



**Renault UK Limited**  
The Rivers Office Park, Denham Way, Maple Cross  
Rickmansworth, Hertfordshire, WD3 9YS

Tel : 08000 72 33 72  
Web : [www.renault.co.uk](http://www.renault.co.uk)

DRIVE THE CHANGE

# Renault Warranty Terms and Conditions

## All models ordered and registered from 01/02/12.

### Includes all New Twingo and Scenic 2012 ordered in January 2012

The RENAULT Dealer Network offers:

- Technicians, specially trained in the maintenance and servicing of your vehicle
- Diagnostic equipment integrating the latest technology both for fault finding as well as repairs
- Accident repair specialists approved by respected insurance companies
- Original equipment spare parts guaranteed by the manufacturer assuring you quality and reliability
- A complete range of accessories
- A comprehensive European and UK network

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## Renault Services The Renault New Vehicle Warranty

### Duration of the Warranty

Your new vehicle (the "Vehicle") is protected by this RENAULT New Vehicle Warranty (the "Warranty"). This means the Vehicle is guaranteed on the terms and conditions set out in the Warranty against any defect relating to material, fitting or manufacturing fault under the Warranty for a period of 24 months, without limitation of mileage, from the date your vehicle is delivered (the "Delivery Date") to you (the "Customer") as shown on the Warranty & Service Sheet given to you when you take delivery of the Vehicle. In addition, the Warranty will run from the 25th month to the 48th month after the Delivery Date or until your new Vehicle has been driven 100,000 miles, whichever comes first. Any mileage covered by the Vehicle prior to the Delivery Date will be included in this mileage limit figure.

**Your statutory rights are not affected.**

### Geographic Coverage

The Warranty applies to any vehicle sold new in the United Kingdom as long as it is driven and remains registered in the following European countries:

UNITED KINGDOM - ANDORRA - AUSTRIA - BELGIUM - BOSNIA HERZEGOVINA - CROATIA - CYPRUS - CZECH REPUBLIC - DENMARK - ESTONIA - FINLAND - FRANCE - GERMANY - GREECE - HUNGARY - ICELAND - IRELAND - ITALY - LATVIA - LICHTENSTEIN - LITHUANIA - LUXEMBOURG - MACEDONIA - MALTA - MONACO - NORWAY - NETHERLANDS - POLAND - PORTUGAL - SAN MARINO - SERBIA MONTENEGRO - SLOVAKIA - SLOVENIA - SPAIN - SWEDEN - SWITZERLAND

If the vehicle is registered in one of the countries inside the geographic zone (detailed above) other than the United Kingdom, the warranty of the country of first registration will be applicable. If a Vehicle is likely to be principally used or registered outside the geographic zone detailed above, the Customer cannot benefit from the Warranty and the Warranty will be invalid.

Please contact your nearest RENAULT Dealer for advice in these circumstances. Outside the country of purchase, the



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Warranty will be valid under the same conditions as in the country of origin as long as the Vehicle is driven and remains registered within the geographic zone covered by the Warranty set out above.

### **Servicing**

The Vehicle must be serviced according to approved RENAULT standards as described to the Customer in the Owner's Handbook in order not to risk invalidating the Warranty should an incident be due to the lack of or quality of servicing.

You can now book your service online from the comfort of your own home. Just go on [www.service.renault.co.uk](http://www.service.renault.co.uk) and follow the simple steps to make your booking at the dealership of your choice.

### **Scope**

#### **- Benefits to the Customer:**

- This warranty covers the cost of repair or replacement of defective parts to repair a material, assembly or manufacturing defect recognised by the manufacturer when carried out by a member of the RENAULT Network. It also covers consequential damage to the vehicle resulting from the principal defect. It is up to RENAULT, in consultation with the relevant RENAULT Network member, to decide whether it is appropriate in the circumstances to repair or replace any faulty part.

- Emergency repairs or towing of the Vehicle to the nearest RENAULT Network member

- Breakdown assistance services 24 hours a day 7 days a week under the conditions stated in the "RENAULT Assistance" chapter of these Terms & Conditions

#### **- The Warranty does not cover:**

- The indirect consequences of any fault (including but not limited to loss of business, length of time off the road)

- Any components of the Vehicle that have been changed following the Delivery Date and the consequences (including but not limited to damage, premature wear, alterations) of such changes on other parts or components of the Vehicle or on the Vehicle's specifications

- Any routine servicing agreed with the Customer on purchase of the Vehicle, recommended by RENAULT, detailed on the Warranty & Service Sheet (provided by the Renault Dealer) or which the Customer chooses to undertake.

- The replacement of parts damaged as a result of normal wear and tear. This includes (but is not limited to) items such as brake and clutch friction materials, exhausts and wiper blades. However, such items are covered if replacement is required as a result of manufacturing or material defect.

- The damage resulting from poor Vehicle maintenance, especially when any instructions concerning the treatment, servicing frequency or care to be taken with regard to the Vehicle detailed on the Warranty & Service Sheet or in the Owner's Handbook have not been observed.

#### **- Damage caused by the following:**

• Accidents and resulting impacts (including without limitation) scratch marks, chipping caused for any reason

• Failure to comply with RENAULT's recommendations as advised to Customers in any medium from time to time

• Effects associated with atmospheric pollution, effects of plant resin, effects of animal pollutants such as bird droppings, effects of chemicals

• Transportation of products

• The use of poor quality fuel, or any type of fuel other than the type that is recommended for use with the Vehicle in the Owner's Manual

• The fitting of non-RENAULT approved accessories

• The fitting of RENAULT approved accessories installed without following RENAULT's recommendations as provided with the accessory or shown on the packaging or advised to the Customer by RENAULT and/or the RENAULT Network from time to time

- Damage caused by events beyond RENAULT's reasonable control, including but not limited to:

Lightning, fire, floods, earthquakes, acts of war, terrorism, civil commotion, sabotage, vandalism, acts of God, riots and attacks.



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## **How does the Warranty work?**

### **- To benefit from the Warranty, the Customer must:**

- Make sure the Warranty & Service Sheet does actually show the Delivery Date for the Vehicle on which entitlement to the Warranty depends
- Go to any member of the RENAULT Network and authorise it to carry out work covered by and detailed in the Warranty
- Present the Owner's Handbook with the Service records duly filled in, justifying the entitlement to warranty and to show that the servicing operations recommended by RENAULT have indeed been carried out
- Have one of the RENAULT Network workshops record or point out in writing, as soon as possible, any fault covered by the Warranty. If the Vehicle is off the road and cannot be driven to a RENAULT Network member, the Customer shall contact the nearest member of the RENAULT Network or contact RENAULT ASSISTANCE and request assistance with transporting the Vehicle to where it can be dealt with

### **Important Points to Note**

#### **- The Warranty does not apply and RENAULT and the RENAULT Network members are not held responsible when:**

- The Vehicle has been used under conditions that do not conform to those stated in the Owner's Handbook, the Warranty & Service Sheet and these Warranty Terms and Conditions (for example: overloading or the vehicle has been entered in any sort of sporting competition).
- The fault recorded relates to the fact that the Vehicle has not been repaired, maintained or serviced to the standard recommended by RENAULT.

#### **- Adjustments under the new vehicle warranty**

The operations involved in various adjustments (wheel alignment/balance, openings, adjustments, steering wheel centring, exhaust, wiper blades etc.) are covered only once under the warranty, up to 2,000 miles/2 months. The only exception would be if the operation follows replacement under warranty of the component or element to be adjusted.

### **Compliance with Recall Notices**

In the event that RENAULT contacts the Customer directly in respect of product safety recalls and quality realignment notices, these must be complied with in full. Failure to comply will invalidate the Warranty for any particular incident or claim relating to the product safety recall or quality realignment notice.

### **Duration**

- All parts and labour services supplied under the Warranty are guaranteed under the terms of the Warranty until it expires irrespective of when during the Warranty period any parts and/or labour services are supplied (for example, if a spare part is supplied free of charge under the Warranty in the 22nd month of the Warranty period, it will only be covered under the Warranty until the expiry of the Warranty in the 24th month, or if the UK Dealer Network Warranty applies, the 36<sup>th</sup> month or 100,000 miles whichever comes first).

### **Ownership of Parts replaced**

- In return for the replacement parts fitted by RENAULT under the Warranty, the part(s) replaced within the scope of the Warranty rightfully become the property of RENAULT and the part(s) may be retained by the Dealer.

### **Transfer of ownership of the Vehicle**

- Transfer of ownership of the Vehicle does not alter the terms and conditions of the Warranty.

### **Geographic Coverage**

- Outside the country of purchase, the Warranty will be valid under the same conditions as in the country of origin as long as the Vehicle is driven and remains registered within the geographic zone covered by the Warranty set out on page 1.



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# Renault Services **The Renault Anti-Corrosion Warranty**

## **The Anti-Corrosion Warranty**

The Anti-Corrosion Warranty forms part of the Warranty and is subject to the same terms and conditions as the Warranty except that the additional conditions detailed herein also apply.

In the event of any conflict between the terms of the Warranty and Anti-Corrosion Warranty, the Anti-Corrosion Warranty terms will apply.

## **Duration of the Anti-Corrosion Warranty**

The Anti-Corrosion Warranty applies from the delivery date of the vehicle as follows:

- All vehicles (except Master) 12 years
- Master 6 years

Please contact RENAULT for further information if you purchased a RENAULT vehicle before this date.

## **Geographic Coverage**

The Anti-Corrosion Warranty covers the same geographic zone as the Warranty.

## **Scope of the Anti-Corrosion Warranty**

RENAULT guarantees only the bodywork and sub-frame of all RENAULT vehicles against perforation originating from the interior of the Vehicle where the corrosion is due to a manufacturing or material fault or a problem concerning application of anti-corrosion products to Vehicle metalwork ("Protection Products") by RENAULT or a RENAULT Network Member.

The Anti-Corrosion Warranty covers repair or replacement of corroded parts of the Vehicle's bodywork and sub-frame subject to them being a result of a manufacturer defect, material fault or the application of anti-corrosion products recommended by the manufacturer.

It is the RENAULT workshop's responsibility to decide whether repair or replacement of these parts is required. The RENAULT workshop will inform the customer of this.

The RENAULT Anti-Corrosion Warranty does not cover:

- Damage not covered by the Warranty, as specified on page 2 of these Warranty Terms and Conditions.
- Mechanical elements that are not an integral part of the bodywork or subframe (alloy wheels, exhaust system...)

## **Conditions under which the Anti-Corrosion Warranty will apply**

To benefit from the Anti-Corrosion Warranty, the customer must approach any member of the RENAULT network displaying the make's brand, which are the only bodies able to carry out operations under this Warranty.

The customer must present the Owner's Handbook with the Service records duly documented (validation of the anti-corrosion check coupons) to justify entitlement to the warranty.

The application of the Anti-Corrosion Warranty depends on the anti-corrosion inspections carried out on the bodywork, subframe and underbody. The inspections must be carried out at the mileages stated on the Warranty & Service Sheet and at least once every two years. The periodic services within the RENAULT Network include these inspections.

In the event of the customer requesting the Anti-Corrosion inspection carried out other than during the periodic service, the resultant costs for this inspection will be payable by the customer.

At the time of these inspections, the customer will check that the professional who has carried out the operation has properly filled in all relevant anti-corrosion and subframe check coupons, thus validating the Anti-Corrosion Warranty procedure. The customer shall arrange for repairs to be carried out as soon as possible.

The application of the RENAULT Anti-Corrosion Warranty also depends on the repairs to the bodywork and the subframe being carried out in compliance with RENAULT's recommendations. The refurbishment operations or replacement of components under the conditions described in the paragraph entitled "Scope of Anti-Corrosion Warranty" will take the general condition of the vehicle into account as regards to its age, mileage and the level at which it has been maintained. The replaced parts under the Anti-Corrosion Warranty will become the full legal ownership of RENAULT.

The refurbishment operations and components fitted under the Anti-Corrosion warranty are covered until the end of the initial Anti-Corrosion Warranty period. Transfer of ownership of the vehicle does not alter the terms and conditions of the Anti-Corrosion Warranty.



# Renault Services **The Renault Paintwork Warranty**

## **The Paintwork Warranty**

The Paintwork Warranty forms part of the Warranty and is subject to the same terms and conditions as the Warranty except that the additional conditions detailed herein also apply. In the event of any conflict between the terms of the Warranty and Paintwork Warranty, the Paintwork Warranty terms will apply.

## **Duration of the Paintwork Warranty**

RENAULT guarantees the paintwork of the exterior painted bodywork and other painted components (bumpers, original spoiler and rear view mirrors) only - all other items are excluded - of all RENAULT Vehicles for a period of 3 years from the Delivery Date.

## **Geographic Coverage**

The Paintwork Warranty covers the same geographic zone as the Warranty.

## **Scope of the Paintwork Warranty**

The Paintwork Warranty covers refurbishment or replacement, free of charge, by a RENAULT Network member of the items listed above only, showing paintwork defects (for example: damage to the varnish or top coat, due to any material, manufacturing or application fault) during the Paintwork Warranty Period.

The decision as to whether and how to repaint the Vehicle or replace parts under the Paintwork Warranty will be taken by RENAULT (in its sole discretion) in consultation with the relevant RENAULT Network member who will take into account the overall condition of the Vehicle in view of its age, mileage and level of upkeep.

## **The Paintwork Warranty does not cover:**

- Damage not covered by the Warranty, as specified on page 2 of these Warranty Terms and Conditions
- Damage caused by events beyond RENAULT's reasonable control, including but not limited to: lightning, fire, floods, earthquakes, acts of war, terrorism, civil commotion, sabotage, vandalism, acts of God, riots and attacks
- Mechanical elements that are not an integral part of the bodywork or subframe (alloy wheels, exhaust system...).

## **Conditions under which the Paintwork Warranty can be applied**

In order to benefit from the Paintwork Warranty, the Customer must go to any member of the RENAULT Network for rectification.

The Customer must show the relevant RENAULT Network member any relevant previous inspection documentation, the Owner's Handbook with the Service records duly filled in, proving entitlement to the Paintwork Warranty. (The Owner's Handbook Service records must show that the periodic body inspections have been completed according to servicing requirements.) In return for the parts delivered by RENAULT under the Paintwork Warranty, the parts replaced within the framework of the Paintwork Warranty rightfully become the property of RENAULT.

Any repainting done under the Paintwork Warranty will be covered by the Paintwork Warranty until it expires (3 years from the Delivery Date).

## **Transfer of ownership of the Vehicle**

- Transfer of ownership of the Vehicle does not alter the terms and conditions of the Paintwork Warranty.



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## Renault Services Renault Vehicle Conversion

### RENAULT Vehicle Conversions

After purchasing a RENAULT vehicle, it is the practice of some purchasers to adapt or have adapted for specific use the Vehicle purchased (for example for a specific commercial purpose or use). In such situations, the Warranty, Anti-Corrosion Warranty, Paintwork Warranty and Replacement Parts Warranties (together the "Warranties") will only apply and claims will only be accepted in connection with parts of the Vehicle that have not been modified by or affected by a third party conversion. RENAULT will accept no responsibility for any losses, claims, liabilities, costs, expenses and damages of any nature whatsoever whether foreseeable or not, arising from any conversion/modification of any RENAULT vehicle. A third party converting/modifying a RENAULT vehicle may provide you with a warranty for their work.

Customers are advised to ask the relevant third party for details in relation to any warranty they may offer.

## Renault Services Renault Assistance

RENAULT UK employs the services of the Automobile Association, the UK's leading breakdown assistance organisation, to bring you our fully comprehensive roadside assistance package, available 24 hours a day, every day of the year.

### Duration of Renault Assistance

All vehicles are entitled to 36 months **Renault Assistance** cover followed by a further 12 months **Xtra Assistance** cover.

### RENAULT ASSISTANCE COVER DETAILS (0-36 months)

#### UK Benefits (Includes Northern Ireland but excludes Southern Ireland)

##### Renault Roadside Assistance

If your vehicle breaks down at the roadside and is immobilised, we will send out an AA patrol or appointed agent to get you back on the road. In the exceptional circumstances where an "on-the-spot" repair proves impossible, you are entitled to use the Recovery services detailed below.

##### Renault Home Assistance

If your vehicle breaks down at or within 1/4 mile of your home, Renault Home Start will bring help to your doorstep. If your vehicle cannot be repaired, the AA will transport it to the nearest authorised Renault dealer, or another destination of your choice, whichever is the nearer.

##### Renault Recovery

If your vehicle breaks down more than 1/4 mile from your home and a prompt local repair at the roadside is not possible, we will arrange onward passage for you, up to seven passengers and your vehicle to any single destination in the UK mainland or Northern Ireland. This also includes the Isle of Man and the Channel Islands, although any ferry costs must be borne by you. If you are towing a trailer or a caravan at the time, this will also be recovered, subject to certain weight and size restrictions.

##### Renault Onward travel

When your car is immobilised away from home, Renault Assistance may, at its absolute discretion, provide additional benefits immediately following the provision of Recovery, giving you a choice of ways to continue your journey.

- We can, at our discretion, arrange provision of a replacement hire car for up to 72 hours (subject to the terms and conditions of the hire car policy). To ensure that you are eligible for a replacement vehicle, please make sure you have your driving licence with you. You will have to pay a fuel deposit, and will be responsible for the return of your hire car plus any additional costs.
- Or, if you prefer not to drive, Renault Onward Travel will provide public transport costs for you and up to seven passengers\*, up to the prevailing current monetary limit, which will be advised by the attending agent or patrol.
- Or, arrange and pay for overnight accommodation and transport you and up to seven passengers\* to a hotel selected by Renault Assistance.



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\* Up to the stated capacity of the vehicle. Please Note: we will not supply a like-for-like vehicle

### **Renault Assistance European Cover**

Renault European Assistance provides the following services in Western and Central Europe and Southern Ireland:

- Roadside Assistance & Local Recovery
- Replacement part dispatch
- Additional accommodation expenses up to £65 per person for one nights accommodation
- Journey continuation or return home option, up to £750 per party per trip.
- Emergency repair costs of up to £150
- Urgent message relay service
- Vehicle repatriation cost to the UK limited to the current market value of the vehicle

Please note that roadside assistance for non-warranty incidents in Europe will be provided at the absolute discretion of Renault Assistance.

### **XTRA ASSISTANCE COVER DETAILS (37-48 months)**

**This is provided by the Automobile Association Limited**

### **UK Benefits (Includes Northern Ireland but excludes Southern Ireland)**

#### **Renault Roadside Assistance**

If your vehicle breaks down at the roadside and is immobilised, we will send out an AA patrol or appointed agent to get you back on the road. In the exceptional circumstances where an “on-the-spot” repair proves impossible, you are entitled to use the Recovery services detailed below.

#### **Renault Home Assistance**

If your vehicle breaks down at or within 1/4 mile of your home, Renault Home Start will bring help to your doorstep. If your vehicle cannot be repaired, the AA will transport it to the nearest authorised Renault dealer, or another destination of your choice, whichever is the nearer.

### **HOW TO CALL RENAULT ASSISTANCE**

#### **Telephone numbers for UK Assistance**

In a UK emergency, please call: **0800 085 8005**

Before calling for assistance, please make sure you have the following details ready:

- The registration number of your vehicle
- Your name
- Your address
- A contact telephone number
- The model and colour of your vehicle
- The nature of your breakdown
- Your exact location
- The current mileage of your vehicle

If you believe you are in a vulnerable or dangerous situation, please make this clear at the time of your call. After making the call, return to a safe place near your vehicle. If the problem resolves itself before the assistance arrives, please call and let us know.



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## Telephone numbers for European Assistance

If you require Breakdown Assistance in Europe, you should call one of the following numbers:

**00 800 33 22 88 77**

**00 33 825 878 983**

**00 33 472 171 205**

You will need to provide your vehicle registration number, mileage, location, contact number and details of the breakdown. Please note that local fees may be payable for drivers involved in incidents on some French roads. These are outside the jurisdiction of Renault Assistance and are non-refundable.

## What is not included?

### Non-Warranty Incidents

While Renault Assistance aims to provide you with peace of mind motoring, it only provides assistance for manufacturer based or mechanical faults on the Vehicle. It does not provide assistance for certain non-warranty incidents such as (but not limited to):

- **The use of incorrect fuel or lack of fuel**
- **Wheel changes, punctured tyres**
- **Keys locked inside the vehicle, lost or stolen.**
- **Road traffic accidents**
- **Incidents involving trailers and caravans**

We will arrange assistance if requested but the responsibility of paying for assistance remains with you or the nominated driver. If you call for assistance in these instances, you will be responsible for paying a charge at the time of service request.

## Customer Option

### Renault Assistance Added Cover

You are able to purchase cover for the provision of roadside assistance for above listed incidents. This additional cover, called Renault Assistance Added Cover, can be purchased by contacting Renault Assistance on 0870 1630050, logging on to [www.warranty.renault.co.uk](http://www.warranty.renault.co.uk) or speaking to your supplying Renault Dealer.

## Summary of Cover

Year	Renault Roadside Assistance	Renault Homestart	Renault Recovery	Renault Onward Travel	Renault European Cover
<b>Years 1 to 3 (month 0-36)</b>	✓	✓	✓	✓	✓
<b>Year 4 (month 37-48)</b>	✓	✓	✗	✗	✗

## Terms and conditions

For a copy of the AA's full Terms and conditions, please log onto [www.renault.co.uk/ownerservices](http://www.renault.co.uk/ownerservices)