



**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 document, they have the specific meanings given below. These words are highlighted by the use of **bold** print.

## AREA OF COVER

Means **UK**

## POLICY DOCUMENT

Means document given 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 COMPONENTS

Has the meaning given to it on page 9.

## COVERED VEHICLE/VEHICLE

Means the **Suzuki** vehicle shown on the **policy document**.

## 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.

## ELIGIBLE USER

Means a person or entity who is using the **covered vehicle** for their own personal or business use providing such use: (i) does not include any use for hire and reward (e.g. a taxi), emergency services, off-road or racing or (ii) is not associated with any business involved in the sale, service or repair of vehicles.

## 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 **covered vehicle's** first registration date.

## MAXIMUM CLAIM LIMIT

Means the market value of the **covered vehicle** at the time the **covered vehicle** is presented for repair (The market value is based on the overall condition and mileage of the **covered vehicle** provided by HPI Valuations).

## PERIOD OF SERVICE ACTIVATED WARRANTY

Means the period shown on **your policy document**.

## 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**.

## STANDARD BATTERIES

Means 12v lead acid battery.

## 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 **eligible user** named in **your policy document**, or as replaced by any new owner (who is also an **eligible user**) 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 policy document** 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 [cars.suzuki.co.uk/find-a-dealer/](https://cars.suzuki.co.uk/find-a-dealer/)



## SUMMARY OF WARRANTY COVER AND LIMITS

Subject to these terms, parts and labour in respect of repair or replacement of **covered components** up to the **Maximum claim limit** of the **covered vehicle**.

Any repair completed under this warranty will be completed by a **Suzuki Dealer/Service Centre** using Suzuki Genuine Parts, subject to availability.

To determine whether the **Maximum claim limit** has been reached we shall calculate the labour costs using the repairing **Suzuki Dealer/Service Centre** warranty labour rate and the warranty price of any Suzuki Genuine Parts.

For full terms and conditions please read this **Service Activated Warranty** document together with **your policy document**.



# IMPORTANT INFORMATION

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

**Your policy document** 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 **policy document** 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 COVER 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 **policy document** must be read together as one document as they form the contract between **you** and **Suzuki**.

**Note:** Vehicles that have previously been serviced by an independent repairer (rather than a **Suzuki Dealer/Service Centre**) are not excluded from eligibility for the **Service Activated Warranty**. Please note: (i) that 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 and (ii) any component that is identified as needing rectification work will not be covered under the **Service Activated Warranty** until the rectification work has been completed.

Unless specifically agreed by the **Suzuki Dealer/Service Centre**, this **Service Activated Warranty** is not available in conjunction with any other offers or discounts provided with a vehicle service.

## 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 Courts of England and Wales 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 a new **eligible user** providing the new **eligible user** 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) 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).

These Terms and Conditions and the requirements under Transfer of Ownership where applicable. 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 10-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 10-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**.

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, **standard batteries**, exhaust systems and particulate filters (GPF & DPF), Infotainment systems.
- 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 vehicle in any of the following categories or for 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 has been used for hire and reward (e.g. taxi), or that is owned or operated 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](mailto: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](http://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: [cars.suzuki.co.uk/privacy](http://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.

You can also view these terms and conditions online at [cars.suzuki.co.uk/owners/warranty](http://cars.suzuki.co.uk/owners/warranty)

