



SUZUKI

GOOD DIFFERENT

AUTOMOBILE SERVICE ACTIVATED WARRANTY TERMS & CONDITIONS



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DEFINITION OF WORDS (listed in alphabetical order)

When the following words and phrases appear in this policy document or **confirmation of cover email**, they have the specific meanings given below. These words are highlighted by the use of **bold** print.

AREA OF COVER

Means **UK**

CONFIRMATION OF COVER EMAIL

Means the email sent to you with this warranty document.

CONTINUATION OF COVER

Means uninterrupted transition from the last day of the **New Vehicle Warranty**, **Suzuki** Approved Used Warranty and/or any existing **Service Activated Warranty** to the first day of the new **Service Activated Warranty**.

COVERED VEHICLE/VEHICLE

Means the vehicle shown on the **confirmation of cover email**.

COVERED COMPONENTS

Has the meaning given to it on page 9.

ELECTRICAL OR MECHANICAL FAILURE

Means the sudden and unexpected failure of a component which is covered by the **Service Activated Warranty** section of this document, and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

LAPSED CUSTOMER

Means where the **New Vehicle Warranty** / Suzuki Approved Used Vehicle Warranty or **Service Activated Warranty** has expired or there is a **Lapsed Service Interval** (see below definition) (The Service Activated Warranty for a **Lapsed Customer** will begin 30 days from the date the scheduled service has been completed).

Lapsed Service Interval Means any **vehicle** which has exceeded its recommended service intervals by 250 miles or 14 days, whichever occurs first.



NEW VEHICLE WARRANTY

Means the 3-year/60,000 mile (whichever occurs first) warranty that all new **Suzuki** vehicles sold receive as standard, commencing from the **vehicle's** first registration date.

MAXIMUM CLAIM LIMIT

Means the market value of the **covered vehicle** at the time of repair as reasonably determined by **us**.

PERIOD OF SERVICE ACTIVATED WARRANTY

Means the period shown on **your confirmation of cover** email.

PRIVATE INDIVIDUAL

Means a person who is using the **covered vehicle** for their own personal leisure use only and not for any business purposes (except for travel to and from a normal place of work).

SERVICE ACTIVATED WARRANTY

Means the additional 12-month warranty which, subject to these terms, is automatically activated on completion of a scheduled service at a **Suzuki Dealer/Service Centre**.

SUZUKI, WE, OUR, US

Means Suzuki GB PLC.

SUZUKI DEALER/SERVICE CENTRE

Means any repairer located in the United Kingdom and who has been authorised by **Suzuki** to undertake servicing, repair and maintenance work.

UK

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

YOU, YOUR

Means the **private individual** named in **your confirmation of cover email**, or as replaced by any new owner (who is also a private individual) and who has been correctly declared to us by contacting **your local Suzuki Dealer/Service Centre**.



INTRODUCTION

Suzuki Service Activated Warranty has been designed to help protect you against the costs incurred in the event of an **electrical or mechanical failure** of a covered component of the **covered vehicle** occurring within the **area of cover**.

This document gives **you** full details of **your** cover, please keep it together with **your confirmation of cover email** in a safe place.

All the details of how to make a claim together with conditions of the policy are set out in the following pages. If **you** have any questions, **your Suzuki Dealer/Service Centre** will be able to help **you**. To locate **your** nearest authorised **Suzuki Dealer/Service Centre** please refer to www.cars.suzuki.co.uk/find-a-dealer/

SUMMARY OF COVER

IMPORTANT: if **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **Period of Service Activated Warranty**, or you are unable to produce proof of such servicing if **we** request it, then this may invalidate the **Service Activated Warranty** or **we** will not pay all or any part of a claim **you** make

COVER AND LIMITS WARRANTY

Parts and labour in respect of repair or replacement of covered components up to the current value of the **covered vehicle**. For full terms and conditions please read this **Service Activated Warranty** document together with **your confirmation of cover email**.



IMPORTANT INFORMATION

Thank **you** for servicing **your vehicle** with a **Suzuki Dealer/Service Centre**.

Your confirmation of cover email confirms, subject to these terms, the commencement of the **Service Activated warranty** and any special terms or conditions that may apply.

It is very important that **you** read the whole of this document together with the **confirmation of cover email** and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a warranty claim or require assistance.

If **you** have any questions regarding this **Service Activated Warranty**, please speak to your **Suzuki Dealer/Service Centre**.

HOW THIS SERVICE ACTIVATED WARRANTY WORKS

Upon completion of the last scheduled service with a **Suzuki Dealer/Service Centre** and subject to any rectification work to any component identified and carried out, **we** will provide **you** with an additional 12-month warranty. If the identified rectification work is not carried out for any reason, that component will not be covered under the **Service Activated Warranty**. This policy and **confirmation of cover email** must be read together as one document as they form the contract between **you** and **Suzuki**.

GOVERNING LAW

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this warranty will be in English. In the event of a dispute, the English courts shall have exclusive jurisdiction. No term of this warranty agreement is to be enforceable by any third party pursuant to the Contract (Rights of Third Parties) Act 1999. **Your** statutory rights are not affected in any way by this warranty.



CANCELLATION RIGHTS / REFUNDS

Please note that this warranty has no surrender or refund value.

TRANSFER OF OWNERSHIP

The **Service Activated Warranty** is transferable to subsequent owners of the **vehicle** but not transferable to another vehicle.

If the **covered vehicle** is sold, the remaining cover may be transferred to the new owner who is a **private individual** providing the new **private individual** is registered with a **Suzuki Dealer/Service Centre**.

SERVICING REQUIREMENTS FOR YOUR SUZUKI

Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine **Suzuki** parts must be used. Oils and other fluids must be of correct specification and supplied by a **Suzuki Dealer/Service Centre**. Failure to comply with this condition will result in a **Service Activated Warranty** claim being rejected.

SERVICING REQUIREMENTS FOR ALL COVERED VEHICLES

We will allow a maximum of 250 miles or 14 days in excess of the recommended service intervals, whichever occurs first, to qualify for **continuation of cover**. Outside of these parameters warranty cover will begin 30 days from the date the scheduled service has been completed.

Please ensure that the **Suzuki Dealer/Service Centre** completes the service record for the **covered vehicle** and that you keep all service receipts as proof of servicing.



SERVICE ACTIVATED WARRANTY

The **Suzuki Service Activated Warranty** (subject to these terms and the completion of the online registration) will commence at no extra cost following expiry of the **New Vehicle Warranty**, **Suzuki Approved Used Warranty** or **Service Activated Warranty** unless **you** are a **Lapsed Customer** (see below for more information).

Please note this **Service Activated Warranty** does not apply to the **Service Activated Warranty** exclusions below.

ELIGIBILITY CRITERIA

The **Suzuki Service Activated Warranty** is a warranty which, subject to these terms, is activated on completion of the last scheduled service by a **Suzuki Dealer/Service Centre**. By maintaining the vehicle's recommended service schedule, customers can gain an additional 12-months or 9,000/12,500* miles (whichever occurs first) **Service Activated Warranty** from the date of each service, until the 7-year/100,000 miles (whichever occurs first) limit is reached. Please note the delay in **Continuation of cover** for a **Lapsed Customer**.

If **you** are a **Lapsed Customer**, the **Service Activated Warranty** will begin 30 days from the date the **Suzuki Dealer/Service Centre** scheduled service has been completed.

The 7-year/100,000 miles (whichever occurs first) limit runs from date of first registration.

Only **Suzuki** models originally sold through UK **Suzuki** authorised dealers qualify for the Suzuki Activated Warranty and customers must be residing in the UK.

All repairs must be carried out by a **Suzuki Dealer/Service Centre**.

Customers must register details on the Suzuki Website portal using a unique reference code generated by the **Suzuki Dealer/Service Centre** at time of service.

All components covered by this policy must be free from defect at time of policy activation (date of service).

*Mileage intervals as per **your** warranty & service booklet.

If **you** have any queries in relation to **your** eligibility for the **Suzuki Service Activated Warranty**, or how it will apply to **your** vehicle, please contact **your** local **Suzuki Dealer/Service Centre**.



COVERED COMPONENTS

Electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**;

Other than:

- Filters, fuses, spark plugs, worn/warped clutches, brake shoes, pads, drums, discs and cables, oil, fluids, coolant, wiper blades and arms, drive belts (except camshaft drive belt, provided it has been replaced in accordance with the manufacturer's specification), pipes and hoses, lamps and bulbs, fuses, high tension leads, wheels and tyres, batteries and exhaust systems. Infotainment systems.
- General oil leaks (except where the removal of the engine or gearbox is necessary in order to rectify the oil leak).
- Bodywork of any kind, sheet metal, body panels, bodywork or glass sealants or bondings, paintwork, glass and mirrors (except in the case where they suffer an **electrical or mechanical failure**), upholstery, carpets, interior and exterior trim, all weather strips and seals, channels and guides, locks, hinges, handles, check straps, antenna and cosmetic items. For the avoidance of doubt, the general corrosion warranty will remain in place.
- Parts not approved by or equivalent in quality or design to parts supplied by **Suzuki**.
- Damage or defects as a result of consequential damage caused by non-**Suzuki** genuine accessories or special equipment.
- Parts replaced under normal maintenance procedures or replaced as a result of normal wear and tear, adjustments, reprogramming or loading of software.
- Covered components with existing defect at time of policy commencement.



WORKING MATERIALS / CASINGS

Should a valid claim for a covered component require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a covered component which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this warranty.

SERVICE ACTIVATED WARRANTY EXCLUSIONS

This warranty does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc.), water ingress or flooding.
2. Any defect that existed when the **Service Activated Warranty** period commenced.
3. Wear and tear, normal deterioration, routine servicing, maintenance, adjustments, reprogramming or loading of software.
4. Faulty repairs, incorrect servicing or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification.
5. Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of parts, oil, fuel, lubricants, hydraulic fluids or additives which the manufacturer of the **covered vehicle** does not recommend.
6. Vehicles modified in any way from the original manufacturer's specification.



7. Any loss where the odometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising **our** right to inspect the **covered vehicle** under this warranty.
8. Any vehicle used for competitions (including practice), track days, racing, pacemaking, rallies or speed or duration tests, or power testing.
9. Any vehicle which is owned by a business formed for the purpose of selling or servicing motor vehicles or for hire or reward.
10. Other vehicle brands/models, except for **Suzuki**.
11. Police vehicles, fire service vehicles, ambulances and vehicles used by any other emergency service.
12. Losses or damage due in any way to any type of accident, misuse or any act or omission which is willful, unlawful or negligent (such as but not limited to consequential damage caused by continuing to drive the **covered vehicle** when a fault becomes apparent).
13. Any component which is subject to recall by **Suzuki**.
14. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
15. **We** will pay for damage caused to a covered part if caused by another covered part, but not damage caused by a part that is not covered.



16. **We** will not pay for any depreciation to **your vehicle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.
17. As **your** policy is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the **Service Activated Warranty** terms and conditions. For example, **your Service Activated Warranty** may cover repairs to or replacement of an ABS module but would not cover any loss of earnings that **you** may suffer while **your vehicle** is being repaired.
18. **You** should check whether **you** have any insurance policies that may cover additional damage or related costs or losses not covered by this **Service Activated Warranty**.
19. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
20. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
21. Any costs covered under any insurance guarantee, warranty or cover.



CLAIM PAYMENTS

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official **Suzuki** labour times/costs which are necessary to repair or replace covered components.

HOW TO MAKE A SERVICE ACTIVATED WARRANTY CLAIM (UK)

Please report any repair under the **Suzuki Service Activated Warranty** immediately to **your** nearest **Suzuki Dealer/Service Centre**, advise them that **your covered vehicle** is protected by the **Suzuki Service Activated Warranty** and present them with a copy of the Vehicle Health Check and service invoice.

Make the vehicle available for examination and provide the **Suzuki Dealer/Service Centre** with all the information needed or requested to help them identify the issue claimed for.

Always retain the service booklet and make it available to **your Suzuki Dealer/Service Centre** as requested.

It is **your** responsibility to authorise any dismantling of the **covered vehicle** or any other work required to diagnose any faults with the **covered vehicle**.

We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this **Service Activated Warranty**.



HOW TO MAKE A SERVICE ACTIVATED WARRANTY CLAIM (CONTINENTAL EUROPE)

Arrange for the **covered vehicle** to be taken to the nearest **Suzuki Dealer/Service Centre** and give **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with the **Suzuki Dealer/Service Centre** and retain the invoice. Please also keep the replaced components if possible until **we** have finished processing **your** claim as **we** may need to see them.

On **your** return to the **UK**, please visit **your** local **Suzuki Dealer/Service Centre** with copies of the invoice and the **covered vehicle's** service records. This must be done within 14 days of your return to the UK.

Your claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid.

We will not pay more than the equivalent **UK** rates for the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.



GENERAL TERMS & CONDITIONS

These conditions apply to all sections of your **Service Activated Warranty** and **you** must meet them before we make a payment.

CLAIMS - YOUR DUTIES

If a failure occurs with the **covered vehicle**, **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

CLAIMS – OUR RIGHTS

We can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this warranty. If **we** want to, **we** will examine the **covered vehicle** and will test damaged components.

LOOKING AFTER YOUR VEHICLE

You must take all reasonable steps to safeguard the **covered vehicle** against **breakdown/immobilisation** and/or **electrical or mechanical failure**.

DISPLACED PARTS

Any replaced parts shall become the property of **Suzuki GB PLC**.

These Terms & Conditions should be read in conjunction with **our** website terms of use and privacy policy.



HOW TO MAKE A COMPLAINT

We sincerely hope that **you** never have reason to complain about **our** product, but **we** do acknowledge that occasions might arise when, for one reason or another, **you** are not fully satisfied. If this situation should arise **we** suggest the following will assist in getting the matter resolved as quickly as possible.

Please always keep in mind that almost inevitably your **Suzuki Dealer/Service Centre** will be involved in the final solution of **your** problem, so it is important to keep them informed throughout.

Your Suzuki Dealer/Service Centre is willing and able to look after **you** and **your** vehicle. If there is some matter which concerns **you** about the **Suzuki Dealer/Service Centre** **you** should always ask to speak to the Dealer Principal or General Manager. Please try to explain the cause of **your** concern as precisely as possible.

We are sure that most matters will be resolved in a perfectly satisfactory and amicable manner in this way.

If the situation cannot be resolved by this means, then please email customerservices@suzuki.co.uk or write to

Suzuki Customer Services
Steinbeck Crescent
Snelshall West
Milton Keynes
Buckinghamshire
MK4 4AE

or call free phone 08085 011959 (mobile charges apply) giving us full and precise details of **your** vehicle, its history including all services, repairs, accidents etc. and an outline of the nature of **your** concern.

We will do **our** best to get the matter resolved as speedily as possible.

If **you** are unhappy with any part of the service that **you** have received from us or one of **our Suzuki Dealers/Service Centres**, and have been unable to resolve the issue directly, please contact The Motor Ombudsman at www.TheMotorOmbudsman.org or call **0345 241 3008**.

STATUTORY RIGHTS

Data Protection Act

Suzuki GB PLC and our **Suzuki Dealer/Service Centres** care about customer's data and privacy. To view **our** privacy policy please go to: www.cars.suzuki.co.uk/privacy

We may use **Service Activated Warranty** registration information to contact **you** directly should the need arise in the event of a Recall or Service Campaign.

