

RENAULT SUBSCRIPTION

Frequently Asked Questions (FAQ)

Renault Subscription is offered by TC Euro Cars Sdn Bhd (TCEC) to the public who are interested to subscribe for the usage of a RENAULT CAPTUR or KOLEOS. For more details, please contact our RENAULT Digital Engagement Centre (DEC)

- Email: RenaultSubscription@tanchonggroup.com
- Phone: 1800-18-8663 (Mondays – Saturdays, 8:00am – 5:30pm)

ELIGIBILITY

1) Who is eligible to apply for this program?

Renault Subscription is now open to all Malaysians, Malaysian residents who have a valid driver's license and companies.

2) I am interested to Subscribe, what locations does Renault Subscription cover?

Renault Subscription is currently only available in Klang Valley, Penang and Johor Bharu. It is not available in East Malaysia at this time. For outstation deliveries (selected locations beyond Penang and Johor Bharu), additional charges may be incurred for transportation of RM1,000 (to & fro).

3) I was told I'm not eligible for the Subscription program. Why is that?

This could be due to several factors – vehicle availability, traffic offences, credit standing and other factors.

PLAN & VEHICLES AVAILABLE

4) Which Renault models are available for Subscription via this program?

There are 2 Renault models available for Subscription:

- Renault CAPTUR – compact crossover available for monthly subscription from RM1,299 only
- Renault KOLEOS – premium SUV available for monthly subscription 2WD – RM2,299 and Signature – RM2,699

5) I would like to test drive the vehicle before subscribing. Can I?

Yes, you can test drive the Captur / Koleos at any of our Renault Showrooms.

6) Is there any promotional offers for my subscription?

The Subscription is already offered at a very attractive rate. For FIXED Plan, we are offering free 1 month subscription for a limited time only to encourage Malaysians to take up this new mobility solution. The free 1 month will be applied on the 7th month of subscription.

7) Do I have to pay for the service and insurance for this vehicle?

No. Regular maintenance service, insurance and road tax are borne by TCEC. Under the FIXED plan, wear & tear parts are not covered under Subscription programme.

8) How much is the monthly Renault Subscription and what does it cover?

We have designed the Renault Subscription to ensure it is very affordable and easy to take-up. There are 2 types of plans: i) FIXED and ii) SWITCH

i) FIXED Plan

CAPTUR		KOLEOS		KOLEOS SIGNATURE	
1 year	2 years	1 year	2 years	1 year	2 years
RM1,499/ month	RM1,299/ month	RM2,499/ month	RM2,299/ month	RM2,899/ month	RM2,699/ month
20,000km / year		20,000km / year		20,000km / year	
Inclusive of Regular Service costs					
Inclusive of Road Tax & Insurance					
New vehicle					

ii) SWITCH Plan

CAPTUR	
Base Captur (with 2 months Koleos)	Prime Captur (with 4 months Koleos)
RM1,999/ month	RM2,199/ month
Unlimited mileage / year	
Inclusive of Regular Service costs + Wear & Tear parts	
Inclusive of Road Tax & Insurance	
< 1 year vehicle – access to Captur and Koleos	

9) How should I make the vehicle arrangement for Koleos if I'm on SWITCH?

Kindly contact our Renault DEC team. They will be happy to assist on coordinating for your vehicle requested timing.

10) Is there any restrictions on the utilization of my Koleos if I'm on SWITCH?

You can start utilizing it 1 month AFTER your Subscription start date. The utilization will be over a 1 month period at a time, subject to availability of the vehicle.

11) When can I expect to receive my Renault upon Subscribing?

The Renault vehicle will be available within 14 days from the date we receive your payment. In the unlikely event we are unable to fulfil your vehicle within this time, our team will be in touch with you.

12) I am interested to Subscribe. What should I do?

- a. If you are interested to Subscribe, please complete forms (refer to Document requirements)
- b. You will be contacted if a vehicle is available by our DEC team
- c. Make a refundable security deposit of RM2,500 for Captur and RM3,500 for Koleos and first month payment

We will be in touch on the subsequent vehicle arrangements.

13) Can I drive the vehicle outside of Malaysia?

No you cannot.

14) Which colours are available for the Captur?

The user may choose from 4 colour options (subject to availability):

- Atacama Orange
- Flame Red
- Ocean Blue
- Pearl White

15) What colours are available for the Koleos?

There are limited stocks with 4 colour options (subject to availability):

- Meissen Blue
- Black Metallic
- Universal White
- Grey Metallic

16) What happens if the colour I prefer is not available?

Unfortunately, should a colour of a vehicle you request be unavailable, we will provide you with alternative options. Kindly select from the options available.

17) Where and when can I collect and return the car?

Collection

Upon confirmation for the Subscription program:

- The Vehicle collection date shall be notified to you via our DEC team on date and time
- You shall need to collect from Renault Petaling Jaya or our authorised locations in Butterworth and Johor Bharu (Mondays to Saturday, 8:30am – 6:30pm)

Return

Upon confirmation for the Subscription program:

- The Vehicle target return to be informed to DEC 3 days prior. DEC will confirm the return date & time
- You shall need to return of the Vehicle from Renault PDI, VDC Segambut at No.327, Jalan Segambut, Segambut, 51200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur (Mondays to Friday, 8:30am – 6:30pm. Saturdays, 8:30am – 12:00pm) or our authorised locations in Butterworth and Johor Bharu.

VEHICLE USAGE & UNFORESEEN SITUATIONS

1) Do I need to bring the vehicle for service?

Yes, you will be given a Service Voucher and you will need to bring the vehicle in to any Authorized Renault Service Centre every 6 months / 10,000 km for maintenance services.

2) Will I be charged for damaging the car?

TCEC shall be entitled to impose a penalty upon you in respect of the following situations:

In the event of an accident:

An excess fee max. of up to RM2,500 for Captur and RM3,500 for Koleos (subject to the level of damage to the vehicle) may be imposed per incident.

Condition upon return of vehicle:

During vehicle return, we will inspect the condition of the vehicle. Please return the vehicle in good condition. Refer to the Terms & Conditions for full details.

3) Whom should I contact if the car breaks down?

You may seek assistance from our 24 hour Customer Support hotline by dialing the toll-free number of **1800-88-8663**. They will be able to assist on onsite emergency support and towing assistance.

4) Where can I repair the car if I have accidentally damaged it?

All repairs must be done at authorized Renault Service Centres only.

5) Can I use the car for race and off road activities or commercial purposes?

No, you may not utilise the vehicle for commercial purposes (eg: ride hailing, good deliveries, etc).

6) Am I prohibited from carrying any specific goods?

Yes, you are not allowed to carry items that will discharge a lasting unpleasant odour. You shall be liable to reimburse TCEC for all costs incurred to eliminate any unpleasant odour from the car.

7) Am I allowed to smoke in the car?

Smoking is strictly not allowed.

8) Can I add accessories or stickers to the car?

No. You shall be liable to reimburse TCEC for all costs incurred to remove any third party accessories/stickers from the car.

9) What happens if I exceed my allotted mileage cap of 20,000km / year?

You may opt for an additional 10,000km / year for RM200 additional monthly. At the end of your Subscription term, any excess mileage is subject to RM0.50 per kilometre.

TERMINATION

10) What if I would like to terminate my subscription?

You will need to inform us 30 days in advance via email and fill out the Cancellation Request form via: renaultsubscription@tanchonggroup.com. For Fixed plan, a penalty will be incurred of up to the full sum of the unfulfilled contract value.

11) In what situations will my Subscription be terminated?

The Subscription shall automatically terminate in the event of:

- (a) defaulted on your payment;
- (b) you have not been deemed to be using the vehicle for that does not comply with the terms set forth in the terms & conditions, or
- (c) you shall have an interim order in bankruptcy proceedings made against you.

PAYMENT

12) How should I make my monthly subscription payments?

By Credit Card / Debit Card Auto Deduction. Please complete the credit card / debit card auto deduction form. The monthly subscription payments will be deducted automatically from your card monthly and payments will start from the date you collect your vehicle.