

# CITROËN WARRANTY CONDITIONS

Your new vehicle is covered by each of the Citroën contractual warranties from the warranty start date entered in the "warranties certificate" in the maintenance record, for the period indicated (and mileage limit according to the country).

In order to benefit from having work carried out on your vehicle free of charge under the various

Citroën contractual warranties, you must entrust such work only to a Citroën authorised repairer.

The benefits of the Citroën contractual warranties are not subject to repairs and servicing that are not covered by these warranties having been carried out by a Citroën authorised repairer.

The provisions of the Citroën contractual warranties do not reduce or exclude the legal guarantee against hidden defects and the legal guarantee of conformity that benefit the consumer.

The Citroën contractual warranties are applicable for as long as your vehicle remains registered and driven in the countries of the territoriality zone of the country in which the new vehicle was originally registered.

If your vehicle is resold, its successive purchasers will benefit from the various Citroën contractual warranties until their respective dates of expiry, provided that the conditions of application of these warranties have been fulfilled by you and each of them. For this reason, you undertake to inform your purchaser of the conditions of application of these warranties

## CONTRACTUAL WARRANTY OF MANUFACTURING DEFECTS

### What your contractual warranty covers:

Other than the restrictions mentioned below, your vehicle's contractual warranty covers the repair or replacement, free of charge, of the parts recognised to be faulty by Citroën or its representative as well as the labour necessary to repair the vehicle. This operation may be performed using either new parts, standard exchange parts or parts in direct warranty. Automatic gearboxes can be refurbished.

In addition, if your vehicle is immobilised because of a breakdown covered by the warranty, Citroën or its representative will cover any costs of repair on the spot or of recovery of your vehicle to the nearest Citroën authorised repairer.

Work carried out under the contractual warranty does not have the effect of extending the warranty. In particular, the replacement of a part during work carried out under warranty does not extend the period of cover of the warranty.

The contractual warranty covering the replaced parts expires on the date of expiry of your vehicle's warranty, unless there are contrary legal provisions. However, in case of immobilization of your vehicle equal to or greater than seven consecutive days under this Commercial Warranty and which would not be yours, Commercial Warranty will be extended accordingly.

Parts replaced under the contractual warranty become the property of Citroën.

### **What the contractual warranty does not cover:**

- maintenance and servicing operations necessary for the correct operation of your vehicle, mentioned in the Warranty and Maintenance Record, the addition of additive and the replacement of the particle emission filter at the appropriate mileages and the replacement of consumable parts such as the oil, air, fuel or passenger compartment filters,
- adjustments or resets (tracking, wheel balancing, front suspension, doors, etc.),
- the replacement of parts that are subject to normal wear associated with the use of the vehicle, its mileage or its geographic or climatic environment, if this replacement is not the consequence of a fault. This concern the following parts and the maximum limits whereby the replacement relating to a manufacturing defect is accepted:
  - 12v ancillaries battery – 24 months
  - brake pads – 6 months/6,000 miles
  - brake linings and brake discs– 6 months/6,000 miles
  - clutch friction plate, cover and release bearing– 40,000 miles
  - shock absorbers – 40,000 miles
  - wiper blades– 6 months/6,000 miles
  - bulbs (except xenon and led) – 6 months/6,000 miles
- vibration and noise linked with the operation of the vehicle, deterioration such as discolouration, alteration or distortion of parts due to normal ageing,
- damage caused by the use of fluids, parts or accessories which are not genuine or of equivalent quality, as well as the use of unsuitable or poor quality fuels and the use of any additional additive not recommended by Citroën,
- damage caused by natural phenomena, hail, flooding, lightning, storms or other atmospheric hazards, as well as damage caused by accidents, fire or theft,
- the consequences of repairs, conversions or modifications which may have been carried out on your vehicle by companies which are not approved by the manufacturer, as well as the consequences of fitting accessories which are not approved by the latter,
- the tyres, which are guaranteed directly by their respective manufacturer. The Citroën network will be able to assist you in approaching the latter,
- any other costs that are not specifically covered by this contractual warranty, in particular the costs incurred because of the vehicle being off the road, such as loss of enjoyment or use, etc.

### **What is required to benefit fully from the contractual warranty?**

Present your vehicle's up-to-date "Maintenance Record", including the warranties certificate in particular, duly completed by the dealership which sold the vehicle.

Have the vehicle maintained and serviced in strict conformity with Citroën's instructions and be able to provide proof of this (maintenance records, invoices, etc.).

On detection of a defect, your vehicle should be taken for repair to a Citroën authorised repairer during normal opening hours. The aim of this measure is to maintain your safety and that of your passengers, as well as preventing the defect experienced becoming worse, which could lead to the need for more extensive repairs than were originally required. Consequently, the contractual warranty does not cover a defect and its consequences where you have not taken action as soon as the said defect was detected.

You must also accept any invitation from an authorised repairer of the marque to have your vehicle repaired immediately.

Non-compliance with these rules would render you responsible for any consequence, direct or indirect, that might arise concerning the correct operation of your vehicle.

**The contractual warranty will not be valid in the following cases:**

- If modifications or adaptations have been carried out on your vehicle which are neither provided for nor authorised by Citroën or which have been carried out without complying with the technical instructions defined by the latter,
- The defect is due to negligence on the part of the user or failure to observe instructions shown in the handbook or maintenance record,
- If your vehicle has been used in abnormal circumstances or in competition or if it has been overloaded, even for a short time,
- if your vehicle's odometer has been modified or its actual mileage cannot be established
- with certainty. (If the odometer is replaced, the "odometer replacement form" in the "Warranty and Maintenance Record" must be completed by an authorised repairer of the Citroën).

**CONTRACTUAL WARRANTY FOR COMPONENTS OF THE HYBRID AND ELECTRIC VEHICLES DRIVE TRAIN**

**Some of the components of the drive train have a specific warranty duration and/or mileage**

- Traction battery and its control unit (ECU)
- Electric motor,
- Electric/Hybrid control unit (ECU),
- High voltage cables.
- Reduction gear
- Inverter
- Converter
- On-board charger

New generation of electric vehicles delivered from 2020 offer an eight-year, one hundred-thousand mileage, fully transferable traction battery warranty, covering performance to 70% of original battery capacity.

In order to benefit from this special warranty, the general conditions of the contractual warranty indicated on the previous pages must be complied with in full (maintenance records, exclusions of certain conditions of use, etc.).

**PAINTWORK CONTRACTUAL WARRANTY**

In addition to the contractual warranty, Citroën guarantees your vehicle against any defects in the original paint and lacquer on the bodywork, for the duration of the commercial warranty.

**What the paintwork contractual warranty covers**

The paintwork contractual warranty covers the complete or partial refinishing of the paint or lacquer, necessary to rectify a defect recognised by Citroën or its representative.

This warranty applies subject to the express condition that your vehicle has always been maintained in accordance with the schedule defined by Citroën and that the repair of any damage has been carried out in strict compliance with the manufacturer's standards.

In order to continue to benefit from the Citroën paintwork warranty, you are obliged to have damage due to external causes repaired within two months after its discovery, at your own expense.

#### **What the paintwork contractual warranty does not cover:**

- Damage to body paintwork or lacquer caused by the environment, such as atmospheric, chemical, animal or vegetable residues, sand, salt, projections of gravel or natural phenomena (e.g. hailstones, floods) and other external factors (whether or not the result of an accident),
- Damage caused by negligence on the part of the user, late presentation of the fault to be remedied or failure to observe the manufacturer's recommendations,
- Damage resulting from events not covered by the contractual warranty
- The consequences of repairs, conversions or modifications carried out by firms not approved by the manufacturer

#### **ANTI-PERFORATION CONTRACTUAL WARRANTY**

Citroën guarantees your vehicle against perforation (corrosion from the inside towards the outside of the bodywork). The Anti-perforation warranty has a specific duration.

#### **What the anti-perforation contractual warranty covers**

The anti-perforation contractual warranty covers the repair or replacement of components acknowledged faulty by Citroën or its representative, on which a perforation due to corrosion appears.

This Warranty is applicable subject to the express condition that the vehicle has at all times been repaired in strict accordance with the manufacturer's standards and that the customer has had carried out in good time

- Routine servicing referred to in the "Maintenance Record",
- The anti-perforation contractual warranty inspections presented below,
- Work to repair damage to the vehicle, if any.

During these inspections, after washing the vehicle thoroughly if necessary, the repairer will check its condition, determine whether any repairs are required, and carry out those that may be covered by the Citroën anti-perforation contractual warranty. Deterioration due to external causes liable to provoke corrosion will be pointed out and noted on the pages of the maintenance record provided for this purpose.

Any repairs to the bodywork (following an accident, damage, etc.) must always be followed by an inspection to be carried out under the same conditions.

You are required to have damage due to external causes repaired in compliance with the standards established by Citroën within two months following the inspections, at your own expense. This repair will be recorded in the maintenance record specifying the company

name of the repairer, the date of the repair, the mileage of the vehicle and the invoice number for the work.

Presentation of this maintenance record, duly completed at the periodic inspections, will be required for any claim under the Citroën anti-perforation contractual warranty.

**What the anti-perforation warranty does not cover:**

- damage due to negligence on the part of the user or failure to observe the manufacturer's recommendations,
- damage resulting from events not covered by the contractual warranty,
- the consequences of the destruction of anti-perforation protection products by an additional treatment not specified in the maintenance plan,
- the consequences of repairs, conversions or modifications carried out by firms not approved by the manufacturer,
- corrosion resulting from the fitting of accessories not approved by the manufacturer and / or installed contrary to the latter's instructions,
- bodywork conversions carried out on the vehicle, as well as tippers and loading platforms in the case of a commercial vehicle,
- wheels and mechanical components that are not an integral part of the bodywork

**For any additional information regarding contractual warranties, or to find out the different duration of warranties for your vehicle, do not hesitate to contact your Authorised Citroën repairer.**