



C3, eC3, C3 Aircross & Basalt

Maintenance and warranty guide

nothing
moves us
like citroën

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WHAT IS THIS BOOKLET AND HOW TO USE IT?

This maintenance and warranty booklet explains the warranty terms of your new CITROËN vehicle as well as the maintenance required to keep your new CITROËN vehicle at its optimum performance level.

The Warranty Section explains the general terms and conditions related to new CITROËN vehicle warranty.

The Maintenance Section explains the maintenance information which includes the necessity, types of maintenance, and the scheduled maintenance table which should be used to record your CITROËN vehicle's maintenance history.

Every time a CITROËN Authorised dealer ("Authorised Dealer") services your CITROËN vehicle, they will check your vehicle's maintenance record and the warranty conditions so that we can provide you with proper warranty and maintenance services. Kindly remember that warranty support is provided under the condition that the proper maintenance of your CITROËN vehicle is carried out according to the prescribed maintenance schedule, as it is mentioned in the Warranty Section.

We encourage you to always keep the Owner's Manual in your CITROËN vehicle and to hand it over to the next vehicle owner in the event that you sell your CITROËN vehicle.

WARRANTY

WARRANTY SECTION

SECTION

CITROËN CONTRACTUAL WARRANTIES CERTIFICATE

CITROËN Contractual warranty

This certificate must be completed and stamped by the Citroën Authorised Dealer in order to validate the CITROËN contractual warranty ("Contractual Warranty"). Application of the said warranties is dependent on the carrying out of routine services, as detailed in your service schedule, evidence of this being provided by the completed counterfoils in this booklet.

The benefits of Citroën contractual warranty are not available to you in case of repairs carried out apart from the scheduled services mentioned in this booklet; even if such repairs are carried out by a repairer Authorised by SAIPL ("Authorised Repairer").

The CITROËN contractual warranties take effect from the effective day of delivery of your vehicle (warranty start date entered on this page).

Details of the CITROËN contractual warranties which your vehicle benefits from, as well as their conditions of application, are given on the order form for your new vehicle.

SELLING DEALER:

Vehicle prepared and delivered according to the procedure defined by
CITROËN

Customer Name & Address:

Customer Sign:

Stamp of the Selling Dealer

The routine service schedule specific to your vehicle was given to you at handover. **This document can be found in your vehicle's handbook pack.** If this is missing, your dealer or any CITROËN Authorised Repairer will be able to supply a replacement, or you can view it from your My CITROËN App. You are advised to retain any invoices or documents relating to work carried out on your Citroën vehicle. In the event of resale of the vehicle, it is necessary to give them to the new owner, along with all documents relating to the vehicle.

VIN:																				
MODEL:							OWNER NAME & ADDRESS													
VARIANT:																				
COLOUR:																				
ENGINE/ E-POWERTRAIN NO:							CONTACT NO:													
KEY NO:							E-mail ID:													
INVOICE DATE:							SELLING DEALER NAME & CODE													
ODOMETER READING	KM																			
REGISTRATION NO:																				
BATTERY MAKE:							DEALER SHOWROOM ADDRESS & CONTACT NO. (STAMP)													
BATTERY NO:																				
BATTERY BATCH:																				
TYRE	MAKE	BATCH CODE																		
Front Right							CONTACT NO. FOR SERVICE APPOINTMENT & SUPPORT													
Front left																				
Rear Right																				
Rear Left																				
Spare																				

STANDARD WARRANTY

CITROËN New Vehicle Warranty

STELLANTIS AUTOMOBILES INDIA PRIVATE LIMITED (hereinafter called "SAIPL") formerly known as (PCA Automobiles India Private Limited), 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**

Internal Combustion Engine Vehicles:

This warranty ("New Vehicle Warranty") shall exist for a period of **3 years or 100,000 kilometers**, from the date of delivery whichever is earlier ("New Vehicle Warranty Period") effective 1st Jan 2025.

Electric Vehicles (Excluding HV Battery & e-Motor):

This warranty ("New Vehicle Warranty") shall exist for a period of **36 months or 125,000 kilometers**, from the date of delivery whichever is earlier ("New Vehicle Warranty Period").

****This applies to vehicles sold and registered in our DMS system as of January 1st, 2025. Vehicles sold prior to this date will remain under the old warranty coverage.**

High Voltage Battery warranty

For the B2B (Commercial use) vehicle the warranty on the high voltage battery pack shall be 36 months or 125,000 kilometers, whichever comes earlier from the date of delivery.

For the B2C (Personal use) vehicle the warranty on the high voltage battery pack shall be 84 months or 140,000 kilometers whichever comes earlier from the date of delivery.

e-Motor Warranty:

For the B2B (Commercial use) vehicle the warranty on the e-Motor shall be **36 months or 125,000 kilometers** whichever comes earlier. For the B2C (Personal use) vehicle the warranty on the e-Motor shall be **60 months or 100,000 kilometers** whichever comes earlier.

This warranty is transferable 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 SAIPL 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 SAIPL. Very few components which are covered under Basic Limited Warranty have restricted warranties.

Months calculated from date of sale of vehicle.

Warranty is applicable to either of time or kms whichever is earlier. These components are listed below:

Part name	Months	Kms
FR and RR brake pads, discs, linings, drums, shoes	6	10,000
Light bulbs excluding Xenon headlamp bulbs	6	10,000
Adjustments (e.g. brakes, Powertrain, body, lightning, steering)	3	3,000
Wheel Balance/ Wheel Alignment	3	3,000
Clutch Assy (incl. Clutch Disc, Clutch release bearing, Clutch pressure plate, Centre plate) – For ICE Engines	-	10,000
Shock absorbers	-	20,000

What is not covered?

This warranty shall not apply to:

- Normal maintenance services, including without limitation, cleaning and polishing, minor adjustments, engine tuning, 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 spark plugs, belts, brake pads and linings, clutch disc/facing, filters, wiper blades, bulbs, fuses, etc.
- Rubber parts such as Hoses, belts bushes, rubber bellows, mounts and boots, wiper blades, rubber and window door beadings.
- Any vehicle on which the odometer reading has been altered so that mileage cannot be accurately determined.

What is not covered?

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 fuel, fluids or lubricants.
- Use of parts other than CITROËN Genuine Parts.
- Any device and/or accessories not supplied by SAIPL.
- Modifications, alterations, tampering or improper repair.
- Parts used in applications of which they were not designed or not approved by SAIPL.
- 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.
- Airborne, fallout, industrial fallout, acid rain, hail and wind storms, 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 SAIPL for CITROËN vehicles and no dealer or its or his agent or employee is Authorised to extend or enlarge this warranty and no dealer or its or his agent or employee is Authorised to make any oral warranty on SAIPL behalf.
- SAIPL 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.
- SAIPL reserves the right to make 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 ("Owner's Manual"). 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.
- 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.
- 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 standard warranty, the vehicle must be serviced by CITROËN authorised workshop in accordance to the Owner's Manual.

What will we do?

- Warranty repairs will be made at no charge for parts and/or labour. Any needed parts replacement will be rendered with new or authorised remanufactured parts by CITROËN Authorised Dealer. A reasonable time to complete the repairs must be allowed after the CITROËN vehicle is handed over to CITROËN Authorised Dealer.
- Labour 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.

Fitting after-market accessories

- If you wish to install accessories on the vehicle, please contact Authorised Citroën dealer.
- Citroën India do not recommend to fit any non-genuine accessories.
- Please note that Citroën India will not be responsible for any issues pertaining to non-genuine accessories fitted either by dealership or aftermarket.

NOTICE:

Video Navigation & Telematics System, 12V Batteries & High Voltage Battery pack, Tyres and Audio Systems, originally equipped on CITROËN vehicles are warranted directly by the respective manufacturers and not by SAIPL.

12V BATTERY WARRANTY

Terms & Conditions for Battery Warranty

- 12V Battery originally installed on a new CITROËN vehicle is warranted by the battery manufacturer. The warranty period of 12V Battery is 12 months from the date of delivery of vehicle ("Battery Warranty Period").
- Batteries are warranted against all defects in material and workmanship. Liability under this Battery Warranty is limited to making good of defects arising solely from the use of faulty material or workmanship during manufacture and developing under proper use.
- The Battery Warranty is VALID only if the battery is properly used and checked regularly as per the maintenance schedule at the service stations of the CITROËN Authorised Dealers during the New Vehicle Warranty Period.
- This Battery Warranty does not cover damage to the battery caused by faulty electrical systems, irregular servicing, negligent maintenance, willful abuse or destruction by fire, collision or theft.
- This Battery Warranty is NOT VALID if the battery under complaint has been opened or tampered with in any manner whatsoever. It should be returned to the nearest CITROËN Authorised Dealer complete with the electrolyte. The CITROËN Authorised Dealer has the option either to rectify the defect in the battery or replace the battery.
- Breakage of container and cover does not come under the purview of this Battery Warranty.
- To and fro transportation charges of the battery under complaint will be borne by the customer.
- The liability under this Battery Warranty will cease on the transfer of the battery to any person other than the original purchaser of the new Citroën vehicle or to any vehicle other than that on which the battery was originally fitted.

Battery Installation and General Maintenance

Although the battery is made as robust and durable as possible, the following must be observed to get maximum performance from the battery.

- The battery must be fitted firmly in the battery cradle, so that no undue vibration or straining occurs.
- Connecting cables should have adequate current carrying capacity and be long enough to prevent straining of the battery terminals. It must be ensured that correct polarities (plus to plus and minus to minus) are connected.
- Terminals should be brushed clean before connecting and coated immediately afterwards with pure petroleum jelly and NOT grease.
- Battery top should be clean and dry.
- Please replace new battery having same specification, technology & make as that of original battery fitted in the car to ensure its performance.
- Battery terminal connections should be properly tightened.

HIGH VOLTAGE BATTERY WARRANTY (only for Electric Vehicle)

Terms & Conditions for High Voltage Battery Warranty

Warranty liability exemption conditions and non-warranty scope

Damage or failures due to alteration or modification.

Warranty does not cover damage, failures or corrosion resulting from or caused by:

- Alteration, tempering, or improper or repairs done at Unauthorised CITROËN Dealer.
- Repair of installed parts, accessories or equipment that are not manufactured or approved by CITROËN
- Improper maintenance, installation or any maintenance operation not performed in accordance with the service schedules prescribed by CITROËN,
- Tampering the odometer reading without permission.
- Ignoring the warning indication of telltale or dashboard resulting in more serious fault.
- Damage caused by improper use or failure to use, maintain or repair according to the instructions.

Warranty does not cover damage or failures resulting from or caused by:

- Exposing a battery pack to ambient temperatures above 120°F (49°C) for over 24 hours.
- Storing a battery pack or vehicle in temperatures below -13°F (-25°C) for over seven days.
- Leaving your battery pack for over 2 weeks where the lithium-ion battery reaches a zero or near zero state of charge.
- Physically damaging the lithium-ion battery or intentionally attempting to reduce the life of the lithium-ion battery.
- Exposing the lithium-ion battery to contact with a direct flame.
- Battery pack parts are damaged due to water inflow or external factors.
- Opening the lithium-ion battery enclosure or having it serviced by unauthorised personal.
- Neglecting to follow correct charging procedures.
- Use of incompatible charging devices.
- Consequential damage caused by the failure to repair an existing problem.

Gradual Capacity Loss

The lithium-ion battery (High Voltage battery), like all lithium-ion batteries, will experience gradual capacity loss with time and use. Due to this, range during the end of life of vehicle would be typically around 70% of the range as at beginning of vehicle life. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under warranty beyond the terms and limits specified.

Damage, Failures or Corrosion from Environmental Conditions:

Warranty does not cover damage, failures or corrosion resulting from or caused by:

- For scratches, cracks or rusts caused by such things as gravel, speed bumps or foreign collisions.
- Rust caused by sand, soil, salt, vehicle immersion in water, contact with industrial fallout, chemical debris, tree SAP, bird droppings, hail or other causes.
- Faults caused by hail, salt, flood, lightning, storm, extreme temperature, earthquake, landslide and other natural disasters
- The warranty does not cover the failure, or damage of parts caused by objects impacting the vehicle, road hazards (whether on the road), accidents, fire, negligence, abuse, theft, or any other cause beyond the control CITROËN.

The items listed below are not covered under corrosion coverage (perforation from corrosion).

- Corrosion other than perforation, such as cosmetic or surface corrosion due to defects in materials or workmanship. This is covered under the Basic Coverage of the New Vehicle Limited Warranty.

ENVIRONMENT & SAFETY DO'S & DON'TS (only for Electric Vehicle)

- CITROËN is designed to ensure environmentally sustainable and compatible throughout the life cycle of the vehicle, this vehicle is environmentally friendly with Zero emission.

Charging DO'S and DON'TS

- Charging cable provided with the car must be stored safely and securely in the trunk of the vehicle or must be kept at vehicle charging designated area in secured condition.
- The charging cable is used for charging the vehicle. When the vehicle is kept for overnight charging or when nobody is around vehicle while the vehicle is being progress, we recommend to ensure that the charging cable is secured and it is not misused or stolen.
- Wet surfaces are good conductors of electricity. Though CITROËN EV is equipped with safety mechanisms to protect users, it is advisable to take a few precautions while plugging in for charging. Hence, before charging, ensure that the power source socket, the charging gun, and the charging port (CCS2) port in the vehicle are dry. Also ensure that you are standing on dry ground and your hands are dry as well while using the high voltage charging equipment.
- Usage of damaged cables, power source socket and vehicle side CCS2 port must be avoided as they may result in electrical hazard and inconsistent charging experience.
- While plugging in the charging cable, ensure power source is off. Subsequently ensure charging gun is connected at both ends – one at power source and the other end at vehicle's CCS2 port. Then switch ON the power source switch to start charging. Confirm that the vehicle is charging from the charging telltale display LED blinking on the instrument cluster.
- If charging gun is removed before 100% charging and again needs charging up to 100%, it is advisable to wait for at least 10 seconds before reinserting the gun in the charging port.
- Once charging is complete and gun is removed from the charging port, it is advisable to pause for 30 sec before switching on the car to start driving.
- When the vehicle is shut off after drive, it is advisable to pause for at least 10-15 seconds before charging. It allows the vehicle's electrical system time to de-energize and stabilize before the charging initiates.

Transportation

- If your vehicle is intended to transport to any location more than 30Kms through flatbed towing, or in closed transport vehicle, make sure to maintain the SOC (State of Charge) of vehicle to 30%.
- Never tow the vehicle on front wheels.
- This is to maintain your vehicles High Voltage Batteries in good health and to avoid thermal risk.

BREAKDOWN & SUBMERGED VEHICLE (only for Electric Vehicle)

- In major hit or accident if you notice the High Voltage cables (High Voltage cables are orange in colour) are damaged or exposed from inside or outside, do not touch electric wires or connectors. Doing so may result in electric shock and lead to injuries or Fatal.
- If the vehicle switches off after an accident, come out the vehicle immediately without touching any metal parts.
- If your vehicle is observed with any coolant leaks or rupture in refrigerant lines, do not drive the vehicle and contact your Authorised CITROËN Roadside assistance.
- Leaks or damage to the Li-Ion battery may result in a fire if you discover them, contact emergency services immediately. Never touch the fluid leaked inside or outside the vehicle if the fluid contact with your skin or eyes, wash it off immediately with a large amount of water or saline solution and receive immediate medical attention to help avoid serious injury.
- If water enters inside the vehicle if your vehicle is flooded or if water has soaked the carpets, you should not try to start the vehicle, never touch the high voltage cables, connectors, and package modules because an electric shock may occur causing injury or Fatal. (High Voltage cables and connectors are orange in colour)
- If your vehicle is submersed in water for any reason, do not touch your vehicle. The high voltage battery may cause shock or may catch fire, immediately contact your CITROEN authorities and arrange the vehicle to nearest CITROEN workshop, advise RSA team on the condition of your vehicle and inform them clearly that an electric vehicle is involved.

- If a small-scale fire occurs, use a fire extinguisher (C, ABC, BC) that is meant for electrical fires. If it is impossible to extinguish the fire in the early stage, remain a safe distance from the vehicle and immediately call the authorities. Also, advise them that an electric vehicle is involved.
- When approaching a high voltage vehicle in a situation of fire, recuse or recovery, follow the standard rule:
 - o Always assume the high voltage system is live in the vehicle.
 - o Only High voltage System trained personnel with necessary high voltage PPEs (Hand Gloves, electrical safety shoes, etc..) should access and analyses the EV after all occupants are safely evacuated.

Emergency Shut Off System

- When vehicle detects any fault in HV system, it activates the emergency shut off for safety purpose. Even if the gear knob is in Drive mode, the system may shut-off suddenly. In this case, contact the nearest CITROEN Authorised EV Dealer to rectify the issue.

In Case of Emergency

If the EV stalls at a cross road or crossing,

- o Switch the eToggle to N (Neutral) position and push the vehicle to safe place.

If the vehicle stalls while driving

- o Reduce your speed gradually, keeping a straight line. Move cautiously off the road to a safe place.
- o Turn on the hazard lamps.
- o Try to start the vehicle again. If your vehicle does not start, contact your CITROEN Authorised EV Dealer or seek Authorised Roadside Assistance.

REPLACEMENT PART WARRANTY

SAIPL warrants that each new CITROËN genuine replacement part purchased from and installed by CITROËN Authorised Dealer shall be free from any defects in material or workmanship, under normal use and maintenance, subject to the following terms and conditions.

Replacement Parts Warranty Period

This warranty ("Parts Warranty") shall exist for a period of **1 Year or until the vehicle has been driven for a distance of 10,000 Kilometers** from the date of installation of replacement part by CITROËN Authorised Dealer, whichever occurs first ("Parts Warranty Period").

What is covered?

Our Authorised Dealers shall either repair or replace, any CITROËN genuine part (except the cases listed in "What is not covered?" below), that is acknowledged by SAIPL to be defective in material or workmanship within the Parts Warranty Period stipulated above, after examinations carried out to confirm that none of the original settings have been tampered with, 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 SAIPL.

What is not covered?

This Parts Warranty shall not apply to:

- Normal maintenance services of parts such as brake cleaning, adjustment or replacement (i.e. spark plugs that are oil fouled, lead fouled, or which fail due to the use of low-grade fuel).
- Parts that fail due to abuse, misuse, neglect, alteration or accident or which have been improperly lubricated or repaired.
- Parts used in applications for which they were not designed or approved by SAIPL.
- Failure due to normal wear of parts.

- Direct or indirect failures caused by misuse and improper maintenance of vehicle.
- Any vehicle on which the odometer reading has been altered so that mileage cannot be accurately determined.
- Incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of vehicle or commercial loss.

This Parts Warranty is the entire warranty given by SAIPL for CITROËN replacement parts and no dealer or its or his agent or employee is authorised to extend or enlarge this warranty and no dealer or its or his agent or employee is authorised to make any oral warranty on SAIPL behalf. SAIPL reserves the right for the final decision in all warranty matters.

Owner's Responsibility:

- Proper use, maintenance and care of the vehicle in accordance with the instructions contained in the Owner's Manual.
- Retention of maintenance service records. It may be necessary for the customer to show that the required maintenance has been performed, as specified in the Owner's Manual.
- Retention of the customer's copy of the original repair order and its invoice/bill against which the part was replaced.
- Delivery of the vehicle during regular service business hours to the same CITROËN Authorised Dealer who had sold and installed the replacement part.
- In order to maintain the validity of this Parts Warranty, the vehicle must be serviced by CITROËN authorised workshop in accordance to the Owner's Manual.

Notice of name/address ownership change

In case your name and/or address changes or you become a subsequent owner, please be sure to complete and mail this slip to the address of the CITROËN Authorised Dealer shown on the vehicle identification page of this section.

This slip will enable us to update our ownership file for future contact with you as required.

**CITROËN Authorised Dealer**
Pre Delivery Inspection Coupon

Owner's Name: _____

Address: _____

VIN: _____

Engine/E-Powertrain No: _____

Date of Service: _____

Mileage at Service: _____

Selling Dealer name: _____

Owner's Signature: _____
_____**NOTE**
This is not valid after 100kms



Pre Delivery Inspection (PDI) Coupon

Please see the MAINTENANCE SECTION in this booklet.



Notice of name/address ownership change

NAME/ADDRESS CHANGE ☐

SUBSEQUENT OWNER ☐

Please check one of the above boxes

Owner's Name:

Address:

VIN:

Engine/E-Powertrain No:

Registration No:

Date of Purchase:

Mileage at Present:

Owner's Signature:

THANK YOU FOR YOUR CO-OPERATION
Please give complete information





Notice of name/address ownership change

In case your name and/or address changes or you become a subsequent owner, please be sure to complete and mail this slip to the address of the CITROËN Authorised Dealer shown on the vehicle identification page of this section.

This slip will enable us to update our ownership file for future contact with you as required.



CITROËN Authorised Dealer Labour free service coupon 2 Months / 2000 kms

Owner's Name: _____

Address: _____

VIN: _____

Engine/E-Powertrain No: _____

Date of Service: _____

Mileage at Service: _____

Servicing Dealer name: _____

Selling Dealer name: _____

Owner's Signature: _____

NOTE

This is not valid after 3 Months or 3000 kms



**LABOUR FREE SERVICE at
2 months / 2,000 kms**

Please see the MAINTENANCE SECTION in this booklet.



**Notice of name/address
ownership change**

NAME/ADDRESS CHANGE ☐

SUBSEQUENT OWNER ☐

Please check one of the above boxes

Owner's Name:

Address:

VIN:

Engine/E-Powertrain No:

Registration No:

Date of Purchase:

Mileage at Present:

Owner's Signature:

THANK YOU FOR YOUR CO-OPERATION
Please give complete information



Notice of name/address ownership change

In case your name and/or address changes or you become a subsequent owner, please be sure to complete and mail this slip to the address of the CITROËN Authorised Dealer shown on the vehicle identification page of this section.

This slip will enable us to update our ownership file for future contact with you as required.

CITROËN Authorised Dealer Labour free service coupon 12 Months / 10000 kms

Owner's Name: _____

Address: _____

VIN: _____

Engine/E-Powertrain No: _____

Date of Service: _____

Mileage at Service: _____

Servicing Dealer name: _____

Selling Dealer name: _____

Owner's Signature: _____

NOTE

This is not valid after 13 Months or 13000 kms



**LABOUR FREE SERVICE at
12 months / 10,000 kms**

Please see the MAINTENANCE SECTION in this booklet.
Note: Parts cost to be borne by customer.



Notice of name/address

Ownership change

NAME/ADDRESS CHANGE ☐

SUBSEQUENT OWNER ☐

Please check one of the above boxes

Owner's Name:

Address:

VIN:

Engine/E-Powertrain No:

Registration No:

Date of Purchase:

Mileage at Present:

Owner's Signature:

THANK YOU FOR YOUR CO-OPERATION

Please give complete information



Notice of name/address ownership change

In case your name and/or address changes or you become a subsequent owner, please be sure to complete and mail this slip to the address of the CITROËN Authorised Dealer shown on the vehicle identification page of this section.

This slip will enable us to update our ownership file for future contact with you as required.

**CITROËN Authorised Dealer**
Labour free service coupon
24 Months / 20000 kmsOwner's Name:

Address:

VIN:

Engine/E-Powertrain No:

Date of Service:

Mileage at Service:

Servicing Dealer name:

Selling Dealer name:

Owner's Signature:

NOTE**This is not valid after 25 Months or 23000 kms**



**LABOUR FREE SERVICE at
24 months / 20,000 kms**

Please see the MAINTENANCE SECTION in this booklet.
Note: Parts cost to be borne by customer



Notice of name/address

Ownership change

NAME/ADDRESS CHANGE ☐

SUBSEQUENT OWNER ☐

Please check one of the above boxes

Owner's Name:

Address:

VIN:

Engine/E-Powertrain No:

Registration No:

Date of Purchase:

Mileage at Present:

Owner's Signature:

THANK YOU FOR YOUR CO-OPERATION

Please give complete information



MAINTENANCE

MAINTENANCE SECTION

SECTION

MAINTENANCE

Necessity of maintenance

Your CITROËN vehicle has been manufactured using the latest technology and under the strictest quality control standards. It is also designed to minimize maintenance requirements with longer service intervals to save you both time and money.

However, scheduled maintenance is necessary to ensure your CITROËN vehicle operates properly and efficiently for the reasons listed below:

Lubricants:

Your CITROËN vehicle uses various kinds of oils and fluids, including engine oil, transmission fluid, differential fluid, battery fluid, and engine coolant or E-Powertrain fluids. These oils and fluids play very important roles, such as lubricating and cooling the vehicle and preventing rust. Periodically they need to be properly refilled or replaced.

Rubber parts:

Hoses, belts bushes, rubber bellows, mounts and boots use rubber parts, which are bound to crack when worn out. They need to be replaced with new ones if they should wear out.

Normal deterioration

Vehicles are equipped with many parts for which it is impossible to avoid normal wear and tear. These parts include: tires, brake pads, clutch disc, etc. They are indispensable for basic vehicle functions and must be replaced regularly.

Maintenance services at CITROËN Authorised Dealers

A CITROËN Authorised Dealer has factory-trained technicians and genuine CITROËN parts to service your vehicle properly. For expert advice and quality service, visit a CITROËN Authorised Dealer. Inadequate, incomplete or insufficient servicing may result in operational problems with your vehicle that could lead to vehicle damage, an accident, or personal injury.

We appreciate your understanding of the importance of these instructions, and we look forward to servicing your vehicle at CITROËN Authorised Dealers.



WARNING!

Failure to perform scheduled maintenance may result in reduced vehicle performance or possible breakdowns, as well as exclusion from warranty coverage

SCHEDULED MAINTENANCE

There are two types of maintenance schedules, namely, normal usage condition & severe usage conditions.

A sales person or service advisor at our CITROËN Authorised Dealer will explain to you which type of maintenance schedule you should follow depending on your driving pattern, climatic conditions in your area, etc. The two schedules and their conditions are described below:

Follow the Maintenance under severe usage conditions if any of the following conditions apply.

- Repeated driving short distance of less than 8 km in normal temperature or less than 16 km in freezing temperature.
- Extensive engine idling or low speed driving for long distances.
- Driving on rough, muddy, unpaved, graveled or salt-spread roads.
- Driving in areas using salt or other corrosive materials or in very cold weather.
- Driving in heavy dust condition.
- Driving in heavy traffic area.
- Driving on uphill, downhill, or mountain road repeatedly.
- Vehicle towing, driving for patrol car, taxi, or other commercial use.
- Driving over 170 km/h for C3, C3 Aircross & Basalt Petrol Engines and 100 km/h for eC3 vehicles.
- Frequently driving in stop-and-go condition.

If your vehicle is operated in any of the above listed conditions, you should inspect, replace or refill more frequently, using the severe usage maintenance schedule instead of the normal usage maintenance schedule.

MAINTENANCE SCHEDULE

The following maintenance services must be performed to ensure good emission control and performance. Keep receipts for all vehicle emission services to protect your warranty. Where both mileage and time are shown, the frequency of service is determined by whichever occurs first.

Service		1	2	3	4	5	6	7	8	9	10	11
C3, C3 Aircross & Basalt EB2NA, BS6.2	Months	2	12	24	36	48	60	72	84	96	108	120
	Km (K)	2	10	20	30	40	50	60	70	80	90	100
1.2L (1199cc) (3 Cyl) 60 KW @ 5750 rpm 115Nm @ 3750 rpm	Air cleaner filter element		C	R	C	R	C	R	C	R	C	R
	Engine oil	I	R	R	R	R	R	R	R	R	R	R
	Oil Filter		R	R	R	R	R	R	R	R	R	R
	Drain Plug Gasket		R	R	R	R	R	R	R	R	R	R
	Change Spark plugs					R				R		
	Check accessory belt (waterpump & Stretch belt)		I	I	I	I	I	I	I	R	I	I
	Change coolant	I	I	I	I	I	I	I	I	I	I	I
	Pollen Filter		R	R	R	R	R	R	R	R	R	R
	Fuel Filter (in tank)											R
	Brake Fluid/Clutch Fluid	I	I	R	I	R	I	R	I	R	I	R
	Clutch Cable (EB2NA BS 6.2 Only)	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A
	Timing belt									R		
	Rear Twist Beam Bush – Check wear and tear or noise, replace if found.		I	I	I	I	I	I	I	I	I	I
	Wheel alignment and wheel rotation		A	A	A	A	A	A	A	A	A	A
	Distilled water top up for 12V battery	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A

A: Adjust C: Clean I: Inspect R: Replace I/A: Inspect and Adjust

C3, C3 Aircross & Basalt (Gen3) EB2LTEM, MB6	Service	1	2	3	4	5	6	7	8	9	10	11
	Months	2	12	24	36	48	60	72	84	96	108	120
	Km (K)	2	10	20	30	40	50	60	70	80	90	100
1.2L (1199 cc) (3 Cyl) 81.2 KW @ 5500 rpm 190Nm @ 1750 rpm	Air cleaner filter element		C	R	C	R	C	R	C	R	C	R
	Engine oil	I	R	R	R	R	R	R	R	R	R	R
	Oil Filter		R	R	R	R	R	R	R	R	R	R
	Drain Plug Gasket		R	R	R	R	R	R	R	R	R	R
	Spark plugs	(30,000 kms / 3 years) *										
	Check accessory belt condition visually, replace if found damage		I	I	I	I	I	I	I	R	I	I
	Coolant	I	I	I	I	I	I	I	I	I	I	I
	Pollen Filter		R	R	R	R	R	R	R	R	R	R
	Fuel Filter (in tank)											R
	Brake/Clutch Fluid	I	I	R	I	R	I	R	I	R	I	R
	Rear Twist Beam Bush – Check wear and tear or noise, replace if found.		I	I	I	I	I	I	I	I	I	I
	Wheel alignment and wheel rotation		A	A	A	A	A	A	A	A	A	A
	Distilled water top up for 12V battery	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A

A: Adjust C: Clean I: Inspect R: Replace

*Applicable in India (from 1st Jan 2025)

C3, C3 Aircross & Basalt (Gen3) EB2LTEM, AT6	Service	1	2	3	4	5	6	7	8	9	10	11
	Months	2	12	24	36	48	60	72	84	96	108	120
	Km (K)	2	10	20	30	40	50	60	70	80	90	100
1.2L (1199 cc) (3 Cyl) 81.2 KW @ 5500 rpm 205Nm @ 1750 rpm	Air cleaner filter element		C	R	C	R	C	R	C	R	C	R
	Engine oil	I	R	R	R	R	R	R	R	R	R	R
	Oil Filter		R	R	R	R	R	R	R	R	R	R
	Drain Plug Gasket		R	R	R	R	R	R	R	R	R	R
	Spark plugs	(30,000 kms / 3 years) *										
	Check accessory belt condition visually, replace if found damage		I	I	I	I	I	I	I	R	I	I
	Change Coolant	I	I	I	I	I	I	I	I	I	I	I
	Pollen Filter		R	R	R	R	R	R	R	R	R	R
	Fuel Filter (in tank)											R
	Brake/Clutch Fluid	I	I	R	I	R	I	R	I	R	I	R
	Rear Twist Beam Bush – Check wear and tear or noise, replace if found.		I	I	I	I	I	I	I	I	I	I
	Wheel alignment and wheel rotation		A	A	A	A	A	A	A	A	A	A
	Distilled water top up for 12V battery	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A

A: Adjust C: Clean I: Inspect R: Replace

*Applicable in India (from 1st Jan 2025)

eC3 (Electric Vehicle)	Service	1	2	3	4	5	6	7	8	9	10	11
	Months	2	12	24	36	48	60	72	84	96	108	120
	Km (K)	2	10	20	30	40	50	60	70	80	90	100
29.17 KW and 300 Voltage Battery Pack	Transmission Oil					R				R		
	Pollen Filter	I	R	R	R	R	R	R	R	R	R	R
	Brake Fluid	I	I	R	I	R	I	R	I	R	I	R
	Coolant	I	I	I	I	I	I	I	I	I	I	I
	Wheel alignment and wheel rotation		A	A	A	A	A	A	A	A	A	A
	Distilled water top up for 12V battery	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A	I/A

A: Adjust C: Clean I: Inspect R: Replace

SERVICE RECORD

The following tables are to be signed and stamped by the CITROËN Authorised Dealer who services your CITROËN vehicle. Have the boxes below (date, mileage, next service, etc.) completed, according to your conditions of use, by Authorised Repairer that you have chosen. You are advised to retain any invoices or documents relating to work carried out on your vehicle. In the event of resale of the vehicle, it is necessary to give them to the new owner, along with all documents relating to the vehicle. Having the routine services carried out is a compulsory requirement to meet the conditions of the CITROËN contractual warranties.

Date	Odometer reading (Kms)	Next Service date	Next Service Kms	Dealer Seal & Sign	Remarks

SERVICE RECORD

Date	Odometer reading (Kms)	Next Service date	Next Service Kms	Dealer Seal & Sign	Remarks

CITROËN ASSISTANCE

CITROËN ASSISTANCE

With the CITROËN ASSISTANCE service, you can contact our breakdown and towing services anywhere in India, 24 hours a day, 7 days a week.

CITROËN ASSISTANCE services

CITROËN ASSISTANCE will provide assistance, free of charge, if your vehicle is immobilised as a result of a breakdown covered by the CITROËN contractual warranty or CITROËN service contract that you purchased (extended warranty, maintenance plan, etc.) which is valid.

For vehicles or incidents that are not covered by the contractual warranty such as punctures, lost keys, lock-outs, incorrect fuel type, or any other non-vehicle fault incident, CITROËN ASSISTANCE can arrange assistance with a roadside assistance agent if requested.

Contact CITROËN ASSISTANCE

- By pressing on CITROËN CONNECT ASSISTANCE if your vehicle is fitted with it (press the CITROËN button) or,
- By calling the CITROËN ASSISTANCE number found on the back cover, or
- Using the My CITROËN app (Contact & Assistance)



A customer care agent will answer your call and handle your problem in full: they will perform a preliminary diagnosis and attempt to solve your incident over the phone. If required, a roadside assistance agent will be dispatched to the breakdown location within a timeframe provided during the call. They will repair your vehicle at the roadside to enable you to set off again immediately. If this is not possible, the roadside assistance agent will tow your vehicle to the nearest CITROËN Authorised Repairer.

In any case the kms for towing are restricted to 100 kms for free towing, all kms above 100 kms would be on chargeable basis at Rs 65 per km.

CITROËN ASSISTANCE ensures your mobility

The CITROËN Authorised Repairer based on your request shall provide referral for an alternative means of travel if your vehicle is immobilised as a result of a breakdown covered by the CITROËN contractual warranty or valid CITROËN service contract, or alternatively at your expense, for your onward travel or your return home.

If you are stranded more than 100 kms from your home, you can ask for the referral for the following at your expense:

- Hotel accommodation
- Referral for forward travel from breakdown location to the destination (OR)
- Referral for return travel from breakdown location to the customer residence

Note: Various rules governing eligibility, luggage allowance and seating capacity shall be applicable as enforced by hotel, or transportation party.

CITROËN ASSISTANCE 24 hours a day - 7 days a week



If your vehicle has the localised assistance call service, use it by pressing the button.

The location and identification of your vehicle will automatically be sent to CITROËN ASSISTANCE.

Be ready to provide the following information to the CITROËN ASSISTANCE call centre:

- the precise location of your vehicle: town/city, street name and number, road number and visual marker, etc.
- the identification of your vehicle: registration number or vehicle identification number (VIN) visible on the registration certificate or at the bottom left-hand side of the windscreen (from outside the vehicle)
- your mobile telephone number so that the roadside assistance agent can contact you
- the number of passengers in the vehicle

TOLL FREE NUMBER FOR CITROËN ASSISTANCE	18004192000
TOLL FREE NUMBER OF CITROËN CUSTOMER CARE CALL CENTRE	18002671000
EMAIL ID OF CITROËN CUSTOMER CARE CALL CENTRE	contact@citroen-crm.in



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