

MOTRIO

Warranty policy and procedure manual.

For independent garages.

Replacement parts.



The MOTRIO Warranty Policy and Procedures Manual (hereafter referred to as MWPPM) defines and explains the Warranty Policy and Procedures to be applied to Motrio spare parts by an independent garage/repairer. (The Garage)

MOTRIO Warranty Policies have been formulated to ensure that customers (the driver) are able to have warranty repairs on parts carried out with the minimum of inconvenience, and that Garages are able to recover expenses incurred in accordance with procedures detailed in this manual. Responsibility for the correct implementation of MWPPM is assigned to the Garage, who must ensure all appropriate staff are fully aware of the requirements. For ease of use, the manual is divided into individual chapters by subject. From time-to-time chapters may be re-issued. It is important that revised chapters are inserted to keep the manual up to date.

General Data Protection Regulation - GDPR

The General Data Protection Regulation (hereafter referred to as GDPR) is a regulation in the EU law on data protection and privacy for all individuals within the European Union which became enforceable from May 25th, 2018. This new regulation also has consequences for MOTRIO and for you as a Garage.

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This document outlines the guidelines for submitting a claim from an independent Garage to the Renault Retailer Network.

The warranty for Spare Parts only covers defects in the manufacture of that specific part or other parts that may be damaged due to its failure. Warranty does not cover incorrect fitment or damage caused during fitment.

The replaced/damaged spare part must be stored in a secure area of the Renault Retailer warehouse for at least 3 months from the End-Customer Invoice Date, to accommodate potential requests for return shipment to Suppliers for Factory Investigation.

GLOSSARY

Manufacturing defect: A defect in the materials or workmanship of a spare part that prevents it from functioning correctly.

Normal wear and tear: The gradual deterioration of a spare part due to intended use and normal operating conditions.

Warranty period: The period of time during which a spare part is covered by the warranty, starting from the date of purchase printed on the invoice.

End customer: The final user of the vehicle on which the MOTRIO spare part is installed.

Zero-Value Invoice: An invoice issued to the end customer for a warranty repair, where the total amount is zero. This document is essential for tracking the repair and for the reimbursement request.

Standard Exchange Parts: Remanufactured parts, offered as an economical alternative to new parts. The warranty for these parts may have specific conditions.

Mandatory Documentation: The set of documents required to support a warranty reimbursement request, including the original invoice, repair order, vehicle registration document (if relevant), and maintenance history (if relevant).

DRG: (Demande Reimbursement Garantie) Warranty Claim.

DRM: (Demande Reimbursement Magasine) Warehouse Claim

DRG/DRM STD: Coding category for reimbursement requests related to OE/V+ parts used to replace defective parts. DRG.

DRG/DRM MTR: Coding category for reimbursement requests related to MOTRIO parts (excluding batteries).

DRG/DRM BOA: Coding category for reimbursement requests related to MOTRIO and Value+ batteries.

Spare Parts Warranty (Parts only): Warranty that covers only the cost of the defective part, excluding labour costs for replacement.

REPAIR WARRANTIES AND REPLACEMENT PARTS WARRANTY

This chapter describes the directives relating to the contractual warranty with the Customer for after-sales operations.

The replacement parts warranty: for parts sales in the Garages The repair warranty: for workshop operations

In this chapter, “a part” is equivalent to a reference which can be a unit part, a collection or an organ.

1. EFFECTIVE DATE AND DURATION OF THE REPAIR WARRANTY AND REPLACEMENT PARTS WARRANTY	6
1-1: Start date for the repair warranty and replacement parts warranty	6
1-2: Duration of the replacement parts warranty	6
1-3: Duration of the repair warranty	6
1-4: In the event of a transfer of ownership	
2. COVER PROVIDED BY THE REPAIR WARRANTY AND REPLACEMENT PARTS WARRANTY	7
2-1: Cover provided by the repair warranty (assembly by the Garage)	7

	7
2-2: Network's obligations for cover within the framework of the repair warranty and the replacement parts warranty	7
2-3: Exclusions from the repair warranty and replacement parts warranty	7
2-4: Parts damaged during transport.	8
2-5: Defect or non-conformity of parts before assembly	8
2-6: Specific case of battery warranty	8
2-7: Replacement parts under repair warranty and replacement parts warranty	8
3. VALIDATION AND INSPECTION OF SUPPORTING DOCUMENTS	8
3-1: Mandatory documents	8
3-2: Procedure	8
4. GENERAL CONDITIONS OF REPAIR	9
4-1: Validation and control of supporting documents:	9
4-2: Warranty invoice (parts) less than £500.	
4-3: Warranty invoice (parts) greater than £500.	10
4-4: Billing for the intervention:	10
4-5: Parts and Labour Billing:	10
4-6: Archiving of GUARANTEED files from the MOTRIO Service Centre.	11

The following procedure outlines the steps for requesting warranty reimbursement for a spare part by a Garage:

- 1. Repair and Documentation:** The Garage performs the vehicle repair under warranty, issues a zero-value invoice to the end-customer and completes a MOTRIO warranty claim form and collects all necessary documentation to support the reimbursement request (e.g., diagnosis, repair details, vehicle data).
- 2. Reimbursement Request to the Retailer:** The Garage submits the reimbursement request, along with the complete documentation, to the relevant Renault Retailer. (Via the warranty claim form available on motriotrade.co.uk)
- 3. Retailer Portal Submission:** The Renault Retailer submits the reimbursement request on behalf of the affiliated Garage through the dedicated portal GCM.

4. Renault NSC Warranty Department Evaluation and Approval: Renault NSC

Warranty Department reviews the submitted request and, if compliant with warranty policies, approves it.

5. Reimbursement to the Retailer: Renault NSC Warranty Department makes the reimbursement to the Renault Retailer.

6. Reimbursement to the Garage: The Renault Retailer reimburses the Garage by issuing a Credit Note.

Important Notes:

- It is the responsibility of the Garage to provide complete and accurate documentation to facilitate the approval process.
- Compliance with this procedure is a prerequisite for obtaining warranty reimbursement.

Replacement parts warranty (MOTRIO)

The spare parts, sold in a Garage over the counter intended for installation on a vehicle, benefit from a contractual “replacement part” warranty (without labour). This warranty covers any defect (material, design or production defect) observed, excluding normal wear and tear. A request for the application of this warranty may only be submitted from the end-customer to the Garage that sold the replacement part, upon presentation of the original purchase invoice. The garage may then submit a warranty claim request to its Renault Retailer, who supplied the replacement part.

Repair warranty (MOTRIO)

If the spare parts installed by the Garage in accordance with the workshop manual are recognised by the latter to be defective (material, design or production defect) and must be repaired or replaced, they are covered by a contractual “repair” warranty (parts only). A request for the application of this warranty may only be submitted from the end-customer to the Garage that sold the replacement part, upon presentation of the original purchase invoice. The garage may then submit a warranty claim request to its Renault Retailer, who supplied the replacement part.

The Garage is responsible for diagnosing the problem, repairing the vehicle, and submitting the claim request to Renault Retailer.

The Renault Retailer is responsible for evaluating the warranty claim request, approving the reimbursement, and managing relations with the manufacturer.



1. EFFECTIVE DATE AND DURATION OF THE REPAIR WARRANTY

AND REPLACEMENT PARTS WARRANTY

1-1: Start date for the repair warranty and replacement parts warranty.

The warranty for repairs and replacement parts begins on the date the part or repair is invoiced to the end-customer.

1-2: Duration of the replacement parts warranty

All replaced parts, except for wear items (engine oil, manual/automatic transmission fluid, transfer gear oil, differential gear oil, steering gear oil/fluid, brake/clutch fluid, grease, engine coolant, battery electrolyte, refrigerant, washer fluid, and fuel), are covered until the warranty period for the initial purchase expires. The invoice issued to the end-customer activates the replacement parts warranty for a specific duration.

Subsequent replacements of parts under warranty do not initiate a new warranty period. Such replacements remain covered under the original warranty until its expiration.

1-3: Duration of the repair warranty

The duration of the repair warranty is outlined in the general terms and conditions of repair on the customer's invoice.

All repairs, parts, and labour performed under the repair warranty are covered until the warranty period for the original repair expires. The invoice issued to the end customer activates the repair warranty for a specific duration.

Subsequent repairs performed under the repair warranty do not initiate a new warranty period. They remain covered by the original warranty until its expiration.

Example: A customer replaces the clutch kit on their vehicle, paying for both the part and the labour. The invoice date for this service marks the beginning of the warranty period. During this period, for example, 1 year, the customer is entitled to a warranty replacement of the clutch kit if defects occur, even repeatedly. It is important to emphasise that the warranty covers the clutch kit for a maximum period of 1 year from the date of the first invoice relating to the replacement and does not extend from the date of each subsequent warranty replacement. In other words, the warranty is valid for 1 year from the date the customer paid for the first clutch kit, regardless of how many times the kit has been replaced under warranty during that period.

1-4: In the event of a transfer of ownership

The warranties for repairs and replacement parts remain valid even if the vehicle or part is transferred to a new owner. The original invoice issued to the first customer applies.



2. COVER PROVIDED BY THE REPAIR WARRANTY AND

REPLACEMENT PARTS WARRANTY

A request for warranty coverage for repairs or replacement parts can be submitted from the Garage to the Renault Retailer that sold the spare parts.

2-1: Cover provided by the repair warranty (assembly by the Garage)

If a spare part has been installed by a Garage in accordance with the workshop manual (available on Rparts/RpartsStore with valid Kadensis subscription), the warranty covers the cost of repairing or replacing the part due to a material, assembly, or manufacturing defect recognised by the manufacturer.

If a defect in a spare part is identified after its installation in the vehicle but before delivery to the customer, the technician can perform the repair again, submitting claims to cover both the cost of the replacement part and the associated labour under the repair warranty. The defect must not have been visible at the time the part was received.

2-2: Network's obligations for cover within the framework of the repair warranty and the replacement parts warranty

To claim under the repair and/or replacement parts warranty, the Garage must report the defect and present the original invoice for the repair or part purchase to its Renault Retailer which sold the part.

2-3: Exclusions from the repair warranty and replacement parts warranty

The warranty does not apply in the following cases:

- **Vehicle Misuse:** The vehicle has been used in a manner that does not comply with the manufacturer's specifications (e.g., overloading or participating in racing events).
- **Indirect Consequences:** Indirect consequences of vehicle defects, such as loss of income due to vehicle downtime.
- **Modified Vehicles:** Modifications to the vehicle that may affect its performance or durability.
- **Routine Maintenance:** Regular maintenance costs as recommended by the manufacturer
- **Wear and Tear Items:** Replacement of parts subject to normal wear and tear.
- **Improper Maintenance:** Damage resulting from improper maintenance or failure to follow the manufacturer's recommended maintenance schedule.
- **External Factors:** Damage caused by external factors such as accidents, impacts, weather conditions, environmental contaminants, transported items, or the use of low-quality fuel.
- **Unauthorised Accessories:** Installation of accessories not approved or recommended by the manufacturer.

2-4: Parts damaged during transport.

Damage to parts during transport is not covered by the warranty. Such cases should be handled directly with the transporter and/or the Renault Retailer (Aftersales Supply Chain).

2-5: Defect or non-conformity of parts before assembly

Defects or non-conformities identified on parts before assembly are not covered by the warranty. The defective part must be reported and returned to the Renault Retailer following the established RRR (RRR: network return complaint) procedure.

2-6: Specific case of 12V battery warranty. (MOTRIO)

12V MOTRIO batteries have a specific warranty duration, which may differ from the general repair and replacement parts warranty. The applicable warranty duration is outlined in the general terms and conditions of sale. In countries where the battery warranty is provided by a local supplier, the manufacturer is not liable for any costs.

2-7: Replacement parts under repair warranty and replacement parts warranty Replacement parts used under the repair or replacement parts warranty must be identical to the original parts (e.g., MOTRIO for MOTRIO).

**3. VALIDATION AND INSPECTION OF SUPPORTING DOCUMENTS****3-1: Mandatory documents**

To claim the repair under warranty, the end-customer must present the original invoice to the Garage that sold the faulty part.

3-2: Procedure

When processing a warranty claim, the following steps, by the Garage, must be followed:

Mandatory Documentation: All mandatory documents, including the original invoice, must be signed by both the customer and the workshop service manager.

Document Archiving:

- A copy of each supporting document should be archived in the customer's job folder/file.
- The required documentation must be available in case of an NSC audit.
- A photocopy of the original invoice should also be attached to the replaced part.
- Mandatory documents, such as parts slips and repair orders, should be archived in the customer's folder/file and kept for a minimum of 2 years from the claim date.

**4. GENERAL CONDITIONS OF REPAIR****Warranty Coverage**

The warranty covers the cost of parts and labour for the repair of defects in the original repair, as well as any damage caused by the defective repair to other vehicle components.

Exception: If the workshop invoice only lists the part reference and does not include labour charges, any warranty claim will apply exclusively to the part itself and will not cover the labour required for its replacement.

Warranty Duration

The duration of the repair warranty, starting from the end-customer invoice, varies depending on the defective part:

- **MOTRIO Parts:** 12months (1 Year)
- **MOTRIO 12V Battery:** 36 months (3 Years)

4-1: Validation and control of supporting documents:

The Renault Retailer network is responsible for providing the supporting documents upon request from the Warranty Platform or during a warranty audit.

4-2: Warranty invoice (parts) less than £500.

A Garage can perform repairs costing less than £500 without prior technical approval from a Renault Retailer.

To submit a warranty claim, the Garage must provide the following documentation to its Renault Retailer.

- MOTRIO warranty claim form.
- Original parts invoice.
- Original customer invoice.
- Vehicle registration document (if relevant),
- Vehicle Maintenance Records. (if relevant)
- Customer Invoice for parts and labour.

4-3: Warranty invoice (parts) greater than £500.

The Garage must obtain prior technical and administrative approval from its Renault Retailer Technical Staff before performing repairs costing more than £500.

To obtain this approval, the Garage may be asked to provide:

- Original documents. (Parts invoice, customer invoice)
- Repair Order including quotation for repairs.
- Photos documenting the failure and diagnostic checks.
- The Renault Retailer must retain all documentation related to the failed part and the warranty claim.

4-4: Billing for the intervention:

Coding rules

Warranty claims for workshop repairs should be submitted as DRGs, while claims for parts sales (without labour) should be submitted as Store Reimbursement Requests (DRMs).

4-5: Parts and Labour Billing:

Invoicing of Spare Parts:

The reimbursement of spare parts replaced under warranty is handled by the Renault Retailer based on the commercial conditions agreed between the Renault Retailer and the Garage.

Type of expenses:

	Classification	Invoicing category
REP	OE/V+ parts used to replace defective spare parts	DRG/DRM
STD	Remanufactured exchange part	DRG/DRM
MTO (MTR)	MOTRIO Parts excluding batteries	DRG/DRM
BOA	MOTRIO and Value+ batteries	DRG/DRM

No additional services can be invoiced.

4-6: Archiving of GUARANTEED files from a garage the

The Renault Retailer is responsible for the compliance and archiving of DRG/ DRM claims entered on behalf of the Garage.

Each report of warranty request must have the following items:

- Diagnostic Trouble Codes (DTCs): Scan and record all DTCs identified by the diagnostic tool. (if relevant)

- Maintenance Records: For any issue related to potential maintenance-induced damage, provide copies of relevant maintenance records:
- Injection System: Fuel filter replacement invoices.
- Turbocharger: Air filter replacement invoices.
- Greased mechanical elements: Engine maintenance invoice (oil, oil filter)
- Manufacturer's Recommendations: Ensure that all vehicle maintenance adheres to the manufacturer's recommended service intervals based on age and mileage.
- Maintenance Invoice Details: Each maintenance invoice must include:
 - Part numbers of replaced components
 - Oil quality
 - Vehicle identification number (VIN)
 - Date of service
 - Vehicle mileage



Please use this form only for the return of warranty claims.

Complete one form per warranty claim and provide all details below to assist processing. Please see www.motriotrade.co.uk for MOTRIO warranty terms and conditions.

Supplying Renault Retailer	<input type="text"/>		
Vehicle Make & Model	<input type="text"/>		
Registration Number	VIN Number	Current Vehicle Mileage	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Part Number	<input type="text"/>		
Part Description	<input type="text"/>		
Date when fitted	<i>DD/MM/YYYY</i>	Vehicle Mileage When Part Fitted	<input type="text"/>
Customer Complaint	<input type="text"/>		
Fault Description	<input type="text"/>		
Diagnostic Findings / Test Results	<input type="text"/>		
Comments / Resolution	<input type="text"/>		
	Date when part replaced	<i>DD/MM/YYYY</i>	

Please ensure that you enclose the following documentation;

- ✓ Original Parts Invoice ✓ Original Customer Invoice ✓ Copies of Diagnostic / Test Reports

Please return to supplying retailer

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