

RENAULT SECURE ANYTIME WARRANTY – TERMS AND CONDITIONS

Dear Customer,

We sincerely thank you for choosing Renault Secure Anytime Warranty Program with Road Side Assistance for your vehicle as per plan selected. Under the Renault Secure Anytime Warranty, Renault undertakes to carry out the necessary remedial work necessitated by mechanical and / or electrical breakdown, under normal use and maintenance, subject to the terms and conditions mentioned in this document. Our goal here at Renault is to provide you with the maximum satisfaction. To achieve this goal, we promise to provide you with sincere and thorough support, as well as continue to make an effort to provide more attractive services to satisfy your needs. This document explains the anytime warranty terms and conditions, specific parts coverage and owner's responsibility.

Eligibility:

Your vehicle must be registered in India for private use and the vehicle age should be more than (2) years old and less than (7) years old and odometer reading should less than 100,000 KM , from the first date of delivery.

Pre-warranty checklist:

In case, if the vehicle is not maintained as per Renault India guidelines / Owner's manual, Then Renault dealer will ensure that vehicle complies with the pre-warranty checklist where the original new vehicle warranty or the extended warranty is no longer still in effect. The cost of any repair / replacement required on vehicle to enable it to comply with the pre-warranty checklist is agreed and borne by customer. Any such repair/replacement not performed are excluded from the scope of anytime warranty program.

Missing services / recommended repairs:

Renault dealer shall check that the scheduled services as recommended in maintenance section of vehicle owner's manual have been duly performed. If any recommended periodic maintenance services or repairs are due, then Renault dealer shall require such services or repairs to be performed at customer cost prior to issuance of anytime warranty.

Maximum liability:

The maximum liability under any time warranty will be the insured depreciation value of the subject Renault vehicle as on the date of the service request.

Start of R-Secure Anytime Warranty:

The R-Secure anytime warranty effectively begins on start date mentioned in the certificate, which is issued during sale to customer along with this terms & conditions. Limited to thirty (30) days of cooling period from the date of certificate issued. During cooling period, no service request will be honoured.

What is covered:

Engine:

Big end main bearing, Cam follower / valve lifter, Camshaft, Connecting rod, Crankshaft, Cylinder Head & Head gasket, Engine block, Flywheel and ring gear, Injectors, Inlet & Exhaust manifold, Glow plug, Torque Converter, Piston, Piston pins, Piston rings, Radiators, Rocker arms & shaft, Turbo Charger, Vacuum pump, Rocker arms & shaft, Valve, Valve gear / Cam shaft gear, Valves [excluding burnt & fitted valves], Water pump.

Engine Management:

Absolute pressure sensor, Accelerator sensor, Air mass flow meter sensor, Camshaft (position/angle) sensor, Torque sensor, Crank angle/positioning sensor, Idle speed control valve, Intake Air temp sensor, Oxygen sensor, Throttle positioning sensor, Vehicle height control ECU, Vehicle speed sensor, Water Temperature sensor.

Control Unit:

A/C control ECU, ABC ECU, ABS pump/ controller & hydraulic unit, airbag ECU, auto transmission main bag ECU, BCM [body or vehicle control module], cruise control, door control ECU, electronic discharge unit, electronic steering ECU, engine ECU, hill assistant control ECU, immobiliser ECU, light control ECU, theft detection ECU

Transmission

Manual gearbox/ auto gearbox, all internal gears [except clutch gate], selector forks, springs

Front wheel drive

Crown wheel & pinion [not covered in backlash], differential gear units, shafts & bearing propeller shaft & universal joint

Rear wheel drive:

Crown wheel & pinion [not covered in backlash], differential gear units & hub, shafts & bearing propeller shaft & universal joint

Suspension & Steering

Power steering pump, rack & pinion, steering gearbox

Braking system

Brake servo unit/ brake booster, hand brake lever & ratchet

Fuel system

Canister [petrol], Fuel distributor [petrol], fuel gauge, low pressure fuel pump, pressure regulator [diesel]

Electrical system

Alternator, Central locking system, Coolant Temp Gauge, Defogger unit, Electrical door actuators, Head lamps – Motor, Ignition Coil, Instrument Cluster, Blower fan motor assy, Radiator Fan Motor (Mechanical /Electrical), Starter motor and solenoid switch, Steering Column, Sunroof motors, Voltage regulator, Water Pump, Window Motor, Window winders/regulator, Wiper motor

Clutch

Master cylinder & sleeve cylinder

Air Conditioning

Compressor / magnetic clutch, condenser [except leakage], heating coil, reservoir, compressor magnetic switch, thermistor switch

Cooling system

Intercooler [factory fitted], oil cooler unit, thermostat valve

What is not covered:

The parts which are not listed under "What is covered" including refrigerant, lubricants, parts made of rubber.

- Shocker absorbers and wheel bearings [front & rear]
- Normal maintenance services, including without limitation, cleaning and polishing, minor adjustments, engine tuning, oil / fluid changes, refrigerant purging, fluid bleeding, headlight alignment & focusing, filters replenishment, fastener retightening, wheel balancing, wheel alignment and tyre rotation etc.
- The indirect and remote consequences of any fault (loss of operation, duration of immobilization, etc.)
- Vehicle components which have undergone conversion work, and/or specification and design changes and the consequences (deterioration, premature wear and tear, alterations, etc.) of the conversion work on the vehicle parts or components, or on its specifications.
- The costs incurred by the customer for routine periodic maintenance.
- Replacement of parts due to wear and tear resulting from use of the vehicle or from its mileage, clutch, wiper blades, brake drum, brake disk, brake pads, brake shoe, lamps, spark plugs, belts, linings, bulbs, fuses, relays, parts made of rubber and plastic, glass, remote key batteries, lenses, mirrors, Lower arm, silencer & muffler, clutch disc plate, clutch cover assembly, Cables (clutch, accelerator, gear, brake & Hood open cables), drive belts (other than timing belt). Water ingress / fogging in exterior / interior lamps, struts, ball joints, tie-rod, boots (axle, gear lever & steering), suspension linkages, gaskets, 'O'-rings, door striker, any mountings & brackets.
- Normal ageing, deterioration or rusting of plated parts, paint coat peel off, rubber parts, upholstery, soft trim etc.
- Damage or failure resulting due to the following causes:
 - Poor vehicle maintenance, in particular if the instructions for the treatment, the frequency of maintenance or care to be applied to the vehicle set out in the Maintenance Service Booklet and the Driver's Handbook have not been observed
 - Due to lack of use / operation of vehicle over prolonged period[s];
 - Misuse, abuse, negligence, improper driving habits, theft etc. of the vehicle;
 - Damage from stress, like use of vehicles in races, rallies etc.
 - Use of parts other than Renault Genuine Parts.
 - Modifications, alterations, tampering or improper repair.
 - Parts used in applications of which they were not designed or not approved by RIPL. Any device and/or accessories not supplied by RIPL
- Slight irregularities not recognized as affecting quality or function of the vehicle or parts, such as slight noise or vibrations, or items considered characteristic of the vehicle.

Exclusions:

- R-Secure anytime warranty will not apply to vehicles at any point of time for goods delivery, courier services, driving schools or other tuition for reward, emergency services or any kind of timed competitions or racing, rallies, pace making, reliability trials, speed or hill climbing or off road use.
- No cover will apply if the vehicle be used for any purpose for which it is not licensed, or for which it was not originally purchased.
- Renault will not accept any liability for damage caused by lack of servicing, abuse or the continued use of the vehicle after any fault has become evident, or for the consequential loss of a part not covered by this policy.
- Renault will not accept any liability for any damage caused by war, civil war, rebellion, invasion, insurrection, hostilities, confiscation, nationalization or loss resulting from order of government or local authority, ionizing
- Service request were fault causing the mechanical or electrical breakdown was diagnosed prior to the expiry of new vehicle warranty or the extended warranty period but the repair was deferred to or carried out in anytime warranty period

Owner's responsibilities:

- You are responsible for the proper maintenance, operations and care of your Renault vehicle in accordance with your Renault periodic maintenance schedule as per the Owner's Manual provided with the vehicle. Failure to comply with the operating instructions or to regular service, will render this R-secure anytime warranty void. We encourage you to always keep this document along with the R-Secure anytime warranty certificate in your vehicle
- You are responsible for taking your vehicle to an authorized Renault dealer in order to obtain R-Secure anytime warranty service your Renault dealer will make the necessary repairs using Renault genuine parts.

How to Make a Service Request:

In the event of failure, the owner must follow the below mentioned steps

- Immediately take all necessary steps to minimize the extent of loss as mentioned in the owner's manual.
- Depending on whether the vehicle is in a condition to be driven, the owner shall drive it or have it towed without delay, to the nearest Renault Dealer for repair. The owner must notify the Renault Dealer about the R-Secure anytime warranty Certificate number.
- Renault Dealer will establish the cause of failure and needed parts replacement and labour will be done free of cost under this program.
- A reasonable time to complete the repairs must be allowed after the vehicle is reported to the Authorized Renault Dealer.
- Any other additional work which are not covered under this program will be chargeable to customer.
- R-Secure anytime warranty services shall be provided only by Renault Authorized dealers and dealer service branch.
- There will be some instances where repairs cannot be authorised to dismantle. In these cases, we will need your authorization to dismantle the component for proper diagnosis prior to commencing any repairs. Provided the problem is covered by this plan, repairs will be authorised. In instances where the problem is not covered by this plan, you will be responsible for all costs associated with dismantling & or repairing the vehicle.

Dealer's responsibilities:

R-Secure anytime warranty repairs will be made at no cost for parts and/or labour. Any needed parts replacement will be replaced with Renault genuine parts by an authorized Renault dealer.

R-Secure Anytime Warranty Transfer:

- In case of Ownership transfer, please visit the nearest Renault Dealer for further assistance.
- If ownership of the vehicle changes, the remaining warranty period / km would be effective for the new owner.
- The R-secure anytime warranty cover cannot be transferred to any other vehicle and remains with the original vehicle only.

Important:

- This warranty is the entire warranty given by Renault and no dealer or its or his agent or employee is authorized to extend or enlarge this warranty and no dealer or its or his agent or employee is authorized to make any oral warranty on Renault's behalf.
- Renault reserves the right to make any change in design or make any improvement on the vehicle at any time without any obligation to make the same change on the vehicles previously sold.
- Renault's decision is final and binding on the owners of the vehicle in all warranty matters.
- This R-Secure anytime warranty scheme has no surrender value, no refund of warranty premium is available, and it cannot be transferred to another vehicle.
- The period of R-Secure anytime warranty is as per the plan selected by you. However, in case the vehicle is driven more than subscription km (as per the plan selected) this R-Secure anytime warranty will lapse.

Renault Roadside Assistance

Renault Secure Anytime Warranty comes with complementary benefit of Renault Roadside Assistance for the contract period. For assistance / details, kindly contact 1800 300 44444 (Toll Free) or your nearest Renault dealer.

Basic complementary features:

- Battery Jump starting / replacement in run down battery
- Emergency fuel refill of 5 litres (subject to a usage of once per year per customer)
- Flat tyre assistance using spare wheel
- In the event of vehicle immobilized or accident, towing assistance to the nearest Renault authorized dealer
- First hand assistance of technical problem over phone
- Onsite Minor repairs (Parts & consumables are chargeable)
- Facilitate food, water & first aid as per the situation
- Dealer Locator & Route guidance
- Lost and locked key/keypad assistance
- Urgent message reply to friend and family
- Medical and concierge Services

Incidental expenses shall be borne by the customer not limited to road permit fee, toll fee, Octroi etc. Renault Roadside Assistance will be available in India except the following geographical areas: Arunachal Pradesh, Meghalaya, Mizoram, Manipur, Nagaland, Sikkim, Tripura, J&K, Andaman & Nicobar islands and Lakshadweep

RIPL has authorized third party to provide RSA services.