

# Eastbourne Motoring Centre Ltd

## Eastbourne Motoring Centre Ltd Vehicle Terms for EMC Lifetime Warranty (version 1d)

**This warranty document pertains to EMC Lifetime Warranty.**

**For details relating to your standard warranty, please refer to your Service and Warranty Booklet that was provided with your vehicle in the glove box literature.**

**This warranty document covers new Suzuki and new Mitsubishi cars only. All new Vauxhalls are covered by the Vauxhall lifetime warranty.**

**EMC Lifetime Warranty will only remain valid with an open and active Service Plan.**

### **Manufacturers warranty.**

1. 12 months, without limitation of mileage from the date the vehicle is delivered to the original purchaser by EMC, as stated in the warranty booklet (covered by the manufacturer).
2. Between 13 and 36 months as per the manufacturers limit on mileage, whatever comes first (covered by the manufacturer).
3. For ALL NEW COMMERCIAL vehicles the warranty is according to the standard manufacturer's warranty terms in the Service and Warranty Booklet.

### **Eastbourne Motoring Centre (EMC) warranty**

4. Beyond a) the manufacturers limit on mileage or b) 36 months, whichever comes first for the lifetime of the vehicle to the first registered owner of the vehicle or until the new vehicle has been driven 100,000 miles, under the terms and conditions stated below.

### **EMC Lifetime warranty excludes:**

5. All Mitsubishi Shogun, Outlander, Lancer Evolution, L200, iMiEV also any vehicle not listed in 1.5 of this document are not covered by this warranty.
6. Any vehicle used for off road purposes, hire or reward (taxi, driving schools etc), that has suffered abuse, been driven in any competition or for any reason or circumstances EMC are not satisfied with.
7. Any vehicle recovery costs.

The EMC Lifetime warranty is in addition to the manufacturers warranty and not a replacement of the manufacturers warranty.



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## 1 EMC Lifetime Warranty for the First Registered Owner

### 1.1 Duration of the warranty, dependence on first owner

EMC undertakes that each new Suzuki and Mitsubishi motor vehicle supplied by Eastbourne Motoring Centre Ltd (excluding those detailed above in sections 5 and 6) will be covered by the EMC Lifetime Warranty subject to the terms and conditions detailed in this document. The warranty cover is valid for the lifetime of the vehicle to a maximum of 100,000 miles driven and only applies to the first registered owner of the vehicle purchased directly from EMC.

The warranty commences from the date of delivery from EMC or the date of first registration, whichever comes first.

### 1.2 Coverage of the EMC lifetime warranty

The warranty provides free of charge repairs to the vehicle by EMC subject to the terms and conditions in this document – limited to the repair or replacement of parts considered by EMC to be required. The repair or replacement of defective parts under this warranty must be carried out by EMC only.

The responsibility of delivery and collection to and from Eastbourne Motoring Centre Ltd and any costs incurred remain with the owner.

For the parts fitted during a repair until expiry of the warranty, the same warranty is given as for the motor vehicle, i.e. the warranty is not extended by the repair or replacement of parts. Replaced parts become the property of EMC.

Warranty claims can only be made on presentation of the vehicles Service and Warranty Booklet with the EMC Lifetime warranty acceptance agreement. EMC Lifetime warranty cover is also dependent upon confirmation that the vehicle has been serviced in accordance with the manufacturers recommended servicing intervals and schedule at EMC.

EMC reserves the right to appoint an independent engineer to inspect the vehicle prior to any repair or replacement of part(s) covered.

EMC at its discretion may elect to agree with the owner a value for the vehicle in case the parts and labour cost of the repair exceeds the economic value of the vehicle, or in case the parts are no longer available.

#### **Covered components of the Lifetime warranty:**

The EMC Lifetime Warranty is valid only for failure of the following components of the vehicle:

1. Engine and Transmission, electronic parts of the powertrain such as ECU.
2. Powertrain: Drive Shafts, Differential gears, electronic parts of the powertrain.
3. Steering: Steering gear, pump, electronic parts of the steering system.



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4. Brake system: ABS/ESP System including hydraulic unit, brake booster, main and wheel brake cylinders, vacuum pump, brake proportioning valve.
5. Fuel System: fuel pump, injection pump, electronic parts of the fuel injection systems.
6. Exhaust system: Turbo charger including actuator, electronic parts of the exhaust system, Lambda Sensor.
7. Cooling system: radiator, heater core, thermostat, water pump, radiator for the automatic transmission, cooling fan.
8. Safety systems: Electronic control unit for airbags and for seat belt tensioners.
9. Aircondition: Compressor, evaporator, condenser, fan.
10. Electrical equipment: electronic control units excluding navigation, lighting- and radar system, but including repair by flashing new software, generator, starter, electronic parts of the ignition system, ignition wiring, central electric units, instrument cluster unit, board computer, wiper motors, heating ventilator, horn, electronic parts of the window lifters, front/ rear window heaters (excluding breakage), electronic parts of the sunroof, the central door locking and the convertible roof.

Wiring harnesses, hoses and connectors are excluded.

Service maintenance repairs and wear and tear items as mentioned in the manufactures warranty terms are not covered under this warranty. Also excluded are the replacement of components that have failed due to wear and tear. EMC will use manufacturer's mileage guidelines to differentiate between failure and wear and tear.

The warranty does not extend to the fixing of consequential damage caused by failure of the above mentioned covered components.

## 1.3 Customer duties to retain warranty

The validity of the EMC lifetime warranty is dependent upon the vehicle being serviced annually and regularly maintained at Eastbourne Motoring Centre Ltd to the Manufacturers recommended service schedule and intervals. EMC will activate and validate the warranty extension annually starting from the anniversary of the vehicles 1st registration date.

The vehicles 3rd annual service must be carried out before the vehicles 3rd birthday.

Activation and validation of the warranty is required every 12 months and can only be carried out at EMC.

A cost of £10 plus VAT will be charged per validation. This cost is subject to change at the discretion of EMC.

The activation and validation can be performed up to 14 days after the expiry date of the vehicles original registration date anniversary.



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The Lifetime warranty becomes invalid if EMC recommended repairs and maintenance are not carried out by EMC.

## 1.4 Data protection

The activation and validation of the EMC Lifetime Warranty requires EMC to maintain personal data of the owner.

EMC will only use this information for the administration of the warranty and for customer satisfaction surveys relating to the vehicle.

## 1.5 Vehicles Covered

### Suzuki:

Covered FOC: Alto, Splash and Swift  
Covered at extra Cost: Jimny and Grand Vitara

### Mitsubishi:

Covered FOC: Colt  
Covered at extra Cost: Lancer and ASX

Any models that are not listed are not covered.

## 1.6

EMC reserve the right to withdraw this Life Time Warranty cover at anytime from any vehicle at their discretion. This warranty cannot be transferred to another user.

E&EO.

