



2 years fitted Parts Warranty

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Introduction:

This document issued by RENAULT TRUCKS Aftermarket dept. is for internal use only!
The purpose of this document is to inform personnel within RENAULT TRUCKS about the 2 Years Fitted Parts Warranty in Sales Area RTI, which is introduced on January 1st 2018.
This information is applicable for markets not covered by the Block Exemption Regulation



OVERVIEW: 2 YEARS FITTED PARTS WARRANTY

	Fitted By		
	Authorized RENAULT TRUCKS Workshop	Independent Workshop	Customer's Workshop
Warranty Start Date	Date of fitment/purchase	The extended warranty does not apply to independent workshops.	The extended warranty does not apply to customer workshops.
Benefits	Parts	Not Applicable	Not Applicable
	Labor	Not Applicable	
	Breakdown*	Not Applicable	
	Consequential Damage	Not Applicable	
Qualifying Criteria	Purchased from an authorized RENAULT TRUCKS workshop (proof of purchase provided)	Not Applicable	Not Applicable
	Technician fitting the part meets or exceeds the technical standards. This can be assumed, but is subject to audit in line with standard warranty procedures	Not Applicable	Not Applicable
	Fitted by an authorized RENAULT TRUCKS workshop (and proof of purchase of repair provided)	Not Applicable	Not applicable
	Correct fitment to vehicle for which it was designed (i.e.no Renault on RENAULT TRUCKS)	Not Applicable	Not Applicable
	Repairs under warranty	Must be completed in an authorized RENAULT TRUCKS workshop	Not Applicable

*Only applicable to Albania, Belarus, Bosnia & Herzegovina, Macedonia, Serbia, Turkey, Ukraine



QUESTIONS & ANSWERS

1. What is the 2 Years Fitted Parts Warranty?

- The 2 Years Fitted Parts Warranty is an extension of the standard parts warranty from 12 to 24 months. To qualify for the 2 Years Fitted Parts Warranty you must:
 - o Purchase a Genuine RENAULT TRUCKS Part from an authorized RENAULT TRUCKS workshop
 - o Fit the part in an authorized RENAULT TRUCKS workshop
 - o The technician fitting the part must be a Qualified Technician
 - o Comply with all other standard warranty requirements

2. Why does RENAULT TRUCKS Trucks introduce a 2 Years Fitted Parts Warranty?

- RENAULT TRUCKS Trucks introduce a 2 Years Fitted Parts Warranty to add customer value to Genuine RENAULT TRUCKS Service and Genuine RENAULT TRUCKS Parts, to strengthen the brand image and reinforce customer commitments by showing full confidence in the quality of our parts & service.

3. Is the 2 Years Fitted Parts Warranty only implemented for RENAULT TRUCKS Trucks ?

- No, RENAULT TRUCKS Bus is also implementing the 2 Years Fitted Parts Warranty.
Each Business Area in the RENAULT TRUCKS Group takes individual decisions for their respective brand, why any implementation for other brands in the RENAULT TRUCKS Group will be an independent decision by each brand.

4. Is the 2 Years Fitted Parts Warranty valid only for Genuine RENAULT TRUCKS Parts ?

- Yes, the 2 Years Fitted Parts Warranty is valid for Genuine RENAULT TRUCKS Parts, but also valid for Genuine RENAULT TRUCKS Exchange and Genuine RENAULT TRUCKS Accessories.
N.B. Accessories fitted in the truck assembly factories will remain with 12 months warranty.

5. What is excluded from the 2 Years Fitted Parts Warranty ?

- The same exclusions as for the standard parts warranty applies.
For more details, please refer to the VT Warranty Binder.

6. Is there a mileage limitation?

- No.

7. What is the start date of the 2 Years Fitted Parts Warranty?

- The start date is always the date on the original invoice of the purchase and fitment at the authorized RENAULT TRUCKS workshop.



8. What verification must be presented to be entitled to the 2 Years Fitted Parts Warranty?

- The person claiming a warranty must provide the following:
 - o Proof of purchase from an authorized RENAULT TRUCKS workshop (part & repair)

9. Can parts be claimed on the 2 Years Fitted Parts Warranty when fitted under a Service Contract?

- Yes, the 2 Years Fitted Parts Warranty for parts fitted and paid by the Service Contract shall be applied in the same way as for parts fitted on a vehicle without a Service Contract. The expiration date of the contract is irrelevant. Same rules of verification as for the standard parts warranty applies.

10. What is the customer entitled to claim from the authorized RENAULT TRUCKS workshop in the 2 Years Fitted parts Warranty?

- The customer is entitled to claim the following, parts cost, labor cost, consequential damage.
Breakdown assistance is added for Albania, Belarus, Bosnia & Herzegovina, Macedonia, Serbia, Turkey, Ukraine

11. Can the customer claim 2 Years Fitted Parts Warranty for a part purchased/fitted by himself ?

- No. For parts fitted/replaced by the customer, the standard parts warranty is 12 months.

12. Can the customer claim 2 Years Fitted Parts Warranty for a part fitted by an independent workshop?

- No. For parts fitted/replaced by an independent workshop, the standard parts warranty is 12 months.

13. What is the definition of a "Qualified Technician" ?

- The fitting of the Genuine RENAULT TRUCKS Part must meet required technical standards and be done by a "Qualified Technician" at the authorized RENAULT TRUCKS workshop, who has:
 - o Been trained on a RENAULT TRUCKS approved training course on the relevant vehicle/component (based on the training available at the time of the repair)
 - o Access in his workshop to up-to-date RENAULT TRUCKS technical service information pertaining to the relevant repair or maintenance job
 - o Access in his workshop to appropriate special tools, including those supplied by RENAULT TRUCKS pertaining to the relevant repair or maintenance job

