

# JEEP VEHICLE QUALITY GUARANTEE TERMS

## 1. Car Use Terms

1.1. When a Buyer acquires JEEP car, with a car the buyer gets a car service maintenance book and an owner's manual book.

1.2. The buyer must familiarize themselves with the car's operating instructions and adhere to strict; a vehicle manufacturer's specified maintenance intervals and conditions, use of a car by the manufacturer and its intended use.

1.3. Car is given 24 (twenty four) months quality guarantee, unlimited mileage, with exceptions for specific car parts listed in this Annex.

1.4. Seller warrants that the car in which the guarantee, the guarantee period will not have materials, parts production or assembly defects, and if so will become clear, they will remove this free of charge under schedule.

Quality warranty covers parts, the manufacturer or its representatives recognized defective, repair or replacement as well as work to be done to right the vehicle condition is restored, and the use of materials costs.

**Below mentioned details / parts quality guarantee period is, not more than 10,000 km car mileage :**

- Incandescent lamps (halogen);

**Below mentioned details / parts quality guarantee period is, not more than 20,000 km car mileage :**

- The front brake pads, lining;
- Front brake discs and drums;

**Below mentioned details / parts quality guarantee period is, not more than 40'000 km car mileage :**

- Spark plugs (petrol);
- Rear brake pads, lining;
- Rear brake discs and drums;
- Clutch and it's component parts;

**Below mentioned details / parts quality guarantee period is, not more than 50'000 km car mileage :**

- Glow plugs (diesel);
- Diesel and petrol fuel injectors;

**Below mentioned details / parts quality guarantee period is, not more than 60'000 km**

- Shock absorbers;
- Exhaust system parts (pipes, tank, etc.);
- Belts;

**Below mentioned details / parts quality guarantee period is, not more than four months.**

- Wiper blades
- Windscreen
- Rear window

**Below in detail / quality parts without any guarantee.**

- Air, oil, fuel and cabin filters;
- Fluid addition;
- Tires;
- Fuses;

**Paint warranty is 24 months, without mileage limitation.**

**Anti-perforation warranty is 7 years, works only when rust has made a hole (rust on open metal when paint has fallen of is paint warranty) without mileage limitation.**

1.5. All terms shall run from the car's transmission to the Buyer or the first car registration, depending on what happened first.

1.6. Car quality guarantee applies only if in that time maintenance and / or repairs are properly performed in accordance with JEEP in service volume, technology works using just the repair / maintenance hardware and software components, parts and supplies that are approved for use by the manufacturer.

1.7. Car warranty repairs, maintenances, and non-warranty repairs, are offered by all JEEP authorized dealers, in Lithuania, Latvia, Estonia, information about these dealers can be found in: [www.Jeep.lt](http://www.Jeep.lt), [www.Jeep.lv](http://www.Jeep.lv), [www.Jeep.ee](http://www.Jeep.ee)

1.8. Claims, in warranty period, for faults can be asked by the Purchaser from any JEEP authorized service dealer. Anyone authorized by the manufacturer JEEP service is required to perform quality repair work, regardless of where the car was sold.

1.9. Car quality guarantee is provided by the relevant JEEP technical requirements for replacement or repairs of defective parts. Damaged parts of the car, remains to JEEP service that performed the repair the dealer will deal with them according to the manufacturer's procedures.

1.10. Car warranty repair is carried out self-service and authorized funding through the necessary parts to repair and for such a period. Vendor or an authorized warranty repair for service has the right to choose to repair the unit or to exchange it, when repair is possible and allowed by the manufacturer. Car warranty repair (fault repair time) term is included in the overall quality of the car warranty period.

1.11. Replaced parts or part of the quality guarantee period is included in overall vehicle quality guarantee period, start of repaired part will start when the client will receive hi repaired car and end with the overall vehicle quality guarantee period.

1.12. If the buyer's request, the vehicle is fitted with additional or intended by the manufacturer, security system, car stereo or other electronic equipment, the manufacturer's quality guarantee applies only to the car electrical system in devices or parts, which do not affect the operation of electronic systems fitted with an additional installation or operation. The client has to ask for warranty for these additional fittings from the seller of these items. The same rules apply to any unforeseen extra performance of the original car's design changes or additional mounted units and structural components.

1.13. Disposal of the car to another person, the quality of the guarantee shall be valid under these conditions, provided that the new owner is using the car according with the warranty conditions.

## **2. Refusal to give quality warranty.**

2.1 The buyer, after encountered the car defects and / or failure, did not report and / or not requested to repair these faults immediately, in not later than 5 working days

2.2 The buyer did not inform the seller about calling to another JEEP Authorized Services (1.9 page) for quality guarantee;

2.3 Failure increased when the buyer ignored, fault alarm lights and control signals when the operating instructions, owners manual , required to stop and not to continue driving or to perform other actions;

2.4 car has been operated contrary to instructions for your car, including to cases where improper fuel, lubricants and other consumables were used, the car was not used as intended, failure is due to participation in sports competitions, maneuvers for disasters or similar events,

faults (injuries), which has become a cause of war, internal unrest, earthquakes or other natural disasters events, accidents, acts of third parties, and so on.

2.5 car was not properly repaired and / or incorrectly performed maintenance in company, which is outside the JEEP sales organization. Maintenance work must be carried out not later than maximum of 1000 km mileage interval specified by the user's manual, or not later than 1 month mentioned in technical maintenance interval, contrary the car can lose the warranty.;

2.6 Non original parts about use of which JEEP / importer did not give authorization were installed in the car or the car has been replaced by JEEP / importer unacceptable way (tuning measures). The warranty does not apply to car failures and performance and reliability problems that result from the use of non-original parts;

2.7 car does not meet the country (area use) and specific conditions, but has been continuously used there;

2.8. car's odometer has been altered or replaced, the meter readings have been changed, or it is impossible to find real mileage,

Quality warranty does not cover:

2.9. routine maintenance, periodic inspection and regulation (balancing the wheels, suspension geometry and so on.)

2.10. naturally, depending on the vehicle's operating modes, mileage, geographic location and climate where the vehicle is operated, replacement of parts , which is not a consequence of failure or defects, but because of natural wear and tear.

2.11. additional or other losses (caused by car faults, damages, or in need of repair) which include experience inconveniences, transportation costs, telephone calls, accommodation, personal or business-related loss of earnings or loss of income, and so on.

### **3. Other conditions**

3.1. When submitting a claim on the guarantee of quality, the buyer must submit a properly marked vehicle service book. Purchaser fails or refuses to provide automotive service book, or the service book is improperly certified with maintenance records, the authorized service has the right to refuse to repair the car on warranty.

3.2. If your car maintenance and / or repairs to the quality of claims was the statement made by an independent repairer (JEEP-independent sales organization or a non-JEEP service partner status), the buyer must keep all documents proving that the car has been maintained and repaired in accordance with the manufacturer's instructions and seller's request, to provide them. If the Seller determines that the maintenance and / or repairs made outside the JEEP instructions, warranty of this car is over.