

## Warranty definition

For new vehicles supplied by SsangYong Motor UK Ltd, and originally purchased by a Customer from the SsangYong dealer network in the United Kingdom, the SsangYong Motor Company warranty covers the vehicle from the date of first registration. It covers against manufacturing defects, subject to the conditions of the Limited Coverage, for a period of seven years or 150,000 miles on passenger cars or 100,000 miles for Private hire or vehicles used as a Taxi.

## Conditions of warranty

Any component forming part of the original vehicle specification manufactured by SsangYong Motor Company or supplied by SsangYong Motor UK Ltd (except tyres and accessories), which are found to have a manufacturing defect during normal usage of the vehicle will, at the discretion of SsangYong Motor UK Ltd, be repaired or replaced, at no cost to the vehicle owner. Components replaced under the terms of the warranty will continue to have the remainder of the vehicle warranty only.

## Warranty terms and conditions

The 7 year or 150,000 mileage warranty shall not apply to the following:

### General exceptions

Defects judged by SsangYong as being caused by the failure to follow the frequency and requirements of the correct routine maintenance schedules or the failure to have such routine maintenance performed.

- Defects, which are caused by:
  - Careless handling.
  - Accident.
  - Damage.
  - Improper use of the vehicle.
  - Incorrectly completed repairs or routine maintenance.
- Damage occurring as a result of any act or omission which is willfully unlawful or negligent.
- Defects arising from the use of:
  - Non-genuine SsangYong parts or accessories not approved by SsangYong.
  - The use of incorrect specification lubricants, fluids not approved for use in the vehicle by SsangYong Motor UK Ltd.
  - Any modifications performed outside the normal routine maintenance or repairs
  - Deterioration, staining or corrosion, creasing of materials including leather which will occur due to normal exposure and usage on:
    - Plated parts.
    - Paint coatings.
    - Rubber or plastic components.
    - Soft trims.
- Any defects, which are not as a direct result of manufacturing workmanship or material defects.

Examples of these include, but are not limited to:

- Noises, rattles or vibrations of low amplitude or frequency, which are representative of the characteristics of the vehicle.
- Slight oozing/misting of oils or fluids from seals or gaskets, which causes no appreciable decrease in the level of these fluids.
- External defects which are of a minor cosmetic nature and having no affect upon the general appearance or quality of the vehicle, or which are representative of the standards of finish expected by SsangYong Motor UK Ltd.
- Corrosion or other external damage resulting from stone chips, gravel or any other form of impact.
- Discolouration, fading, contamination or deterioration resulting from exposure to or contact with: road salt, tree sap, bird droppings, insects, tar, industrial pollution or fallout, lubricants or other fluids. Defects resulting from poor repair to, or failure to have repaired body damage caused by the above.
- Panel gaps, or any other defects, which are considered to be representative of the permitted manufacturing tolerances, accepted by SsangYong Motor UK Ltd.
- Damage which is 'secondary' and is as a direct result of any primary damage or defect upon which no action or rectification has taken place.
- Failure or damage occurring during the warranty period, or faults developing during that period, unless rectified immediately.
- Defects occurring as a result of 'fair wear and tear'. 'Fair wear and tear' is defined as deterioration occurring through usage and no defect of material or a manufacturing nature is evident.
- Indirect loss and expenses such as recovery costs, loss of use, hotel costs, vehicle rental, other travel costs and loss of pay.

- The Limited Coverage parts, as detailed in the table on next page, indicates consumable/service and wear and tear items normally replaced or repaired in the process of routine maintenance servicing or where the normal useful life of such components as judged by SsangYong has expired.
- Cosmetic defects of paint and trim are warranted for the first 3 years or 60,000 miles (whichever occurs first) from the date of registration.

Examples of these are:

- Low gloss.
  - Runs/sags etc.
- You must have the vehicle inspected once a year by an Authorised SsangYong Dealer or Repairer. The inspection will be recorded by the Dealer or Repairer at the time this is carried out.

After this time, only defects attributable to the actual paint materials or metal panel work will be covered.

- Increased repair costs due to a warranty defect not being rectified at first signs of issue.
- Vehicles that have been used for:
  - Racing.
  - Rallying.
  - Competition.
- Damage to casings caused by impact, frost, and lack of anti-freeze or lubricants.
- Damage to the Emissions Exhaust system (where applicable) due to use of incorrect fuel, effects of water immersion, running the engine with a misfire or impacts to the fragile catalytic element.

- Warranty repairs can only be carried out by a SsangYong Dealer or Authorised Repairer and any warranty based repairs carried out by non- SsangYong Dealer or Authorised Repairer will not be reimbursed.
- Vehicles where the mileage has been altered from the mileage covered and no odometer change has taken place.
- The SsangYong vehicle warranty will be invalidated on any vehicles that has been categorised as written off.
- Deterioration or damage, of any kind, cause by the transportation or carrying of corrosive of acidic substances.
- Battery damage caused by insufficient regular charging (i.e. low mileage users) will not be covered. The reason for this is if a battery is left at low charge for long periods of time this will damage the plates within, which is not a manufacturing defect but a lack of regular battery maintenance

## Supplementary information

To protect your warranty we recommend that you:

- Ensure that the vehicle is serviced in accordance with the manufacturer's specified service schedule ensuring SsangYong genuine or recommended parts are fitted. It is strongly recommended that the servicing be carried out by a SsangYong Dealer or Authorised Repairer who has all the trained technicians, information and specialist equipment to carry out the service correctly.
- Avoid abusing or misusing your vehicle. Drive it appropriately; carry out all normal daily and weekly checks and top-ups of oils, fluids and coolant as stated in the Owners Manual.
- Report any faults to your nearest SsangYong Dealer or Authorised Repairer as soon as they occur and have the faults rectified by the Dealer or Authorised Repairer as soon as possible and within the warranty period.
- Use SsangYong recommended parts, oils, fluids and accessories (where applicable).
- Avoid modifications to, or poor installation of, accessories on your vehicle.

## Transfer of warranty

This warranty can be transferred to any new owner, however it cannot be transferred to another vehicle.

Component	Warranty Coverage
Oil/Air/Fuel/Pollen Filter	Up to 1st Scheduled Charge
Spark Plugs	Up to 1st Scheduled Charge
V Belts	12 Months / 12,500 Miles
Air Con re-gas ( no evident defect)	12 Months / 12,500 Miles
Brake Linings and Discs	12 Months / 12,500 Miles
Clutch Disc	12 Months / 12,500 Miles
Wiper Blades	12 Months / 12,500 Miles
Fuses	12 Months / 12,500 Miles
Adjustments	3 Months / 2000 Miles
Glass	3 Months / 2000 Miles
Bulbs	12 Months / 12,500 Miles
Bi-Xenon Bulbs	12 Months / 12,500 Miles
Wheel Bearings	60 Months / 60,000 Miles
Ball Joints	60 Months / 60,000 Miles
All Bushes	60 Months / 60,000 Miles
Track Rod Ends	60 Months / 60,000 Miles
Damper/Struts/Springs	60 Months / 60,000 Miles
All Rubber Components	60 Months / 60,000 Miles
Batteries	24 Months / 25,000 Miles
Tyres	Warranty administered by the tyre company
Audio	60 Months

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