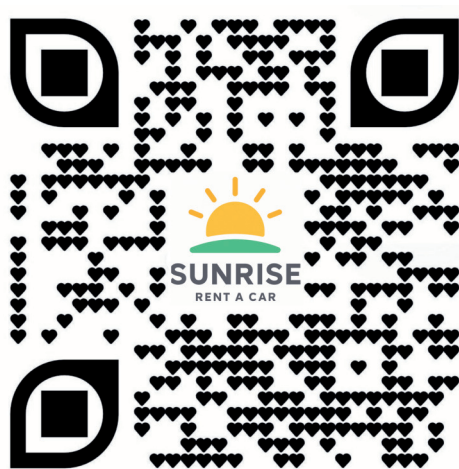


SUNRISE

日の出 レンタカー RENT A CAR

Fuel Policy Annex



website

sunrise-rent.com



1. Vehicle Delivery and Return Condition

All vehicles are delivered to the customer with a full fuel tank (満タン / “mantan”).
The customer must return the vehicle with a full tank as well, following the conditions below:

- 1.1 Refueling Location
 - Refueling must be done at a gas station located within a 1 km radius of the return location.
 - Refueling done outside this range will not be accepted as valid.
- 1.2 Refueling Time
 - Refueling must be completed within 30 minutes before returning the vehicle.
 - If refueling is done earlier than 30 minutes before return, it will not be considered valid, since the vehicle may have consumed fuel after refueling.
- 1.3 Refueling Receipt
 - The customer must provide the original refueling receipt (給油レシート) from the gas station at the time of return, together with the vehicle key.
 - If no valid receipt is presented, or if it does not meet the above conditions, the amount of missing fuel will be calculated using the formula defined in this annex.

2. Example of Invalid Refueling Time

Example scenario:

- Scheduled return time: 15:00
- Customer refuels at 11:00, at a gas station only 300m away
- Returns the vehicle at 15:00

Problem:

There is a 4-hour gap between refueling and return, during which the vehicle could have consumed fuel (for example, driving to a nearby shopping mall or using the air conditioner).

Even if the gauge still shows “FULL,” this refueling is not accepted.

The proper procedure would be to refuel after the stop, within 30 minutes of returning the vehicle.



3. Partial Refueling Attempts

Some customers try to manipulate the fuel gauge by adding only a small amount of fuel (for example, ¥1,000 or ¥5,000).

Although the analog gauge might show “FULL,” the vehicle’s digital range display (残り走行距離 / Remaining Range) reveals the actual difference.

- 3.1 Technical Notes
 - The correct refueling mode is 満タン (mantan) – full fill-up mode, not setting a fixed amount;
 - Exact round numbers (¥1,000, ¥2,000, ¥5,000, etc.) usually indicate manual pre-set refueling, not a true full tank;
 - The official measurement is based on the digital remaining range, not the needle gauge or the tank opening.
- 3.2 Verification Procedure
 - The attendant checks if the remaining range matches the vehicle’s maximum capacity;
 - If there is a discrepancy, the fuel cost is calculated using the formula below;
 - Minor differences may be tolerated at the company’s discretion;
 - If the vehicle shows no natural range variation after a “mantan” refuel, the company will apply the fuel charge.

4. Fuel Charge Formula

((Maximum Range – Remaining Range) / Average Consumption (Km/L) * Fuel Price (¥/L)) + Shouhizei (消費税, Japan consumption tax)

Example:

- Maximum range: 800 km
- Remaining range: 600 km
- Average consumption: 16 km/L
- Fuel price: ¥180/L
- Tax: 10%

$((800 - 600) \div 16) \times ¥180 = ¥2,250 + 10\%$

Final amount charged: ¥2,475 (tax included)

5. Invalid Objections and Common Misunderstandings

Comments such as:

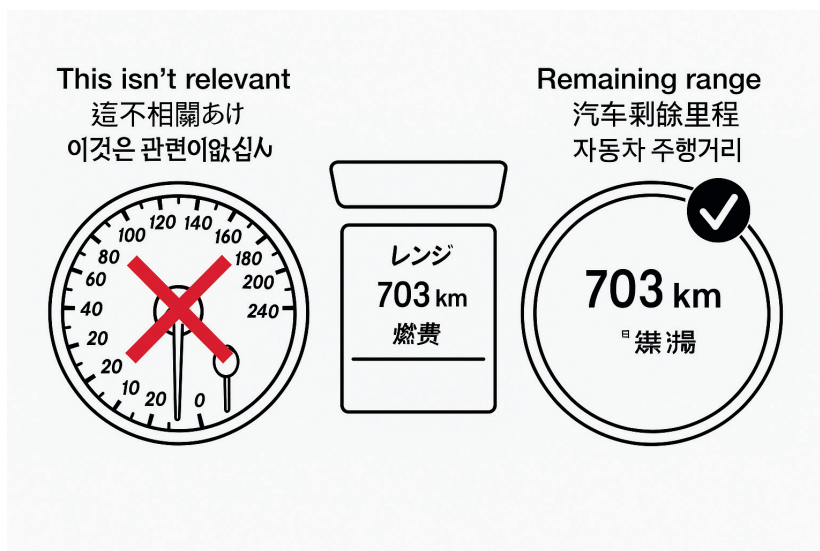
- “The gauge shows FULL.”
- “I put ¥1,000, it’s full.”
- “You’re overcharging me!”

are **not accepted**, because:

- The policy is based on objective, measurable data;
- The range indicator provides accurate information;
- The customer can avoid any charge simply by refueling properly, at the right time and place.

6. Reference Illustration – Correct Measurement Point

Fuel validation is based on the digital remaining range indicator, not on the analog fuel gauge.



7. Recommendations

- Always refuel in “mantan” (full fill-up) mode;
- Use a gas station within 1 km of the return location;
- Refuel within 30 minutes before returning;
- Keep and present the original refueling receipt (給油レシート);
- Avoid partial refueling or non-technical explanations.

8. Tolerance Policy

Sunrise Rentacar may, at its discretion, waive very small differences (under 1 liter) to avoid unnecessary inconvenience.

However, any intentional attempt to deceive or manipulate the gauge will be charged in full, based on the technical data and formula.

9. Real Case Example – Partial Refueling Attempt

In a recent case, a customer refueled exactly ¥1,000.

The analog gauge showed “FULL,” but the digital range was 15–20 km short of full capacity.

The customer claimed:

- “The pump stopped by itself.”
- “You can check the tank opening; it’s full.”

Explanation:

- The tank opening does not indicate the real fuel level;
- The gas pump stopped automatically because the prepaid ¥1,000 limit was reached;
- The vehicle’s range display confirmed the missing fuel.

A charge of ¥500 was applied.

Later, when the tank was properly topped off, the actual cost was ¥496, confirming the accuracy and fairness of our method.

10. Comparison with Major Rental Companies

Large rental companies in Japan often use simplified fixed-rate systems for refueling charges, which can lead to unfair billing.

For example:

- If the tank is between 51% and 99% full, they may charge half the cost of a full tank;
- If the tank is below 50%, they charge the full tank price, regardless of the exact amount missing.

This happens because large corporations have higher administrative costs and need to standardize across branches.

However, it often penalizes honest customers who return vehicles with only small differences in fuel level.

At Sunrise Rentacar, we take pride in being fair, transparent, and precise.

We calculate the charge based on real data — actual range, consumption, and market fuel price — ensuring fairness for both sides.