



BENTLEY

Warranty Policy

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Contents

INTRODUCTION	4
THE BENTLEY WARRANTY CONDITIONS.....	5
Exclusions from Warranty	7
Removal of Non-Standard Equipment.....	7
Wear and Tear and Service Items	8
Service Items.....	8
Tyres	9
Warranty Territorial Limits	9
PDI Claims.....	9
Transit Damage	10
Vehicle storage procedure.....	10
Warranty following accident damage repair.....	10
Parts Warranty	10
Parts Purchased via other authorised Bentley Retailers/Repairers	11
Normal Replacement Parts Warranty.....	11
Accessories Warranty.....	11
Branded Goods Warranty	11
Faulty/Damaged Items from Stock.....	12
WARRANTY SPECIAL PROCEDURES	13
Add-On Repairs.....	13
Glass	14
Road Test	14
Vehicles Delivered with Missing/Incorrect Parts	14
Recall/Campaign Action	16
Delays to repairs.....	17
Vehicle Transportation.....	17
Loan Cars/Alternative Transport.....	17
Mandatory Reporting	17
PAINT AND BODY WARRANTY.....	18
Paint and Body Warranty Conditions	18
FACTORY GOODWILL	18
Goodwill Justification/Considerations.....	19
Extended Warranties	19
CUSTOMER GOODWILL	19
Reporting Requirements	19
CLAIM CONTROL.....	19
Claim Completion, Submission Period, Required Documents to support any claim.....	19

Correct Time & Material Recording	20
Evidence Required to Support Any Claim (Also applicable to Audit).....	21
Filing of Claims.....	22
Warranty Labour Rates	22
Material.....	22
Parts Retention.....	22
Parts Returns.....	23
AUDIT.....	23
Audit Procedures	23
Monthly Self Audit	24
Warranty Audit Penalties (Chargeback)	25
Warranty Audit Appeals	25
QUERIES.....	26
Processing.....	26
Policy.....	26
Technical Support	26
Contact Information.....	26
APPENDIX A:.....	27
Claim Completion Requirements	27

INTRODUCTION

The aim of the Warranty Policy is to achieve complete customer satisfaction with both our products and services within the respective Bentley Retailer.

Bentley Motors Limited generates a strong foundation for a high degree of loyalty and repeat sales through constant attention to quality.

With Warranty and Factory Goodwill, the Bentley network has excellent instruments to fulfil justified customer expectations. For this, it is necessary that every Bentley Retailer fully utilises the opportunities provided.

Warranty and Factory Goodwill must be actively operated as even the most generous goodwill fails its purpose if the customer has to wait several months for a decision.

Warranty is intended to provide the Bentley Retailer with the means to fulfil its legal and contractual obligations to the customer in a simple and straightforward way.

Bentley Motors relies upon Warranty to provide feedback from the marketplace, which assists with the improvement of current products and the development of future product lines. The effective operation of Warranty is therefore vital for the continued success of Bentley Motors and the Bentley network.

It is important to realise that Warranty only provides the means to put right manufacturing defects that occur within the Warranty period. It does not relate to the condition of the article or attempt to guarantee that the article will be without fault.

Most customers acknowledge that faults can occur despite meticulous attention to product quality and numerous checks at every stage of production. It is however crucial that such faults are quickly and properly rectified, technically as well as financially. Here the Bentley network has the opportunity to prove its performance capability and to create or strengthen a close relationship between the customer and the Bentley Retailer. This also requires that all work in conjunction with Warranty and Factory Goodwill is carried out by a Bentley Retailer using Crewe Genuine Parts.

It is the aim of this manual to acquaint you with all the instruments of the Warranty and Factory Goodwill Policy and explain how to use them. Only if you know all the details of the basic questions and you are as familiar with the submission of claims, as with the settlement, will you then be able to operate this part of the business actively and successfully. Unusual questions which are not answered in this manual can be clarified by contacting the Warranty Department

THE BENTLEY WARRANTY CONDITIONS

This policy, and the high quality level of our products, places Bentley Retailers in a position to offer an excellent Warranty package. This includes:

- Three years' cover against manufacturing defects with unlimited mileage.
- A Parts Warranty (please refer to the heading 'Parts Warranty' on page 7).
- Three years' cover against manufacturing defects in paint on the bodywork with unlimited mileage. Bentley Roadside Assistance (where applicable). For further information, please refer to "Bentley HUB" or Bentley Motors website.

Information on the Warranty Conditions

Conditions of the above include, but are not limited to:

- The Warranty conditions are part of the sales contract which the customer enters into with the authorised Bentley Retailer. With their signature, the customer acknowledges the Warranty conditions.
- The Warranty period starts on the day which the vehicle is retailed to the customer (individual or corporate body). The selling Bentley Retailer must advise Bentley Motors of the delivery date via the appropriate system, "BOOM" (Bentley Online Order Management), who will in turn input this date into the "Carport" system. In the event of doubt, the date recorded in the "Carport" system is the valid date. Where the date is not recorded in "Carport", the valid date will be taken to be the date of purchase.
- On new vehicle delivery, the customer is assured that the vehicle is of the correct specification. The customer must also receive their Owner's Handbook, which includes the service schedule for their vehicle. All necessary data is included in the Owner's Handbook.
- Warranty does not terminate upon change of ownership.
- All Warranty repairs must be carried out by an authorised Bentley Retailer. Each authorised Bentley Retailer is obliged to carry out Warranty repairs irrespective of where the vehicle was purchased provided the vehicle is in the region as built.
- The vehicle should be serviced in accordance with the manufacturer's recommendations. Services must be conducted within 3 months or 2000 miles (3200 kilometres), whichever is shorter, of the specified time and mileage. Any damage to or defect in the vehicle caused by poor or insufficient servicing will not be remedied under the vehicle's Warranty. It is the customer's responsibility to ensure that they maintain sufficient records to confirm that the vehicle has been appropriately serviced.
- Warranty repairs must only be conducted where a valid customer complaint has been received and the customer or their representative has authorised the repair to be completed before work commences.
- Always ask the customer or their representative to show you the service history if they make a Warranty claim. This is the easiest way to ascertain whether the guidelines about the treatment, maintenance and care of the vehicle have been followed. It is the Retailers' responsibility to check the vehicle is covered under manufacturer's Warranty.

- All Warranty repairs must be completed in an efficient and cost-effective manner. This applies to all related costs, including labour costs, parts orders, and external costs.
- All warranty repairs must be conducted according to Bentley's technical repair requirements as described in ElsaPro, TPIs, Recall/Campaign documentation, DISS Queries, etc.
- All authorised Bentley Retailers must guarantee their workmanship for 12 months or 12,000 miles (19,300 kilometres), whichever occurs first.
- Warranty repairs may only be completed using Crewe Genuine Parts.
- Where applicable, exchange parts must be used to complete a repair. Only with a new vehicle prior to delivery, or a vehicle up to one month and 1,000 miles (1,600 kilometres), may it be acceptable to fit a new item instead of exchange.
- For parts fitted in a Warranty repair, the Warranty period for that part ends at the expiry of the Warranty period or Part Warranty period of the vehicle, whichever is the longest.
- In some cases a part required for use in a Warranty repair may be listed only as a child part of a larger assembly, in a parts ordering system used by the authorised Retailer. In such a case, it is the duty of the authorised Retailer to find out from Bentley Motors whether the part can be ordered separately from the larger assembly.
- Customers occasionally disapprove of unit repairs being carried out under Warranty. In the case of an engine defect, for example, they may ask for a complete new unit. Such demands must be refused since the Warranty covers replacement or repair of faulty parts. If a defect can be eliminated by repair, there is no need for unit replacement, technically or legally.
- All replaced parts become the property of Bentley Motors.
- Our products are sometimes subjected to modifications by their owners. When assessing a Warranty claim, it must be carefully ascertained whether, from the technical viewpoint, a connection exists between the modifications and the damage. For example, a claim regarding the cup holder cannot be rejected because the vehicle concerned has been fitted with non-standard aftermarket wheels. However, should a wheel bearing fail, then this may not be a warrantable item.
- Any defects (except those caused by storage and transit), which are found at the pre-delivery inspection (PDI) can be handled like any other Warranty claim, even though the vehicle has not yet been delivered to the customer. For any claim of this type, the Retailer must keep the repair order with a copy of the PDI checklist showing the required work. For Transit Damage, please refer to "Bentley HUB", Sales & Products, Vehicle Distribution, Transit Damage Claims Procedure.
- The mileage entered onto the claim is of utmost importance to the Factory for quality purposes and as a result, the Factory may decline to cover the cost of a claim if the mileage has decreased from previous claims on the system. Please take care to ensure that the mileage entered is correct.
- It is the responsibility of the Retailer to check Bentley Hub regularly for updates to documents such as Mandatory Reporting.

Exclusions from Warranty

Warranty claims are excluded in cases where the claim is directly related to the fact that:

- The customer failed to report the defect as soon as it became apparent or did not allow the required repairs to be carried out as soon as possible.
- The fault was caused by outside influences, such as fire, chemical or vegetation damage, flying gravel/stones, aggressive cleaning agents, etc.
- The vehicle has been previously repaired without following Bentley Motors repair procedures.
- Parts have been fitted to the vehicles that are not approved by Bentley Motors.
- The customer has failed to follow the regulations for use of the vehicle.
- The vehicle was overburdened or used for purposes for which it was not intended (e.g. racing, towing excessive loads, etc.).
- Natural wear and tear is excluded from the Warranty.
- Consequential losses will not be covered under the Warranty, for example, costs for hired cars, overnight accommodation and loss of earnings.
- Consequential damage to customers' personal items and property, for example, golf clubs, clothing, accessories, garage floor, etc., will not be covered.
- The Warranty Policy does not provide the customer with a right to a replacement vehicle whilst their own is being repaired.
- Failure, damage or deterioration that results from abuse such as the use of incorrect or contaminated oils/fuels, or lack of essential recommended servicing.

The Company reserves the right to void (on either a temporary or permanent basis) this Warranty in the following circumstances:

- Where the vehicle is severely damaged or has been/is likely to be declared a total loss by an insurer
- Where the vehicle has been substantially reassembled from or repaired with parts obtained from another vehicle.
- Where the Vehicle Identification Number has been tampered with.
- Where there is a reasonable suspicion that the vehicle's odometer has been tampered with and/or the mileage altered.

Removal of Non-Standard Equipment

Equipment such as tinted glass or ICE (In Car Entertainment), etc., not fitted as standard, that has to be removed to facilitate a Warranty repair cannot be included on the submission. Any costs involved in this removal and re-fitting should be charged to the customer.

Wear and Tear and Service Items

Items where the lifetime of the component is or can be influenced by driving style and external factors will only be considered under the terms of the Warranty for a period of six months or 6,250 miles (10,060 kilometres), whichever occurs first. Beyond that limit, the defects must be classified as wear and tear and will not be covered by the Warranty.

When a wearing part is changed under this policy it must be explained to the customer that the service life depends on the type of use of the vehicle and individual style of driving. As a result the same component cannot be claimed for again should it wear out a second time, unless a positive manufacturing defect is identified as the cause.

Components normally subject to wear and tear include, but are not limited to:

- Brake linings and disc pads
- Brakediscs
- Tyres.
- Wiper blades (wiper rubbers have no Warranty owing to their conditions of use).
- Floor coverings.
- Sparkplugs.
- Batteries for key fobs, alarms and TPM (Tyre Pressure Monitor) sensors.
- Interior Trim Items, such as seats and steering wheels.

After six months or 6,250 miles (10,060 kilometres), Warranty submissions will not be accepted for the items previously detailed, unless a positive manufacturing defect can be identified as the cause.

Service Items

Mechanical adjustments after six months or 6,250 miles (10,060 kilometres), are also excluded from Warranty cover, examples are:

- Adjustments to doors, flaps, boot lids, bonnets, sunroof and hoods.
- Headlamp adjustment.
- Steering geometry adjustments.
- Wheel balancing.

Filters, gaskets, lubricants and fluids are only accepted as part of a valid repair.

This list is not definitive and similar adjustable items are also excluded from the Warranty.

Tyres

In the event of a tyre failing due to wear and tear within six months or 6,250 miles (10,060 kilometres), a claim may be made under the above terms.

Should a tyre fail due to a manufacturing defect at any time from delivery to the customer, the tyre must be returned to the tyre manufacturer via a local tyre supplier. The Warranty will be handled by the tyre manufacturer directly and therefore no claim can be made against the vehicle Warranty.

In the event of a Warranty claim involving one defective tyre, it is not permissible to replace all tyres under the terms of the Warranty if the relevant make of tyre is not in stock. The tyre must then be obtained directly from the manufacturer or local branch.

Warranty Territorial Limits

New vehicle and parts warranties will not be honoured outside the region in which the vehicle or part has been sold. For example, a vehicle or part sold in the European market which was then exported to the USA would not be covered in the USA. For customers who can demonstrate bona fide residence in multiple regions, a Dual Residence warranty can be provided. Any enquiry regarding this should be processed via the relevant Bentley Area Service Manager (ASM). The Dual Residence warranty may not be used to export multiple vehicles for commercial purposes. Where this is found to occur the facility will not be made available to the customer again in the future.

Bentley Motors issued vehicle recalls and service campaigns will be honoured worldwide including vehicles exported outside their original regions. Only authorised Bentley Retailers can perform and claim for Warranty repairs.

Specific details of the applicable regional Warranty coverage are contained within the Owner's Handbook.

PDI Claims

To facilitate the timely corrective actions of any concerns raised upon delivery of a new vehicle, the PDI check must be carried out within **7 calendar days** of the vehicle being delivered to the Retailer's premises. The check procedures required during a PDI inspection are found within the ElsaPro system. Both the identification and the initiation of the actions to correct these concerns must occur at the time of the PDI inspection.

Under certain circumstances, Retailers may be advised, or elect not to rectify minor defects at PDI that are considered non-customer relevant, such as slight part misalignment, small colour deviations, minor glass imperfections, etc. In such cases, a record must be retained of this decision, at the time of the PDI, to support any claims for customer complaints for this minor defect after the vehicle has been retailed.

If a PDI has been conducted later than the 7 day deadline then it must be claimed as a 10TU claim to register that it has been completed in the systems.

Transit Damage

All transit damage claims must be made within 3 working days of the vehicle being delivered to the Retailer's premises. The process for submitting a transit damage claim is to be found on "Bentley HUB". transit damage claims that are rejected by the insurance company responsible will not be subsequently upheld by the Warranty Department.

Vehicle storage procedure

All received vehicles that will not be delivered immediately to a customer should be maintained and stored appropriately. The procedure and detailed storage instructions are to be found in ElsaPro under the heading "Stock Vehicles - Maintenance Check List." This list should be kept for audit purposes.

Warranty following accident damage repair

Vehicles subject to accident damage must be repaired within the Bentley authorised Retailer, Repairer, Bodyshop network to retain the Manufacturer's warranty after the repair. Accident damage repaired outside the network can result in the Manufacturer's warranty being void.

Parts Warranty

Installed by an authorised Retailer

2 Years: Parts and Labour

Not installed by an authorised Retailer

1 Year: Parts only

The terms and conditions as detailed in 'The Bentley Warranty Conditions' on page 2, are applicable in Parts Warranty claims.

In addition to the exclusions detailed in 'The Bentley Warranty Conditions' on page 2, Warranty claims are not acceptable where:

- The part was not fitted according to the instructions of Bentley Motors.
- The cause or failure is attributable to incorrect or insufficient servicing, for example, a parts claim should not be made if incorrect oil has been used in servicing which has caused a fault with the engine.

Validation of entitlement to Warranty is provided by a copy of the purchase invoice which must detail a minimum of the part number and purchase date.

This Warranty becomes effective on the date of sale and is limited to the repair or replacement of the item, inclusive of labour costs of the Bentley Retailer, where applicable as above. Cash reimbursements can only be considered where a replacement part is not available from Bentley.

The Wear and Tear and Service Adjustment policies applicable to new vehicles also apply to Parts Warranty.

If any Warranty work is carried out whilst the entire vehicle is still in Warranty, the parts will be covered for the remainder of the vehicle's Warranty or for 24 months after part fitment, whichever is longer.

Parts Purchased via other authorised Bentley Retailers/Repairers

When a part cannot be obtained from the Parts Department at Crewe, it is permissible to purchase the part from another authorised Bentley Retailer/Repairer. Where either Bentley or a Bentley Retailer/Repairer cannot supply the part, it may only be purchase from another VW Group Brand Retailer if the part number is exactly the same as the Bentley part. Exceptions to this can only be authorised via a DISS Query by Bentley Product Support. Any increased parts cost that has arisen as a result cannot be reimbursed by the Warranty Department.

Normal Replacement Parts Warranty

If a Crewe Genuine Part fails, which has been fitted / supplied by a non-franchised Retailer / body repair centre, recourse must be sought from the non-franchised Retailer / body repair centre.

Accessories Warranty

Installed by an authorised Retailer

3 Years: Parts and Labour (Except wheel rims which are subject to a 2 year warranty)

Not installed by an authorised Retailer

2 Year: Parts only

All other Accessory warranty terms and conditions are the same as the Parts Warranty, refer to the heading 'Parts Warranty' on page 6.

Branded Goods Warranty

12 months from date of purchase by the customer. Proof of purchase is required. Warranty claims associated with the Branded Goods are to be processed via SAGA/2, claim type 1-23.

Faulty/Damaged Items from Stock

If a part is found to be damaged or faulty when the packaging is opened, then this part is to be claimed through the "DRS" system.

If the part is found to be faulty once fitted, then this may be claimed through the Warranty system as Parts Warranty.

For further information regarding the DRS process, please refer to the "DRS Dealer Guide" held on "Bentley HUB."

WARRANTY SPECIAL PROCEDURES

Add-On Repairs

An add-on repair is a repair not included or described in the original customer complaint. If additional work, which is also covered by Warranty is found, but has not been reported by the customer, it may only be reimbursed where it has been authorised in accordance with one or more for the following:

1. Where the safety or the security of the vehicle may be impaired.
2. Where the vehicle cannot move under its own power or has a red warning on dashboard requiring the vehicle to be stopped immediately.
3. Where it would be more economical to remedy the problem now, rather than at a later date (such as a leaking coolant hose).
4. Where the defect was detected during one of the standard annual/mileage defined services and is one of the items on the applicable ElsaPro service checklist. Note, if the defect is related to comfort/convenience, optical defects or acoustic complaints, then these do not qualify as add-on repairs.

Any add-on repair meeting the criteria 1-4 above must be added to the repair order and each repair individually pre-authorized before the repair is performed. Technicians do not have the authority to authorise add-on repairs under any circumstances, only Service Managers (or equivalent/higher authority) can do so. Claims for add-on repairs for the criteria 1-4 above lacking the correct level of authorisation will be rejected at claim submission or be subject to a charge back during audit.

Any repair of a manufacturing defect on a vehicle found during the PDI inspection should be treated as an add-on repair and will require the Service Manager's (or equivalent/higher authority) authorisation.

Any repair of a manufacturing defect on a vehicle covered by the new vehicle Warranty that is 'in Retailer stock' (new vehicles, loan cars and used cars) should be treated as an add-on repair. However, reconditioning of used or in stock vehicles is specifically not allowed under Warranty under any circumstances. Examples of reconditioning are repairing of wear and tear items, repairing damage, repairs related to aging, etc.

Where the vehicle is a retailer's demonstrator vehicle, the retailer may act as the customer in regards to indicating a customer complaint. In these instances, normal new car warranty policy applies. The vehicle must be referenced as a dealer demonstrator in BOOM or the retailer must provide sufficient evidence to prove this vehicle is a dealer demonstrator for these terms to apply. Failure to do so would indicate the vehicle is a retailer stock vehicle.

Glass

If a specific manufacturing defect is found, such as air bubbles in a laminated windscreen, then the three year unlimited mileage Warranty period is applicable. In the event of a stress fracture, coverage will be up to 12 months or the first service; whichever occurs first.

Special glass (e.g. Armoured, Level A) is subject to the Warranty period as specified by the glass manufacturer.

Road Test

Claims will be accepted for a road test following a repair:

- To a safety related system e.g. suspension arm or steering rack replacement.
- Which disconnects a fluid line e.g. brake pipe replaced or steering hose undone.
- Which requires re-initialisation of a system e.g. gearbox adaptation.
- Due to a customer complaint of noise, vibration or harshness (NVH).
- Where the repair instructions require a road test (e.g. Elsa Pro, TPI, etc)
- Where guided by the Global Product Support team to road test by DISS

Road tests must not be claimed when a vehicle is undergoing retail repairs.

Whenever a road test is conducted in support of a warranty repair the technician must:

- Document the date, time and mileage at the beginning and end of the road test.
- State whether the customer or their representative accompanied the technician during the road test. For intermittent concerns, it is best practice to request that the customer or their representative accompany the Service personnel on the road test and to take a turn driving in order to demonstrate his or her concern under the exact conditions that produce it.
- Document the results of the road test.

If the road test is to verify a customer concern which results in no repairs being required, the road test may be claimed as long as the results are accurately recorded on the Repair order to explain that it did not reproduce the concern or that the vehicle was found to be operating to standard specification. The customer's signature or electronic authorisation is required and will indicate that the road test did not reproduce the concern. If the customer disagrees, an accurate and complete account of the customer's opinion is required on the Repair Order.

Vehicles Delivered with Missing/Incorrect Parts

Standard Parts

Standard parts are the basic components of the vehicle type at the point of ordering. Missing or incorrect parts may be claimed under Warranty, but only at the PDI stage.

Bentley Motors reserves the right to change the specification of a vehicle without prior notice. Please check with your Sales Advisor to ensure that the specification has not changed prior to undertaking any fitment under Warranty.

Missing Kit Bags and Other Losses during Transit

Owner Handbooks, vehicle tools and other equipment may be lost during transportation. Such cases must be reported via the Transit Damage Claim Process, unless it is obvious that the item was never Factory fitted in which case, refer to Warranty.

Examples of these are:

- Keys.
- Tools.
- Jack.
- Navigation CD-ROM.
- Owner's Handbook.
- Sealed bag missing on delivery.

Items missing from the **unopened** sealed bag may be claimed under Warranty.

Any vehicle with either a misbuild or part shortage must have a DISS Technical Repair Query raised at the time of the PDI with a photograph of the kitbag manifest.

Battery Claims – 12 Volt main/auxiliary

All battery claims must be supported by the relevant battery test codes.

Always refer to the battery testing procedure information in ElsaPro maintenance manuals.

The battery fitted to the vehicle is a deep cycle battery. Warranty will only be honoured on battery replacement when the irreparable deep discharge has been caused by an electrical fault on the vehicle or a manufacturing fault within the battery itself.

Retailer Stock/PDI

1. For vehicles with 2 batteries, ensure the main battery remains disconnected if the vehicle is stored prior to PDI.
2. Ensure appropriate efforts are made to maintain battery condition if the vehicle is worked on/valeted and/or displayed in the showroom.
3. At PDI, perform a battery test using the Bentley Motors approved special tool. Ensure battery condition is 'GOOD' at time of handover to Sales Department.
4. Clearly record the test code on the Repair Order related to the PDI, confirming 'GOOD' battery condition.

Handover to Customer

1. Ensure the battery is charged to 'GOOD' condition for handover.
2. Perform a battery test using the Bentley Motors approved special tool.
3. Clearly record the test code, confirming 'GOOD' battery condition at delivery.

Please note, the handover battery condition code must be recorded in such a manner as to allow recall for the Warranty Department. Bentley Motors recommends either a unique repair order for the Sales Department or the use of the Customer Handover form as a suitable document. If a vehicle reports a subsequent battery related defect this code must be supplied with any relevant Warranty claim. Failure to provide the appropriate code will result in claim rejection.

In the event of a battery requiring replacement as a consequence of a defect on a vehicle then this will be reimbursed under Warranty (e.g. *excessive current draw drains battery due to component "X"*).

Battery Claims - High Voltage Batteries for PHEV Vehicles:

High voltage batteries for Plug-in Hybrid Electric Vehicles are warranted for a period of 8 years or 100,000 miles (160,900 kilometres), whichever is sooner.

A reduction of battery capacity over time is acceptable and does not represent any material failure under the warranty terms.

The warranty on high voltage batteries will not apply if the defect has been caused by the battery not being used for a purpose it was not designed, handled incorrectly or not maintained as specified in the owners' manual and workshop information. This applies in particular to the battery charging processes.

With the exception of the warranty term mentioned above, all other warranty conditions stipulated within the warranty policy guide also apply to the high voltage battery.

Bentley reserves the right, at their sole discretion, to choose whether to repair or replace a high voltage battery. Any part which is replaced becomes the property of Bentley. Any replaced high voltage batteries are covered for the unexpired period of the battery warranty.

Recall/Campaign Action

In instances of vehicles requiring such work, full details of vehicle chassis ranges are published in the Field Campaigns section of ElsaPro. ElsaPro must be checked on entry and exit of a vehicle into a workshop for any outstanding or new Recalls or Campaigns, applicable to the specific VIN.

The Technical Product Information (TPI) will include full accounting instructions, including the claim type, service number, LOT code and time allowed to claim.

Parts used in recall or campaign action benefit from the standard Parts Warranty. If the recall or campaign action is carried out whilst the vehicle is still in Warranty, the parts will be covered for the remainder of the vehicle Warranty period or the longer of the two.

For vehicles that have been marked as having the warranty withdrawn, the requirement to perform Recalls is not removed. Claims for Recalls performed on such vehicles must be processed as normal and will be accepted by the warranty system.

Claims for Campaigns and Recalls should be claimed immediately. Retailers should not wait until all other actions on the relevant job card are completed.

It is not possible to mix a recall or campaign claim and a normal claim. Recalls or campaigns must always be submitted on a separate claim.

Delays to repairs

Under certain circumstances it is not possible to repair a vehicle at the time of identifying a manufacturing defect, for example due to a delay in supplying a replacement part. In these cases, the customer must be advised that the vehicle must be returned for repair within 180 calendar days from the date at which the Retailer has received everything needed to perform the repair. This includes situations where the fault was diagnosed within the warranty period but the repair could only be conducted outside the warranty period. In all cases the date of complaint, the reception date and diagnosis evidence demonstrating a clear manufacturing defect within the warranty period must be evidenced, for example by an ODIS log or a DISS Query.

Retailers must ensure that the claim for the diagnosis and the subsequent claim for the repair are clearly linked in the warranty claim submission as well as on the documentation retained by the Retailer.

Vehicle Transportation

The manufacturer's Warranty does not cover costs relating to vehicle immobilisation and recovery while in use by the customer. Bentley Roadside Assistance should be the first contact for recovery (applicable countries only). For full details of the benefits and how to contact Bentley Roadside Assistance, please refer to Bentley HUB.

Where Bentley agrees to a vehicle being transported from a Retailer to second repair facility for a warranty repair the transport costs may be claimed as part of the repair itself. Authorisation must be gained via DISS.

Loan Cars/Alternative Transport

The provision of a loan car is the responsibility of the repairing Retailer. If Bentley Roadside Assistance Service has provided a loan car then this will be as part of the relevant Roadside Assistance agreement in your territory. In exceptional circumstances, Bentley Motors may consider a contribution towards the cost of alternative transport.

Mandatory Reporting

Bentley shall designate certain Warranty items as being subject to Mandatory reporting activity. These items should always be supported by a DISS query being raised during the repair in conjunction with the Warranty claim. The list of items subject to Mandatory Reporting shall be reviewed and amended from time to time. The latest, current list of reportable items should always be checked via "Bentley HUB."

PAINT AND BODY WARRANTY

Paint and Body Warranty Conditions

The body shell and paintwork are covered by the three-year unlimited mileage Warranty. The Warranty does not cover damage or corrosion as a result of abuse, neglect, use of aggressive cleaning agents or abnormal exposure to external influences.

All paint and body rectification work must be carried out by an accredited Paint and Body Centre in order to both maintain the vehicle warranty and, where applicable, enable work completed to be claimed under warranty.

In addition, for paint rectification claims where the paint or the bodywork are the fault causing part, the following is required before work can commence:

- A DISS Technical query advising repair is required.
- A Paint & Body Calculation Form (available on the HUB) authorised by the Warranty Department.

Refer to your Area Service Manager for specific information related to regional accredited Paint and Body programmes.

FACTORY GOODWILL

It is the aim of Factory Goodwill to avoid or mitigate unfair cases, due to technical complaints experienced by customers outside of the original vehicle Warranty period. Goodwill therefore only applies to retail customers, it does not apply to vehicles owned by Retailers. Factory goodwill is only applicable to vehicles up to 6 years old.

Criteria to consider, apart from the type of damage, are: the cost of repair, the running performance in proportion to the vehicle's age, and the service history of the vehicle. A maximum of one repair per visit to a Retailer may be considered. A goodwill request is assessed by Bentley against the guidelines in the Warranty Policy; however, you will need to ensure that the vehicle service history is up to date before entering any such request. For audit purposes you will also be required to keep proof of the service history.

Factory Goodwill claims must be submitted to Bentley Motors via the Warranty system. In order for the parts replaced in a Goodwill case to carry the normal part's warranty **a customer must contribute at least 5% or the equivalent of £100.00** (whichever is greater) of the total cost of the repair.

Otherwise the repair is provided without any parts warranty. The Factory Goodwill Policy is designed to assist loyal customers with repair costs that are considered unreasonable for the age or mileage of the vehicle. As with the vehicle Warranty, Factory Goodwill also covers consequential repairs required due to the manufacturing defect.

Goodwill Justification/Considerations

- How old is the vehicle?
- Is the vehicle covered by another Warranty? E.g. Bentley Pre-Owned?
- Has the owner declined an extended Warranty policy?
- Is this the original owner of the vehicle?
- Has/does the customer owned/own more than one Bentley?
- Has the customer/vehicle received goodwill in the past?
- Has the customer had multiple complaints during the Warranty period?
- Was the vehicle purchased at an authorised Bentley Retailer?
- Is the Retailer who is requesting goodwill the original seller of this vehicle, either new or used?
- Does the vehicle have full main Retailer service history?
- What is the vehicle's current mileage?
- Has the vehicle had any collision damage/modification?

Extended Warranties

Where a vehicle is covered by an extended Warranty policy the following applies:

- Where the repair costs are recoverable under any other insurance or Warranty, a Factory Goodwill claim must not be made.
- Factory Goodwill cannot be granted for repairs which could be considered to be normal, due to the running performance or operating period of the vehicle.
- Factory Goodwill submissions for accessories or fitted parts are not acceptable if fitted to the car at the point of taking out the Extended Warranty policy

CUSTOMER GOODWILL

Reporting Requirements

All claims related to Customer Goodwill must have an associated customer case in Orbit (Bentley CRM System). This case must be raised at the initial point of the customer complaint. Any requests for Customer Goodwill without a valid Orbit case will be rejected.

CLAIM CONTROL

Claim Completion, Submission Period, Required Documents to support any claim

It is a requirement that Bentley Retailers maintain an effective control of all aspects of Warranty. Ignoring this control will inevitably result in lost revenue. Warranty claims must therefore be complete and accurate; Appendix A explains the details required to be submitted for all claims. Any claim submitted more than 28 calendar days after the repair has been completed will not be accepted.

For financial purposes, we recommend that all claims are inputted within 14 days of the repair being completed.

This regulation allows that:

- Your outstanding amounts can be kept to a minimum.
- Recourse can be taken against our suppliers within the specified period of time.
- Bentley Quality Assurance can be informed quickly of potential problems.

Correct Time & Material Recording

Labour may only be claimed from Warranty when the time has been spent by a person who is accounted for within your Service Partnership as a productive employee.

All time claimed on a Warranty repair must be substantiated by mechanically/electronically clocking both on and off. Any labour that is not recorded in this manner will be considered invalid.

Claims should be produced immediately after the completion of the repairs just like customer invoices. All claims should be submitted by the Bentley Retailer carrying out the repair.

You must make sure that a correct numeric link between Job card and Warranty claim is made.

Labour time must be claimed using the correct Labour Operation Time (LOT) with respect to the model and the specific operation undertaken, e.g. replacement of left hand part or right hand part or both parts. Open time (99 codes) may only be used where a specific LOT code does not exist for the operation performed or non-standard work is required such as unusual diagnostic time, extended road test or a non-standard operation e.g. removal of a broken bolt. In all cases open time must be supported by time clocking records and applicable ODIS Guide Fault Finding records, DISS Technical Queries, customer complaint records, etc. to justify the non-standard work.

Where multiple items of the same part have been repaired in multiple locations (left and right / front and rear of the vehicle) they must be claimed on separate links. An example of this would be where two wheels have been replaced at the same time; link one would be for the labour and one wheel, link two would be for the second wheel only. Multiple parts in the same location must be claimed on one link, e.g. 8 spark plugs or 5 wheel bolts for one wheel location. See Appendix A for more details

When carrying out repairs, the vehicle status must always be checked in ElsaPro to confirm if the vehicle has any special considerations, i.e. recalls, campaigns, etc. Where applicable these must be completed and all relevant paperwork be kept for audit purposes.

Vehicle preparation time must not be claimed when a vehicle is undergoing retail repairs.

Customers must be issued with a Free of Charge invoice (Statement of Work) for all Warranty repairs. This document must contain a minimum of:

- Vehicle details.
 - Customer details.
 - Full description of the work completed.
 - Customer's or their representative's signature or a record of their electronic authorisation, e.g. e-mail, App.
-

Evidence Required to Support Any Claim (Also applicable to Audit)

Where applicable, the following evidence is required to support a claim. Each piece of evidence must have a clear link to the vehicle repair, e.g. VIN, registration number, etc. and date of completion. The absence of any of these could lead to a claim rejection or a chargeback during audit:

1. Original repair order including customer's or their representative's signature or a record of their electronic authorisation, e.g. e-mail, App.
2. Technicians write up including customer complaint, workshop diagnosis confirming that a manufacturing defect exists, repair details, test/confirmation results and clocked times.
3. Diagnostic log protocol. Complete GFF (Guided Fault Finding) procedure. These electronic logs should be submitted as on-line logs or, if this is not possible, attached to a DISS Technical query.
4. DISS Technical Repair Query including photographs
5. Service Call information (parts queries)
6. Battery test record.
7. Paint repair authorisation form.
8. Sub-contract invoices. (Must include: Date of repair, VIN, Labour hours, Labour rate, Parts)
9. Vehicle service history.
10. Parts advice note.
11. Customer invoice or copy in case of Factory Goodwill.
12. Customer correspondence (if relevant).

Documents requested must be supplied within 28 calendar days, otherwise the claim will be cancelled. In addition, where a claim has been returned to the Retailer by Bentley's warranty processors requesting clarification, these claims must either be returned to the processors with feedback within 28 calendar days. Any claim exceeding this timeframe will be cancelled.

For audit purposes all documentation must be held and available for inspection to validate a warranty claim for a minimum of 3 years from the claim processing date. The documents can be held electronically or in paper form attached to the repair order.

Claim Modification

Where a claim has required modification by Bentley's warranty processors, these claims must either be returned to the processors with feedback or have the modifications accepted within 28 calendar days. Any claim exceeding this timeframe will be cancelled.

Once a claim has been authorised, further modifications can only be requested for 28 calendar days after the authorisation date. Any requests after this timeframe will be declined.

Claim Cancellation

Claims that have been cancelled by the Bentley claim adjudicators are returned to the Retailer for

acceptance of the cancellation. Retailers have the right to reply with additional justification for the claim, otherwise the Retailer must accept the claim rejection on the system to cancel the claim. It is the Retailer's responsibility to manage these claims. If a claim remains in "Accept Claim Rejection" for more than 3 months Rejection Acceptance will be performed by Crewe on the Retailers behalf.

Filing of Claims

All records related to Warranty claims should be kept separately (including all subcontract invoices). Whichever filing system is chosen, it must be ensured that all claims for a specific vehicle are available at any time, for a minimum period of three years.

Warranty Labour Rates

The reimbursement is principally based on the labour rate, which is calculated and approved for your Bentley Retailer. Any reduction to your retail labour rate must be notified to us immediately.

The Warranty labour rate is subject to review by your Bentley regional ASM in conjunction with the Warranty Department. All issues concerning the setting of Warranty labour rates are to be addressed through the Bentley Regional ASM.

Material

For Crewe Genuine Parts, a handling allowance shall be reimbursed in accordance with established local import and handling taxes. Any amendments to these set rates are to be facilitated via the Bentley Regional ASM.

All credited claims may be subject to an audit by Bentley Motors or their appointed Auditor.

Parts Retention

All parts removed during the Warranty repair process must have the Parts Storage Label (TSD 12906) completed and attached. The relevant details are:

- Retailer Code.
- VIN.
- Part number.
- Warranty Claim Number and/or DISS Technical query BA ID number.
- Repair Order number.
- Mileage when part changed.
- Date work completed.
- Description of fault.

The label should remain attached to the part until it is either sent back to Crewe, if requested, or disposed of by the Retailer after the required retention period of 30 days (UK retailers) or 60 days

(retailers outside the UK) from claim approval date in the Retailer's Warranty displaced parts storage area, regardless of value.

Please refer to "Bentley HUB" for details of the Parts Returns/retention process.

Parts Returns

Retailers will be notified as to which parts should be returned for Quality assurance checks. Parts returned to the factory may be tested on rig equipment at the original manufacturer or at the Factory where appropriate. Non-receipt of requested parts will result in debit or non-credit of a claim.

Subject to the circumstances of a claim, if the part passes these rig tests, Bentley Motors reserves the right to debit the Warranty claim. Any such part passing said tests will be made available for Retailer collection.

In certain instances, parts may be tested to destruction. In these cases you will be notified in advance. Any such part passing said tests will be made available for Retailer collection, where possible.

Important: When returning parts, please ensure that they are dispatched within 2 working days of request or completion of the repair, whichever is last. Please also check that the fault description on the green Warranty label is the same as the fault claimed for.

Failure to follow these return procedures will jeopardise the refund of the Warranty claim submissions.

AUDIT

Bentley Motors reserves the right to audit any documentation relating to claim submissions up to a period of three years from date of claim credit.

Bentley Motors further reserves the right to impose a percentage debit over a period of time if the audit of a random sample of claims shows this to be justified.

Audit Procedures

The Warranty Department may arrange for up to 33% of the Retailer market to have one of the following audits carried out with a minimum of one month's notice.

The warranty claim documents that will be subject to audit are listed in the "Documents required to support any claim" section. It is a mandatory requirement that these documents are made available at the time of audit for the randomly selected claims that are subject to audit.

1) Full Audit

A member of the audit team will carry out this audit at the Bentley Retailer premises.

This involves the assessment of a minimum of 60 credited claims, randomly selected from the audit period. These will include, but are not limited to, claims relating to PDI, In-service warranty, Parts and Goodwill. The scope of this audit deals with all aspects of your Aftersales business and can provide a useful resource for you to use to ensure that best practice for Warranty procedures are being met.

2) Special Audit

This type of audit will take place where anomalies regarding claim submissions have been identified, which relate to faults in specific areas. The audit will concentrate on a targeted selection of credited claims. These include Area Service Managers auditing goodwill claims during their normal Retailer visits.

With both of the audits identified above, your input is always encouraged. With all audits, members of your staff are welcome to sit in with the Auditor for the duration of the audit. On conclusion, the Auditor will present his findings and audit results to you and your team.

Audit Report

Where an audit has been carried out, your Bentley Retailer will be provided with a report detailing the Auditor's findings. This report will identify any areas for improvement and penalties to be applied. A copy of this report will be sent to a nominated member of staff immediately following the audit. The report also contains a detailed action plan which is designed to assist you with any areas that require improvement.

A follow up audit may be carried out to ensure that any recommendations included within the report have been implemented.

Monthly Self Audit

This type of audit is designed for you to identify any areas that may require attention. This sample check requires a senior member of the Bentley Retailer (not a member of staff entering Warranty claims) to check a minimum of 10 credited claims each month and to confirm that a number of basic requirements have been met. Corrective action to address any shortfall should be recorded on the 'Self Audit Form'. An example is provided on "Bentley HUB".

Completed Self Audit forms should be retained for three years for Warranty Audit purposes.

Warranty Audit Penalties (Chargeback)

The percentage error rate identified in the claim sample (minimum of 60 claims) will be extrapolated back to a maximum of 3 years or to the last audit (whichever is shorter) to determine the warranty chargeback value.

A full explanation will be given by the Auditor detailing penalties following the audit.

Warranty Audit Appeals

In cases where a dispute exists regarding the assessment of a warranty technicality reviewed during the audit or, if new information relating to the warranty audit becomes available, this can be provided up to 10 calendar days after the warranty audit has concluded.

The appeal must be submitted to the Retailer's Area Service Manager within this period. Only a single appeal can be made containing all the facts and information for the technically relevant points only, relating to the audit. The technical reasons for the appeal must be provided in detail and a copy of all the documents concerning the audited repair orders must also be included.

The appeal investigation will be based exclusively on the information provided by the Retailer and may lead to a request for further substantiating information from the Retailer.

The Retailer will be informed of the final result by their Area Service Manager. An updated Warranty Audit Report will be provided if a basis for the appeal is confirmed in any respect and this will require the signature of the Retailer.

QUERIES

Processing

Any query relating to a claim that has been submitted should be processed using the 'Comments' tab within SAGA/2. In exceptional cases, you may still be required to contact the Processing Team directly by e-mail at: warranty@bentley.co.uk

When contacting the Warranty Department, you must ensure that you have the VIN, claim number in question, your Retailer code and any necessary documentation such as job cards, guided fault finding reports, etc., detailed in the email.

Under no circumstances should you be contacting the Warranty Department to make a decision as to whether a claim should be made. The Warranty Department is unable to make a diagnosis over the phone and therefore the decision as to whether a claim should be made lies with the Bentley Retailer.

Policy

If you have any questions or feedback regarding Warranty Policy you can contact the Warranty Department via e-mail at: warranty@bentley.co.uk. Please ensure the subject line contains the word feedback.

Technical Support

All technical queries - via DISS only

Please remember that a DISS Technical Query provides assistance on how to affect a repair on a customer's vehicle; it is not the authority to claim the repair as a Warranty item.

Contact Information

E-mail: warranty@bentley.co.uk

Warranty Team Hours of Business: (UK Times)

08:00 to 17:00: Monday to Thursday

08:00 to 16:00: Friday

Closed: Saturday & Sunday

APPENDIX A:

Claim Completion Requirements

Introduction

A valid warranty claim must demonstrate that there was a confirmed and identifiable “manufacturer’s defect in material and/or workmanship”. The SAGA/2 warranty claiming system is constructed to capture all the relevant information to enable a Retailer to record this. This document provides a detailed explanation of the purpose and requirements for each field in SAGA/2 that must to be completed when submitting a warranty claim. Each claim submitted must follow these requirements. Bentley Motors can charge Retailers back for any warranty claim that fails to do so.

Warranty claim numbers and links

The warranty claim number must match or link with the Retailer job card number to provide clear traceability between the two. Where more than one warranty repair has been conducted or 2 similar parts have been replaced under one job card, the claims must be differentiated by the claim link number and not by changing the job card number. For example, repair 1 on job card 54321 must be claimed as 54321/01 and repair 2 must be claimed as 54321/02. Changing the claim numbers to 54321A/01 and 54321B/01 is incorrect.

Reception Date

The reception date is the date the customer or their representative contacted the retailer to report the fault, evidence by job card creation date

Repair Date

The Repair Completion Date must correspond with the last recorded repair time for all warranty claims.

Mileage

For all warranty claims, the exact mileage on the warranty claim must be the mileage on the odometer when the vehicle arrived at the Retailer for the first time for this complaint/service/repair. Warranty claims with false odometer readings will be rejected.

Repair code

In SAGA/2 repair codes are entered by vehicle system and refer to:

1. Damaged part repaired. This applies for the coding of paint work, in cases where a free replacement part was provided (by for example a Product Support Engineer assisting with the repair), if the damage was fixed by fitting an addition part or where a standard part was missing is fitted.
2. Part replaced.

Allocation of repair scope to the damage number

With more than one repair per order, the repair scope of the damage number must be allocated for a precise cost accounting per damage number.

Accounting for materials

In cases of warranty/goodwill Bentley original parts have to be used.

- In SAGA the complete part numbers must be used, if necessary with colour code, and quantity.
- Where not purchased from Bentley, liquids such as ATF, gear oil, brake fluid, coolant and engine oil must be claimed as External Material
- Paint material units (PMU) with paintwork: The number of PMUs must be entered according to the labour operation list with the respective part number as described in the chapter "processing of paint and body warranty". With paintwork that is not accounted using a repair operation according to the repair operation list, the invoice text and the number of PMUs must be entered. The reference point for this are the PMUs of a similar paint labour operation from the labour

Damage coding

The damage should be coded straight after completing the repair in the following way.

SAGA/2 Description	Service number (4 digits)	Damage type (4 digits)	Damage location (3 digits)	Manufacturer code (3 digits)
Example	2130	0010	M00	001

Damage type

The damage type that most closely represents the type of damage diagnosed during the repair must be selected from the available list for the Service ID in question, e.g. for a faulty ECU 0040 'Electrical Fault'

Accounting of labour

The labour times must be listed in the claim with labour operations including invoice text and TU.

- Work without defined labour operations must be shown according to the service numbers: e.g. service number - labour instructions - 99 (e.g. 1962 19 99)
- If, in an exceptional case, work is performed by an external company, the net external labour minus any discount must be listed. Irrespective of the invoice amount, only the costs that would have occurred in a Bentley Retailer will be reimbursed.
- With all work, evidence for the time used must be provided on the order (exception paintwork).
- As time record the start and end of the work must be documented with a time recording instrument.

Labour Operation

A labour operation is an 8-character code that describes the repair performed. Labour operations are published in ElsaPro with the applicable time units allotted for each repair operation. All repairs must be substantiated with times, technician notes, and any other supporting documentation necessary to verify that the technician performed the claimed repairs at the times recorded.

Positions 7 and 8 of a labour operation make the following distinction:

- Labour Operations ending in between 00 to 49 indicate a main item, which can be completed and carried out alone or with associated operations
- Labour Operations ending in between 50 to 96 indicate an associated operation, which can only be carried out with the main item(s) that goes with it.

The following are examples of justified labour times:

- Times stipulated in TPIs and Recall & Service campaigns.
- Labour operations supported by the Retailer's labour time records if no time allowance is made in the labour operation list (open time item and labour operations without fixed time allowance)
- If a repair is made up of times according to the labour operation list and open time items (or fixed labour operations without time allowance) and if the time record shows the start and end of the work, for these operations the time remaining after deducting the time in the labour operation list is recognised. (Recognised open time = total time – time for fixed repair)
- Times for tests and adjustments that are directly connected to a warranty related fault and can only be carried out by productive personnel. These times are not recognised if the work is the job of the unproductive personnel (Service Manager) or are performed to check the workshop quality.
- Warranty work of personnel notified as partly productive is recognised if the notified degree of productivity is not exceeded. The basis is a period of at least 6 months.
- Times for guided fault finding with VAS 505x. (After performing the Guided Fault Finding with VAS 505x the times that can be accounted are shown in the diagnosis protocol.)
- For Retailer internal paint work, the paint work times of the respective repair operations (as per the paint estimate authorised by warranty)
- For external paintwork, the maximum reimbursement is for the costs that would have been paid for the own services. If lower, the actual costs will be paid. Any discounts must be fully taken into account. (As per the paint estimate authorised by warranty.)

Fault Causing Part/Labour

In cases where repairs are made to the same component at different locations on the vehicle (e.g. left and right / front and rear of the vehicle), the fault causing parts must be entered on separate claims links. For example, when claiming the left and right airspring dampers, each side is to be claimed separately as a fault causing part. However the same part claimed in the same location is to be claimed under 1 claim link, examples would be 8 spark plugs or 5 wheel bolts for one wheel location. Exceptions to this requirement are when instructed to claim multiple parts at one time in a TPI or when Elsa Pro or DISS require parts to be changed in multiples. For example, brake discs on the same axle are required to be replaced as a pair (even if only one disc is defective). The repair is to be submitted on one claim for both discs (using two part numbers) and the labour. Mark one part number as causal. Do not separate the discs into two claims or use a quantity of 2 with one part number. Consequential damage is not to be claimed as a separate defect, it is to be claimed as part of fault causing part/defect claim. For example, if a water pump leak contaminates the auxiliary drive belt with coolant the belt is considered consequential damage and must be claimed in the same claim as the water pump.

Claim Comments

Claim comments must be supplied to provide additional details to substantiate a claim. Claim comments fields must outline the 3 Cs, Complaint, Cause and Correction:

- **Complaint:** A brief and accurate description of customer concern (such as "MIL on", or "rough idle")
- **Cause:** A brief description of the workshop diagnosis and findings explaining the technical cause of complaint. For example, "Error code P030000 present on Diagnostic Log, cylinder 8 spark plug ground electrode detached. Include a brief and accurate description of diagnosis time.
- **Correction:** Details of the repairs undertaken to rectify the cause identified - which part was replaced or what repair was conducted on which part (such as "Door realigned by adjusting striker").

Do not use vague terminology such as "inop", "broken", or "performed diag". Ensure important additional information is included to support a claim such as the corresponding DISS BAID number, the Technical Bulletin number followed (Use HST field in SAGA), all relevant DTC codes pertaining to the complaint or dimensions of worn parts in relation to the specification. Any blank or inadequate "comments" can result in a delay to the payment of the claim or in the claim being rejected.

Claim completion

Complete the warranty claim straight after finishing the repair. In SAGA/2 the appropriate claim type has to be used, e.g. "1-10, Warranty vehicle". The Retailer must adhere to the agreed submission period, 28 calendar days starting from the date of the last clock in on the warranty work order.

Accounting instructions will be provided for Recalls, Service Campaigns and a TPI repair instructions where applicable.

Update