

ISUZU TRUCK (UK) LIMITED

TERMS AND CONDITIONS OF WARRANTY

Isuzu Truck (UK) Limited warrants that all vehicles sold in England, Scotland and Wales, the chassis, cab and driveline shall be free from defects in materials and workmanship for a certain period of time from the date of delivery/registration or 2 weeks after the vehicle has been invoiced – whichever comes first. The duration of the warranty is dependant upon the length of period offered at the time the vehicle is sold. Currently we offer 3 years unlimited mileage warranty on all of the 'Grafter' & 'Forward' range of vehicles. In the past we have offered 2, 3 and 4 year warranty periods and some mileage restriction clauses. If you are an existing Isuzu Truck owner/operator you can easily check the period of warranty and cover as this will be clearly stated in the inside back cover of the vehicle's service and warranty booklet. Alternatively we can let you know if you contact us and give us the vehicle chassis number.

If a defect occurs during the period of warranty covered, the failed parts will be repaired or replaced by any Isuzu truck dealer free of charge (subject to our warranty conditions and exclusions and the presentation of the vehicle's service and warranty booklet).

Parts displaced during warranty will become the property of Isuzu Truck (UK) Limited.

This warranty applies only to components that form part of the original vehicle chassis, cab and driveline specifications as manufactured and supplied by Isuzu Motors Limited, Japan.

Any part or component replaced under warranty is also warranted to be free from any defects in material and/or workmanship until the original vehicle warranty period or mileage limitation has expired.

The benefits of other manufacturers/suppliers warranties who supply components, bodywork or ancillary equipment to the completed/sold Isuzu vehicle, are the responsibility of that particular manufacturer or supplier. Please read carefully the 'Specifically Excluded Items' section.

CONDITIONS OF WARRANTY

- 1) The vehicle must be regularly maintained in accordance with the manufacturer's and Isuzu Truck (UK) Limited's recommendations, using genuine Isuzu parts or parts of matching quality.
- 2) The defect is not caused by the use of non-genuine Isuzu parts or parts not of matching quality fitted to the vehicle.
- 3) The vehicle has not been overloaded.

- 4) The defect is not due to normal wear-and-tear or deterioration and corrosion which can occur during normal usage.
- 5) The defect is not a result of an accident.
- 6) The defect is not due to abuse, neglect, vandalism or modification that is not approved by Isuzu Truck (UK) Limited.
- 7) The defect is not due to participating in racing, competitions trials or in circumstances exposing the vehicle to undue risk or operating conditions.
- 8) The defect is not due to acts of God, riots, civil commotion, earthquakes or abnormal weather conditions.
- 9) Fuel used has to be of suitable quality to match EN350.
- 10) The vehicle must be purchased, serviced and maintained by companies or individuals based within the UK (not including Northern Ireland). Whilst a vehicle may travel abroad in its normal work/operation its base or operating centre must be located in the UK (not including Northern Ireland) in order to qualify for Isuzu Truck (UK) Limited's special warranty cover.

No liability is accepted for any economical loss of any nature (direct or indirect) or any consequential losses howsoever arising.

Nothing in this warranty shall exclude or limit Isuzu's liability for death or personal injury caused by Isuzu's negligence or fraudulent misrepresentations.

The warranty transfers automatically on the sale of the vehicle to any new owner provided the vehicle remains within the UK (not including Northern Ireland) – see point 10 above. The warranty is in addition to and does not affect any customer's rights as a consumer.

SPECIFICALLY EXCLUDED ITEMS

- 1) Any part which is not a genuine Isuzu part - including bodywork, power take-offs, ancillary equipment etc.
- 2) The replacement of normal service items such as oils, filters, wiper-blades, top-up fluids etc.
- 3) Wear items such as brake linings, brake pads, brake drums, brake discs plus clutch components including plate/disc, cover and release bearing etc.
- 4) Routine adjustment or replacement made necessary by fair wear-and-tear and/or normal usage.
- 5) The breakage or scratching of any glass after delivery to the customer.
- 6) Batteries – where the warranty only covers up to 24 months.
- 7) Tyres – these are covered but by the individual tyre company's own warranty terms and conditions.
- 8) Tachographs – 12 months only or 100,000 kms (whichever comes first) up to 31st December 2009 and from 1st January 2010, 24 months only or 150,000 kms (whichever comes first) via Lucas Keinzle for analogue units or Siemens VDO for digital units.
- 9) Replacement vehicles.
- 10) Hotels or any consequential travel or subsistence costs.

- 11) Use of unauthorised fuels or incorrect specification oils and/or fluids.**
- 12) Failure through contamination of fuels, fluids and/or foreign matter ingress.**
- 13) Wheel alignment, balancing or geometry.**
- 14) Adjustments of headlamps, any cables and/or brakes etc.**
- 15) Auxiliary/ancillary equipment supplied but not manufactured by Isuzu Motors Japan Limited or Isuzu Truck (UK) Limited, where that manufacturer's own warranty will apply eg. Power take-off units, tipping equipment, hydraulics, tail-lifts, accessories etc.**
- 16) Bodywork – where bodywork is supplied by a bodybuilder the customer will be subject to that bodybuilder's own warranty terms and conditions. Any claims against that bodybuilder will not be submitted or administered by Isuzu Truck (UK) Limited. However in the case of the warranty cover on the bodies supplied by Isuzu Truck (UK) Limited as a pre-built, factory-fitted, tipper or dropside on a 'Grafter' 3.5 tonne vehicle; where the bodies are built and fitted by our European assembly plant (VN Automotives in Portugal); these are covered for a 12 month period with no mileage limitations and any claims made will be submitted/administered by Isuzu Truck (UK) Limited.**
- 17) Paint – surface corrosion on cab panels caused from defective materials or workmanship is covered for 2 years unlimited mileage. Any corrosion due to impact damage, chips, surface abrasion etc is not covered. No warranty is provided for the paint applied to the chassis or chassis components. Warranty for paint applied to any bodywork will be subject to that bodybuilder's own warranty terms and conditions. Any claims against that bodybuilder will not be submitted or administered by Isuzu Truck (UK) Limited unless it is against VN Automotives in Portugal (see point 16 above).**