

STANDARD WARRANTY

CITROËN New Vehicle Warranty

PCA Automobiles India Private Limited (hereinafter called "PAIPL"), warrants that each new CITROËN vehicle sold shall be free from any defects in material and workmanship, under normal use and maintenance, subject to the following terms and conditions.

New Vehicle Warranty Period

This warranty shall exist for a period of **36 months or 125,000** whichever is earlier.

For the B2B vehicle (Commercial use) the warranty on the high voltage battery pack shall be **36 months or 125k kilometres whichever comes earlier with 70% of capacity retention** from the date of registration.

For the B2C vehicle (Personal use) the warranty on the high voltage battery pack shall be **84 months or 140k kilometres whichever comes earlier with 70% of capacity retention** from the date of registration.

("New Vehicle Warranty Period"). This warranty is transfer able to subsequent owner for the remaining New Vehicle Warranty Period. This warranty is applicable only in India and not transferable to any other country.

What is covered?

Except as provided in "What is not covered?" hereof, our Authorised Dealers shall either repair or replace, any CITROËN genuine part that is acknowledged by PAIPL to be defective in material or workmanship within the New Vehicle Warranty Period stipulated above, at no cost to the owner of the CITROËN vehicle for parts or labour. Such defective parts which have been replaced will become the property of PAIPL.

What is not covered?

This warranty shall not apply to:

- Normal maintenance services, including without limitation, cleaning and polishing, minor adjustments, oil/ fluid changes, filters replenishment, fastener retightening, wheel balancing, wheel alignment and tyre rotation etc.
- Replacement of parts as a result of normal wear and tear such as belts, brake pads and linings, filters, wiper blades, bulbs, fuses, etc.
- Any vehicle on which the odometer reading has been altered so that mileage cannot be accurately determined.

Damage or failure resulting from:

- Negligence of proper maintenance as required in the Booklet.
- Misuse, abuse, accident, theft, flooding or fire.
- Use of improper or insufficient fluids or lubricants.
- Use of parts other than CITROËN Genuine Parts.
- Any device and/or accessories not supplied by PAIPL.
- Modifications, alterations, tampering or improper repair.
- Parts used in applications of which they were not designed or not approved by PAIPL.
- Slight irregularities not recognised as affecting quality or function of the vehicle or parts, such as slight noise or vibrations, or items considered characteristic of the vehicle.
- Airborne, fallout, industrial fallout, acid rain, hail and windstorms, or other Acts of God.
- Paint scratches, dents or similar paint or body damage.
- Action of road elements (sand, gravel, dust or road debris) which results in stone chipping of paint or glass.

- Incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of vehicle or commercial loss.
- This warranty is the entire warranty given by PAIPL for CITROËN vehicles and no dealer or its or his agent or employee is authorized
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- This warranty is the entire warranty given by PAIPL for CITROËN vehicles and no dealer or its or his agent or employee is authorized to extend or enlarge this warranty and no dealer or its or his agent or employee is authorized to make any oral warranty on PAIPL behalf.
- PAIPL 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.
- PAIPL reserves the right for the final decision in all warranty matters.

Owner's Responsibilities

- Proper use, maintenance and care of vehicle in accordance with the instructions contained in Owner's Manual and the Booklet. If the vehicle is subject to severe usage conditions, such as operation in extremely dusty, rough, more repeated short distance driving or heavy city traffic during hot weather, maintenance of vehicle should be done more frequently as mentioned in Owner's Manual and the Booklet.
- Retention of maintenance service records. It may be necessary for the customer to show that the required maintenance has been performed, as specified in Owner's Manual and the Booklet.
- Delivery of the vehicle during regular service business hours to any CITROËN Authorised Dealer to obtain warranty service.
- In order to maintain the validity of this Basic Warranty, the vehicle must be serviced by CITROËN authorized workshop in accordance with the Owner's Manual and Booklet.

What we will do?

- Warranty repairs will be made at no charge for parts and/or labor. Any needed parts replacement will be rendered with new or authorized remanufactured parts by CITROËN Authorised Dealer. A reasonable time to complete the repairs must be allowed after the CITROËN vehicle is delivered to CITROËN Authorised Dealer.
- Labor free service will be performed one-time each at 2,000 Kms (2 Months) & 10,000 km (12 Months) & 20,000 km (24 Months).
- Warranty on any part replaced under New Vehicle Warranty will end on the expiry of New Vehicle Warranty.

Tire information

- Tires originally installed on a new CITROËN vehicle are warranted by the tire manufacturer.