

PEUGEOT
WARRANTY ENHANCEMENT
MAXIMUM ASSURANCE

P NO: 00001



CITROËN
WARRANTY ENHANCEMENT
MAXIMUM ASSURANCE

C NO: 0001



DS
WARRANTY ENHANCEMENT
MAXIMUM ASSURANCE

D NO: 0001



DS AUTOMOBILES
SPIRIT OF
AVANT-GARDE



WHAT is the Warranty Enhancement Program (Benefit)

- ▶ To address technical concerns in Peugeot / Citroen / DS vehicles
- ▶ Parts replacement with warranty extension (7 years or 250,000km, whichever comes first, from registration date)
- ▶ Items covered include (battery, anti-lock system sensors, engine-gearbox assembly, drive shafts and the components linked with their operations (fuel circuit, cooling circuit))

WHO is eligible for the Warranty Enhancement Program

- ▶ Vehicles with EP engines (208VTi, 208GTi, 308 VTi, 308T, 308THP, 408T, 408 e-THP, 508 (petrol only), 2008VTi, 3008, 5008, RCZ)
- ▶ **Conditions & Requirements:**
 - **7 years or 250,000km**, whichever comes first, from vehicle registration date
 - vehicles registered from **01 January 2011 to 31st December 2015**
 - must have completed at least **1 service** during Contractual Warranty Period (*3 years or 100,000km*)
 - Completion of **Recalls** (*if applicable*)

WHERE, WHEN & HOW

- ▶ The program will be conducted in all authorised Peugeot & Citroen service centres nationwide
- ▶ Customer Service Dept will notify customers
- ▶ Customers will then call the preferred service centre to make the appointment

Conditions of the Program

- ▶ The Vehicle must remain registered in the Territory where the Program has been subscribed during the entire term of the Program
- ▶ The Vehicle must have been used in accordance with the Manufacturer's instructions, which are stipulated in the vehicle documents provided with the purchase of any new Vehicle
- ▶ Upon subscription, the Vehicle must have been maintained exclusively by a Peugeot Approved Repairer. This must be substantiated with the proof of all the maintenance records, invoices and any other relevant documentation
- ▶ The servicing and inspection operations must be recorded in the Vehicle Service Manual
- ▶ The correct fluids and lubricants levels must have been permanently maintained
- ▶ Only the Peugeot/Citroen/DS Network is authorised to intervene under this Program

Services excluded from the Warranty Enhancement Program

- ▶ Routine maintenance, periodical checks and adjustments as well as normal consumable items such as oil, air and fuel filter
- ▶ The replacement of parts subject to normal wear and tear linked with the use of the vehicle, its mileage or its geographic and climatic environment. (This concerns spark plugs, filters, fuses, belts etc.)
- ▶ Failure due to wear and tear.
- ▶ Any repairs, if the Vehicle's odometer has been modified or its actual mileage cannot be established with certainty
- ▶ If the Vehicle has been used in abnormal circumstances or in competition or if it has been overloaded even for a short time
- ▶ Defects caused by accident damage, fire, misuse or neglect.

Services excluded from the Warranty Enhancement Program

- ▶ Any defect not covered by the power train assembly warranty that was existence prior to the commencement of this power train assembly extension, or occurring during the manufacturer warranty period.
- ▶ Any defect resulting from improper repair, or by fitting of replacement parts, experimental units or modifications other than those approved by the manufacturer.
- ▶ Any other costs which are not specifically covered by this warranty, in particular the costs incurred as a result of the vehicle being off the road, such as loss of enjoyment or use, income and any form of depreciation.
- ▶ Any incidental and consequential damage such as telephone calls, towing, car rental charges, hotel charges, loss of time, commercial loss.

Exclusions

- ▶ Taxis, ambulances, driving school vehicles, healthcare services vehicles, vehicles destined to carry fare-paying passengers, modified vehicles or vehicles used in competitions
- ▶ Any defect resulting from improper repair, or by fitting of replacement parts, experimental units or modifications other than those approved by the manufacturer.

FAQ:

Is this agreement free of charge for concerned PEUGEOT/CITROEN/DS customer?

Yes if your car is eligible to this program. We will provide you the warranty booklet for this program on the extension of warranty and you

What is covered by this program?

If your car is concerned by this program, then battery, anti-lock system sensors, engine-gearbox assembly, drive shafts and the components linked with their operations (fuel circuit, cooling circuit) and the associated labor will be covered. You will be required to sign the booklet on the acceptance of the terms and conditions of the program.

What are the cars involved?

All Peugeot / Citroen / DS cars with EP engine (1.6L turbo or VTI engine - excluding diesel engines) registered from 1st January 2011 till 31st December 2015.

Peugeot Models: 208 VTi, 208 GTi, 308 VTi, 308 Turbo, 308 THP, 2008 VTi, 408 1.6 Turbo, 408 e-THP, 5008, 508, 3008 & RCZ

Citroen Models: Grand C4 Picasso, C4 Picasso, C5

DS Models : DS3, DS4 & DS5

FAQ:

How long is the Power Train Assembly Warranty Extension Program?

The Power Train Assembly Warranty Extension Program is for a total of 7 years or 250,000km, whichever comes first, from the 1st registration date.

How do I know if my car is concerned or not?

Kindly check with your nearest PEUGEOT/CITROEN/DS Service Center.

Are all the operations covered free of charge for me?

Several checks will be performed onto your car and the corresponding parts will be changed (labor and parts) free of charge for the customer.

If I have already paid previously for a given part of component covered by this program, will you refund me?

We do not refund previous repair costs because it is difficult to retrospectively determine whether the cause of the intervention on your vehicle was the one we are dealing with here.

FAQ:

I haven't visited the PEUGEOT/CITROEN/DS Service Center regularly since the end of my warranty period, can I benefit from this program?

Yes as an exceptional decision by NASIM/ NEM your car may be eligible to this program however an inspection of your car will be performed at any PEUGEOT/CITROEN/DS Service Center. After inspection, we will advise if you are eligible for this program.

If you are eligible, needed operations will be performed. However after this operation your car will have to be strictly maintained according to the manufacturer maintenance schedule in our PEUGEOT/CITROEN/DS Service Center in order to benefit from it.

Why I will have to do all maintenance at PEUGEOT/CITROEN/DS network?

To ensure that you will benefit from PEUGEOT/CITROEN/DS Service Center specific expertise and parts quality.

In addition, we cannot verify the quality of service and parts delivered by other service centers and so we cannot authorize/grant/approve warranty extension in such a case.

WHY Warranty Enhancement Program (Benefit to Customer)

- ▶ Peugeot now has provided solutions to all of previous customer concerns
- ▶ To rebuild customer's confidence in the Peugeot, Citroen & DS brand
- ▶ To rebuild the Peugeot, Citroen & DS brand in Malaysia

WHY Warranty Enhancement Program (Benefit to Sales Team)

- ▶ Added confidence to defend, support & promote the brand to new prospects
- ▶ Regain confidence & trust of previous customers enabling increase of repeat sales
- ▶ All of previous customer's vehicle concerns are addressed & rectified