

L CITY NEW CAR WARRANTY GUIDELINES

Warranty repairs will be quickly and effectively carried out if you follow the guidelines below:

The terms and conditions of the L CITY Retailer Warranty listed below must be adhered to. Failure to do so may result in the rejection of a claim or termination of your cover. This does not affect your statutory rights.

– Your warranty may be invalidated if you continue to drive your vehicle when a fault becomes apparent. Any defects must be reported to an Authorized L CITY Dealer or L CITY Service Authorized Workshop as quickly as possible. A minor defect corrected now could prevent you from being inconvenienced in the future.

– An Authorized L CITY Dealer or Centre reserves the right to reject any claim where the cause of the defect is due to non-compliance with the service intervals recommended by the Manufacturer and or the Manufacturer's recommendations for care and maintenance of the vehicle.

– If servicing has been carried out by a Non-Authorized Workshop, the Authorized L CITY Dealer and/or L CITY Service Authorized Workshop reserve the right to reject any claim where the cause of the defect is due to inadequate servicing or the use of inadequate parts by the Non-Authorized Workshop.

– Your warranty does not cover faults which arise as a result of misuse, negligence, accidents or normal wear and tear.

– Your L CITY has been designed and built to extremely high standards to achieve performance and economy. Neither the Manufacturer, the selling L CITY Dealer or any L CITY Service Authorized Workshop can be held responsible for modifications to the vehicle which lead to defects, unless those modifications have been approved by the Manufacturer or a L CITY Service Authorized Workshop.

– The purpose for which your L CITY was designed and built was as a utility carrying vehicle for use under normal driving conditions. This L CITY Retailer Warranty does not extend to faults that arise as a result of the vehicle being used non properly, overloaded, overspeed or overheat.

– Liability for death, bodily injury, or damage to property or any consequential loss, whether arising directly or indirectly from an incident affecting a part covered by this L CITY Retailer Warranty, are not included in the L CITY Retailer Warranty. This shall not be construed so as to limit or exclude liability for death or personal injury resulting from manufacturing defects or from the negligence of the Manufacturer, the L CITY Centre or that of their employees or agents. The vehicle owner should ensure that adequate insurance cover for the loss or damage of personal belongings, property etc., has been made.

Adjustments.

Routine service adjustments which form part of normal maintenance schedules are not covered by the L CITY Retailer Warranty.

Other Items.

Wheel alignment faults occurring as a result of a manufacturing defect are covered for the first three months or 2500 km whichever occurs soonest. Tire balancing faults occurring as a result of a manufacturing defect are covered up to a maximum road distance of 2000 km.

Wiper blade rubber inserts are only covered for manufacturing defects.

General Warranty conditions.

General Warranty of L CITY vehicles is 120 months or 250 000 km.

Battery.

The optimal performance of your L CITY's power module is backed by the High Voltage Battery Unit Limited Warranty. It covers a period of 120 months or 160 000 kilometers from the date of first registration, whichever comes first. It guarantees at maximum of 60% capacity retainment during the warranty period.

Powertrain.

Powertrain-engine, gearbox, engine controller and charging system, has a warranty 120 months or 100 000 km whichever comes first.

Suspension.

All steering and suspension parts has a warranty 120 months or 100 000 km whichever comes first.

For more information about all parts groups and their warranty conditions please look on the Warranty & Service Sheet, provided by the L CITY Dealer.

Paintwork Warranty.

The paintwork warranty covers your vehicle against defects such as blistering, discoloration or staining of the visible surface of all painted body panels occurring as a result of faulty manufacture or workmanship for a period of 24 months or 100 000 km (whichever comes first) from the date of first registration.

All paintwork repaired under warranty must be carried out by a L CITY Approved Bodyshop.

– Although modern paints are durable and resistant to many external hazards, they cannot reasonably be expected to be totally resistant to all. You should therefore take particular care with your paintwork if you live in or near an area where industrial fallout is prevalent.

– Bird lime can have an extremely corrosive effect on your paintwork and should be removed as quickly as possible.

– Since damage caused by industrial fallout or bird lime is not a fault of manufacture, this cannot be claimed under warranty.

Please read the relevant section in your handbook on paintwork for more details.

Anti-Corrosion Warranty.

All new L CITY cars registered from 1st January 2023 are covered by a 120-month unlimited kilometers warranty for paint corrosion.

L CITY Chassis is with hot zinc plated surface. Due to that L CITY offers 240 months or 250 000 km chassis perforation warranty, whichever comes first.

All repair work carried out under the anti-corrosion warranty must be carried out by an Authorized L CITY Centre or Authorized Repairer. The warranty covers corrosion which occurs from inside the metal panels or box sections of the car.

The warranty does not cover corrosion caused by neglect, accident damage, stone chips or other external influences.

Maintaining your Anti-Corrosion Warranty.

To ensure that any warranty claims are processed quickly and efficiently, please observe the following guidelines.

- Your vehicle should be inspected at normal service intervals as recommended by your L CITY service book.
- Paint or body damage identified by the L CITY Centre during these inspections, including any to the underside or under body protection of the vehicle, must be properly repaired to L CITY standards.
- Claims cannot be accepted for perforation that occurs as a result of unrepaired or improperly repaired paint or body damage.
- Vehicles which undergo major accident repair work during their anti-corrosion warranty period are still covered by the warranty provided:
 - a. The correct L CITY corrosion prevention methods are used.
 - b. The repair work is carried out by a competent repairer to L CITY repair standards.
- The warranty does not apply to parts, panels or materials that have not been approved by L CITY and the L CITY Centre or Authorized Repairer reserves the right to refuse claims where defects have occurred as a result of using them.
- Where your vehicle has been involved in an accident and requires bodywork repair this should ideally be carried out by a L CITY Approved Bodyshop. In this way you can be certain that your vehicle will be rebuilt to original standards of safety and quality. You can then feel confident that the integrity of your anti-corrosion warranty will remain intact.