



Dacia Warranty

TERMS AND CONDITIONS AUGUST 2024

The DACIA Dealer Network (“Dacia NETWORK”) offers:

- Technicians, specially trained in the maintenance and servicing of your Dacia Vehicle
- Diagnostic equipment integrating the latest technology both for fault finding as well as repairs
- Original equipment spare parts guaranteed by the manufacturer assuring you quality and reliability
- A comprehensive European and UK network (see Geographic Coverage below)

Note: Your statutory rights are not affected by the terms of this Warranty
Some items and parts are subject to further age and mileage restrictions (see table 1.2).

SUMMARY OF COVER

Your Warranty starts on the day you receive your Dacia. You can find confirmation in your MyDacia account. These terms and conditions are for warranties starting from August 2024.

Table 1.1 Dacia Warranty Summary

Models	Warranty Period and Mileage Limitations	
Dacia Base and Powertrain Vehicle Warranty		
All models	Total of 60,000 miles or 3 years, whichever comes first	
Dacia Traction Battery Warranty		Battery Capacity
Hybrid Electric Vehicles	8 years or 100,000 miles, whichever comes first.	63%
Spring 100% Electric	8 years or 100,000 miles, whichever comes first.	75%
Spring Cargo 100% Electric		
Dacia Anti-Corrosion Warranty		
All Models	6 years, with no mileage limitations	
Dacia Paintwork Warranty		
All Models	2 years, with no mileage limitations	

Table 1.2

Dacia Limitations (all models)	
Age/Mileage, whichever comes first	Item
6 months/6,000 miles	Wiper Blades front and rear
12 months / 6,000 miles	Front Window Screen
12 months/12,000 miles	Bulbs (headlamps/indicators/brake lights)
24 months/6,000 miles	Brake pads front and rear
24 months/12,000 miles	Shock Absorbers/Brake Discs/Drums
36 months/60,000 miles	12V Batteries Interior (dashboard, steering wheel, trims, seats, Bluetooth system) Notwithstanding the standard Dacia corrosion warranty, the following Body parts and panels: the body, subframe, sealing, bumper, windows, badges

Dacia new vehicle warranty

Duration of the warranty

Your new vehicle (the "Vehicle") is protected by this DACIA New Vehicle Warranty (the "Warranty", "warranty" provided by Dacia UK Ltd). 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 36 months or until your new Vehicle has been driven 60,000 miles, whichever comes first. Additional terms for the powertrain and traction battery warranties are set out above and below.

Geographic coverage

The Warranty applies to any Vehicle sold new in the United Kingdom as long as it remains registered in one of the following European countries:

UNITED KINGDOM - ANDORRA - AUSTRIA - BELGIUM - BULGARIA - CROATIA - CYPRUS - DENMARK - ESTONIA - FINLAND - FRANCE - GERMANY - HUNGARY - ICELAND - IRELAND - ITALY - LATVIA - LICHTENSTEIN - LITHUANIA - LUXEMBOURG - MALTA - MONACO - NORWAY - NETHERLANDS - POLAND - PORTUGAL - ROMANIA - SAN MARINO - 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 DACIA Dealer for advice in these circumstances.

Servicing

The warranty and service sheet sets out the approved Dacia maintenance standards, service intervals and recommended oil grade (including viscosity, specification and quantity) for your Vehicle (the "Warranty and Service Sheet"). The Warranty and Service Sheet is, provided to you during the vehicle handover and/or is available from your Dacia Dealer or Dacia Customer Services.

- The Vehicle must be serviced in accordance with the Driver's Handbook, Warranty and Service Sheet and within a maximum of 1,000 miles / 28 Days (whichever comes first) of Dacia's recommended service intervals, as described in the Warranty and Service Sheet. Failure to do so may void the Warranty.

- Any damage or defect caused to the vehicle (including consequential damage) due to non-compliance with the Driver's Handbook or Warranty and Service Sheet, including but not limited to the use of an oil grade not recommended by Dacia, may not be remedied under the Vehicle's Warranty.

- The oil viscosity, specification and quantity recommendations must be followed to ensure the Vehicle's Warranty is maintained for items including, but not limited to the Vehicle's engine, turbo and gearbox.

- It is your responsibility to maintain sufficient records to enable the Authorised Dacia Network to confirm that the Vehicle has been serviced in line with the Driver's Handbook and Warranty and Service Sheet. This includes but is not limited to ensuring:

1. the service schedule booklet is stamped by the business carrying out the service; and,
2. a detailed printed invoice(s) is supplied including the following: date of service, vehicle mileage, vehicle details and information of specified parts, grade, viscosity and quantity of oils/fluids used.

- If a service is completed outside the Dacia Dealer network, it is the Customer's responsibility to obtain sufficient proof that the Vehicle has been serviced in accordance with the Dacia maintenance standards set out in the Warranty and Service Sheet. Dacia's requirement of proof of servicing would be a printed Invoice which must include the make and number of the parts used and confirmation of oil viscosity, grade and quantity used.

Scope

- 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 authorised DACIA Network. It also covers consequential damage to the Vehicle resulting from the principal defect. It is up to DACIA, in consultation with the relevant DACIA Network member, to decide whether it is appropriate in the circumstances to repair or replace any faulty part.

- The Vehicle includes the base Vehicle and Electric Powertrain, excluding the Traction Battery.

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 Registration 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 DACIA, detailed on the Warranty & Service Sheet (provided by the Dacia 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, wiper blades and trim. 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 Driver'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 DACIA'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 fitting of non-DACIA approved accessories.
- The fitting of DACIA approved accessories installed without following DACIA's recommendations as provided with the accessory or shown on the packaging or advised to the Customer by DACIA and/or the DACIA Network from time to time.
- Damage caused by events beyond DACIA'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.
- The replacement of tyres, other than when required as a result of a manufacturing defect with the Vehicle. Should there be a defect with the tyre itself, the Tyre manufacturer's agent should be contacted. Your Dacia Dealer will be able to assist you.

How does the warranty work?

To claim under the Warranty, the Customer must:

- Make sure the Warranty & Service Sheet shows on which entitlement to the Warranty.
- Go to any member of the Dacia Network and authorise it to carry out work covered by and detailed in the Warranty.
- Report any issue and visit a Dacia Network dealer as soon as possible once an issue is identified, including after the illuminating of any warning lights on the vehicle's display to ensure you do not invalidate your warranty.
- Have one of the Dacia 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 Dacia Network member, the Customer shall contact the nearest member of the Dacia Network or Dacia Assist.
- If requested, present the Driver's Handbook with the Service sheets duly filled in or proof of service history (see above for requirements), justifying the entitlement to warranty and to show that the servicing operations recommended by Dacia have indeed been carried out.

Important points to note.

The Warranty does not apply and DACIA and the DACIA Network members are not held responsible when:

- The Vehicle has been used under conditions that do not conform to those stated in the Driver'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 DACIA.

Adjustments under the new vehicle warranty

The operations involved in various adjustments (wheel alignment/balance, openings, steering wheel centring, wiper blades etc.) are covered only once under the Warranty. Except where the operation follows replacement under Warranty of a component or element which requires further adjustment.

Compliance with recall notices

In the event that DACIA 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 27th month of the Warranty period, it will only be covered under the Warranty until the expiry of the Warranty in the 36th month, or the mileage limit, whichever comes first).

Ownership of parts replaced.

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

Transfer of ownership

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

Customer Mobility

In the event your Dacia requires a repair due to a manufacturing defect in the warranty period, a hire vehicle will be provided if the repair is over 3 hours in labour by your Dacia retailer. This does not include paint or corrosion repairs.

The Dacia traction battery and powertrain warranty

- The Dacia Powertrain and traction battery Warranty forms part of the Warranty and is subject to the same terms and conditions as the Warranty except the additional conditions detailed herein also apply. In the event of any conflict between the terms of the Warranty and Traction Battery Warranty, the Traction Battery Warranty terms will apply

Scope of the powertrain warranty

- The Dacia Powertrain Warranty will run for the time period / mileage detailed in table 1.1 above.

Electric powertrain consists of the following elements:

1. Motor
2. Reduction Gear
3. Charger - Box Interconnection
4. EVC Controller
5. Inverter
6. DCDC Converter
7. Connecting High Voltage Cables (between these components)

Scope of the traction battery warranty

The Traction Battery is in our hybrid (HEV) and 100% electric (BEV) models are provided with a Warranty subject to limitations on age / mileage and the minimum battery capacity level as set out in table 1.1 above.

If the Traction Battery falls below the minimum battery capacity level and the Vehicle is within the age or mileage limitations referred to above, the decision as to whether it will be repaired or replaced will be at DACIA's discretion.

If the Traction Battery falls below the minimum battery capacity level and the Vehicle is within the age or mileage limitations referred to above, the decision as to whether it will be repaired or replaced will be at Dacia's sole discretion.

If during a capacity check at a Dacia specialist it is determined the Vehicles lithium battery has dropped below the capacity detailed in the limitations and table 1.1 above,) it will be repaired or replaced with a new or reconditioned battery.

The decision as to whether it will be repaired or replaced will be at Dacia's sole discretion.

Your Vehicle may be transferred to a Dacia Battery Repair workshop (BRW). Should your Vehicle need to be transferred to a BRW for repair or replacement of the traction battery your Dacia Dealer may provide (subject to availability), if requested, a hire vehicle until your vehicle is returned to you.

The powertrain and traction battery warranty does not cover:

- Any damage or fault caused by failure to comply with the Manufacturer's recommendations in the use, charging, storage and servicing of the Traction Battery;
- Any damage or fault caused by failure to repair the Vehicle and/or Traction Battery, further to detection of an issue;
- Any modifications which are made to a Traction Battery by the Customer;
- Damage caused by the following:
 - The use of a non-Dacia approved charging cord (cable/device)
 - Charge from an installation or charging point which is defective.
- Damage resulting from a battery charge not meeting the recommendations as stated in the Driver's Handbook.

The Dacia 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 as detailed in the table above:

Scope of the anti-corrosion warranty

DACIA guarantees only the bodywork and sub-frame of all DACIA 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 DACIA or a DACIA 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 DACIA workshop's responsibility to decide whether repair or replacement of these parts is required. The DACIA workshop will inform the Customer of this.

The DACIA anti-corrosion warranty does not cover:

- Items outside the scope of the Warranty or damage not covered by the Warranty, as specified above
- Mechanical elements that are not an integral part of the bodywork or subframe (including but not limited to alloy wheels)

Conditions under which the anti-corrosion warranty will apply:

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

The Customer must present the Driver's Handbook with the Service sheets duly documented (validation of the anti-corrosion check) 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 DACIA 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 checks, 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 DACIA Anti-Corrosion Warranty also depends on the repairs to the bodywork and the subframe being carried out in compliance with DACIA'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 DACIA.

Dacia 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

DACIA 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 for the period set out in the table above.

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 DACIA 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) recognised by the Manufacturer, 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 DACIA (in its sole discretion) in consultation with the relevant DACIA Network member who will take into account the general condition of the Vehicle as regards to its age, mileage and the level at which it has been maintained.

The Paintwork Warranty does not cover:

- Items outside the scope of the Warranty or damage not covered by the Warranty, as specified above.
- Damage caused by events beyond DACIA'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 (including but not limited to alloy wheels).

Specific matte paintwork warranty

- Vehicle must be washed in accordance with the specific care instructions and product types recommended by Dacia. These recommendations are available from your Dacia Dealer and on Dacia.co.uk. Please note these are different to standard gloss paint recommendation.
- Only use the correct shampoo specifically designed for matte paint.
- Gloss enhancing shampoo must not be used.
- Only wash by hand, using plenty of water using a soft cloth. Do not apply too much pressure when washing, and do not use a pressure washer.
- Vehicles must not be put through a car wash.
- Hard waxes, polishes or scratch removers must not be used.
- Do not add any kind of stickers to the vehicle.
- It is the owner's responsibility to ensure the care instructions are followed. Dacia takes no responsibility for any damage caused if these recommendations are not followed.

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 DACIA Network for rectification.

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

Transfer of ownership

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

Dacia vehicle conversions

After purchasing a DACIA 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, Traction Battery 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.

DACIA 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 DACIA Vehicle.

A third party converting/modifying a DACIA 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.