



RENAULT
Passion for life

Renault **CARE**



Caring for your Vehicle

Renault cares about your vehicle - just as much as you do. We want to make sure that every time you drive your Renault, you look forward to the next time.

This booklet provides an overview of our products and services.

Whether you are looking for a product that will help you structure your vehicle repayments or protect your vehicle for damage or loss, we have something that will suit you perfectly.





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Our PRODUCTS

View our products before you decide and see how you can benefit from each offering.



Renault FINANCIAL SERVICES

Finance Your Renault vehicle through Renault Financial Services

Renault Financial Services is a product of WesBank that offers vehicle finance solutions to any Renault customer through customised, flexible and competitive finance deals.

How do you benefit from Renault Financial Services?

Renault Financial Services offers fast and flexible finance solutions that includes:

- Competitive interest rates
- Tailored finance deals to meet your needs
- Vehicle finance expertise to help you understand all the details of the finance agreement
- Vehicle finance expertise to deal with both individual and fleet deals



RENAULT

**Renault
Financial
Services**

A product of **WesBank**

A division of FirstRand Bank Ltd. An Authorised Financial Services and Registered Credit Provider. NCRCP20.





Renault **SERVICE** &
MAINTENANCE Plans



Renault **SERVICE** Plan

A **Service Plan** pays for specified aspects of the ***OEM** recommended scheduled services of your vehicle by an approved dealer. You must have the service performed at a specific period of time or at a specific distance travelled – whichever happens first.

***OEM** is the original equipment manufacturer of a new vehicle, who manufactures the original parts and components used during the construction of your vehicle. In certain countries, the **OEM** is often represented by an Importer of a specific brand of vehicle.

What are the benefits of the Renault **SERVICE** Plan?

- Your servicing costs are fixed, so you don't feel the pinch of regular servicing costs. No matter how high prices rise in the future, you won't have to worry about inflation, parts or labour cost increases. (Note: This plan excludes non-serviceable items, maintenance items and warranty items.)
- The balance of the service plan is transferable with the vehicle to the subsequent owner, provided that you pay for the plan in full.
- You service your vehicle at a **OEM** approved repair facility.
- Should you decide to buy the service plan with your vehicle, the financial institution that financed your vehicle may be able to incorporate the service plan payments with your monthly vehicle instalment.
- Small monthly payments are easier to manage than one unexpected lump sum for a service.



What the Renault **SERVICE** Plan provides for

Replacements of parts, fluids and labour

The Renault Service Plan will provide for the replacement of the following parts, fluids and labour as recommended in accordance with the service schedule of the vehicle:



Filters
[oil, air, pollen, fuel]



Oil and lubricants [engine, coolant,
transmission, differential, brake and clutch]



Spark plugs



Sump plug gasket



Workshop consumables

Belt replacement

The Service Plan will pay for the replacement of a cam belt, accessory belt, tensioners and pulleys only if it is recommended or specified by the **OEM** at a specified service interval.

Terms and conditions apply. Please refer to your Renault Service Plan booklet.



Renault **MAINTENANCE** Plan

The Renault Maintenance Plan provides for everything that is included in the Service Plan plus the replacement or repair of specific wear-and-tear parts, when necessary. All maintenance repairs must be performed by an **OEM** approved repair facility.

The Maintenance Plan is valid for a specific period of time or specific distance travelled, whichever happens first.

During the duration of the plan, you won't have to worry about certain unexpected parts and labour costs again, such as replacing brake pads or shock absorbers.

What are the benefits of the Renault **MAINTENANCE** Plan?

- Your servicing and maintenance costs are fixed, so you don't feel the pinch of regular servicing and maintenance costs. No matter how high prices rise in the future, you won't have to worry about inflation, parts or labour cost increases. (Note: This plan excludes warranty items and is subject to the **OEM** service and maintenance requirements.)
- The balance of the maintenance plan is transferable with the vehicle to the subsequent owner.
- Should you decide to buy the maintenance plan with your vehicle, the financial institution that financed your vehicle may be able to incorporate the maintenance plan payments with your monthly vehicle instalment.
- Small monthly payments are easier to manage than one unexpected lump sum for services and maintenance related expenses such as brake pads or shock absorbers.

Please note that the following is for information purposes only. For a full description of prices, benefits and exclusions please speak to your dealership.



Components provided for are:



V-belts



Front & rear brake pads/drums/discs



Front & rear shock absorbers



Rear wheel cylinders



Clutch & clutch components



Factory-fitted default fuses & globes



Alternator



Air conditioner



Cooling system



CV joints



Differential



Drive pulleys



Electrical components



Engine



Fuel system



Transmission/Gearbox



Management system



Turbo Assembly



Cylinder head gasket



Steering mechanism

Above table is for illustration purposes only. Only key components shown above. For a full list of components provided for by the plan, please review the respective product booklet for detailed information and limitations. Terms, conditions and limitations apply. Component list correct at time of printing. E&OE.

Which PLAN is best for you?

COMPONENTS	SERVICE PLAN Replaced according to the *OEM's service schedule.	MAINTENANCE PLAN Recommended services according to the *OEM's guidelines including specific wear-and-tear items.
Filters (oil, air, pollen, fuel)	•	•
Oil & lubricants (engine, coolant, transmission, differential, brake & clutch)	•	•
Spark plugs	•	•
Sump plug gasket	•	•
Workshop consumables	•	•
Belts (Cam belt, Accessory belt) (only if specified by the OEM service schedule)	•	•
Tensioners & pulleys (only if specified by the OEM service schedule)	•	•
V-belts (replaced when deemed necessary by the approved facility)		•
Front & rear brake pads/drums/discs		•
Front & rear shock absorbers		•
Rear wheel cylinders		•
Clutch & clutch components		•
Factory-fitted default fuses & globes (excl. any upgrades - xenon or other)		•
Alternator		•
Air conditioner		•
Cooling system		•
CV joints		•
Differential		•
Drive pulleys		•
Electrical components		•
Engine		•
Fuel system		•
Transmission/gearbox		•
Management system		•
Turbo assembly		•
Cylinder head gasket		•
Steering mechanism		•
Additional Benefits		
24-Hour Roadside Assistance	•	•

*OEM is the original equipment manufacturer of a new vehicle, who manufactures the original parts and components used during the construction of your vehicle. In certain countries, the OEM is often represented by an Importer of a specific brand of vehicle.

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Renault
WARRANTY options

The Renault **VEHICLE AND PARTS WARRANTY** will offer you complete peace of mind.

LiquidCapital, a division of MOTUS Corporation (Pty) Ltd in association with Regent Insurance Company (Ltd) and SA Warranties (Pty) Ltd, has designed these policies to deal with those times when life happens.

Warranties protect your vehicle against certain unexpected mechanical breakdowns and electrical failures (such as engine or gearbox failure) that are not provided for by Service or Maintenance plans. Since such breakdowns and failures seldom allow you to “sort it out later”, you need to be prepared. We have extended warranties to suit your needs, pocket and vehicle.

The following are some of our warranty options. Ask your dealership for more information on these warranty options:

<p>OEM Warranty</p>	<p>Parts Warranty Renault warrants all parts and accessories supplied by Renault and fitted at the time of purchase of the new vehicle to be free of defects in material or workmanship under normal use for a period of 12 months. Parts & Accessories purchased over the counter are covered from the invoice date by Renault's 1 Year/20,000km warranty, whichever occurs first. In the event that a genuine Renault part or accessory supplied by Renault proves to be defective in material or workmanship under normal use during the warranty period, Renault will repair or replace the part and/or accessory free of charge, excludes wear-and-tear parts.</p> <p>Vehicle Warranty 5 year 150 000km Warranty for all models ordered and registered from 8 June 2010.</p>
<p>Platinum Warranty Booster</p>	<p>This Booster gives extra cover to components covered on a OEM's warranty. It can be added to your vehicle finance or paid for monthly. This warranty can be transferred with the vehicle's OEM warranty to the subsequent vehicle owner (provided that the policy is paid in full).</p>
<p>Platinum Bumper-to-Bumper Warranty</p>	<p>This warranty is valid for 2 years and has no mileage restriction. It starts after the OEM warranty has ended and gives standard warranty cover plus additional benefits. This warranty can be transferred with the vehicle's OEM warranty to the subsequent vehicle owner (provided that the policy is paid in full).</p>

***OEM** is the original equipment manufacturer of a new vehicle, who manufactures the original parts and components used during the construction of your vehicle. In certain countries, the **OEM** is often represented by an Importer of a specific brand of vehicle.

How will this benefit you?*

- It takes care of specified major and unexpected mechanical breakdowns and electrical failures.
- Only qualified Renault technicians who use genuine Renault parts will repair your vehicle.
- Warranties that are still valid can be transferred to a subsequent vehicle owner.
- With monthly payments you avoid paying large unexpected amounts for a mechanical breakdowns or electrical failures.
- The financial institution that finances your vehicle may be able to incorporate your warranty premiums into your monthly vehicle instalment.

* Please read your policy booklet for a full list of components included, all the limitations, terms and conditions that apply to the policy.

Which **PLAN** is best for you?

OEM Warranty	Subject to terms and conditions of underlying policy.						
Platinum Warranty Booster							
Platinum Bumper-to-Bumper Warranty							
COMPONENTS	YEAR OF COVER						
	1	2	3	4	5	6	7
Engine							
Braking system							
Suspension							
Drivetrain							
Differential							
Steering							
Emission control system							
Electric Motors							
Electrical components							
Management System (EMS)							
Turbo Assembly							
A-C system components							
Straight A-C regas, no repair/replacement							
Clutch components, excl. Slave Cylinder							
Clutch Slave Cylinder							
Batteries							
Brake Discs							
Brake Pads							
Cam belt							
Engine and Gearbox mountings							
Glass							
Radio and antenna							
Shocks							
Wiper Blades							
All electrical wiring							
Immobiliser and Security system							
Original accessories, incl. GPS system							

Above table is for illustration purposes only. Only key components shown above. For a full list of components covered by the policy, please review the respective product booklet for detailed information and limitations. Terms, conditions and limitations apply. Component list correct at time of printing. E&OE.



Financial **INSURANCE** Products





LiquidCapital (Pty) Ltd, a division of MOTUS Corporation (Pty) Ltd, in association with Regent Insurance Company (Ltd), developed these products to help you to get back behind the wheel in case something unforeseen happens.

ADCOVER

If your insured, financed vehicle is stolen, hijacked or written off, your insurance company will pay your vehicle's market or retail value and not the full outstanding capital balance. You will have to pay the shortfall between the insurance pay-out and the amount owed to your financial institution. AdCover will settle this shortfall*.

How will this benefit you?*

- You won't have to pay a large, unexpected amount for the shortfall.
- We'll help you cover your comprehensive vehicle insurance excess.
- We pay personal accident benefits if you are permanently disabled or pass away as a result of an accident in your insured vehicle.
- The financial institution that finances your vehicle may be able to incorporate your policy premiums into your monthly vehicle instalment.

* Please read your AdCover policy booklet for all the limitations, terms and conditions that apply to the policy.

DEPOSIT COVER

Deposit Cover will pay 10% (of the sum insured) towards a deposit on a replacement vehicle, if your insured vehicle is:

- stolen or hijacked and not recovered within 30 days of the date of loss; or
- damaged beyond economical repair.

How will this benefit you?*

- You won't have to pay a large, unexpected amount for a replacement vehicle deposit in the event of a total loss.
- We pay personal accident benefits if you are permanently disabled or pass away as a result of an accident in your insured vehicle.
- The financial institution that finances your vehicle may be able to incorporate the Deposit Cover premiums into your monthly vehicle instalment.

* Please read your Deposit Cover policy booklet for all the limitations, terms and conditions that apply to the policy.

Vehicle INSURANCE*

LiquidCapital (Pty) Ltd brings you **comprehensive** vehicle insurance quotes from a panel of different insurance companies, that cover potential risks during your vehicle ownership life-cycle.

All financial institutions require that vehicles financed through them have vehicle insurance, therefore you need a reliable provider.

Benefits of getting comprehensive insurance quotes through LiquidCapital:

- Quick, accurate insurance quotes from a panel of reliable insurance companies.
- Tailored quotes to suit your needs and budget.
- Annual payment revision, to keep your insurance up to date.

* Please read your Comprehensive Vehicle Insurance policy booklet for all the limitations, terms and conditions that apply.

Value-added PRODUCTS

Renault, in association with Regent Insurance Company (Ltd) and other partners, designed these products to keep your Renault looking good and to keep you safe on the road.

RENEWTECH

RenewTech will fix or repair stone chips, minor dents, light scratches and other specified damage to your vehicle's interior and exterior.

How will this benefit you?*

- RenewTech could optimise your resale value, by keeping it in showroom condition.
- At a small monthly fee, you don't have to worry about unexpected vehicle restoration and maintenance.
- We will help you to find a reputable repairer.
- You can claim under this benefit every 90 days.
- Professional cosmetic maintenance and restoration work.

What is provided for?*

- Exterior maintenance and restoration includes: light scratches; minor dents; stone chips; unlimited tar removal; repairable windscreen chips, headlamp and related glass component damage; and restoration of scuffs, stone chips or paint defects on wheel rims and mag wheels.
- Interior maintenance and restoration includes: minor, repairable damage to the central console, dashboard, door grab handles, door panel plastic, gear lever boot, gear knob, handbrake boot, headrests, parcel shelf and strings, plastic panel, roof lining, rubber carpet inserts, seat panel, seat stitching, steering wheel, sun visors and safety film.

* Please read your RenewTech plan booklet for all the limitations, terms and conditions that apply to the plan.

TRACKING DEVICES

If your vehicle is hijacked or stolen, a tracking device can help to track and recover it. Since a tracking device reduces your risk, it might also lead to a discounted vehicle insurance premium.

How will this benefit you?*

- It assists in the recovery of lost, hijacked or stolen vehicles.
- You might obtain a lower insurance premium.
- Selected tracking devices supply you with a certified log book, if required.

www.renault.co.za

Renault Customer Care
Direct Line: 0861 736 285

Renault South Africa (Pty) Ltd. reserves the right to modify its models without notice, likewise their characteristics, equipment and accessories.

UNDERWRITTEN BY
 **REGENT**®

ADMINISTERED BY
 **SA Warranties**

POWERED BY
LIQUIDCAPITAL

WE ARE **IMPERIAL** 

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POS 2017/07/03

