



Applicable for Petrol, Diesel and Hybrid Vehicles From July 2024

The RENAULT Dealer Network “Renault 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
- 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 Renault. You can find confirmation in your MyRenault Account.

Table 1.1 Renault Warranty Summary		Warranty Period and Mileage Limitations	
Renault (Base) Vehicle Warranty			
All non LCV models (including Hybrid Vehicles)	Unlimited for first 24 months, then limited to a total of 60,000 miles or 3 years, whichever comes first.		
LCV models	Unlimited for first 24 months, then limited to a total of 100,000 miles or 3 years, whichever comes first.		
All Renault Hybrid Vehicles Powertrain Warranty			
All Hybrid vehicles	Unlimited for first 24 months, then limited to a total of 60,000 miles or 3 years, whichever comes first.		
Renault Traction Battery Warranty in Hybrid Vehicles		Battery Capacity	
Hybrid Electric Vehicles (HEV)	Limited to a total of 100,000 miles or 8 Years, whichever comes first.	63%	
Plug-in Hybrid Electric Vehicles (PHEV)	Limited to a total of 100,000 miles or 8 Years, whichever comes first.	75%	
Renault Anti-Corrosion Warranty			
All Models (including Hybrid Vehicles)	Limited to a total of 12 years. No mileage limitation applicable.		
Master	Limited to a total of 6 years. No mileage limitation applicable.		
Renault Paintwork Warranty			
All Models (including Hybrid Vehicles)	Limited to a total of 3 years. No mileage limitation applicable.		

Table 1.2 Renault Limitations (all models, cars and LCV)	
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
24 months/24,000 miles	Clutch Disc
36 months/60,000 miles	12V Batteries Interior (dashboard, steering wheel, trims, seats, Bluetooth system) Notwithstanding the standard Renault corrosion warranty, the following Body parts and panels: the body, subframe, sealing, bumper, windows, badges)



Renault Services The Renault New Vehicle (Base) Warranty

Duration of the Warranty

- Your new vehicle (the "Vehicle") is protected by this RENAULT New Vehicle Warranty (the "Warranty" provided by Renault 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 24 months, without limitation of mileage, to you (the "Customer").
- In addition, the Warranty for non LCV models (including Hybrid Vehicles) will run from the 25th month to the 36th month or until your new Vehicle has been driven 60,000 miles, whichever comes first.
- For LCV models (Kangoo, Trafic & Master) the Warranty will run from the 25th month to the 36th month or until your new Vehicle has been driven 100,000 miles, whichever comes first.

For further parts and items age and mileage limitations, see table 1.2.

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 - BOSNIA HERZEGOVINA - BULGARIA - CROATIA - CYPRUS - CZECH REPUBLIC - DENMARK - ESTONIA - FINLAND - FRANCE - GERMANY - GREECE - HUNGARY - ICELAND - IRELAND - ITALY - LATVIA - LICHENSTEIN - LITHUANIA - LUXEMBOURG - MACEDONIA - MALTA - MONACO - NORWAY - NETHERLANDS - POLAND - PORTUGAL - ROMANIA - 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.

Servicing

The warranty and service sheet sets out the approved RENAULT 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 RENAULT Dealer or RENAULT 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 Renault'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 RENAULT, 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 engine, turbo and gearbox.
- It is your responsibility to maintain sufficient records to enable the Authorised RENAULT 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 RENAULT Dealer network, it is the Customer's responsibility to obtain sufficient proof that the Vehicle has been serviced in accordance with the RENAULT maintenance standards set out in the Warranty and Service Sheet. RENAULT'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

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. The Vehicle warranty on Hybrid Electric (HEV) and Plug-in Electric Vehicles (PHEV) includes the Base Vehicle Warranty and in addition, the Electric Powertrain and Traction Battery warranty conditions as detailed in these terms and conditions (see next page for further details).



The Warranty does not cover:

- Instances where 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 the Vehicle or entering and using the Vehicle in any sort of sporting competition).
- Instances where the fault recorded relates to the fact that the Vehicle has not been repaired, maintained or serviced to the standard recommended by RENAULT in the Warranty and Service Sheet.
- 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 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, 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. This includes but is not limited to prolonged periods non-use.
- Damage caused by the following:
 - Accidents and resulting impacts (including without limitation) scratch marks, chipping or parts damage 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 Driver's Handbook.
 - 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 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.
 - 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 Renault 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 does show the delivery date for the Vehicle on which entitlement to the Warranty.
- Go to any member of the RENAULT Network and authorise it to carry out work covered by and detailed in the Warranty.
- Report any issue and visit a RENAULT Network dealer as soon as possible once an issue is identified, including after the illuming of any warning lights on the vehicle's display to ensure you do not invalidate your warranty.
- 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.
- 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 RENAULT have indeed been carried out.

Adjustments under the new Vehicle Warranty

The operations involved in various adjustments (wheel alignment/balance, openings, steering wheel centring, exhaust, wiper blades etc.) are covered only once under the warranty, up to 6 months or 6,000 miles (whichever comes first). 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 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.



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) will 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 remains registered within the geographic zone covered by the Warranty set out on page 2.

Renault Services The Renault Powertrain Warranty

The Renault Powertrain 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.

The Renault Powertrain Warranty is available on Hybrid Electric (HEV) and Plug-in Electric Vehicles (PHEV) for a period of 24 months, without limitation of mileage, to you (the "Customer").

In addition, the Renault Powertrain Warranty will run from the 25th month to the 36th month or until your new Vehicle has been driven 60,000 miles, whichever comes first.

The following parts shall be covered for the period of the Renault Powertrain Warranty:

1. Motor
2. Reduction Gear
3. Charger – Box Interconnection
4. EVC Controller
5. Inverter
6. DCDC Converter
7. Connecting components to the high voltage cables

In the event of any conflict between the terms of the Renault Powertrain Warranty, the Renault Powertrain Warranty terms will apply.

Renault Services The Renault Traction Battery Warranty

The traction battery is your electric vehicle's battery used to power the electric motor and is different to the vehicle's 12v battery (the "Traction Battery").

The Traction Battery in Hybrid Electric Vehicles (HEV) and Plug-in Hybrid Electric Vehicles (PHEV) models are provided with a Traction Battery Warranty subject to limitations on age, mileage and the minimum battery capacity level as set out below and in table 1.1 above.

The Traction Battery 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 Traction Battery Warranty, the Traction Battery Warranty terms will apply.

Traction Battery Warranty Limitations

- Hybrid Electric Vehicles (HEV): 8 years or 100,000 miles, whichever comes first. The warranty covers the battery if it falls below 63% battery minimum capacity.
- Plug-in Hybrid Electric Vehicles (PHEV): 8 years or 100,000 miles, whichever comes first. The warranty covers the battery if it falls below 77% battery minimum capacity.

Scope of the Traction Battery Warranty

- 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 RENAULT's sole discretion.
- If during a capacity check at a RENAULT E-Tech specialist it is determined the Vehicle's 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 RENAULT's sole discretion.
- Your Vehicle may be transferred to a RENAULT Battery Repair workshop (BRW). Should your Vehicle need to be transferred to a BRW for repair or replacement of the traction battery your RENAULT Dealer may provide (subject to availability), if requested, a hire vehicle until your vehicle is returned to you.



The 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, including but not limited to periods of prolonged non-use or charging. Any further damage or fault caused by failure to repair the Vehicle and/or Traction Battery, after detection of an issue;
- If the high voltage battery in your Vehicle has been opened, removed or worked on in a way that is not compliant with the RENAULT standards. For the avoidance of doubt, it is the Customer's responsibility to provide Renault with proof that the RENAULT standards have been satisfied.
- Any modifications which are made to the Traction Battery by the Customer;
- Damage caused by the following:
 - The use of a non-Renault approved charging cord (cable/device).
 - Charge from an installation or charging point which is defective.
 - The use of or damage from a battery charger not meeting the recommendations as stated in the Driver's Handbook.

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

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

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.
- Warranty rectifications must be carried out in accordance with RENAULT standards. For the avoidance of doubt, it is the Customer's responsibility to provide Renault with proof that the RENAULT standards have been satisfied.
- Any repair completed under the Corrosion Warranty may be covered by the repairer's warranty. Any remaining manufacture Warranty will no longer be valid for the part, panel or body part repaired.

Conditions under which you can claim under the Anti-Corrosion Warranty

- To benefit under the Anti-Corrosion Warranty, the Customer must approach any member of the authorised RENAULT Network displaying the make's brand.
- 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 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 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 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 RENAULT Anti-Corrosion Warranty does not cover:

- Items outside the scope of the Warranty or damage not covered by the Warranty
- Mechanical elements that are not an integral part of the bodywork or subframe such as (but not limited to) alloy wheels and exhaust system.
- Any work completed outside the RENAULT dealer network



Renault Services The Renault 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.
- RENAULT guarantees the paintwork of the exterior painted bodywork and other painted components (bumpers, original spoiler and painted wing mirrors) only. All other items are excluded.
- The Paintwork Warranty applies for a period of 36 months.
- Any repair completed under the Paintwork Warranty may be covered by the repairer's Warranty. Any remaining manufacture Warranty will be invalid for the part, panel or body part repaired.

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 topcoat, 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 general condition of the Vehicle in view of its age, mileage and 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.
- 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 (i.e. alloy wheels, exhaust system...).
- Any work completed outside the RENAULT dealer network.

Specific Matte Paintwork Warranty

- Vehicle must be washed in accordance with the specific care instructions and product types recommended by Renault. These recommendations are available from your Renault Dealer and on Renault.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

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 authorised RENAULT Network for rectification.
- The Customer must show the relevant RENAULT 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 RENAULT under the Paintwork Warranty, the parts replaced within the framework of the Paintwork Warranty rightfully become the property of RENAULT.

Renault Services 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.