RENAULT NEW VEHICLE WARRANTY

Terms & Conditions

INDIA

1. Warning:

Your RENAULT vehicle is manufactured to meet the regulations and environmental requirements of the country where such RENAULT vehicle is originally sold. In case you relocate it to another country, it may be very difficult to make modifications to comply with the regulations and environmental requirements of that country and it may be difficult to perform repair service in that country. Please note that a RENAULT vehicle relocated to another country is not covered by the warranty.

2. The RENAULT New Vehicle Standard Warranty

2.1. Duration of RENAULT's New Vehicle Standard Warranty ("Warranty"): Renault Vehicles Kwid, Triber, Kiger delivered as new from 1st January 2025 to the customer by the authorised RENAULT DEALER, are warranted against any material, assembly or manufacturing defects by the RENAULT New Vehicle Standard Warranty for a duration of 3 years or 1,00,000 kilometers (whichever is earlier), from the delivery date.

2.2. Geographical coverage:

2.2.1. This Warranty covers any new vehicle sold within geographical boundaries of INDIA and is made for operation in the territory of India.

2.2.2. If the vehicle is to be driven and, more importantly, registered outside the geographical area defined above, such vehicle will not be covered under the current Warranty as stated herein.

2.2.3. In case the vehicle is to be relocated to another territory, it would not be possible for RENAULT to make modifications and comply with the regulations and environmental requirements of that country.

3. Field of application:

3.1. The New Vehicle is covered for: Free repair (parts, consumables and labour) of any material or assembly defect duly found in the vehicle, at their own request, as well as any repairs on damage caused by this defect to other vehicle parts. It is the authorised RENAULT Dealer's discretion to decide whether it is appropriate to repair or replace the defective part, whilst keeping the customer informed.

3.2. 24/7 assistance services as defined in the "Renault Assist" section under clause 6.

3.3. Original equipment Batteries, Tyres and Audio systems are warranted directly by the respective manufacturers. However, authorised RENAULT dealers shall provide assistance for dealing with the defects to the respective manufacturer.

4. The RENAULT New Vehicle Standard Warranty does not cover and Renault India Private Limited (RIPL/ RENAULT) and / or RENAULT Dealer shall not be responsible for the following:

4.1. Normal maintenance services other than the three free services. Warranty does not include cleaning and polishing, minor adjustments, engine tuning, oil/fluid changes, filters replenishment, fastener retightening, wheel balancing, wheel alignment and tyre rotation etc.

4.2. The indirect and remote consequences of any fault (loss of operation, duration of immobilization, Incidental expenses if any.).

4.3. Vehicle components which have undergone conversion work, and/or specification and design changes and the consequences (deterioration, premature wear and tear, alterations, etc.) of the conversion work on other vehicle parts or components, or on its specifications.

4.4. The costs incurred by the customer for routine maintenance.

4.5. Parts and consumables replaced during 3 free services (only labour is free for free services). 3 Free Services are offered for Kwid, Triber, Kiger Models, i.e. 2 months/ 2,000 km, 12 months/ 10,000 km and 24 months/ 20,000 km, whichever is earlier.

4.6. Replacement of parts due to normal wear and tear resulting from use of the vehicle or from its mileage including but not limited to clutch, shock absorbers, windshield, wiper blades, brake drum, brake disk, brake pads, brake shoe, lamp, plugs, belts, linings, bulbs, fuses, parts made of rubber, etc.

4.7. Damage or failure resulting due to the following causes:

4.7.1. Poor vehicle maintenance, in particular if the instructions for the treatment, the frequency of maintenance or care to be applied to the vehicle set out by RENAULT have not been observed.

4.7.2. Due to non-usage or minimal usage/ operation of vehicle during prolonged period[s]

4.7.3. Misuse, abuse, negligence, improper driving habits, theft etc. of the vehicle.

4.7.4. Damage from stress, like use of vehicles in races, rallies, etc.,

4.7.5. Use of parts other than Renault Genuine Parts.

4.7.6. Any device and/or accessories not supplied by RENAULT.

4.7.7. Modifications, alterations, tampering or improper repair by customer.

4.7.8. Parts used in applications which they were not designed or not approved by RENAULT .

4.7.9. Slight irregularities not recognized as affecting quality or function of the vehicle or parts, such as slight noise or vibrations, or items considered characteristic of the vehicle.

4.8. Damage caused by the following external causes:

4.8.1. Accidents, impacts, scratches, scoring, projection of gravel or solid bodies, hail, acts of vandalism.

4.8.2. Insurance-related accidental repairs not covered

4.8.3. Failure to observe RENAULT's recommendations.

4.8.4. Deposits due to atmospheric pollution, plant-based deposits such as resin, animal-based deposits such as bird droppings, chemical deposits.

4.8.5. Transportation of the vehicle

4.8.6. Using an adulterated/ incorrect fuel, oil/coolant/ fluids/ polishing products and lubricants/ oil/ coolant/ fluids used other than those specified in the owner's manual.

4.8.7. Fitting accessories not approved by RENAULT.

4.8.8. Fitting accessories approved by the RENAULT but installed without observing the recommendations defined by RENAULT.

4.8.9. Damage due to airborne fallout, industrial fallout, acid rain, hail and windstorms, or other force majeure events like lightning, fire, , earthquakes, war, riots, attacks, floods- not limited to entry of water in the components resulting in engine, electrical or electronic system failure etc. or external damages to the body/ components.

4.8.10. Damage caused due to hydro-static lock.

4.8.11. Paint scratches, dents or similar paint or body damage.

4.9. Incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of vehicles or commercial loss.

5. How does the RENAULT New Vehicle Standard Warranty work?

5.1. To be eligible for the RENAULT New Vehicle Standard Warranty, the customer must:

5.1.1. Check that the delivery document does contain the delivery date of the vehicle- their warranty entitlement is dependent on this.

5.1.2. Contact any member of the authorised RENAULT Dealer – only such members have authorization for operations of this sort. May refer Renault website(renault.co.in) to find Renault Authorized Dealer Network.

5.1.3. Show the Vehicle and service invoices as proof of entitlement to the warranty and that the maintenance operations recommended by RENAULT have been carried out at Renault Authorized Service Network.

5.1.4. Have the defect covered by the RENAULT New Vehicle Standard Warranty confirmed as soon as possible, by a Renault authorised workshop/ RENAULT Dealer in writing. If the vehicle is un-roadworthy, the customer must contact the nearest RENAULT authorised workshop member/ RENAULT Dealer or Renault Assistance.

5.2. **The RENAULT New Vehicle Standard Warranty shall not apply (RENAULT and RENAULT authorised Dealer are exempt from all Liabilities), in the following cases:**

5.2.1. The vehicle has been driven under conditions not in accordance with those stated in the Warranty terms and conditions document (example: Vehicle overloaded or taking part in any type of sports competition, etc.).

5.2.2. The defect observed is due to the customer having had the vehicle repaired or serviced in a workshop outside the RENAULT authorized network and not observing RENAULT's recommendations on the subject.

5.2.3 The odometer of the vehicle has been tampered with

5.2.4 Use of unauthorized diagnostic tools

5.2.5 Missing services according to the scheduled maintenance service.

5.3. By way of consideration for the parts supplied by RENAULT under the RENAULT New Vehicle Standard Warranty, parts replaced under this Warranty legally become the property of RENAULT.

5.4. All operations, parts and labour, carried out under the RENAULT New Vehicle Standard Warranty are guaranteed until the new vehicle Standard Warranty expires.

5.5. Transferring ownership of the vehicle does not alter the application conditions of the RENAULT New Vehicle Standard Warranty.

5.6. Any goodwill repair outside Warranty is at the sole discretion of RENAULT and shall not be construed as a precedent for future claims.

6. RENAULT Roadside Assistance Program

6.1. **Renault Assist:** Renault Assist is a special Roadside assistance program provided by RENAULT to the customers who have purchased Renault Kwid, Triber, Kiger. This is provided free of cost to the customer during the standard Warranty period**.** Beyond the standard Warranty period, customer can purchase the Roadside assistance program.

6.2. **Eligible parties:** The customer, or the authorised driver, and all passengers accompanying this driver (limited in number to the number of vehicle seats stated on the certificate of vehicle registration) will be eligible for assistance under the conditions defined below.

6.3. **Intervening cause:** The vehicle is immobilized by a breakdown resulting from an unforeseen mechanical, electrical or electronic fault, covered by RENAULT's New Vehicle Standard Warranty.

6.4. **Roadside Assistance service provider**

6.4.1. The Assistance services are exclusively provided by Renault's **authorized service provider.**

6.4.2. RENAULT and RENAULT Dealers and provider shall not be liable to reimburse the customer for the expenses/ cost of repair or replacement of any parts or any labour charges or any other expenses incidental or ancillary thereto, if the customer does not avail the services of Renault Assist as detailed herein.

6.4.3. Before calling Renault Assist on toll free no 1800 315 4444the customer should make a note of the following information so that the breakdown can be dealt with as efficiently as possible:

6.4.3.1. **Precise location of the breakdown:**
Precise location of the breakdown: road and number, motorway and milepost, visible landmarks, etc. Can also share geo location digitally, as required.

6.4.3.2. Vehicle identification: Identification number - refer to sticker located on rear left side door quarter glass or stated in the vehicle invoice, , vehicle registration number, engine type.

6.4.3.3. Telephone number: on which the customer can be reached.

6.4.4. On receiving the call from the customer, and depending on the circumstances, Renault Assistance shall arrange and cover the costs of the services defined below:

6.4.4.1. The customer will not be liable to pay any costs in advance, excluding any costs for connecting journeys and, taking into account current regulations, any towing costs in the event that the vehicle is towed on a motorway or similar highway. In this case, the customer must advise Renault Assist as soon as they exit the motorway or similar highway.

6.5. **WARNING:** RENAULT Roadside Assistance will not be liable for any costs accrued by the customer without prior written consent from RENAULT.

6.6. **Roadside repair:** Where possible, Renault Roadside Assistance shall repair the vehicle at the roadside as soon as possible. If the vehicle cannot be repaired at the roadside and the vehicle must be towed, the driver and their passengers, as defined in the "Eligible parties" section, will be eligible for the following services.

6.6.1. **Towing**: The vehicle will be towed to the nearest RENAULT authorized workshop/ RENAULT Dealer.

6.6.2. **Cab Assistance:**
If the customer vehicle is recovered to a dealer by Renault Assist, the driver and passengers will be provided with one free cab ride, only up to 50 Kms., from the breakdown location, to facilitate them to continue their onward journey. Cost of travel beyond 50 Kms., from the breakdown location, and for any other expenses incurred by the customer, shall be paid by the customer and RENAULT and RENAULT Dealers shall not be responsible or liable for it.

6.7. Renault assist will be available in India except the following geographical areas, Arunachal Pradesh, Meghalaya, Manipur, Mizoram, Nagaland, Sikkim, Tripura, J&K, Andaman & Nicobar Islands and Lakshadweep.

7. The RENAULT Anticorrosion Warranty

7.1. **Duration of the Anticorrosion Warranty:**
This Anticorrosion Warranty will apply from the delivery date for a period of 3 years or 1,00,000 kilometers (whichever is earlier), from the delivery date for Renault vehicles Kwid, Triber, Kiger.

7.2. **Geographical coverage:** The geographical coverage of the Anticorrosion Warranty is identical to that for the Renault New Vehicle Standard Warranty.

7.3. **Anticorrosion Warranty field of application:**

7.3.1. In addition to the RENAULT New Vehicle Standard Warranty, RENAULT guarantees the bodywork and sub frame of all Kwid, Triber, Kiger Models from perforation from the interior, due to steel panel corrosion caused by a manufacturing, material or protective product application defect.

7.3.2. This guarantee covers the repair or replacement of components with perforated steel panel work due to a manufacturing, material or protective product application defect, acknowledged by RENAULT.

7.3.3. It is authorized RENAULT workshop's/ RENAULT Dealer's discretion to decide whether it is appropriate to repair or replace these components and to inform the customer.

7.4. The Renault Anticorrosion Warranty does not cover:

7.4.1. Any damage which is not covered by the RENAULT New Vehicle Standard Warranty, as defined at the start of this document.

7.4.2. Mechanical components which are not an integral part of the bodywork or sub-frame (wheel rims, exhaust system, etc.).

7.5. Anticorrosion Warranty conditions of application

7.5.1. To obtain the Anticorrosion Warranty, the customer must contact any member of the RENAULT Dealer only such members have authorization for operations of this sort. The customer shall show the duly completed delivery documents as proof of their Warranty entitlement.

7.5.2. Application of the RENAULT Anticorrosion Warranty is subject to the anticorrosion tests on the bodywork and sub-frame. Customer shall ensure that these tests are conducted at the mileage intervals stated in the Maintenance chart document at least once a year. Scheduled maintenance services in the RENAULT Dealer network incorporates these tests.

7.5.3. If the customer requests to have the anticorrosion test conducted independently of the scheduled maintenance service, the same will be carried out at extra cost to the customer.

7.5.4. During these tests the customer shall make sure that the professional carrying out the operation correctly completes the bodywork and sub frame test, in order to validate the continuation of the Anticorrosion Warranty.

7.5.5. Repairs on any deterioration must be made as soon as possible.

7.5.6. The application of the RENAULT Anticorrosion Warranty is also subject to bodywork and subframe repairs being carried out in accordance with RENAULT recommendations.

7.5.7. The repair or replacement of components under the conditions described in the "field of application" (Paragraph 7.3), shall take into account the general condition of the vehicle with regard to its age, mileage and maintenance level.

7.5.8. Parts replaced under the Anticorrosion Warranty legally become the property of RENAULT.

7.5.9. Repairs and components fitted under the Anticorrosion Warranty are guaranteed until the end of the term of the original Anticorrosion Warranty.

7.5.10. Transferring ownership of the vehicle does not alter the application conditions of the Anticorrosion Warranty.

8. The RENAULT Paintwork Warranty:

8.1. Duration of the Paintwork Warranty:

RENAULT guarantees the bodywork paintwork and painted parts paintwork (door, mirrors, bumpers) for 3 years or 1,00,000 kilometers (whichever is earlier) from the delivery date of delivery date for Renault vehicles Kwid, Triber, Kiger.

8.2. Geographical coverage:

The geographical coverage of the Paintwork Warranty is identical to that for the RENAULT New Vehicle Standard Warranty.

8.3. Paintwork Warranty field of application:

8.3.1. This warranty covers the free repair or replacement of components with paintwork defects (deterioration of lacquer or finishing varnish, due to any material, manufacturing or application defect) acknowledged by RENAULT, with the RENAULT authorized workshop/ RENAULT Dealer carrying out the operation, keeping the customer informed.

8.3.2. This repair shall take into account the general condition of the vehicle with regard to its age, mileage and maintenance level.

8.4. The RENAULT Paintwork Warranty does not cover:

8.4.1. Any damage which is not covered by the RENAULT New Vehicle Standard Warranty, as defined at the start of this document.

8.4.2. Damage due to force majeure events: lightning, fire, floods, earthquakes, war, riots, attacks, etc.

8.4.3. Mechanical components which are not an integral part of the bodywork or sub-frame (wheel rims, exhaust system, etc.).

8.4.4. Damage due to action of road elements (sand, gravel, dust or road debris) which results in stone chipping of paint or glass.

8.5. Paintwork Warranty conditions of application

8.5.1. To obtain the Paintwork Warranty, the customer must contact any member of the RENAULT authorized network - only such members have authorization for operations of this sort.

8.5.2. The customer shall show the duly completed delivery documents as proof of their warranty entitlement.

8.5.3. By way of consideration for the parts supplied by RENAULT under the Paintwork Warranty, parts replaced under this warranty legally become the property of RENAULT.

8.5.4. Repairs and components fitted under the Paintwork Warranty are guaranteed until the end of the term of the original Paintwork Warranty.

8.5.5. Transferring ownership of the vehicle does not alter the application conditions of the Paintwork Warranty.

8.6. This warranty is the entire warranty given by RENAULT and no RENAULT Dealer or its or his agent or employee is authorized to extend or enlarge this warranty and no RENAULT Dealer or its or his agent or employee is authorized to make any oral warranty on RENAULTs behalf.

8.7. RENAULT reserves the right to make any change in design or make any improvement on the vehicle at any time without any obligation to make the same change on vehicles previously sold.

8.8. Warranty service shall be provided only by RENAULT Dealers or their service branch.

8.9. RENAULT's decision is final and binding on the Owner of the vehicle in all warranty matters. RENAULT reserves the right for the final decision on all warranty matters.

9. All disputes arising out of this Warranty will be subject to the jurisdiction of Courts in Chennai only.

10. **These Terms & Conditions are to be read in conjunction with the applicable Owner's Manual. All operational guidelines, safety instructions, usage limitations, and maintenance requirements provided in the Owner's Manual are deemed to be incorporated herein by reference. RENAULT shall not be liable for any loss, damage, malfunction, or safety-related incident arising from (i) failure to read the Owner's Manual, or (ii) non-compliance with the instructions contained therein.**

EXTENDED WARRANTY

Renault offers "Renault Secure" Integrated Extended Warranty and Roadside Assistance Program on select models, in addition to the new vehicle warranty. Kindly Contact 1800 315 44 44 (Toll Free number) or your nearest Renault Dealer for more details. Check for options and prices at https://www.renault.co.in/renault-services/renault-secure.html.

INFORMATION ON THE MAINTENANCE PROGRAMME

The maintenance program includes the RENAULT service and additional operations. To maintain the original quality of your RENAULT in terms of safety, comfort and performance, you must observe the maintenance program for your vehicle.

RENAULT SERVICE
The RENAULT service applies to all Kwid, Triber, Kiger Models and always includes oil change, oil filter replacement, checks, top-ups and a check of your vehicle's electronic system. The RENAULT service is carried out at the service intervals specified in the maintenance program for your vehicle.
In addition to the service/oil change intervals set by RENAULT, the oil level should still be checked regularly. Your RENAULT dealer is at your disposal to carry out this operation and check other levels, safety parts and for any wear.

ADDITIONAL OPERATIONS:
The additional operations are customized to your vehicle: specific parts or fluids (in addition to the RENAULT service) will need to be replaced in accordance with the service intervals specified in the maintenance program for your vehicle. RENAULT reserves the right to modify its maintenance program at any time during the vehicle's life, within the framework of its vehicle development policy.

CERTAIN CONDITIONS OF USE:
RENAULT recommends that the frequency for replacing specific parts and fluids affected by certain conditions of use should be adapted accordingly.
Hereunder, the list of certain conditions of use and related new replacement frequency (replacement frequency means "when first of the two terms is reached").

A)

- At least 50% of journeys at an average speed less than 30 km/h or with the engine running at idle speed (mainly urban use, taxis, driving school, door-to-door driving, etc),
- At least 30% of kilometers covered towing a trailer weighing more than 500 kg,
- Driving in a dusty environment/building site, more than 1000 km of trails per year.

Operations	**Frequency**
Change engine oil, oil filer, air filter, fuel filter, cabin filter, belts and rollers (accessory and timing) (1) (2)	**Halve the kilometer frequency for recommended replacement in normal conditions of use,**
For the following certain condition of use: At least 50% of journeys with the engine running at idle speed, halve, as well, the time frequency replacement for oil and oil filter.	

1. The certain condition of use "driving in a dusty environment" does not modify the replacement frequency for belts (accessories and timing) as recommended replacement in normal condition of use.
2. The damper pulleys for certain engines must be replaced during this operation. For more information, please consult your Renault representative.

B)

- Use of engine oil* (for petrol and diesel engines without particles filter), which don't correspond to RENAULT recommendations, (check maintenance pages),
- Prolonged use (+5000 km / year) in temperatures below -15℃,
- Use of fuels that don't correspond to RENAULT recommendations, (See Owners Manual document).
- **For diesel engines with Particles Filter, the use of another engine oil than the one recommended by RENAULT may damage the Particles Filter.**

Operations	**Frequency**
Change engine oil, oil filter	Halve the kilometer frequency for recommended replacement in normal conditions of use,

C) Four wheels drive vehicles (4WD): Prolonged use in rough driving conditions (trails heavy rains…), in very humid areas or regular driving in water or mud.

Operations	**Frequency**
Change rear axle oil (4WD) Oil specification: TRANSELF UNIVERSAL FE 80W90	Every other engine oil change

SERVICE AND MAINTENANCE

In order to ensure economical and safe vehicle operation and to maintain the value of your vehicle, it is of vital importance that all maintenance work is carried out at the proper intervals as specified.

Maintenance services and record retention are the owner's responsibility. You should retain evidence that proper maintenance has been performed on your vehicle in accordance with the scheduled maintenance services chart.

It is recommended to use engine oil with viscosity grade SAE 15W40/10W40 (B4D engine) / SAE 5W40/10W40 Kiger (H4D engine) / ACEA C5 0W20 Triber (H4D) Engine.

Service Schedules

Periodic Maintenance Schedule - PETROL	Time or mileage - Whichever is earlier												
	Every Km	1 Year	2 Year	3 Year	4 Year	5 Year	6 Year	7 Year	8 Year	9 Year	10 Year	11 Year	12 Year
1st Service	2,000	No replacement required											
Engine oil	10,000	R	R	R	R	R	R	R	R	R	R	R	R
Oil filter	10,000	R	R	R	R	R	R	R	R	R	R	R	R
Air filter	10,000	R	R	R	R	R	R	R	R	R	R	R	R
Brake fluid	60,000			R			R			R			R
Engine Coolant-Triber/Kiger	80,000				R				R				R
Engine Coolant-Kwid	80,000			R			R			R			R
Fuel filter	1,20,000												R
Cabin filter-Triber/Kiger	10,000	R	R	R	R	R	R	R	R	R	R	R	R
Cabin filter-Kwid	20,000	I	R	I	R	I	R	I	R	I	R	I	R
Spark plug-Kwid	MANDATORY REPLACEMENT AT EVERY 30,000 KMS												
Spark plug-Triber (BR10/HR10)	60,000						R						R
Spark plug-Kiger(BR10)	60,000						R						R
Spark plug-Kiger(HR10)	REPLACEMENT AT EVERY 1,00,000 KMS												
Accessory belts and Rollers-Triber/Kiger	80,000				R				R				R
Accessory belts Kwid(Manual Transmission)	80,000				R				R				R
Accessory belts Kwid(Automated Manual Transmission)	30,000	I	I	R	I	I	R	I	I	R	I	I	R

SERVICE CHECKS

THE FOLLOWING CHECKS MUST BE CARRIED OUT DURING EVERY SERVICE	
Sl.No.	
1	Check the wiper blades and screen washer fluid levels
2	Check the condition of the windscreen and door mirrors
3	Check the operation of the instrument panel warning lights
4	Check the exhaust pipe
5	Check the levels, condition and sealing of the hydraulic power-assisted steering circuit (if fitted)
6	Check the levels, condition and sealing of the brake/clutch circuit
7	Check the presence of the wheel valve caps
8	Check the presence of the airbag and engine compartment labels
9	Check the signaling and exterior/interior lighting
10	Check the wear of the brake discs and pads
11	Check the condition and pressure of the tyres and road wheel security
12	Check the levels, condition and sealing of the cooling circuit
13	Check the levels, condition and sealing of the sequential gearbox circuits (if fitted)
14	Anti-corrosion check
15	Check the 12 V battery with the test tool
16	Check the computers with the diagnostic tool
17	Check the condition and sealing of the gaiters/rubber mountings/ball joints/shock absorbers
18	Check and lubricate the bonnet lock
19	Clean the sunroof system (if fitted)
20	Documentation and positioning of the maintenance label
21	Drain the water from the fuel filter
22	Engine oil change alert reinitialization
23	Clean and check air conditioning system – every 2 years
24	Check and top up the refrigerant – every 4 years