lessee an ET Pre-Sale Letter after the vehicle is inspected. This letter reflects any excess mileage, excess wear items and unpaid charges.

1 to 6 Days

Ally Posts to SmartAuction Ally will post the vehicle (if eligible) to SmartAuction after the inspection is completed. Vehicle will be available for sale on SmartAuction for up to 6 days.

Settlement Letter:

Ally will mail the lessee a settlement letter. If the termination is considered an ET, the settlement letter will be mailed after the vehicle sells at auction.

1 to 7 Days

Transporter Picks-Up Vehicle

If the vehicle sells on SmartAuction, the buying dealer will pick-up the vehicle and provide proof of sale. Do not release the vehicle unless the buyer provides proof of sale documentation.

If the vehicle is not SmartAuction eligible or not sold on SmartAuction, a transporter will pick up the vehicle and provide a copy of the Bill of Lading. Do not release the vehicle unless the transportation company provides the Bill of Lading. For transportation questions, please call **877-290-9544, option 4.**

* 3rd party inspections in non-metropolitan areas may require longer to complete. 3rd party inspections currently not available in the states of AK, HI, and SD. Dealers in these states should call the Ally Remarketing Center at (877) 290-9544, option 1 for assistance.