

Conditions in standard warranties relating to servicing and repair of cars and the use of parts for warranty work and repairs

1. Servicing and repair

Ford Motor Company Ltd

The Ford warranty (Customer Assurance) does not specify that servicing must be by a Ford dealer but one warranty condition does state 'The vehicle must have been serviced as recommended in the Ford Service Plan'.

Vauxhall Motors Ltd

Vauxhall does not specify anything about where servicing must be undertaken during the period of its United Kingdom New Vehicle Warranty.

Rover Group Ltd

The warranty states that one of the warranty conditions is that 'the vehicle has been properly cleaned, maintained and serviced in accordance with our requirements'. 'All repairs, damage rectification or fitting of replacement parts and accessories are carried out by an authorised Rover dealer and in accordance with our instructions.'

Peugeot Talbot Motor Company Ltd

The warranty conditions include a condition that the warranty is invalid and the manufacturer is not liable if 'periodical servicing, as specified in this (service) book has not been carried out by the approved dealers at the intervals specified'. It also states that 'the warranty is invalid ... if the first service has not been carried out by a Peugeot Talbot dealer'. There is no labour charged for this service.

VAG (United Kingdom) Ltd

The warranty conditions do not specify anything in particular about servicing during the warranty period but point 2.5 of the conditions does say, 'This warranty does not cover damage or defects due to:

- (a) repair of the purchased item by a workshop not authorised for its service.'

Renault UK Ltd

After the first service which must be carried out by a Renault dealer (free of labour charge) servicing and repair can be carried out by any garage but warranty cover may be refused if the fault may reasonably be considered to have been caused by incorrect maintenance by an unauthorised dealer or by the owner.

Toyota (GB) Ltd

In its car parts questionnaire response Toyota said that 'all maintenance (under both standard and extended warranties) must be carried out by a franchised dealer using genuine parts. Warranties can only be given on the basis of the high standards of service given by Toyota dealers, subject to regulation and supervision by TGB, and the high standards of Toyota genuine parts.'

Jaguar Ltd

The Jaguar warranty conditions do not specify where Jaguar cars must be serviced during the warranty period, merely that the vehicle must be maintained in accordance with the manufacturer's published recommendations.

Volvo Concessionaires Ltd

Under the Volvo Lifetime Care Scheme it is stated as a condition, 'for your Volvo to remain within Lifetime Care, we require your car to be regularly serviced and repaired at an authorised Volvo dealer using only genuine Volvo parts'.

Citroën UK Ltd

One of the conditions of Citroën's new car guarantee is that the first service is carried out, 'by an authorised dealer or repairer of the Citroën network and will be free of charge except for lubrication materials and filters'.

Fiat Auto (UK) Ltd

The Fiat 12-month warranty is carried out by a Fiat Authorised Dealer in the United Kingdom. It will be provided 'free of any labour charge'.

SEAT UK Ltd

One of the conditions of the SEAT New Vehicle warranty is that for vehicles equipped with engines other than the SYSTEM PORSCHE the first service must be carried out by an authorised SEAT dealer. Limit ('g') of the terms of warranty also states 'non-compliance with the service schedules will invalidate the warranty'.

Lotus Cars Ltd

Lotus's warranty includes a provision that 'this warranty does **not** apply ... if the car has not been properly serviced in accordance with the company's recommendations'.

Subaru (UK) Ltd

The warranty on new Subaru vehicles lists one of the owner's responsibilities as 'B. You are responsible for the proper ... maintenance and care of the SUBARU vehicle in accordance with the instructions found in the schedule of inspection and maintenance services contained in this booklet'.

Rolls Royce Motor Cars Ltd

Rolls Royce's warranty states that 'the repair or replacement will not be carried out free of charge under warranty if the motor car or part has not been maintained in accordance with the recommended maintenance instructions and periods'.

Other suppliers

Warranties issued by the following suppliers require all servicing during the warranty period to be carried out by franchised dealers only:

BMW	Lada	Skoda
FSO	Hyundai	Isuzu
Mazda	Suzuki	Mercedes-Benz
Saab	Zastava	

2. Use of parts for warranty work and repairs

The following suppliers issue warranties or insert conditions in their dealer agreements which require the use of the supplier's or other approved parts for warranty work:

Audi	Jaguar	Saab
BMW	Mitsubishi	SEAT
Citroën	Nissan UK	Subaru
Daihatsu	Peugeot	Toyota
Fiat	Proton	Vauxhall
Ford	Renault	Volkswagen
Honda	Rolls Royce	Volvo
Hyundai	Rover	Zastava
Isuzu		

3. Additional conditions

The following suppliers have additional conditions in their warranties relating to the use of the supplier's parts.

Volvo Concessionaires Ltd

Volvo's Warranty Policy and Procedures for Lifetime Care state that 'for the vehicle to remain within Lifetime Care and receive the full benefits ... only genuine Volvo parts must be used'.

Toyota (GB) Ltd

As noted in section 1 above, Toyota stated that 'all maintenance ... must be carried out by a franchised dealer using genuine parts'.

Jaguar Ltd

Jaguar's warranty includes the following statement under the heading 'Warranty Conditions'.

'Always specify genuine Jaguar parts and accessories. Their exclusive use will prove beneficial for the safety and

reliability of your vehicle and you will benefit from the full coverage of the "Vehicle Warranty". The warranty, however, also states that 'no responsibility will be accepted where the part has required repair or replacement as a direct result of the vehicle not having been maintained in accordance with the manufacturer's recommendations using only the specified Jaguar parts ...'. Jaguar told us that 'consequently the customer's warranty is only affected if service work is required as a direct result of not having used the approved parts.'

Mazda Cars (UK) Ltd

Mazda's New Vehicle Warranty states that 'it is vital that you have your Mazda serviced on time by authorised Mazda dealers using genuine Mazda parts, so that your protection under the New Vehicle Warranty is not jeopardised'. It also states under the heading 'Exclusions':

This warranty does not cover any of the following:

- (a) Damage or defects resulting from:
 - (i) misuse, neglect, inadequate maintenance or failure to have the Mazda vehicle serviced in accordance with the Mazda Scheduled Services;
 - (ii) servicing, repair or fitting of replacement parts by any person other than an authorised Mazda dealer;
 - (iii) the fitting of replacement parts not approved by Mazda Cars (UK) Ltd or the alteration of the Mazda vehicle from the manufacturer's specification.

Rolls Royce Motor Cars Ltd

Rolls Royce's warranty states that 'the repair or replacement will **not** be carried out free of charge under warranty if ... a non-approved part or assembly has been fitted [and] ... a part or assembly has been fitted other than by the Company or one of its officially appointed Franchise Holders'.