

## 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

##### Internal Combustion Engine Vehicles:

This warranty ("New Vehicle Warranty") shall exist for a period of **24 months or 40,000 kilometres**, from the date of delivery whichever is earlier ("New Vehicle Warranty Period").

##### 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").

#### 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 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. Very few components which are covered under Basic Limited Warranty have restricted warranties.

These components are listed below:

Part name	Months	Kms
FR and RR brake pads, discs, linings, drums, shoes	6	10,000
Wiper blades	-	-
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.
- 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 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 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 PAIPL 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 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 ("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 we will 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.
- Tires originally installed on a new CITROËN vehicle are warranted by the tire manufacturer.

### 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 authorized 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 PAIPL.**