

Warranty Policy

Warranty period, Warranty provisions, and Items not covered by warranty

September 22

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WARRANTY

The Manufacturer's obligation under this Warranty is limited to repairing or replacing, at its option, any part or parts thereof which shall be found to be defective within the Warranty period. The vehicle must be returned to an authorised Dealer and at which time an examination shall disclose to the Dealers/ Manufacturer's satisfaction to have been thus defective. The repair or replacement of defective parts under this Warranty will be made by such Dealer without charge for parts or labour.

❖ The warranty period is as follows:

For CV (IEA trucks)

- 7th Generation N series (2 Years or 100,000 KM Whichever comes first)
- 7th Generation F series (1 Year or 100,000 KM Whichever comes first)
- GXZ (1 Year Unlimited mileage)
- Tyres: **Will be handled case by case**
- Batteries: **Covered for the whole truck warranty period**
- Normal Trim Warranty period for CV: **Covered for the whole truck warranty period** (manufacturing defect only)

For LCV (IMSAF Pickups)

- 6th Generation T series & mu-X (3 Years 100,000 KM Whichever comes first)
- Tyres (12 months)
- Batteries (24 months)
- Normal Trim Warranty period for LCV = (3 Years or 80 000km) manufacturing defect only

The provisions of this Warranty shall not apply to any motor vehicle or chassis which:

- 1) Has not been serviced in accordance with the Maintenance Service Schedule as outlined in the Warranty and Service Guide, by an Authorised Dealer.
- 2) Has been subjected to misuse, negligence, or involved in an accident, or which has been used for motor racing, drag racing, rallying or which shall have been repaired and which to the judgement of the manufacturer, such repairs will adversely affect its performance and reliability.
- 3) Has been operated with loads in excess of the Manufacturer's recommended mass.
- 4) Has been repaired by a non-Approved service outlet.
- 5) Has been altered in any way so as, in the judgement of the Manufacturer, to adversely affect its performance and reliability.
- 6) Has shown deterioration of soft trim and appearance items due to wear and tear and exposure.
- 7) Has special bodies, body conversions, chassis conversions or equipment not approved, manufactured, or supplied by Isuzu, fitted to them.
- 8) Has been sold by a non-authorized Dealer.
- 9) Has been modified in any way to the extent where structural, mechanical, electronic changes have taken place.

SPECIAL ITEMS

The repair or replacement of items such as glass, soft trim, plated parts and other appearance items, as well as brake and clutch linings are confined to cases where the unit is clearly defective due to

manufacturing. This is not applicable to units which require replacements resulting from normal use, neglect, accident, normal wear & tear and exposure, chemicals and unauthorised modifications.

RUST / CORROSION REPAIRS

- In the event of LCV body corrosion occurring during the warranty period, SSA up to a maximum of 3 years (36 months) and for CV (**will be covered for the whole truck warranty period**), from the original date of sale. The cost to rectify corrosion will be at the manufacturer's discretion and will either be absorbed in full or on a percentage basis, i.e. 50% or 70% etc., depending on how well the vehicle has been maintained / serviced.

Repairs in respect of corrosion will not be entertained in the following instances:

- A. If the corrosion is attributed to or is in respect of external or mechanical damage (including stone Damage) or industrial pollution or chemical action.
- B. Repair and maintenance of the vehicle by a workshop other than through an authorised Dealer.
- C. If, when the corrosion has been detected, there is a delay, (exceeding 30 days) in establishing the repair, i.e. body panels allowed to corrode to the point where large areas are affected.
- D. If any form of non-approved after-market rust proofing has been applied or an extended rust Warranty contract has been entered into.

ODOMETER CHANGES

The application of the aforementioned Warranties is determined in part, by the accrued kilometres of operation determined on the odometer. Any alteration or change of the accrued kilometres indicated on the odometer to bring the vehicle within the Warranty limits is tantamount to fraud and that vehicles warranty will be blocked without any Goodwill consideration.

ITEMS NOT COVERED BY WARRANTY

CONSUMABLES

Items such as nuts, bolts, washers, gasket cement, sealer, glue, petrol, split pins, etc. are not acceptable on a Warranty repair.

MAINTENANCE / SERVICE ITEMS

Refer to the Owners Service Booklet issued with each vehicle for the definitive list of service/maintenance items. This includes, but is not limited to, the following:

Body Group

- Repair of body paint (nicks, chip marks, road stains, etc)
- Repair or replacement of chrome and other appearance items (scratched)

Front Axle Group

- Wheel and tyre balancing
- Wheel alignment (Camber, caster, toe-in corrections, except during a PDI check)

Rear Axle Group

- Bent or broken axle housing, wheel hubs
- Broken shock absorber or shock mountings
- Wheel alignment (Camber, caster, toe-in corrections, except during a PDI check)

Brake Group

- Brake disc pads & Brake shoe/linings

Engine Group

- Replacement of tappet cover gaskets (except engines which do not require any tappet maintenance).
- Replace, clean or adjustment of injectors, fuel pump, fuel filter, air cleaner or other mechanical components to correct malfunction resulting from dirt (contamination), foreign material or tampering.
- Clean or repair engine or cooling system for sludge or other contamination due to neglect or operating conditions.
- Overhaul, repair, replace or otherwise adjust any engine component, where failure was caused by abuse, improper maintenance, wear and tear or competitive racing participation.

Power Train Group

- Replacement or adjustment of clutch components damaged by improper operation or abuse or normal wear and tear.
- Adjust, repair or replace transmission gears, bands, clutch or valve assemblies damaged by abuse or lack of proper maintenance.

Fuel and Exhaust Group

- Repair, replace or adjust loose or damaged muffler, exhaust or tail pipes due to external damage.
- Clean fuel tanks, injectors, lines or fittings.

Wheels or Hub Group

- Replace or straighten bent or damaged wheels or hubs.
- Tyre and wheel balancing.

Electrical Group

- Adjustment of headlights.
- Replacement of external and internal lamps and globes.

Miscellaneous

- Any repair / replacement of a component resulting from previous accident repair(s).
- Adjustment of drive belts.
- Adjustment of windscreen wipers and washer nozzles.
- Tightening of hose clips.
- General tightening of nuts, bolts and screws.
- Replacement of wiper blades.
- Repair, replace or overhaul any component due to damage caused by obvious abuse occasioned by exceeding reasonable operating conditions.
- Roadside service, i.e. Hotel accommodation, meals etc.
- excess levied for accidents / theft.