

## Isuzu N35 Extended Warranty & Free Servicing Terms & Conditions

### Warranty

Isuzu Truck (UK) Limited (**Isuzu Truck**) provides a warranty for all Isuzu truck vehicles sold by Isuzu Truck or its authorised dealers in England, Scotland, Wales, the Channel Islands and the Isle of Man.

This Isuzu Truck extended warranty is subject to your payment of the package price stated in the Order Form and subject to the terms and conditions stated in this document.

The extended warranty covers the original vehicle chassis, cab and driveline specification as manufactured and supplied by Isuzu Motors Limited, Japan and shall be for either:

- 48-months from the date of registration of the Isuzu vehicle or after the Isuzu Vehicle has completed either 50,000 miles, 75,000 miles or 100,000 miles (whichever comes first), or
- 60-months from the date of registration of the Isuzu vehicle or after the Isuzu Vehicle has completed either 62,500 miles, 93,750 miles or 125,000 miles (whichever comes first)

depending on the warranty period that you have chosen (as stated in the Order Form).

Any part or component replaced under warranty will have the benefit of the warranty until the end of your vehicle's warranty period.

If you would like confirmation of any points please ask your local Isuzu authorised dealer or contact Isuzu Truck and we will be happy to help.

Any parts displaced for a warranty repair will become the property of Isuzu Truck.

With regard to any items supplied with the vehicle that are not Isuzu Motors Ltd genuine components (e.g. bodywork or ancillary equipment), the warranty terms of the manufacturer of that component will apply. Please read carefully the 'Specifically Excluded Items' section below. No liability is accepted for any economical loss of any nature (direct or indirect) or any consequential losses howsoever arising.

The warranty transfers automatically on the sale of the vehicle to any new owner. If the vehicle is permanently exported outside of the UK, the vehicle must return to a UK Isuzu Truck authorised dealer to have any warrantable repairs carried out - see point 10 below.

### Service Plan

Isuzu Truck will provide scheduled servicing of the chassis throughout the warranty period, the intervals of servicing shall be determined by Isuzu Truck and to qualify for the Service Plan, the service must be carried out at one of Isuzu Truck's authorised dealers. Any parts displaced during the service plan will become the property of Isuzu Truck. The service plan applies for the duration of the warranty period as stated above.

The Service Plan covers routine scheduled maintenance only and does not include wear items such as, but not limited to, brake linings, brake pads, brake drums, brake discs plus clutch components including plate/disc, cover and release bearing, routine adjustment or replacement made necessary by fair wear-and-tear and/or normal usage.

The fee for the annual MOT test is included, however, any costs arising as a result of the annual MOT test for repairs or presenting the vehicle will not be covered.

The extended warranty period does not include roadside breakdown/assistance during either the 4<sup>th</sup> or 5<sup>th</sup> year.

### **Terms used in this document.**

In this document references to:

**Isuzu Truck** or **we** means Isuzu Truck (UK) Limited;

**You** or **your** means the Customer named in the Order Form;

**Order Form** means the order form for the Extended Warranty with free Service Plan attached to these terms and conditions.

### **Conditions of warranty.**

1. The vehicle must be regularly maintained in accordance with the manufacturer's recommendations, using genuine Isuzu parts or parts of matching quality. Proof of this will be required.
2. The defect must not be caused by the use of non-genuine Isuzu parts or caused by the poor workmanship of a non-Isuzu Truck authorised dealer.
3. The defect must not be caused by overloading.
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.
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. The defect has not been caused by incorrect or poor-quality fuel. The fuel used has to be of suitable quality to match EN590.
10. The vehicle must be purchased from Isuzu Truck (or Isuzu Truck authorised dealers in England, Scotland, Wales, the Channel Islands and the Isle of Man).

### **Specifically Excluded Items.**

The following items are excluded from the benefit of this warranty.

1. Any non-genuine Isuzu parts - including bodywork (excluding Isuzu pre-bodied product), power take-offs or ancillary equipment.
2. The replacement of normal service items such as oils, filters, wiper-blades and top-up fluids.
3. Wear items such as, but not limited to, brake linings, brake pads, brake drums, brake discs plus clutch components including plate/disc, cover and release bearing.
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. Tyres.

7. Replacement vehicles.
8. Hotels or any consequential travel or subsistence costs.
9. Failures as a result of the use of unauthorized fuels or incorrect specification oils and/or fluids.
10. Failure through contamination of fuels, fluids and/or foreign matter ingress.
11. Wheel alignment, balancing or geometry.
12. Adjustments of headlamps, any cables and/or brakes etc.
13. Auxiliary/ancillary equipment supplied but not manufactured by Isuzu Motors Japan Limited or Isuzu Truck, where that manufacturer's own warranty will apply (e.g. Power take-off units, tipping equipment, hydraulics, tail-lifts or accessories).
14. Bodywork – where bodywork is not manufactured or installed by Isuzu Motors, Japan. In these cases the customer will be subject to the manufacturer or installer's own warranty terms and conditions. Any claims against that party will not be submitted or administered by Isuzu Truck. In the case of the warranty cover on pre-bodied vehicles supplied by Isuzu Truck, any warranty repairs will be administered by Isuzu Truck.
15. For bodywork on pre-bodied vehicles supplied by Isuzu Truck, the period will vary depending upon the application, please consult with your local Dealer or own Isuzu Truck for specific details regarding the period of cover.
16. Paint – surface corrosion on cab panels caused from defective materials or workmanship is covered for 2 years unlimited mileage as supplied from Isuzu Motors Japan. 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.
17. Batteries are only covered for a period of two years from the date of registration.
18. Radios and tachograph are only covered by the individual manufacturers own warranty, please refer to their specific terms and conditions.
19. The extended warranty period does not include roadside breakdown/assistance during either the 4<sup>th</sup> or 5<sup>th</sup> year.
20. Apart from liability that Isuzu Truck is not permitted to exclude by law, Isuzu Truck excludes:
  - a. any consequential losses;
  - b. any loss of profit, anticipated savings or any economic loss.

### **Conditions for Free Servicing.**

The following items are conditions for any free servicing:

1. The vehicle must be booked and presented at the correct interval to an authorised Isuzu Truck dealer within + or - 500 miles of the Isuzu Truck scheduled service intervals.
2. The service plan covers only scheduled maintenance items and does not cover any items that are highlighted during the service other than the scheduled items that may need to be replaced due to wear and tear.
3. The Customer/Operator agrees that at all times during the contract to ensure that the vehicle is operated with due care and diligence by competent qualified drivers.
4. Any adding of lubricants or topping up of fluids between scheduled servicing is not covered in the service plan.
5. The fee for annual MOT test is included in the Service Plan, however, any costs arising as a result of the annual MOT test for repairs or presenting the vehicles will not be covered.
6. Isuzu Truck or its authorised dealer will use only genuine parts for work carried out under the service plan.

7. Apart from liability that Isuzu Truck is not permitted to exclude by law, Isuzu Truck excludes:
  - a. any consequential losses.
  - b. any loss of profit, anticipated savings or any economic loss.
8. Copies of all service schedules are available upon request.

**Items covered**

<b>Mileage</b>	<b>Action</b>	<b>Included in Service</b>
12,500 / 87,500	Renew Renew Reset Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Adjust Check/Adjust Check/Adjust	Engine Oil & Filter Fuel Filter Multi Information Display Screen washer Battery Electrolyte Coolant Level - check antifreeze specific gravity Clutch & Brake Fluid PAS Fluid Level Fan Belts Park Brake Tyre Pressures
25,000/100,000	Renew Renew Renew Renew Reset Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Adjust Check/Adjust Check/Adjust	Engine Oil & Filter Fuel Filter Transmission Oil Easyshift Oil (if applicable) Multi Information Display Screen washer Battery Electrolyte Coolant Level - check antifreeze specific gravity Clutch & Brake Fluid PAS Fluid Level Fan Belts Park Brake Tyre Pressures
37,500/112,500	Renew Renew Renew Reset Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Adjust Check/Adjust Check/Adjust Check Check	Engine Oil & Filter Fuel Filter Rear Axle Oil Multi Information Display Screen washer Battery Electrolyte Coolant Level - check antifreeze specific gravity Clutch & Brake Fluid PAS Fluid Level Fan Belts Park Brake Tyre Pressures Air Filter DPD

<b>Mileage</b>	<b>Action</b>	<b>Included in Service</b>
50,000/125,000	Renew Renew Renew Renew Reset Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Adjust Check/Adjust Check/Adjust	Engine Oil & Filter Fuel Filter Transmission Oil Easyshift Oil (if applicable) Multi Information Display Screen washer Battery Electrolyte Coolant Level - check antifreeze specific gravity Clutch & Brake Fluid PAS Fluid Level Fan Belts Park Brake Tyre Pressures
62,500	Renew Renew Reset Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Adjust Check/Adjust Check/Adjust	Engine Oil & Filter Fuel Filter Multi Information Display Screen washer Battery Electrolyte Coolant Level - check antifreeze specific gravity Clutch & Brake Fluid PAS Fluid Level Fan Belts Park Brake Tyre Pressures
75,000	Renew Renew Renew Renew Renew Reset Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Top Up Check/Adjust Check/Adjust Check/Adjust	Engine Oil & Filter Fuel Filter Transmission Oil Easyshift Oil (if applicable) Rear Axle Oil Multi Information Display Screen washer Battery Electrolyte Coolant Level - check antifreeze specific gravity Clutch & Brake Fluid PAS Fluid Level Fan Belts Park Brake Tyre Pressures