

SERVICE CHARTER



1st Service Charter Pledge - Roadside Repairs

Endeavour to attend breakdowns within 75 minutes. The Renault Trucks UK Network aims to attend all vehicle breakdowns reported via the Renault Trucks 24/7 roadside assistance service, within 75 minutes of the initial report to our Call Centre. We will manage each case individually in the most appropriate way, utilising our extensive UK dealer network. An operator will keep your case file updated and you can check on the status of your repairs over the Internet.

2nd Service Charter Pledge – Parts

A first time over the counter pick rate in excess of 90%. The Renault Trucks UK Network seeks to offer all customers a minimum level of supply on Renault truck or van parts which exceeds 90% ‘first time pick from existing stock for sales over the counter’. In addition to this, and to support any vehicle in a VOR situation, we can, through our extensive logistics network, search and obtain parts from multiple support warehouses and dealer locations throughout Europe and the world. Where required, parts can be couriered from any location within the UK within 24 hours.

We offer a standard one year warranty for parts purchased over the counter. In addition to this, and as a sign of our strong conviction in both the quality of our parts and the expertise of our fully trained technicians, we offer a comprehensive two year parts warranty for any parts fitted through our approved Renault Trucks network in the UK (T&C’s apply).

3rd Service Charter Pledge – Service

To aim for all vehicles to pass the annual MOT test first time. Where vehicles have been prepared and presented by the Renault Trucks UK dealer network, we seek to ensure that the vehicle passes the MOT first time.

To maximise vehicle uptime through preventative action. For vehicles under a Renault Trucks maintenance contract package, we will carry out a diagnostic and vehicle health check (including carrying out any outstanding vehicle recalls). This will be undertaken at every scheduled maintenance visit.

To support customers towards achieving their compliance requirements. We offer a web based system for accessing relevant compliance maintenance documentation. Access to this is complementary for customers.

4th Service Charter Pledge – Light Commercial Vehicles

To bring all the benefits of our network, skills and expertise from the HGV sector to the Light Commercial Vehicle market. Breakdowns will be attended by trained Renault Trucks technicians, in fully equipped service vans. A high proportion of the network offer dedicated LCV workshop bays, with extended workshop operating hours. This is backed up with comprehensive maintenance package options and the same two year parts warranty for any parts fitted through the Renault Trucks UK network as standard.

5th Service Charter Pledge – Vehicle Uptime

Any Renault Trucks UK supplied vehicle currently under Renault Trucks manufacturer's warranty or operating under a Renault Trucks maintenance contract, suffering an unexpected failure where the required part(s) cannot be supplied within two working days, will be covered by the Renault Trucks Vehicle Uptime promise. Under this, we commit to cover replacement vehicle costs for a period up to a maximum of three days (T&C's and limitations by vehicle type apply).

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The following terms and conditions apply to UK registered Renault Trucks UK supplied vehicles that break down on the UK mainland.

TERMS AND CONDITIONS

- 1) The Vehicle Uptime commitment only applies to vehicles which are: (a) covered by a Renault Trucks UK maintenance contract or; (b) under manufacturer's warranty ("Qualifying Vehicles").
- 2) Subject to paragraph 3 below, where a Qualifying Vehicle suffers an unplanned stop as a direct result of the failure of a Renault Trucks approved component that has been fitted as either (i) original equipment or (ii) genuine Renault Trucks replacement part supplied directly from the factory or through an authorised Renault Trucks Repairer, then, provided a replacement part cannot be supplied within two working days from the point of order, Renault Trucks UK will pay compensation as detailed below.
- 3) The following items are excluded from the scheme: -
 - a) Excluded parts:
 - i) Non Renault Trucks approved products
 - ii) Tyres
 - iii) All bodywork (including body panels and exterior trim)
 - b) Excluded causes:
 - i) Failure arising from:
 - (1) Problems related to fuel or oil consumption or contamination
 - (2) Wheel balance
 - (3) Incorrect driving procedure and/or driver abuse
 - (4) Operator misuse/abuse
 - (5) Overloading
 - (6) Accidents

COMPENSATION

If the replacement part(s) arrives at the ordering dealer within two (2) working days of the date of the order, no compensation will be paid.

Thereafter, compensation at the rate set out in the table below for a maximum period of 3 days following initial two working day period.

Vehicle Rates Renault Trucks UK	
Vehicle Description	Daily
LCV – Master Van	£50.00
Range D (or equivalent)	£75.00
Range T (or equivalent)	£100.00
Range C & K (or equivalent)	£150.00

- 1) Payment of the compensation are strictly subject to the following conditions:
- a) The dealer raises any non-available urgently required parts to Emergency VOR status at the point of order;
 - b) Orders must be placed between the hours of 08.00 to 17.00 Monday to Friday or 08.00 to 11.00 on Saturdays (and excluding public holidays);
 - c) The customer making a claim under the Uptime Promise within 30 days of the completion of the repair through either the repairing dealer or its home dealer.