

CHAPTER 1 - DEFINITION OF TERMS

| | |
|-----------------------------------|---|
| <i>Distributor</i> | The legal person invested by TEMSA with the right to trade vehicles and parts in the defined area. |
| <i>Dealer</i> | A company which is authorized by a Distributer or TEMSA for selling vehicles and parts in the defined area. |
| <i>Market</i> | The area for which the Distributer has been invested with the right to trade vehicles and parts. |
| <i>Claimant</i> | Any Distributer or Dealer who receives and submits warranty claims on vehicles and parts under this Warranty Policy. |
| <i>Supplier(s)</i> | A company which produces and delivers parts to TEMSA. |
| <i>Vehicle(s)</i> | Vehicle(s) which is/are manufactured by TEMSA. |
| <i>Part(s)</i> | TEMSA Part(s) and TEMSA Authorized Part(s) which are manufactured and/or handled by TEMSA. |
| <i>Warranty Conditions</i> | General conditions regulating the Warranty Process, as definition of warranty item, period and claim reimbursement. These conditions are determined by TEMSA. |
| <i>Warranty Repair(s)</i> | Any repair performed in accordance with the Warranty Policy. |
| <i>PWAR</i> | Prior Warranty Approval Request |
| <i>VOR</i> | Vehicle Off Road meaning a vehicle that can not be driven |
| <i>PCF</i> | Parts Compensation Factor |
| <i>WHLR</i> | Warranty Hourly Labour Rate |
| <i>VAF</i> | Vehicle Acceptance by Dealer/Service |
| <i>RDA</i> | Retail Delivery to the End Customer |
| <i>CATS</i> | Claim and Technical Support |

CHAPTER 2 - INTRODUCTION

2.1 WARRANTY STATEMENT

TEMSA vehicles are manufactured from the finest materials using the latest automotive engineering techniques and the most advanced methods of quality control to ensure trouble free usage and satisfaction for years to come.

This manual defines and explains the Warranty Policy and Procedures to be applied to TEMSA products by TEMSA Contractual Partners, Distributers and Dealers in order to fulfill the pledge that TEMSA has made concerning the quality and reliability of their vehicles.

The TEMSA Warranty Policies have been formulated to ensure that owners are able to have Warranty repairs carried out with the minimum of inconvenience and that TEMSA Contractual Partners, Distributers and Dealers are able to recover expenses incurred in accordance with procedures detailed in the Warranty Manual.

Responsibility for the correct implementation of the TEMSA Warranty Policies is assigned to Distributers and TEMSA Contractual Partners who must ensure the Dealers and Authorized Repairers' appropriate staff are fully aware of the requirements.

For ease of use, this manual is divided into individual sections by subject. From time to time sections may be updated by TEMSA. It is important that any downloaded and printed sections are regularly kept up-to-date by checking the latest version and updates available.

Where it is considered that market legislation or other constraints render any part of these policies inappropriate to a specific country, full details must be forwarded to TEMSA Warranty Operations.

Warranty costs will only be reimbursed in cases of damage to parts attributable to a defect in the material or workmanship of parts manufactured or authorized by TEMSA.

2.2 VEHICLE WARRANTY PERIOD LIMIT

Warranty coverage for TEMSA vehicle is limited by time or by mileage.

Refer to:

Annex 1- "VEHICLE WARRANTY PERIODS"

The warranty period starts at the date of delivery to the end user after completion of the "Retail Delivery Advice Form".

Warranty periods vary depending on the vehicle or part type, model and country where it was sold.

2.3 GENERAL WARRANTY PROVISIONS

All members of staff involved in any aspect of Warranty should understand the contents of the Warranty Manual, given to customers when they purchase a new TEMSA vehicle.

The following text reflects the actual wording of the Warranty Terms and Conditions detailed in the Warranty Manual, provided with every new TEMSA vehicle.

TEMSA GLOBAL SANAYI VE TICARET A.S (hereinafter referred to as TEMSA) warrants each new VEHICLE to be free from faults in material and workmanship, subject to the conditions and limitations set forth here in.

1. Warranty Period

The warranty period is limited with the years or the km/mileage of operation whichever occurs first considered from the warranty commencement date (date of delivery to the customer) which is mentioned in front on the Retail Delivery Advice Form.

Warranty Period starts at the time of Retail Delivery Advice Form is signed by the customer.

2. Warranty Coverage

Within the warranty period, the Authorized Dealer/Distributor of TEMSA will repair or replace at its option, free of charge, any part or parts of the machine under warranty which are found by TEMSA to be defective in material and/or workmanship. For some cases that are mentioned below in article 3, Limitations of Liability, TEMSA does not take responsibility for warranty. (If required, the parts replaced must be returned to the TEMSA factory).

3. Limitations of Liability

TEMSA shall not be liable for or in the respect of:

3.1 Components purchased by TEMSA, and installed in a vehicle, beyond or in addition to any warranty provided to TEMSA by the manufacturer of such components.

3.2 Components covered by separate warranty performed by after sales organization of the component manufacturer

3.3 Repair or replacement of:

- a) Any normal wearing parts,*
- b) Any aging or deterioration caused by foreign substances or exposure to natural elements or*
- c) any consumable items, such as oil, grease, refrigerant, filters, belts, bulbs etc.*

3.4 Missing or over-dated Periodical Maintenance

3.5 Any cost of repairs, alterations or replacements made by, or any expenses connected therewith incurred by, anyone other than authorized Distributer/Dealer.

3.6 Any warranted vehicle which has been subjected to:

- 1. Misuse, improper operation or misapplication, including but not limited to operation beyond rated capacity or purpose.*
- 2. Neglect, including but not limited to*
 - a) Improper maintenance and*
 - b) Use of vehicle while any parts loose, broken or out of order.*
- 3. Acts of God.*
- 4. Improper or unauthorized installation, adjustment, repair or alteration including but not limited to*
 - a) Adjustment or assembly procedures not recommended or authorized in the operation & maintenance manual,*
 - b) Use of unauthorized and/or genuine parts or attachments, and*
 - c) Unauthorized modification or recall.*

5. *Alterations*

TEMSA SHALL BE LIABLE ONLY FOR REPAIR OR REPLACEMENT OF PARTS AS DESCRIBED UNDER WARRANTY COVERAGE AND TEMSA SHALL NOT BE LIABLE, WHETHER UNDER BREACH OF WARRANTY, NEGLIGENCE OR STRICT LIABILITY, FOR ANY OTHER INJURY, LOSS, DAMAGE OR EXPENSES, WHETHER DIRECT OR CONSEQUENTIAL, INCLUDING BUT NOT LIMITED TO LOSS OF USE, INCOME, PROFIT OR PRODUCTION, INCREASED COST OF OPERATION OR DAMAGE TO MATERIAL.

TEMSE reserves the right to make alterations or modifications in the vehicles at any time, which may improve the performance and efficiency of the vehicle in their opinion. TEMSA shall not be obligated to make such alterations or modifications to used machines already in service.

THE FORGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED, WHETHER WRITTEN OR ORAL, IMPLIED OR EXPRESSED.

TEMSA ASSUMES NO OTHER OBLIGATION OR RESPONSIBILITY WITH RESPECT TO THE PRODUCTS, AND NO EMPLOYEE OR REPRESENTATIVE IS AUTHORIZED TO CHANGE OR EXTEND THIS WARRANTY IN ANY WAY OR GRANT ANY OTHER WARRANTY.

The dealer/service must repair all warrantable failures without charge to the customer during the new vehicle's Warranty Period. The dealer/service cannot charge the customer for any portion of a repair, which is covered by the TEMSA Warranty Program.

2.4 RESPONSIBILITY FOR SATISFACTORY VEHICLE PERFORMANCE

Dealers/Services are in the best position to know local conditions and to recommend proper accessories, attachments and optional parts, which will best fulfill the customer's needs and conform to local government regulations and homologation requirements.

Both the distributor or dealer/services agree to and will monitor locally available accessories, attachments and optional 3rd party parts with a view to informing TEMSA and the local customers of any accessories, attachments and optional parts that may have a negative effect on the performance and safety of a TEMSA vehicle as well as endanger the conditions and validity of the TEMSA warranty.

2.5 WARRANTY ADMINISTRATION

Warranty administration of TEMSA vehicles is handled through a network of Dealers approved & authorized by TEMSA to make warranty repairs. The warranty guidelines explained in this manual are applicable to warranty service for all TEMSA vehicles. Distributor or Dealers approved by TEMSA are able to make warranty repairs on all TEMSA vehicles. It is the Distributor's and TEMSA Contractual Partner's responsibility to assure that sufficient and qualified personnel are employed and the necessary conditions for the prompt and efficient execution of the warranty procedures and documentation are created and maintained.

2.6 WARRANTY MANUAL AND BULLETINS

This Warranty Manual is essential for all warranty work and processes. It should be made available to all staff and it should be easily available whenever the need arises. TEMSA reserves the right to make additions and changes to the content of this manual and to supporting documentation. The Distributors and Dealers/Services will be informed of these changes through information bulletins. These changes are part of the Warranty Manual and should be handled as such and stored in the appropriate way. All staff involved with Warranty should be informed of these Bulletins and it is their obligation to read them.

2.7 WARRANTY SERVICE (MANUFACTURER'S WARRANTY)

An authorized TEMSA Service Dealer shall perform Warranty Service on all TEMSA Vehicles regardless of whether they were the Selling Dealer or not.

The warranty provided in the "Warranty Manual" is valid in countries where authorized TEMSA Dealers are located, as long as periodic and/or mileage based inspections are completed as stipulated therein.

2.8 WARRANTY STAFF

The Distributor and Dealers/Services should assign a Warranty Responsible and/or Administrator. For qualifications, role description and equipment that will be needed, refer to:

Annex 2 – "STAFF DESCRIPTIONS-WARRANTY RESPONSIBLE"

2.9 TRAINING

All members of staff that are in service contact and dealing with warranty issues should have received comprehensive training on all warranty aspects, including service, technical and system training.

CHAPTER 3 - WARRANTY POLICY

3.1 INTRODUCTION

This chapter contains information on the warranty claim procedures and the warranty policy. It specifies the guidelines, including the warranty claim forms, submission systems, retention of documents, warranty coverage and other details concerning the warranty agreement between TEMSA, the Distributors and Dealers / Services.

3.2 REQUIREMENTS OF WARRANTY CLAIMS

The following **key points** must be considered for any warranty claim report. If the warranty claim does not provide all of this basic information, it will be considered as incomplete and therefore rejected.

- Failure analysis and original customer complaint
- Observations made during inspection and repair
- Actions undertaken and final results
- Claim parts, labor and other allowable expenses, invoices

Information provided with warranty claim form is intended to assist the Dealers in submitting warranty claims and to simplify the processing by TEMSA. Complete information should be entered in the spaces provided.

An accurate failure analysis or additional information is of great assistance to TEMSA for correcting and improving the quality of the product.

Photographs, clearly showing the defective area, component or part in detail can often give more information than a long explanation.

3.3 VEHICLE WARRANTY PERIOD LIMIT

Warranty coverage for TEMSA vehicle is limited by time or by mileage.

Refer to:

Annex 1 – “VEHICLE WARRANTY PERIODS”

The warranty period starts at the date of delivery to the end user after completion of the “Retail Delivery Advice Form”.

Warranty periods vary depending on the vehicle or part type, model and country where it was sold. OEM (original equipment manufacturer) products including but not limited to, such as engine, transmission, tires, air conditioning or entertainment systems are warrantable by the original supplier or manufacturer.

Refer to:

Chapter 4; Section 2– SPECIAL TRANSACTED ITEMS

3.4 BASIC WARRANTY INFORMATION

Warranty Service Claim Application shall be made and submitted to TEMSA by means of the warranty claim, duly entered in accordance with the Warranty Claim Procedure.

3.4.1 Preparation of the Warranty Claim

One work order can include indefinite number of different failures.

3.4.2 Period of Submission

Application for warranty claim must be made to TEMSA within 14 calendar days after completion of warranty service work (Repair Date – Claimed Date =14 day). Claims made after 14 days will be rejected.

3.4.3 Documentation or Record Retention

As proof of the Warranty Services performed, the Distributor/Dealer/Service must keep the following records for the respective period of time indicated below. When TEMSA asks to review or be sent such records, the Distributor shall comply without delay. In case local law requires retention of these records for more than the respective period of time stipulated below, they shall be retained accordingly.

- **Memorandum of Registration sheet: 10 years**

The Memorandum of Registration Sheet is an important means for verifying the propriety of Warranty Service and can be used effectively, for example for encouraging customers to bring in their Vehicles for periodic inspections, seasonal service campaigns, etc.

- **Pre-Delivery Service Sheet: 5 years**

The Pre-Delivery Service Sheet is a certificate, stating that the vehicle concerned passed the regular Pre-Delivery Service prior to its delivery to the original purchaser, and was accordingly delivered under certified quality and performance conditions.

- **Evidence of Warranty Start Date: 5 years**

This proof can be a copy of the customer's Warranty and Maintenance Manual or any evidence of the vehicle's first time registration.

- **Warranty Service Work Order Sheet, Sublet Invoice and Warranty Claim Form: 7 years**

These are the original documents which are submitted based on the claims for Warranty Service work. They are also important for verifying the propriety of claims for Warranty Service work. These documents shall be numbered for easy reference. The numbering index should make reference easy, because TEMSA will refer to the warranty claim number when communicating with the Distributor/Dealer/Service regarding warranty claim matters.

Upon receipt of an application for a warranty claim, TEMSA will examine and make a decision regarding the justification of the respective claim and will inform the Distributor/Dealer/Service of its decision.

TEMSA reserves the right to make the final decision on the warranty claim settlement.

The Warranty Service cost shall be settled in the respective valid currency (e.g. US Dollar, Euro, etc.) and shall be paid against invoice settled for the accepted claims. (It will therefore, be necessary to pay attention to the proper unit of currency when making entries.) Variations to the payment methods are at the discretion of TEMSA.

Remittance of the settlement shall be affected by issuing a "Credit Note" to the Distributor together with the Warranty Settlement Report and by arranging the payment to the Distributor's assigned bank account. Notification and payment under this section shall be made subject to the Turkish Government's permission.

3.5 Suspension of Payment

TEMSA reserves the right to suspend the payment of claims in the event that the Distributor fails to meet the obligations as prescribed in this manual and in the case that the Distributor passes a false report, registration or warranty application to TEMSA.

3.6 ONLINE WARRANTY SYSTEM

TEMSA will provide an on-line system (CATS system) for the submission and administration of all warranty claims.

This procedure will describe the Online Warranty System, responsibilities and authorization of parties and explain the warranty claim procedure processing & progressing of servicing dealer/services, claim process to suppliers, reporting of failures noticed, warranty income & payments.

Online Warranty

The Distributors and all servicing and selling Dealers will:

- Enter / Retail Delivery Advice
- Process Warranty Claims
- Review conditions of warranty claims
- Inspect their warranty settlement reports and take monthly credit notes

TEMSA Warranty Department will:

- Identify a request (Claim number, Retail Delivery Advice)
- Evaluate Warranty Claims (Revise, Approve, Reject or Credit)
- Clarify Warranty Settlement Reports
- Generate monthly reference credit notes to servicing dealer/services

Benefits:

- Overseas warranty claims will be prepared, sent, evaluated, credited & reported over one system channel will ease processing claims and reduce time consumption
- Failure Diagnosis and Vehicle History will be easy to perform and report

The Warranty System will be:

- Easy and simply operated
- Web based with user-friendly interfaces with password and user name protection
- Able to provide the export and import of data to MS Word, Excel, PowerPoint and Access

The system should be user friendly and compatible with MS Office products for reports, warranty claims and information import, in order to easily share information within the After Sales Organization:

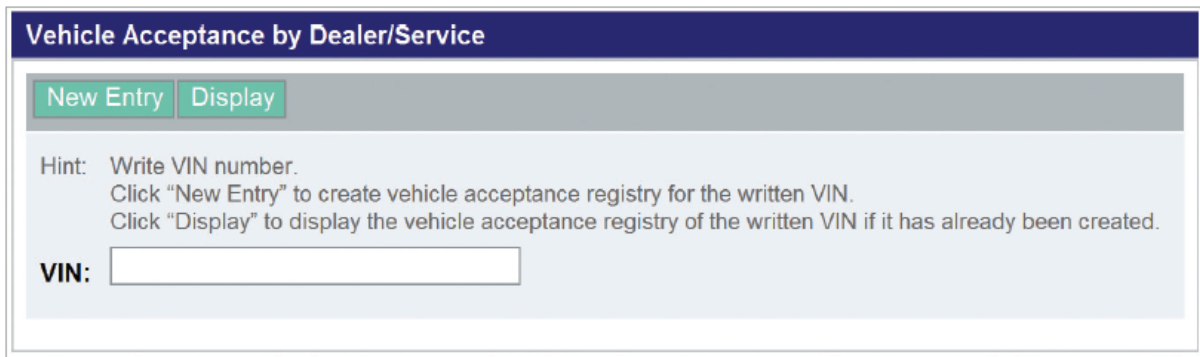
- Button-click send & receive ability to the related recipient
- Reporting Section
- On-Line update option
- Photo, Sketch, Video Attachment Availability
- RDA and Periodical Maintenance Tracking
- Claims status notification function
- Reference credit note notification function

3.6.1 VEHICLE ACCEPTANCE by DEALER/SERVICE(VAF)

Vehicle Acceptance is the visual and functional inspection performed by the dealer/service while they receive the vehicle from transport company. During the inspection Vehicle Delivery Process should be followed.

VAF is the Vehicle Acceptance form need to be filled by dealer/service/ service when he receives the vehicle in order to announce to TEMSA that the vehicle entered in their stocks. The dealer/service / service is responsible to submit VAF within 14 days after receiving the vehicle. Any damage during transportation must be stated in vehicle acceptance form to inform TEMSA; otherwise, it will not be evaluated under warranty.

The dealer/service should enter the VIN number and click on the "New Entry" button to create a new Vehicle Acceptance Form for a vehicle and click "Display" to display a previously created Vehicle Acceptance Form.



The screenshot shows a web interface titled "Vehicle Acceptance by Dealer/Service". At the top, there are two buttons: "New Entry" and "Display". Below the buttons, there is a hint section that reads: "Hint: Write VIN number. Click 'New Entry' to create vehicle acceptance registry for the written VIN. Click 'Display' to display the vehicle acceptance registry of the written VIN if it has already been created." Below the hint, there is a label "VIN:" followed by an empty text input field.

3.6.1.1 New Vehicle Acceptance Form Entry

When New Vehicle Entry page opens, the dealer/service should fill date and mileage fields. In addition, transportation protocol document should be uploaded and if any damage, failure during transportation or discrepancy with the order exists. It should be stated in "Comments" area and detail pictures of the problem should be uploaded.

Vehicle Acceptance by Dealer/Service

New Vehicle Entry

[< Back](#) [Save >](#)

Hint: Please fill in the required date and mileage fields.
Enter your comments about the vehicle and upload the protocol document done with transportation firm.
Click on Save.

VIN: **NLTHNJ45L01000178**

Dealer Code: *

Vehicle Acceptance Date: *

Vehicle Acceptance Mileage in KM: *

Comments:

[Gözet...](#) [Upload](#)

VAF Attachments

Table is empty

Note: Any damage during transportation must be written in the comments area otherwise it will not be evaluated under warranty.
Please upload the pictures of the damages.

3.6.1.2 Display Vehicle Acceptance Form

The appearance of a previously created Vehicle Acceptance Form can be seen in the following picture.

Dealer is responsible of making monthly maintenance of stock vehicle and this maintenance document should be uploaded on the system each month.

Vehicle Acceptance by Dealer/Service

Display Vehicle

[< Back](#) [Save](#)

Hint: Dealer is responsible of making maintenances of the stock vehicles every month.
Please upload the maintenance document each month.

VIN: **NLTHNJ45L01000178**

Dealer Code: *

Vehicle Acceptance Date: *

Vehicle Acceptance Mileage in KM: *

Comments:

[Gözet...](#) [Upload](#)

VAF Attachments

| | | |
|---|-----------|------------------------|
| NLTHNJ45L01000178 Failure pic1.jpg | 3/11/2011 | Delete |
| NLTHNJ45L01000178 Protocol Document.jpg | 3/11/2011 | Delete |
| NLTHNJ45L01000178 Failure pic2.jpg | 3/11/2011 | Delete |
| NLTHNJ45L01000178 Stock Maintenance Document December.jpg | 3/11/2011 | Delete |

3.6.2 RETAIL DELIVERY TO THE END CUSTOMER

Retail delivery is a delivery information note that approves the vehicle is delivered to the end customer. Retail delivery submission date must be 14 days after vehicle registry on traffic at latest.

Retail delivery registry is an important document for all parties. For TEMSA, it is the only document approving delivery date which is the legal beginning of warranty period. For retailer, it is a part of sales contract between client and end user. For end user, it is the protection of his rights by local authorities.

The dealer/service should enter the VIN number and click on the "New Entry" button to create a new Retail Delivery registry for a sold vehicle and click "Display" to display a previously created Retail delivery registry.



Retail Delivery To The End Customer

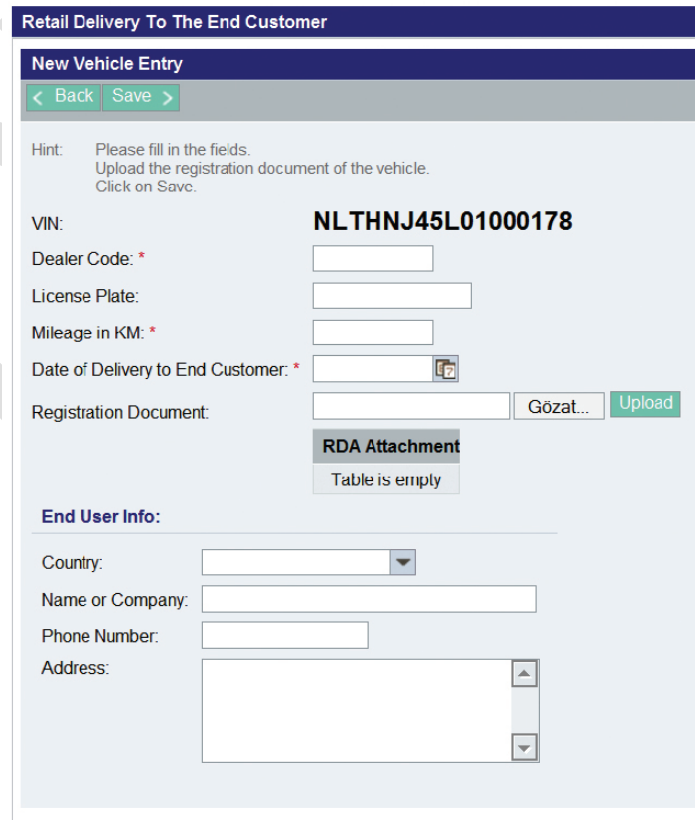
[New Entry](#) [Display](#)

Hint: Write VIN number.
Click "New Entry" to enter registration information of the written VIN.
Click "Display" to display the registration information of the written VIN if it has already been entered.

VIN:

3.6.2.1 New Retail Delivery Entry

When new Retail Delivery page opens, dealer/service should fill the required fields. Date and mileage information is very significant to determine the warranty beginning and status of the vehicle. Besides, uploading the registration document of the vehicle is under dealer/service's responsibility.



Retail Delivery To The End Customer

New Vehicle Entry

[Back](#) [Save](#)


Hint: Please fill in the fields.
Upload the registration document of the vehicle.
Click on Save.

VIN: **NLTHNJ45L01000178**

Dealer Code: *

License Plate:

Mileage in KM: *

Date of Delivery to End Customer: * 

Registration Document: [Gözet...](#) [Upload](#)

RDA Attachment

Table is empty

End User Info:

Country:

Name or Company:

Phone Number:

Address:

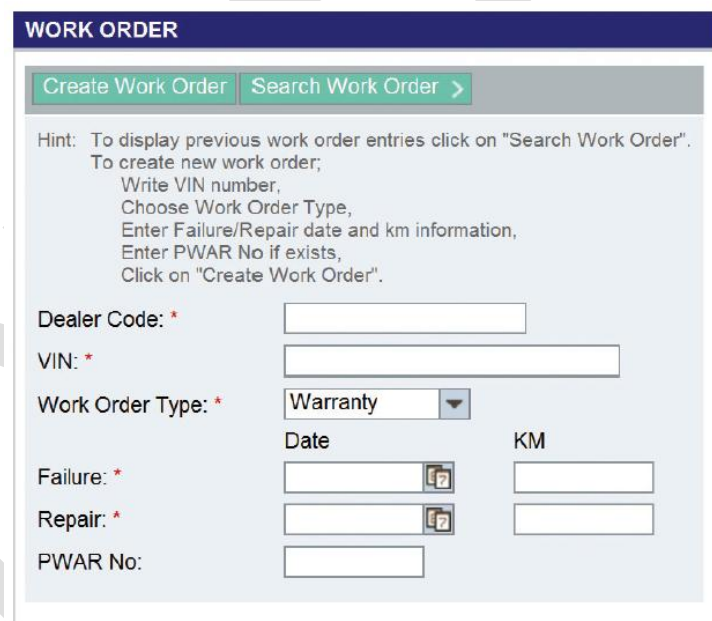
3.6.3 WORK ORDER

Work order is an on-line claim screen from where dealer/services/services explain the operations that they've done for repair and submit these claims to TEMSA for evaluation; then follow the evaluation status of the claims. Work order submission date must be 14 days after the repair date at latest.

The reality, correction and sufficiency of the information in the work orders have a huge importance for both TEMSA and dealer/services/services. This not only leads to long claim evaluation period because of time wasting communications resulting from wrong and insufficient claims; but also postpones inspecting the main reason of the problem and finding permanent solution at factory side, therefore, postpones taking actions on field to prevent reoccurrence of same problems. The consistency between different work orders of the same vehicles in terms of date and mileage information is also very significant. i.e A vehicle cannot have a smaller mileage in current work order when compared with an elder work order of the same vehicle.

There are three types of work orders. First work order type is "Warranty" which is used for regular warranty claims of the vehicles under warranty. In this type, dealer/service should fill the required fields in detail to inform Temsa about the operation that is done. Second type is "Service Bulletin" work order which is used to enter application information of a service bulletin for a specific VIN. The third work order type is "Goodwill" work order; a goodwill should result in customer satisfaction and loyalty to TEMSA on a case by case basis.

The entrance of a work order screen can be seen below. From this screen, you can create a new work order or you can search for old work orders in the system.



The screenshot displays the 'WORK ORDER' interface. At the top, there are two buttons: 'Create Work Order' and 'Search Work Order'. Below these is a hint: 'To display previous work order entries click on "Search Work Order". To create new work order; Write VIN number, Choose Work Order Type, Enter Failure/Repair date and km information, Enter PWAR No if exists, Click on "Create Work Order".' The form contains several input fields: 'Dealer Code: *' (text box), 'VIN: *' (text box), 'Work Order Type: *' (dropdown menu with 'Warranty' selected), 'Failure: *' (text box with a calendar icon), 'Repair: *' (text box with a calendar icon), and 'PWAR No:' (text box). There are also two columns for 'Date' and 'KM' with corresponding text boxes.

3.6.3.1 Create Work Order

In order to create a work order, firstly dealer/service should write VIN number and choose appropriate work order type. The correct failure and repair date must be filled and PWAR number (when necessary) must be written. Although a preapproval is gotten for an operation; if it is not written here, this may lead to wrong evaluation and result as rejection of the work order by TEMSA. After all the required fields are filled, dealer/service should click on "Create New Work Order" button. Different screens will open in accordance with the work order type. In the following part, how to create different types of work orders will be explained in detail.

3.6.3.2 Warranty Work Order

Warranty work order is used for filing claims for all technical issues within the warranty procedures during warranty period.

First of all, it should be kept in mind that one work order can include indefinite number of different failures. One can enter more than one failure for the same VIN (if failure and repair dates and km's are the same). When you complete entering all the information about one failure, you can either click "Save Failure Group" button or "Save/Add Another Failure Group" button to save the current failure and add new failure to the claim. So, a new, empty failure screen is opened.

During claim entry, for the vehicles that do not have RDA record on CATS, system will warn user if the vehicle is registered on traffic or not. If the vehicle is already registered on traffic, then dealer/service should enter the RDA record form in "Retail Delivery to the End Customer" screen.

In the figure below, a complete screen of warranty work order for one failure is seen.

WORK ORDER

New Work Order

Note: Correct and detailed information have high importance for the evaluation of the claim.

| VIN: | NLTHNJ45L01000178 | Date: | 3/11/2011 | KM: | 100,000 | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3">Total Costs</th> </tr> <tr> <th>Description</th> <th>Fg1</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Parts</td> <td>0</td> <td>0</td> </tr> <tr> <td>Labour</td> <td>0</td> <td>0</td> </tr> <tr> <td>Outsourced Works</td> <td>0</td> <td>0</td> </tr> <tr> <td>Mileage</td> <td></td> <td></td> </tr> <tr> <td>Grand Total</td> <td>0</td> <td>0</td> </tr> </tbody> </table> | Total Costs | | | Description | Fg1 | Total | Parts | 0 | 0 | Labour | 0 | 0 | Outsourced Works | 0 | 0 | Mileage | | | Grand Total | 0 | 0 |
|----------------------|-------------------|----------|-----------|-----|---------|--|-------------|--|--|-------------|-----|-------|-------|---|---|--------|---|---|------------------|---|---|---------|--|--|--------------------|----------|----------|
| Total Costs | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Description | Fg1 | Total | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parts | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Labour | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outsourced Works | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mileage | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grand Total | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Warranty Order Type: | Warranty | Failure: | 3/11/2011 | | 100,000 | | | | | | | | | | | | | | | | | | | | | | |
| WOF No: | | Repair: | 3/11/2011 | | 100,000 | | | | | | | | | | | | | | | | | | | | | | |
| Dealer Code: | 331 | | | | | | | | | | | | | | | | | | | | | | | | | | |

PIWAR No:
 Is the vehicle registered on traffic? Yes No
 Mileage: KM Claimed Cost: [Check Warranty](#)

Hide Hint Enter mileage if you make road assistance service.
Click on "Check Warranty" to display warranty status of the vehicle.

Failure Groups
[Back](#) [Next](#) [Send To Terms](#)

Hide Hint Fill the required info in detail for each failure and please enter one failure for each failure group.
 If you need to enter more failures click on "Save/Add Another Failure Group".
 After finishing all failure groups click on "Save Failure Group" then click on "Send To Terms".

Failure Group: 1 - New Draft

[Save / Add Another Failure Group](#) [Save Failure Group](#)

| | | |
|---|---|---|
| Customer's Statements: | Cause of Failure: | Remedy of Results: |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |

Parts & Labours

Hide Hint Please fill part and labour information.
 You can select parts from e-part list by clicking on "Select From e-Part List" & is strongly recommended to use this button because it prevents you from entering wrong part number and labour code is automatically chosen with part number as e-Part List.
 You can also fill part and/or labour information manually.
 You can only fill labour information if required.
 Please do not forget to select main part (which is root cause of failure) and type of work.
 Please click on "Add More Parts & Labours" if you need more than 5 rows.

| Item No | Part Code | Main Part | Type of Work | Quantity | Claimed Cost | Labour Code | Labour Definition | Labour Hour | Claimed Labour Cost |
|---------|-----------|--------------------------|--------------|----------|--------------|-------------|-------------------|-------------|---------------------|
| 1 | | <input type="checkbox"/> | | | | | | | |
| 2 | | <input type="checkbox"/> | | | | | | | |
| 3 | | <input type="checkbox"/> | | | | | | | |
| 4 | | <input type="checkbox"/> | | | | | | | |
| 5 | | <input type="checkbox"/> | | | | | | | |

Outsourced Work & Invoices

Hide Hint Please fill definition of outsourced work, Temsa Part Reference used for repair and cost of outsourced work.
 Please do not forget to attach invoices of outsourced work.

| Item No | Definition / TEMSA Part Reference | Claimed Cost |
|---------|-----------------------------------|--------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |

[Gözet](#) [Attach Invoices](#)

Comments & Pictures

Hide Hint If you have any comments/notes please fill Customer Comments area.
 Pictures have high importance for clear explanations of the failure. Please do not forget to attach pictures that clearly illustrate the failure.

| | |
|---|---|
| Customer Comments: | Pictures |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |

[Gözet](#) [Attach Pictures](#)

3.6.3.3 Failure Definition

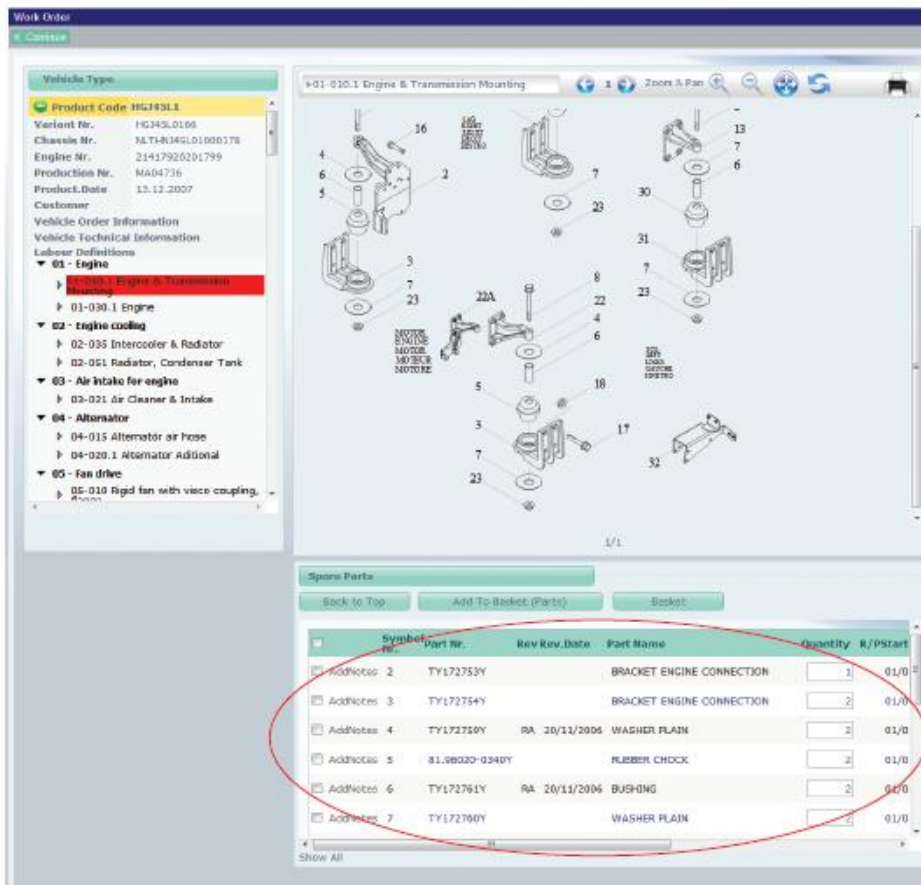
The second section is the explanation fields; "Customer Statement", "Cause of Failure", "Remedy of Results". It is so important to explain the failures with as much detail as possible in order for Temsa to review and evaluate claims correctly. Claims with insufficient information can be rejected and/or may lead to time consumption during the evaluation process. Customer Statement is the explanation of the customer complaint from customer side. Cause of Failure is the diagnosis of the root cause of the failure by dealer/service. Remedy of Results is the explanation of the works done in order to repair the failure.



The screenshot shows a software interface for defining a failure. At the top, it says "Failure Group: 1 - New Draft". Below this are three buttons: "Save", "Add Another Failure Group", and "Save Failure Group". The main area contains three large text input fields, each with a small scroll bar on the right side. The fields are labeled "Customers Statements:", "Cause of Failure:", and "Remedy of Results:".

3.6.3.4 Parts & Labours

Third section is the Parts & Labours field. In this section, you can add indefinite number of rows by clicking "Add More Parts & Labours". In each row, there is a part area and labour area; you can write the problematic part or replaced part number and the labour code, labour definition (If no code is available), labour hours that belong to the repair, adjustment and replacement of that part. There are two ways to enter part code into the system. First way is you can click on "Select from e-part list" button. Then E-partlist screen will be opened. On e-partlist screen, you can select Engine & Transmission Mounting as an example. Below in the picture, there will be part codes; when you select the part for the claim you want to submit and click on "Add to Basket (Parts)" button, the chosen parts will be sent to claim basket. You can add much more parts from e-partlist.



The screenshot shows the "e-partlist" screen. On the left, there is a sidebar with a tree view of vehicle types and components. The main area displays a technical drawing of an engine and transmission mounting assembly with numbered callouts. Below the drawing is a table of spare parts. A red circle highlights the table.

| Symbol | Part Nr. | Rev | Rev. Date | Part Name | Quantity | R/P/Start | |
|----------|----------|----------------|-----------|---------------------------|--------------|-----------|------|
| AddNotes | 2 | TY172753Y | | BRACKET ENGINE CONNECTION | 3 | 01/0 | |
| AddNotes | 3 | TY172754Y | | BRACKET ENGINE CONNECTION | 2 | 01/0 | |
| AddNotes | 4 | TY172758Y | RA | 20/12/2006 | WASHER FLAIN | 2 | 01/0 |
| AddNotes | 5 | 81.98020-0340Y | | FLEBER CHECK | 2 | 01/0 | |
| AddNotes | 6 | TY172761Y | RA | 20/11/2006 | BUSHING | 2 | 01/0 |
| AddNotes | 7 | TY172760Y | | WASHER FLAIN | 2 | 01/0 | |

When you finish selecting parts, you should click to "Basket" button and below screen will be opened. In this screen, you can update quantity by writing quantity and clicking "update quantities" button, you can remove basket or to send the part into the claim, you need to click to the part and click on the button "Send to CATS". Then to continue to the work order, you need to click on "Continue" button that will transfer you back to the work order screen.

| Part Nr | Part Name | Labour Code | Labour Definition | Duration(Hour) | Quantity | Catalogue Code | Catalogue Description |
|------------------------------------|-----------|-------------|-------------------|----------------|--------------------------------|----------------|-----------------------|
| <input type="checkbox"/> TY172761Y | BUSHING | | | | <input type="text" value="2"/> | 01-010.1 | Compressor air line |

Some labour codes are integrated with parts in e-partlist, meaning, when you select a part from e-partlist, the labour code and flat rate will be automatically sent to claim with part number. However, this information does not exist for all parts. You may need to enter labour information manually even when you select the part from e-partlist. Second way for part information entering is that you can write part code and quantity of the part manually in work order.

In each failure, you have to point out the main defected part, that is the root cause of the failure, by clicking the "Main Part " field. Type of work must also be chosen as either "Adjustment", "Replacement" or "Repair". If type of work is chosen as adjustment or repair, there will be no part claim cost in work order; however if the part is replaced, the system will automatically retrieve the part cost if the part is defined in spare part catalogue system. If the part is an undefined part in Temsa system, the system will warn you and request to enter the part cost manually.

For labour area, you can write labour code of the work which is defined in Temsa Flat Rate Catalogues; or, if you cannot find the labour code information, you should write labour definition. For calculation of labour cost, you will only enter the labour hour and system will automatically calculate the labour cost. The part and labour costs will be calculated after you click on the button "Save Failure Group" or "Save/Add Another Failure Group".

Parts & Labours

[Hide Hint](#) Please fill part and labour information.
 You can select parts from e-part list by clicking on "Select From e-Part List". It is strongly recommended to use this button because it prevents you from entering wrong part number.
 You can also fill part and/or labour information manually.
 You can only fill labour information if required.
 Please do not forget to select main part (which is root cause of failure) and type of work.
 Please click on "Add More Parts & Labour" if you need more than 5 rows.

| Item No | Part Code | Main Part | Type of Work | Quantity | Claimed Cost | Labour Code | Labour Definition | Labour Hour | Claimed Labour Cost |
|----------------------------|-----------|--------------------------|--------------|----------|--------------|-------------|-------------------|-------------|---------------------|
| <input type="checkbox"/> 1 | | <input type="checkbox"/> | | | | | | | |
| <input type="checkbox"/> 2 | | <input type="checkbox"/> | | | | | | | |
| <input type="checkbox"/> 3 | | <input type="checkbox"/> | | | | | | | |
| <input type="checkbox"/> 4 | | <input type="checkbox"/> | | | | | | | |
| <input type="checkbox"/> 5 | | <input type="checkbox"/> | | | | | | | |

3.6.3.5 Outsourced Work & Invoices

The fourth section is "Outsourced Work & Invoices" section. In this section, dealer/service can write the definition and cost of the operations that are outsourced for repair. The costs of the consumables that are not purchased from Temsa can also be added in this field along with definition and cost information. The reason of the outsourced operation should be explained in detail in "Remedy of Results" or "Customer Comment" area. Invoices of these outsourced works and parts must be attached in the "Invoices" field otherwise these costs will be rejected.

Outsourced Work & Invoices

[Hide Hint](#) Please fill definition of outsourced work, Temsa Part Reference used for repair and cost of outsourced work. Please do not forget to attach invoices of outsourced work.

| Outsourced Works | | | Invoices | |
|--|-----------------------------------|--------------|---|--|
| Add More Outsourced Work | | | Delete Selected Outsourced Work | |
| Item No | Definition / TEMSA Part Reference | Claimed Cost | | |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |

Row 0 of 0

[Gözet...](#) [Attach Invoice](#)

3.6.3.6 Comments & Pictures

The last section of a work order is "Comments & Pictures" field. If dealer/service has any comment or any special situation that should be mentioned, it is suitable to fill in the "Customer Comments" field. Service/dealer/service should attach the pictures that show the failure visually and clearly if possible. The pictures are important in order to evaluate process.

Comments & Pictures

[Hide Hint](#) If you have any comments/notes please fill Customer Comments area. Pictures have high importance for clear explanation of the failure. Please do not forget to attach pictures that clearly illustrate the failure.

Customer Comments:

| Pictures | |
|----------|--|
| | |
| | |
| | |
| | |

Row 0 of 0

[Gözet...](#) [Attach Picture](#)

3.6.3.7 Service Bulletin Work Order

Service Bulletin work order is used for submitting modification claims to enter the application information of a specific service bulletin for a vehicle. When "service bulletin" is chosen as work order type and the failure & repair dates and km's are filled, then "Create Work Order" button is clicked, the below screen is opened. In this screen, all non-applied service bulletins for this VIN can be seen and dealer/service just clicks on the bulletin which he wants to enter the application information.

WORK ORDER

New Work Order

[Back](#)

VIN: **NLTHNJ45L01000178** Date: KM

Work Order Type: Service Bulletin Failure: 3/11/2011 10,000

WOF No: Repair: 3/11/2011 10,000

Hint: Please select service bulletin.
Parts and labour info will be automatically displayed.
If you have comments please fill Customer's Comment area.
Click on "Send To Temsa".

Select a Non-Applied Service Bulletin

| Service Bulletin No | Rev. No | Description |
|---------------------|---------|--|
| OP-09034 | 01 | EMERGENCY RELEASE VALVE |
| OP-10040 | 00 | PREVENTING WATER LEAKAGE FROM REAR LUGGAGE LID |
| OP-10083 | 00 | TEMPERATURE SENSOR CONNECTOR ISOLATION |
| OP-10163 | 00 | REPLACEMENT OF AIR FILTER TURBO CLAMPS |
| RSI-10025 | 00 | KIBES PROGRAMME DOWNLOAD |
| RSI-10101 | 00 | EXCESSIVE VIBRATION ON ENGINE |

3.6.3.8 Goodwill Work Order

Goodwill work order type is a special application for our services/dealer/services which is an entirely political procedure rather than a technical one and aims to maintain the customer satisfaction, loyalty and as a result; increase vehicle sales.

Goodwill claims are subject to be evaluated case by case and should be claimed as "Goodwill" type of work order on condition of filling Goodwill Application Form and providing periodical maintenance documents via CATS. The Acceptance rates of the claims depend on the conditions of the vehicles stated in Goodwill Application Form which should be filled out by dealer/service.

The evaluation of "Goodwill" claims is concluded with the consensus of Regional Responsible, Warranty Responsible and Salesman of related country. Since, Goodwill is not a legally obligatory procedure; TEMSA has right to reject the goodwill without any explanation.

WORK ORDER

[Create Work Order](#) [Search Work Order >](#) [Help](#)

Hint: To display previous work order entries click on "Search Work Order".
To create new work order:
Write VIN number.
Choose Work Order Type.
Enter Failure/Repair date and km information.
Enter PWAR No if exists.
Click on "Create Work Order".

Dealer Code: *

VIN: *

Work Order Type: * **Goodwill**

Failure: * Date KM

Repair: *

PWAR No:

Goodwill does not cover the following:

- Road assistance for more than 200 kilometers/miles
- Towing for more than 200 kilometers
- The parts that are not TEMSA genuine parts
- Sub-contract works performed by anyone other than a TEMSA authorized dealer/service

Refer to:

Annex 3 – “GOODWILL APPLICATION FORM”

3.6.4 SEARCH WORK ORDER

Service/dealers should click on the “Search Work Order” button to search work orders submitted by himself.

“Search Work Order” screen as seen below has different search criterias. Service/dealer/service can search work order by ;

- VIN number
- work order number if a specific work order is aimed
- claim filing date
- work order type (Warranty or Service Bulletin) and
- status of the work order

WORK ORDER



Search Work Order


< Back Search


Hint: Fill/Choose search criteria and click on "Search".

VIN:

WO No:

Date:  - 

Work Order Type: Warranty 

Status: 

Egypt

Only Work Orders created by login user

Statuses of the work orders can be as follows;

- **First claim:** Claim has already been sent to Temsa but has not been evaluated yet.
- **Credited:** Claim has been evaluated and can be totally or partially accepted. The details can be seen by entering into the claim and can also be followed from "Work Order Report" screen which is explained in the next section.
- **Rejected:** Claim has been completely rejected.
- **Revise on Dealer:** Temsa requests additional information about work order and service should enter work order and fill the requested information which is stated in "Temsa Comments" field.
- **Revise on Temsa:** When the service provides the additional information for the work order and click on "Send to Temsa" button, work order status will be "Revise on Temsa" which means claim is waiting for re-evaluation on Temsa side.
- **Draft:** Work order is to be entered by dealer/service where he left filing claims as draft

3.6.5 PRIOR TO WORK APPROVAL REQUEST (PWAR)

Prior to Work Approval Request (PWAR) is used for some predefined, specific failures which are defined in PWAR procedure (*Annex 4*). For these kind of failures, dealer/service must get approval from Temsa Regional Responsibles before repair is performed. Repair should be performed after PWAR is approved. However, it should be taken into consideration that, preapproval does not mean that the claim about this operation will be completely accepted under warranty. When a PWAR is converted to work order (to a warranty claim), it will also be evaluated in terms of warranty procedures and can completely/partially be approved.

3.6.5.1 Create PWAR

Service/dealer/service should enter VIN, mileage information and click on "Create PWAR" button.



Prior To Work Approval Request

Create PWAR Search >

Hint: To display previous PWAR entries click on 'Search'
To create new PWAR;
Write VIN number,
Enter km information and date of request,
Click on 'Create PWAR'

Dealer Code: *

VIN: *

Milage in KM: *

Date of Request: * 3/12/2011 

PWAR screen is same as the work order screen except some additional fields. There is a "Preapproval Operational Code" area which should be chosen in accordance with the Preapproval Procedure. There also exists an "E-partlist Catalogue Group of the system" field which is filled automatically when the parts that will be used or replaced are chosen from e-partlist.

The pictures must be attached as explained in PWAR procedure in order to get approval from Temsa. Service/dealer/service should click on the "Send to RC" button in order to send the PWAR to Temsa's approval. An automatic e-mail will be sent to responsible Regional Responsible when PWAR is created. Service can also save PWAR as draft and can complete later to send to Temsa.

PWAR To Work Approval Request

New PWAR

Back Save As Draft Send To RC

Note: Correct and detailed information have high importance for the evaluation of PWAR.

VIN: **NLTHNJ45L01000178**

Mileage in KM: 30,808 Date of Request: 3/12/2011

Mileage: KM Mileage Cost:

Total Costs

| Description | Costs |
|--------------------|-------|
| Parts | |
| Labour | |
| Outsourced Works | |
| Mileage | |
| Grand Total | |

Hide/Hit: Enter mileage if you check READ WARRANTY STATUS. Click on "Check Warranty" to display warranty status of the vehicle. Please select Preapproval Operation Code. Fill the required information.

Preapproval Operation Code:

Customer's Statements:

Cause of Failure:

Remedy of Results:

Parts & Labours

Hide/Hit: Please fill part and labour information. You can select parts from report list by clicking on "Select From e-Part List". It is strongly recommended to use this button because it prevents you from entering wrong part number. E-Partlist Catalogue Group of the system and labour code are automatically chosen with part number on e-Part List. You can also fill part and/or labour information manually. You can only fill labour information if required. Please do not forget to select main part (which is root cause of failure) and type of work. Please click on "Add More Parts & Labour" if you need more than 5 rows.

E-Partlist Catalogue Group of the system:

All More Parts & Labours

| Item No. | Part Code | Part Serial No. | Main Part | Type of Work | Quantity | Estimated Cost | Labour Code | Labour Definition | Labour Hour | Labour Cost |
|----------|-----------|-----------------|--------------------------|--------------|----------|----------------|-------------|-------------------|-------------|-------------|
| 1 | | | <input type="checkbox"/> | | | | | | | |
| 2 | | | <input type="checkbox"/> | | | | | | | |
| 3 | | | <input type="checkbox"/> | | | | | | | |
| 4 | | | <input type="checkbox"/> | | | | | | | |
| 5 | | | <input type="checkbox"/> | | | | | | | |

Outsourced Work & Attachments

Hide/Hit: Please fill definition of outsourced work, with TEMSA PART REFERENCE if it is known. Please do not forget to enter estimated cost. Attachments have high importance for clear explanation of the failure. Please do not forget to attach pictures, videos, etc.

Outsourced Works

| Item No. | DEFINITION/ TEMSA PART REFERENCE | ESTIMATED COST |
|----------|----------------------------------|----------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |

Attachments

Attachments

Page 1 of 1

Comments

Hide/Hit: If you have any comments/index @ Dealer/Service Comments area.

Dealer/Service Comments:

3.6.5.2 Search PWAR

Dealer/service can search for Preapproval requests by VIN, PWAR number or by status Approved, Disapproved, Revise on Dealer, Revise on Temsa, Converted to Work prder, Pending, Draft). The meaning of the statuses are:

- **Pending:** means not evaluated by Temsa yet
- **Approved:**Once PWAR is approved, dealer/service can perform the operation and after operation is performed additional information can be written in PWAR and then can click on "Convert to Work Order" button to convert the PWAR into a warranty claim.
- **Disapproved:**This means that service cannot perform the operation under warranty.
- **Revise on Dealer:**This means that RC requests additional information about PWAR and service should enter the PWAR and fill the requested information which is stated in "Temsa Comments" field.
- **Revise on TEMSA:** If service provides the additional information of a PWAR whose status is "Revise on Dealer" and click on Send to RC button again, the PWAR status will be "Revise on Temsa" which means waiting for re-evaluaton on Temsa side.
- **Converted to Work Order:** This means PWAR has been converted to a warranty claim.
- **Draft:**Work order is to be entered by dealer/service where he left filing claims as draft



Prior To Work Approval Request

Search PWAR

< Back Search

Hint: Fill/Choose search criteria and click on "Search".

Status:

VIN:

Pwar No:

3.6.6 WORK ORDER REPORT

Work Order Report is where all types of claims are stored in details and retrieved if required.

Work Orders can be searched by required criterias.

Search criterias are:

- Work order no
- Bulletin number (for service bulletin claims)
- Claim date
- VIN
- Work order type (Warranty, Service Bulletin)
- Work order status (First claim, Credited, Rejected, Revise on Temsa, Revise on Dealer, Draft)
- Does it have RDA?: To search claims belongs to vehicles that have or do not have RDA record on system.
- Does it have Traffic indicator?:To search claims belong to vehicles that do not have RDA records.
- Does it have PWAR?: To search claims having PWARs.

WORK ORDER REPORT

Search Criteria

Search

Dealer Code:

Work Order No:

Bulletin No:

Claim Date: -

VIN:

Work Order Type:

Work Order Status:

Does It Have RDA? Yes No All

Does It Have Traffic Indicator? Yes No All

Does It Have PWAR? Yes No All

Egypt

Only Work Orders Created by Login User

The result of the work order report can also be exported to excel file (spreadsheet) by clicking on the “Export to Excel” button.

WORK ORDER REPORT

Search Result(s)

< Back Export to Excel

3.6.7 CATS INVOICE PROCESS

CATS has been developed in order to handle invoicing process for claim evaluations via CATS. This development will not only ease the process but also eliminate information loss between Temsa and Services during invoice operations. It allows automatic e-mails to be sent by system and invoice statuses can be traced on CATS.

Steps of this process are:

- Temsa Warranty Responsibles or Regional Coordinators will create a reference invoice number for dealer/services for claims evaluated.
- An automatic e-mail will be sent to services to inform what kind of invoice and with what amount they should prepare an invoice. All claims relative to that specific reference invoice numbers can be returned by searching by reference invoice number.
- Referring to this reference invoice, service will prepare their invoices and enter this invoice date and invoice number information into CATS.
- Service will send/ship original invoice to Temsa.
- Invoice statuses can be traced via CATS.

3.6.7.1 Informing Service About Reference Invoice

An automatic e-mail will be sent to service in order to inform about reference invoice and make service prepare an original invoice. The e-mail can be seen in the figure.

From: online@temsa.com.tr

To:

Date: 06.06.2011 16:14

Subject: Reference Invoice 0000000017 has ben approved

You can prepare a WARRANTY invoice with amount 209.32 € corresponding to REFERENCE INVOICE 0000000017

Please do not forget to enter YOUR INVOICE NO & INVOICE DATE into the CATS system. Otherwise, your invoice will be invalid.

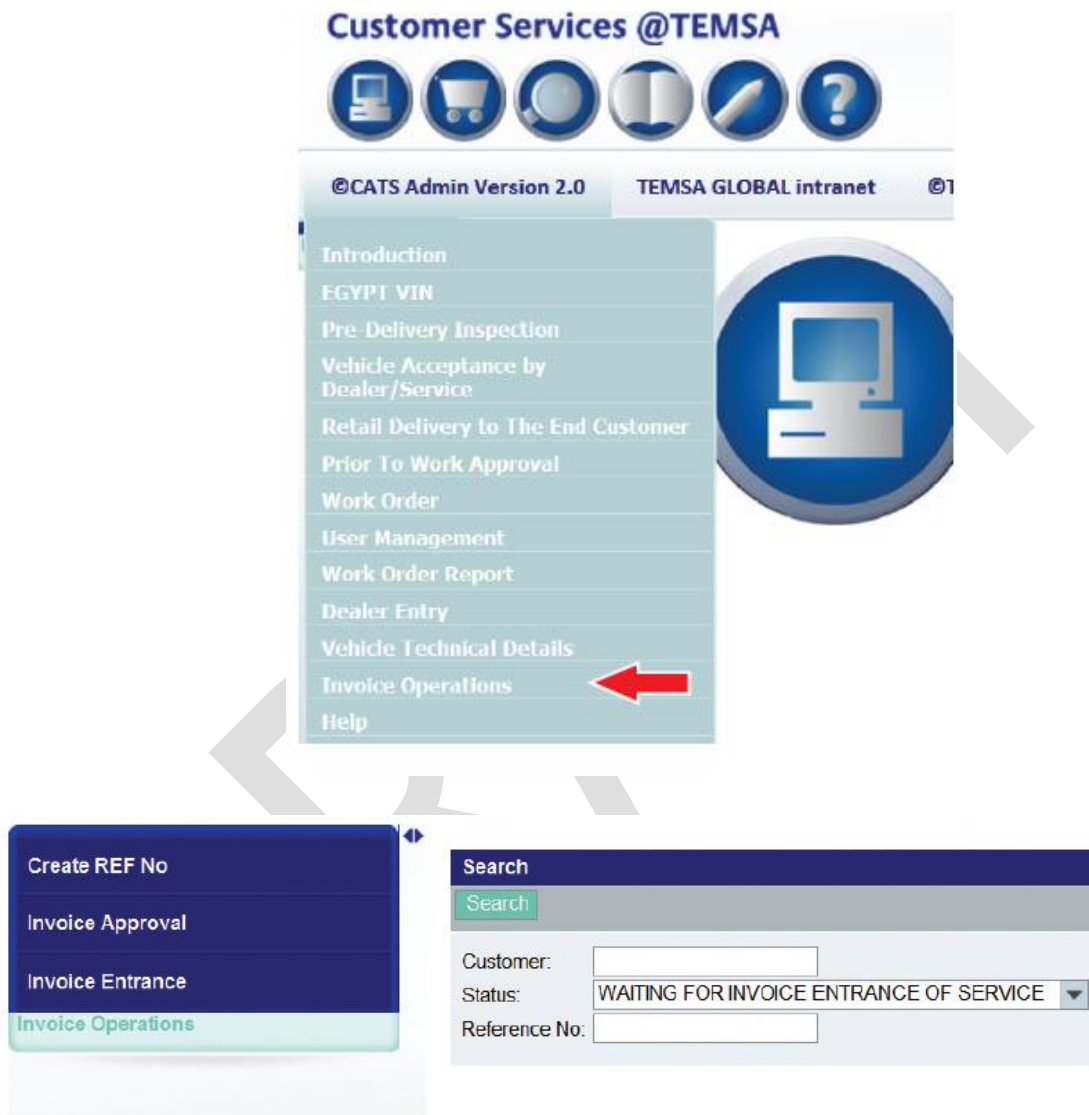
Please click on the link and go to INVOICE OPERATIONS screen to see the details and to enter the invoice

<http://online.temsa.com>

3.6.7.2 Entrance of Invoice Information by Service

Services should prepare an invoice for each e-mail in accordance with the information in the e-mail. (for the defined type of work "Warranty", "Service Bulletin" and for the defined amount in the e-mail). The invoice amount cannot exceed and cannot be less than the amount stated in the e-mail.

After preparation of the original invoice, service should login to <http://online.temsa.com> and go to invoice selection on the CATS menu.



To enter new invoice information, service can search his invoice by status "Waiting for invoice entrance of service" or by reference number stated in the e-mail sent by online.temsa.com

If service clicks on a reference number, the work order list can be listed at the bottom of the screen.

| Reference No | Invoice No | Invoice Date | Total | Currency |
|--------------|------------|--------------|-------|----------|
| 000000003 | | | 48.50 | EUR |

Save

Reference No: 0000000003

Invoice No:

Invoice Date:

Total: 48.50

| Reference No | WO No | Total | Currency |
|--------------|------------|-------|----------|
| 0000000003 | 0000020839 | 48.50 | EUR |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Row 1 of 1

To enter new invoice information, service can search his invoice by status "Waiting for invoice entrance of service" or by reference number stated in the e-mail sent by online.temsa.com

The only information that service needs to fill is "Invoice No" and "Invoice Date" of the original service invoice that corresponds to the reference invoice number of Temsa. After filling this information, service should click on "Save" button.

Service should also send the hard copy of the invoice to Temsa.

3.6.7.3 Invoice Statuses of Work Orders

The invoice status of the work orders will be traced via "Work Order Report" screen in CATS.

The statuses on service side: There will be 4 different statuses:

- **Not invoiced yet:** Temsa has not requested any invoice from service yet.
- **Waiting for invoice entrance of service:** Temsa has requested invoice from service; but service invoice information has not been entered in to CATS by service.
- **Waiting for hard copy of service invoice:** Service has entered original invoice information in to CATS; but Temsa waits for the hard copy of the original invoice.
- **Waiting for payment:** Service has sent the invoice and waiting to get paid by Temsa.
- **Paid:** Invoice is paid by Temsa.

CHAPTER 4 - WARRANTY RULES

4.1 PRIOR TO WORK APPROVAL (PWAR) REQUESTED CLAIMS

There are some special cases that require a prior-to-work-approval by TEMSA before the warranty repair can commence.

These cases are:

- Each repairs costing more than the amount specified by Regional Responsible in Euros /Dollars or the equivalent in local currency. Refer to clause 3.6.5.
- Main component replacements (engine,transmission and axle)
- Corrosion
- Paintshop failures (blistering,discoloring...)
- Glass faults and failures (water leakage, misting, glaciations...)
- Battery failures
- All safety related failures
- OEM repairs
- Homologation related processes
- Road side assistance services
- Cosmetic and comfort faults (suspension hardness, difficult gear change...)
- Performance complaints (slow acceleration, high fuel consumption, AC performance, vibration...)
- Air,water or oil leakages
- Software problems
- Corrections due to differences between vehicle order form and vehicle received

The "WARRANTY PWAR LIST " has been issued to identify all cases where a PWAR is required. TEMSA reserves the right to add or remove any items that require a PWAR.

4.2 SPECIAL TRANSACTED ITEMS

Some items and/or components are considered to be covered by the warranty of the original manufacturer. Typical samples are engine, transmission, axles , tires, batteries, air conditioning etc.

In case, that a warrantable failure has occurred on a part or component covered by separate warranty, The Dealer should contact the nearest Regional Office or Component Authorized Dealer for the country, where the vehicle is registered.

TEMSA may act as an advisor between the end user and original manufacturer, whenever necessary.

The SPECIAL TRANSACTED ITEMS listed below are not warranted by TEMSA, but by the respective manufacturer.

- Tires
- Air conditioning equipment
- DVD, Video and other audio systems (In-car entertainment systems for which a special service procedure is established)
- Engine (Except TEMSA Self-Servicing countries)
- Transmission
- Axles
- Fire suppression systems
- Any other non-factory fitted equipment

On request TEMSA Global will be able to inform you of the suppliers for these parts.

4.3 PRIOR TO WORK NOTIFICATION NECESSITY CASES

In cases of serious warrantable failures the Distributor or Dealer/Service must notify TEMSA in advance of any work being done. In these cases the decision on whether and how to repair the fault may be taken by after Sales Services Department of TEMSA.

The expenditure necessary for repair of the vehicle and defined in the Warranty Agreement has to be used as criteria when considering whether TEMSA has to be notified in advance.

A prior notification is obligatory when a claim occurs on any of the vehicle's main components, such as engine, transmission, drive axles, main components and others as listed above in clause 4.2.

Additionally a PQR must be issued urgently, accompanying the claim or case notification.

Refer to:

Annex 5 –PQR FORM

4.4 INSTANCES NOT COVERED BY WARRANTY

The TEMSA warranty does not apply to the following cases even during the warranty coverage period:

- **Neglected Periodic Inspections:** Repairs required as a result of neglected periodic inspections* and service, and/or routine checks and maintenance, as specified in the Warranty and Maintenance Manual.
* All periodic inspections should be carried out at the intervals specified.
- **External Work/Sub-Contract Work:** Repairs performed by other than authorized TEMSA distributors/dealer/services, or by a dealer/service, not authorized by the distributor and any defects resulting from such service.
- **Traffic accidents:** Repairs required as a result of traffic accidents, abuse, or negligence regarding the proper handling of the vehicle, as described in the Warranty & Periodical Maintenance Booklet.
- **Non-Genuine Parts:** TEMSA vehicles and parts are designed and manufactured meeting high quality and safety standards. Only Genuine Temsa parts should be used when carrying out any repairs, to ensure that the vehicle always maintains and meets these high standards. The distributor should keep an adequate stock of parts in order to be able to meet the needs of warranty as well as routine services. Warranty reimbursement will not be made for claims where non-genuine parts have been used.
Temsa will not accept responsibility for failures caused by, or resulting from the use of non-genuine vehicle parts and service required as a result of the use of other than genuine TEMSA parts, or use of lubricants other than those specified in the Warranty & Maintenance Manual or otherwise approved by TEMSA.
- **Operation Under Unusual Conditions:** Repairs required as a result of the use of the vehicle under unusual, very hard conditions or out of its aim, in places not suitable for vehicle traffic, or beyond the rated capacity of the vehicle.
- **Normal Maintenance Service:** Maintenance Service (checking, cleaning, lubrication, parts replacement, replenishment of electrolyte, anti-freeze or coolant, adjustments, etc) and the TEMSA Parts or materials replaced during such service.
- **Normal Replacement:** Decisions on warranty coverage concerning any deviations from the expected normal replacements are to be judged by TEMSA.
- **Changes Under Normal Use:** Any changes occurring under normal use of the Vehicle, slight irregularities not recognized as affecting quality or function of the Vehicle or TEMSA Parts, functional phenomena and defects appearing only under particular or irregular operation. Typical examples of the "slight irregularities" not recognized as affecting quality or function of the Vehicle or TEMSA Parts and "functional phenomena" are as follows;

- ◆ Leakage of oil or other fluids near oil seals, packing or joints, too slight to affect a decrease in the specified amount of fluid.
 - ◆ Slight noise or vibration (squeak and rattle) negligibly affecting vehicle's operation or the functioning of its components.
- **Modifications:** Repairs required as a result of modifications to the Vehicle or to any component/parts thereof, not recommended or approved by TEMSA.
 - **Defects in Equipment:** Defects in equipment, devices or accessories other than those specified and mounted on a vehicle by TEMSA, or defects resulting from the use of such unspecified equipment, devices or accessories.
 - **Absence of Routine Service Forms:** Failure to submit required reports, such as Vehicle Acceptance, Retail Delivery Advice Form.
Repairs required as a result of neglecting to carry out the periodical maintenances specified in the Service's Manual.
 - **Missing or Improper Periodical Stock Maintenance:** Repairs required as a result of neglecting proper maintenance during long storage of vehicle before and after delivery.
 - **Abuse or Neglect Handling:** Repairs required as a result of abuse or negligent handling.
 - **Distributor/Dealer Modified or Installed Parts:** Even when the Vehicle is within the warranty period, locally supplied parts shall not be warranted in the following instances:
 - ◆ Defects in locally supplied parts, caused by local parts. Local parts are warranted by the Distributer or supplier of the parts.
 - ◆ Defects caused by improper assembly, maintenance, inspection, handling and other procedures at a Distributor.
 - ◆ Defects due to negligence in following repair and maintenance instructions provided by TEMSA.
 - ◆ Defects due to negligence in basic TEMSA parts handling or operational procedures as mentioned in the technical material / specifications supplied by TEMSA, based on mutual agreement.
 - ◆ Defects due to modifications or changes in specifications not authorized by TEMSA.
 - **Inadequate Storage & Insufficient Service Quality Level:** Defects resulting from inadequacies in the Distributor's storage, absence of proper maintenance and general service or insufficient level of quality of service work.
 - **Acts of Nature and External Influences:** Repairs necessitated by Acts of Nature (earthquakes, floods, cyclones) and unusual incidents such as fire, vandalism, chemical pollution and other incidents caused by human fault or negligence.
Environmental damages due to rain, salt, sea, water, wind, lightning, sun and other natural elements during transport to the selling dealer/service and after delivery.
Damage caused by external influences such as stones, falling rocks, bird lime, acid rain, hail, sand, salt, de-icing agents.
 - **Extra Expenses:** Incidental or consequential costs such as:
 - ◆ Loss of use of vehicle (loss compensation)
 - ◆ Loss of time
 - ◆ Inconvenience
 - ◆ Expense for fuel
 - ◆ Communication expenses
 - ◆ Travel
 - ◆ Meals
 - ◆ Lodging
 - ◆ Transportation

- ◆ Loss or damage of personal property
 - ◆ Loss of revenue
 - ◆ Commercial loss of customer
 - ◆ Immobilizing the vehicle
 - ◆ Test drive
 - ◆ Cleaning materials
 - ◆ Theft
 - ◆ Rentals
 - ◆ Rental of any vehicle
 - ◆ Coach replacement charges
 - ◆ Towing
 - ◆ Cargo damage
 - ◆ Other miscellaneous transportation costs for replacing the vehicle during the period that the vehicle is under service work and or repair.
- **Flushing of Tanks:** Flushing of the contaminated tank unit and repair of failed parts/units resulting from the effects of the contaminated fuel usage, not draining the water trap, improper cleaning of hydraulic lines and relevant components.
 - **Improper or Poor Quality Fuel and/or oil or Fake Fuel Usage:** Failures caused by the use of improper, reconditioned or unrefined fuel and/or oil. Failures caused by contaminated fuel, e.g water ingress.
 - **Vehicles with Replaced Odometers:** Vehicles with an odometer replaced without approval, crushed or malfunctioning odometers.
 - **Discrepancies:** Discrepancies on the vehicle caused by missing, wrong or improper information in the vehicle order from the dealer/service or customer.
 - **Insufficient or Wrong Shipment:** Insufficient shipment of vehicles caused by missing, wrong, improper order information from the dealer/service or customer, including short shipment occurring during transport.
 - **Damage During Shipment:** Damage occurring during Shipment.
 - **Legal Adaptation or Homologation Costs:** Any costs due local adaptations of the vehicle needed for legal reasons and homologation costs are not covered by warranty.
 - **Detergent or Chemical Damage:** Damages to the paint resulting from the use of improper and not recommended cleaning agents, detergents, chemicals or non approved maintenance products.
 - **Excessive Wear:** Wear and tear caused by non-compliance to the instructions of the vehicle as set in the TEMSA Warranty & Maintenance Manual, supplied with vehicles and the figures, capacities or limits specified in the Workshop Manual.
 - **Inappropriate Operating Environment & Conditions:** Operating the vehicle in an inappropriate environment or under respective conditions and methods.
 - **Routine Services:** Routine services specified in this manual, as replenishment of fuel, daily technical checks, cleaning, lubrication, parts replacement or oil change.
 - **Adjustments and Calibration:** Adjustment of valve tip clearance, injection parts and brakes.
 - **Overloading and Mishandling:** Repairs caused by overloading and mishandling of the vehicle. Damage to the Cargo body or Cargo bay caused by inadequate loading or incorrectly secured goods during transport.
Inspections and fixing checks, tightening of bolts, screws, joints, clamps and other means of fixation, inspection of tolerances, all controls, adjustment and maintenance, self-check actions, exchange of wear and tear parts, front steering rod balance, rim alignment, wheel inflating etc.
 - **Non-Recommended Greasing or Cooling Liquids:** Damages from non-recommended greasing or Cooling liquids, anti-frost and anti-corrosion liquids.
 - **Diagnosis:** Diagnosis time is included in flatrate manual. Additional diagnosis time cannot be claimed. For some particular cases, such as air leak detection, electrical problems that take

long, and ones that are not in flat rate manual, dealer/service can contact Temsa afters sales team to talk for reasonable diagnostic time.

- **Wrong repairs:** Time consumption, incorrect part replacement and service work resulting from an earlier wrong repair.
- **Altered or Malfunctioned Tachometer:** Any failures, accidents and consequential damages which are caused by an altered or malfunctioning tachometer.

4.5 ITEMS NOT COVERED BY WARRANTY

- **TEMSA wear and tear parts worn under normal vehicle use:** The following TEMSA Parts are not covered by the warranty as they are deemed to wear out through normal use of the vehicle:
 - ◆ Lamp bulbs (except sealed – beam and halogen – lamps), fuses, electric motor brushes, cables, contact points and arms.
 - ◆ Air cleaners, fuel filters and oil filter elements
 - ◆ Pollen filter components
 - ◆ Oil seals
 - ◆ Gaskets (other than cylinder head gasket) and packing
 - ◆ Clutch facing, brake pad and brake linings
 - ◆ Brake pads, Brake Discs, Break Cables
 - ◆ Clutch engage cable and pads, mechanism
 - ◆ Carpets, cigarette lighters, ashtray, clocks
 - ◆ Windshield wiper blades and ~~water supply and system for screen washing~~
 - ◆ Drive belts (orher than timing belts) for
 - Alternator
 - Water Pump
 - Power Steering Pump
 - Air Conditioning
 - ◆ V-Belts
 - ◆ Tires and tubes (excluding production defect)
 - ◆ Bearings & Bushings
 - ◆ Other expendable parts (glues, silicon, tape, shop supplies...)
 - ◆ Storage backs and pockets
- **Aging or Detorioration:** The following cases are not covered by the warranty even if they result from normal Vehicle use or environmental pollution:
 - ◆ Rusting or deterioration of the luster of plated parts
 - ◆ Wear of Upholstery
 - ◆ Soft trim
 - ◆ Discoloration, fading, flawing, rusting, etc of paint coat
 - ◆ Aging of rubber parts
 - ◆ Rusting of covered parts
 - ◆ Discoloration, fading and deformation of leatherette and other trim
- **Consumer Items (Lubricants, Refrigerant,etc):** The following items, being consumed during normal use, are not covered by the warranty:
 - ◆ Fuel (Gasoline or Diesel)
 - ◆ Grease, lubricants, sealents
 - ◆ Engine oil, manual transmission gear oil, differential gear oil, steering gear oil
 - ◆ Antifreeze, coolant, anti-rust and refrigerant, corrosion inhibitor
 - ◆ Battery electrolyte and fluid
 - ◆ Brake and clutch fluid
 - ◆ Automatic transmission fluid, power steering fluid, transfer gear oil and/or fluid
 - ◆ Window washer fluid

- **Expenses not Covered by Warranty:**

- ◆ Travel time required by a mechanic when carrying out a field warranty repair
- ◆ Labour time to transfer the vehicle from/to 3rd party service location
- ◆ Fare for mechanic traveling by public or commercial transportation to or from a warranty repair
- ◆ Food and lodging expenses arising from the mechanic while away from Dealer service location
- ◆ Towing or transportation charges required to bring the vehicle into the service facility
- ◆ Expenses resulting from damages due to an accident during transportation of the vehicle
- ◆ Compensation for personal injury or property damage resulting directly or indirectly from any failure of the vehicle
- ◆ Costs incurred by failures resulting from use of parts, accessories or attachments not approved by TEMSA.
- ◆ Excessive time required for investigation of the failure or diagnosis of its cause
- ◆ Time for adjustment required for normal performance of the vehicle
- ◆ Waiting time and other expenses due to vehicle not being available for repair
- ◆ Compensation to the end user for the loss of time that is elapsed while the vehicle is out of work
- ◆ Cost of photographic Works
- ◆ Communication expenses (phone, fax etc...)
- ◆ Rental expenses of service shop, vehicle,... etc
- ◆ Hiring technician or specialist not approved by TEMSA
- ◆ Analysis and reporting fees such as fuel inspection fee for quality or inspection of parts, fuels and oils.

- **Use of 3rd Party Parts in Warranty Repairs:** Only GENUINE TEMSA PARTS should be used when carrying out any repairs. Warranty reimbursement will not be made for claims where non-genuine parts have been used. TEMSA will not accept responsibility for failures caused by, or resulting from the use of non-genuine parts.

4.6 ADDITIONAL EXCLUSIONS/LIMITATIONS OF SELLER'S LIMITED WARRANTY

| Warranty limitation schedule | 6 Months unlimited mileage | 12 months 100.000 mile | 24 months 200.000 mile |
|---|---|------------------------|------------------------|
| Belt tensioner, air bellows, pulley bearing | | X | |
| Engine batteries ** | X | | |
| Propeller shaft, u-joints | | X | |
| Suspension shock absorbers and bushings | | X | |
| Suspension height control valves | | X | |
| Baggage door gas cylinders | | X | |
| Sun shades | | X | |
| Side Windows (Shattering or stress cracks) | X | | |
| Front Windshield (stress crack only) | X | | |
| Fire Suppression System *** | | | X |
| Paint | Coverage subject to Temsa prior approval; pictures and quote maybe required | | |

4.7 VENDOR SUPPLIER WARRANTY

The components/systems depicted in Annex 6 are covered directly by their respective manufacturers.

Refer To:

Annex 6 – VENDOR SUPPLIER WARRANTY

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CHAPTER 5 - WARRANTY RELATED TOPICS

5.1 ANTI-CORROSION AND PERFORATION

Subject to the following terms and conditions, TEMSA guarantees that if any body sheet metal panel work of this new TEMSA vehicle manufactured by and for TEMSA and properly maintained is found to have developed corrosion perforation (rusting through) from the inside of the panel due to defects in material or workmanship, depending on model regardless of mileage, from the WARRANTY START DATE, this is covered by Warranty.

NOTE:

Rust/corrosion other than perforation (rust through) on sheet metal panels and paint defects are covered under the "BASIC WARRANTY COVERAGE"(Refer to: Annex 1 VEHICLE WARRANTY PERIODS).

Anti-Corrosion and Perforation Warranty does not cover the following items:

- Corrosion due to accident damage, abuse or vehicle modification (that are not recommended or approved by TEMSA
- Corrosion due to chemical pollution, bird lime, acid rain, traffic accident, hail, sand, salt, de-icing, agents, stones, fires, and disasters, attributed to human fault, negligence, civil uprisings or Natural Calamities etc.
- Corrosion due to failure when performing minor repairs
- Corrosion due to inability to perform the repair and maintenance as described in the User's Manual.
- Costs incidental to the warranty repair, ie. Loss compensation, loss of time, expenses for fuel, telephone, travel or lodging, commercial loss or loss of revenue.
- Other cases of corrosion of which the causes are not attributable to TEMSA.

5.1.1 OWNER'S RESPONSIBILITIES

The body sheet metal work and the underside of the vehicle must be inspected every 3 months from the warranty start date and re-treated at the owner's expense.

When the inspection has been completed, the body inspection record must be completed by the inspection company.

Any minor repairs for stone chips, scratches and damage etc., must be repaired at the owner's expense.

If the vehicle has been involved in an accident or for whatever reason the sheet metal panels have been repaired or replaced, repairs must be performed in accordance with the procedures laid down in the appropriate repair manuals.

5.2 SAFETY RELATED RECALLS/SERVICE CAMPAIGNS

There are occasions when the TEMSA has to recall vehicles for safety related items. Should this take place, customer will be notified in writing by selling dealer/service to take his vehicle to servicing dealer/service to have the necessary remedial work carried out free of charge.

When the rectification work has been carried out, please assure that the Service/Recall Record is completed properly.

CHAPTER 6 - BATTERY MAINTENANCE AND WARRANTY

6.1 EFFECTIVE PERIOD OF WARRANTY

Battery warranty coverage is in the scope of Additional exclusions / limitations of seller's limited warranty, except for batteries in Vehicles which are stored for long periods of time without the proper maintenance described in **Section 6.3**, "Battery Maintenance" .

6.2 INFORMATION TO BE INCLUDED WHEN SUBMITTING CLAIMS

The following information should be included on the claim form when submitting a warranty claim for a battery:

- Nomenclature (type, brand, manufacturer)
- Condition of casing and terminals
- Specific gravity, color and purity of battery electrolyte after recharging
- Past defects

The following defects will not be covered by the warranty

- Deformation or damage to electrolyte cells or the upper surface of the battery casing
- Defects resulting from the use of unsuitable sulfuric acid (battery electrolyte) or water
- Defects resulting from storage of the vehicle causing battery discharging
- Defects resulting from storage of goods in battery cabin
- Defects such as explosion

Where defects are considered to be partially the result of improper storage, handling or servicing, such impropriety will affect the calculation of the claimed amount.

6.3 BATTERY MAINTENANCE

The following procedures should be observed in battery maintenance:

- Battery cable terminals should be disconnected during prolonged vehicle storage. As a battery is self-discharging, it is necessary during storage to recharge it once a month in warm weather and once every two months in cold weather.
- Battery electrolyte should be maintained at the prescribed level. The vent plugs should be securely tightened.
- In-stock maintenance form for battery shall be filled out properly during wait time of vehicles in stock and must be shared with TEMSA.

Refer to:

Annex 9 – IN-STOCK MAINTENANCE FORM

6.4 BATTERY CONTROL FORM

"Battery Control Form" needs to be completely filled by our authorized services for accurate assessment of battery failures that occur as a result of different usages, at different mileages and for achievement of more detail information to inform suppliers. The existence of "Control Form" along with the preapproval form desired for battery complaints will be carefully traced. The incomplete requests will not be accepted in accordance with incomplete request procedure.

Refer to:

- *Annex 7 – BATTERY CONTROL FORM*

CHAPTER 7 - TIRES WARRANTY

7.1 TIRE WARRANTY COVERAGE

Limited tire warranties are offered by the respective tire manufacturers. Therefore, any requests for processing of tire warranty claims should be directed to the respective dealer/service or company representing the tire manufacturer.

Refer to:

Annex 6 - VENDOR SUPPLIER WARRANTY

DRAFT

CHAPTER 8 – PROGRESSIVE DAMAGE WARRANTY

Progressive damage means damage to parts as a result of the failure of another part.

Under certain circumstances, TEMSA agrees to warranty allowances for progressive damage to TEMSA parts. Progressive damage caused by a warrantable failure of a new TEMSA machine will be considered as warranty expense as outlined.

8.1 TEMSA VEHICLE PROGRESSIVELY DAMAGED WITHIN THE WARRANTY PERIOD OF NEW VEHICLE

Progressive damage caused by failure of new machine within warranty period will be considered as warranty expense.

8.2 PROGRESSIVE DAMAGE CAUSED BY NEW VEHICLE REPLACEMENT PARTS

Parts progressively damaged by a new genuine TEMSA replacement part will not be considered for reimbursement.

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CHAPTER 9 – WARRANTY PARTS RETAIN & RETURN

All failed or damaged parts and components listed on a warranty claim must be kept 90 days from the date of warranty claim application and credit has been unless otherwise stated. They have to be made available for inspection at any time.

The distributor is entitled to scrap the defective part(s) if no instruction is given after 90 days from the date of warranty claim application and credit has been received. If both conditions are not met, part must be retained.

TEMSA will give the instruction, if these parts are to be returned to TEMSA for further investigation at the After-Sales Services Department or if they can be disposed of.

These parts must not be returned without TEMSA instructions. The failed parts on which the warranty claims are based on must be properly protected against the entry of foreign contamination, rust, water, etc. and deterioration immediately after removal. They have to be clearly tagged with the respective machine model, serial number, parts name, parts number and faulty condition on the "Parts Return Tag", as enclosed.

The parts to be returned by TEMSA instructions are to be shipped with the transposition charge prepaid. The distributor/service must return the parts in accordance with either TEMSA parts shipment procedure or suppliers parts shipment procedure.

If the defectiveness of the part(s) is confirmed by TEMSA, the proven transportation charges will be reimbursed.

For the returned parts, the Distributor / Service should prepare a (proforma) invoice and on this invoice, the following remark should be noted:

'This failed part is a component of TEMSA, model "XXX", with serial number "YYY", being delivered to TEMSA for inspection of failure.'

In addition, a symbolic price should be noted down for the returned failed part in the currency assigned to the Distributor / Dealer.

Please refer to:

Annex 8- "WARRANTY PARTS RETURN TAG "

CHAPTER 10– WARRANTY POLICY ITEMS

Only TEMSA original parts and accessories are covered by warranty if there is a fault attributable to material or manufacturing.

Where time and mileage limitations are applied to this policy, the warranty coverage ends when one of these criteria is met.

10.1 ACCIDENT DAMAGE

Customers must be advised to refer accident damage to their insurance company who will, if appropriate, communicate directly with TEMSA. If it is alleged that the accident was caused by a manufacturing defect, the known factual details of the accident must also immediately be advised to TEMSA.

10.2 AIR CONDITIONING

Refrigerant and hydraulic compressor oils necessary to complete warranty repairs are not claimable. Claims should reflect the amount of fluid displaced during the repair, up to the maximum published system capacities. TEMSA network partners electing to use specialist supplier services must ensure that the amount of refrigerant shown on the sub-contract invoice does not exceed maximum system capacities and that labor charged does not exceed TEMSA labor rates.

| Refrigerant Amounts (lbs) | | | |
|---------------------------|-------|----------------|-------|
| | TS 30 | TS 35E & TS 35 | TS 45 |
| No Front AC | 6.8 | --- | --- |
| With Front AC | 7.8 | 15.5 | 26.5 |

10.3 ALTERNATIVE TRANSPORT

Not claimable under the warranty terms. There may be coverage through local market roadside assistance package.

10.4 BATTERIES

Vehicle battery condition must be checked within one week after receipt of the vehicle. After this point, battery care during vehicle storage, including testing/recharging, is the responsibility of the TEMSA Distributor/Dealer. Claims for recharging or replacement after PDS are only accepted for failures caused by vehicle or battery manufacturing defects, and only if it is proven that the battery care procedure is followed. These need to be pre-approved.

10.5 BRAKE DISCS

As being wear and tear items, brake discs are not claimable.

10.6 BRAKE PAD/SHOES

As being wear and tear items, brake pads/shoes are not claimable.

10.7 BULBS

As being wear and tear items, bulbs are not claimable.

10.8 CONSUMABLES / SHOP SUPPLIERS

Workshop consumable items, e.g. cleaning materials, easing oils or emery cloth/wet and dry paper, are regarded as an overhead of the business and are therefore not claimable under warranty.

10.9 DELIVERY DAMAGE REPAIRS

TEMSA Distributer/Dealer is responsible for ensuring that vehicles accepted from the delivery agent are in good condition.

Damage, including inward dents, scratches, etc must not be claimed under warranty. Any such damage must be recorded on transport (delivery) documentation and referred to the delivery agent for payment.

10.10 DIAGNOSIS

Diagnosis time is included in the scheduled repair time and additional diagnosis time cannot be claimed.

For some particular cases, such as air leak detection, electrical problems that take long, and ones that are not in flat rate manual, dealer/service can contact Temsa after sales team to talk for reasonable diagnostic time.

10.11 DIAGNOSTIC TEST RESULTS

Pre and post repair diagnostic codes/measurements used to define and rectify the concern must either be recorded on, or printed and attached to, the repair order.

10.12 DONOR PARTS

The practice of using components removed from other vehicles whether it is due to non-availability of parts, diagnosis by substitution or any other reason is not recommended and may only be carried out in exceptional circumstances and after prior consultation with and approval of Distributor/Dealer.

NOTE:

Where the use of donor parts has been authorized in advance, this must be recorded on the original Repair Order and evidence of the obtained authorization must be kept.

10.13 DRIVE BELTS

As being wear and tear items, drive belts are not claimable.

10.14 FIRE DAMAGE/THERMAL EVENT

Customers must be advised to refer fire damage/thermal event to their insurance company who will, if appropriate, communicate directly with the Distributor/Dealer.

The distributor/dealer/service must immediately report these cases to TEMSA.

If it is alleged that the fire/thermal event was caused by manufacturing defect, the known factual details of the incident must immediately be advised to TEMSA along with an accident report.

Any expense or cost of inspection in case of thermal event shall not be reimbursed by TEMSA.

10.15 GLASS DEFECTS

Defects resulting in distorting visibility (e.g deformation, discoloration, bubbling) are covered by warranty but require PWAR. Windscreen damages may only be repaired throughout the warranty period provided:

- There is no (visible) evidence of impact damage.
- Cracking has not occurred as result of previous unsatisfactory repair.
- Prior to work approval is provided by RC.

Glass crack/shatter noted at the time of delivery is subject to the delivery damage procedure. Glass damaged by sub-contractor must not be made the subject of warranty claim but should be covered by the sub-contractor involved. Failure of heated glass elements is acceptable under warranty provided there is no evidence of damage.

10.16 GOODWILL

Goodwill is defined as a contribution to repair cost of a defect not covered by warranty. This should be used to maintain customer satisfaction but should also reverse customer loyalty. Highest satisfaction will be achieved when the decision and settlement can be made at Dealer level. Dealers should allocate a budget for these cases and may ask for support from their Distributors. Distributors should also allocate a goodwill budget.

10.17 HIRE OF REPLACEMENT VEHICLES

Charges for vehicle hire or courtesy vehicles are not covered by the warranty.

10.18 INSURANCE WRITE OFFS/TOTAL LOSS

TEMSA vehicle warranties will be fully cancelled (except Recalls) on any vehicle that has been declared total loss by an insurance company. Dealers are requested to forward details to their Distributor.

10.19 LUBRICANTS, FLUIDS & SEALERS

TEMSA recommended lubricants, fluids and sealers of the correct specification must be used for warranty repairs. Claims should reflect the amount of fluid displaced during the repair, up to the maximum published system capacities. If not purchased under a TEMSA part number, the cost of these materials must be claimed using a TEMSA part number and at the dealer/service's net cost price. If not, the price can not exceed the TEMSA list price provided otherwise the invoice will be rejected.

NOTE:

Warranty reimbursement will not cover claims for lubricants, fluids and sealers that exceed the stated specification.

10.20 MILEAGE

Odometer reading when the vehicle is repaired must be noted on the warranty claim.

10.21 NON-SCHEDULED LABOR TIME

Non-scheduled labor time is only to be used where no applicable flat rate time is available. Non-scheduled labor time claimed must always be reasonable and verifiable by reference to the technician's report, elapsed time recorded and authorized by TEMSA where required.

The time claimed cannot exceed the elapsed time recorded on the repair order for the individual repair.

10.22 NON-GENUINE TEMSA PARTS

Only genuine TEMSA parts and recommended products must be used for warranty repairs. If warranty repair is delayed because the parts involved cannot be supplied within reasonable time, contact must be made with TEMSA regional coordinator or enter PWAR via CATS.

10.23 PAINT WARRANTY

Only rectification of painted surfaces of the vehicle due to defect in material or its application is covered by warranty but requires PWAR. The warranty period is equal to the vehicle warranty, subject to specified conditions.

10.24 PRIOR APPROVAL

In order to improve quality of work, support on diagnosis and to ensure that all technical high level and expensive repairs are monitored, Distributors/Dealers shall implement a prior approval procedure.

10.25 RECORD RETENTION

Auditable warranty documentation as listed must be kept 7 years after payment of the claim.

10.26 RECOVERY / TOWING CHARGES

Not claimable under the warranty terms but towing may be claimable after PWAR approved. There may be coverage under local market roadside assistance terms. Where applicable, details of any such schemes will be advised separately.

10.27 REPAIR OR REPLACE ASSEMBLIES

Assemblies must be repaired, rather than being replaced, unless:

- Replacement of an assembly is more cost effective than repair. The total cost of the repair can not exceed 75% of the assembly replacement (PWAR is required).
- Part are not available from TEMSA (PWAR is required).

10.28 REPEAT REPAIRS

Dealers are responsible for the quality of their diagnosis work and workmanship during the repair. Repeat repairs by the same dealer/service caused by insufficient warranty processes, faulty workmanship, poor diagnosis or incorrect repair techniques must not be charged to the customer or TEMSA.

Repeat paint repairs are never to be claimed to TEMSA.

10.29 ROAD TESTING

Vehicle road testing is regarded as service department overhead and must not be claimed.

10.30 SAFETY RELATED PARTS

If a safety related part has failed (which potentially placed people or property at risk of damage or injury, or makes the vehicle illegal), the TEMSA PQR procedure has to be followed.

Refer to:

Annex 5 – "PQR Form"

10.31 SALE DATE

The sale date is the warranty start date and must correspond with the warranty start date in the memorandum of registration in the warranty booklet. This is the date the first registered owner receives the vehicle or when the vehicle is taken into service, whichever comes first.

10.32 SERVICE PORTFOLIO

The Warranty and Service booklets are provided with the vehicle.

10.33 STONE CHIPS / PAINT DAMAGE

Damage to paintwork caused by the impact of stones or any other object is regarded as normal wear and tear. Rectification of this damage is not claimable under any of the Vehicle Warranties.

10.34 SUB-CONTRACTED REPAIRS – SUBLET

It is in the interest of TEMSA Distributors/Dealers to carry out all repair work and only sub-contract to a specialist where absolutely necessary. It is recognized that the use of specialist sub-contractors may be required to complete certain repairs effectively. Where sub-contract repairs necessary, the following instructions must be adhered to:

- TEMSA Distributors/Dealers should not allow sub-contractor repair costs to exceed those that would have been incurred if the TEMSA Distributors/Dealers had conducted the repair in their own workshops.
- Claims for sub-contract repairs may not exceed the repairer's net invoice value.
- Genuine TEMSA parts must be used and claimed using the relevant part number.
- Claims must be supported by copies of parts purchase orders, repairers invoices and, where applicable, Vehicle Silhouettes, which must be attached to the Repair Order.
- The sub-contractor must carry out the repair following the appropriate TEMSA work instructions.
- The total labor costs cannot exceed the specified labor cost allocated by TEMSA.

10.35 SUBMISSION LIMITS

The application for a warranty claim shall be made to TEMSA within two weeks after failure date.

10.36 TRACKING

See section 11.40 "Wheel Alignment"

10.37 TIRE WARRANTY

TEMSA passes the original tire manufacturer's warranty on to the owner. TEMSA Distributors/Dealers should assist in the resolution of any customer concern by liaising with the tire manufacturer or their agent.

10.38 TIRE WEAR

Contributions to tire replacement due to wear that is inconsistent with normal use can be claimed through warranty but only if wear has resulted from a manufacturing defect of the vehicle.

10.39 WARRANTY START DATE

See **Section 10.31** 'Sale Date'

10.40 WHEEL ALIGNMENT

Wheel alignment should be checked and the vehicle must be aligned as needed after road tested when the vehicle received by Distributors/Dealers. Necessary rectification can be claimed provided that there is no evidence of damage, e.g. kerb impacts.

Measurement sheets before and after adjustment must be attached to the repair order.

Misalignments after the vehicle is taken into service cannot be claimed.

10.41 WHEEL BALANCING

To be checked and wheels must be balanced as needed after road tested when the vehicle received by Distributors/Dealers. Rectification of the wheel balance cannot be claimed.

CHAPTER 11 – DISTRIBUTOR & DEALER/SERVICERESponsibilities

11.1 DEALER/SERVICERESponsibilities

11.1.1 GENERAL RESPONSIBILITIES

Dealers are required to provide prompt, efficient and cost effective service for warranty repairs and to ensure the integrity of all claims submitted to TEMSA by working according the procedures set out in this manual. To achieve these requirements dealer/services must comply with the following:

11.1.2 DEALER/SERVICE OBLIGATIONS

- Carry out Warranty repairs
- Ensure repairs are executed in accordance with the terms of the Vehicle Warranty and Paint Surface and Corrosion (Perforation) regulations
- Ensure quality of staff – employ suitably trained and motivated personnel, capable of carrying out all technical, supervisory and administrative aspects of warranty work correctly
- Ensure quality of service – consistent high quality service has to be provided by applying TEMSA repair processes and adequate customer handling
- Ensure quality of repairs – maintain an inventory of tools and equipment as specified or recommended by TEMSA for the completion of quality repair
- Ensure only genuine TEMSA parts are used for warranty repairs
- Accept responsibility for repeat repairs
- Provision of Body and Paint Repairs

Dealers who do not have their own body and paint repair facility must make alternative arrangements for rectification work to be carried out in accordance with TEMSA standards.

11.1.3 WORKSHOP PROCEDURES

- Comply with the procedures described in detail within this Manual.
- Warranty and Technical Training – regular training must be provided and attended to maintain the required standards of management, technical and administrative competence.
- Records should be maintained, detailing courses attended by all service department personnel.
- Training should consider different aspects, such as
 - Coverage for key staff
 - New staff induction and familiarization
 - Ongoing training development
 - Training plans for successors

11.1.4 WARRANTY RELATED PUBLICATIONS

Ensure that all relevant staff has access to and complete understanding of the following TEMSA publications:

- TEMSA Warranty Policy and Procedures Manual
- Technical Bulletins (Service Bulletins)
- Flat Rate Manual, including:

- Mechanical and Paint repair codes and times
- Failure Code Table
- Campaign notifications (Recall Campaigns, Service Campaigns)
- PDS – Storage – Battery procedures
- Warranty and Maintenance Manuals
- Any other warranty related communications

11.1.5 VEHICLE RECEIPT & ACCEPTANCE

The Dealer/Distributor is responsible for new vehicles being inspected for damage, missing parts, cleanliness, etc immediately upon receipt.

Delivery (transit) damage can not be made subject of a warranty claim. Claims for rectification of transit damage must be directed to the delivery company within the terms of the applicable delivery agreement or marine claim process.

The damage must be recorded in the vehicle history life. Warrantable repairs are to be submitted as Warranty claims and have to be supported by the initial claim to the transport company and their reply thereto.

11.1.6 VEHICLE STORAGE

The Dealer is responsible for correct vehicle storage and stock maintenance. Special attention has to be given to battery care.

Using the mandatory tool, the dealer/service must perform a "battery acceptance test" to confirm the condition of the battery within one week after receipt of the vehicle.

Proof of the test result has to be kept with the vehicle file and is to be provided to TEMSA upon request and without delay.

If necessary, the battery has to be charged with a proper charger and further battery maintenance instructions have to be followed. Any defect or deterioration caused by improper storage, maintenance or handling is not the responsibility of TEMSA and as such cannot be claimed under warranty.

11.1.7 VEHICLE HANDOVER – RETAIL DELIVERY ADVICE

The dealer/service has to ensure that TEMSA guidelines for Vehicle Handover are fulfilled as described below. This includes recording the details in the Memorandum of Registration.

When presenting the new vehicle to the customer, it is essential that, in addition to explaining the features and controls of the vehicle, the opportunity is taken to fully explain the warranty terms and conditions.

In particular the following point should be covered:

- Introduce the vehicle owner to the Service Manager or Service Receptionist in order to create point of contact for service or warranty assistance.
- Ensure the customer fully understands what is covered by the TEMSA warranty.
- Ensure that the owner is aware of the maintenance requirements.
- Ensure that the vehicle is delivered to the customer completely, without any missing part or problem and that it has no failure.

Dealers have to inform their Distributor of the sale date of all new TEMSA vehicles.

For company or demonstration vehicles, the sale date should be the date that the vehicle is taken into service.

The sale date must correspond with the Warranty Start Date in the RDA form. This information must be provided to TEMSA as soon as possible. The registration information (RDA) must be entered into TEMSA online system within 14 days by the delivery of the vehicle to the customer.

11.1.8 BATTERY CARE PROCEDURE

A mandatory battery test tool must be used when a battery warranty reimbursement is claimed. The dealer/service must be able to prove the existence and usage of the mandatory test tool in his workshop.

Battery condition must be checked by using the tool within one week after vehicle receipt, at prescribed intervals during storage. The test results of all these checks must be kept together with the vehicle file.

Failing to comply with these requirements will result in refusal or charge back of battery claims.

If proper battery checking and maintenance has been completed during storage the battery should have remained in good condition throughout. Recharging costs will only be reimbursed if the discharge is the result of vehicle system defect, battery manufacturing or material defect.

The following points should be considered:

- Time for battery checks cannot be claimed in warranty.
- Only one claim per vehicle will be accepted prior to sale, which covers recharging or replacement as result of the "battery control form".
- Recharging or replacement costs will only be accepted for in-service battery failures, if the cause is due to vehicle system defect, battery manufacturing or material defect.

11.1.9 RECALL AND SERVICE CAMPAIGNS

All vehicles passing through the dealer/service's workshop as well as unsold new and used vehicles in stock must be checked to ensure that all necessary Recall and Service Campaigns have been completed. No vehicle can be sold unless all recall campaigns are carried out.

Dealers should endeavor to complete outstanding Recall and Service Campaigns before the vehicle leaves the workshop. If a vehicle from another market is presented to the dealer/service, any applicable Recall and Service Campaigns must be undertaken as matter of priority. This work must be completed free of charge to the customer and a warranty claim must be submitted in accordance with the warranty claim instructions.

Parts that are dedicated for use on particular Campaigns must not be used for any other type of repair.

Upon completion of the Recall or Service Action the dealer/service must attached TEMSA Field Application Verification Form.

Refer to:

Annex 10: FIELD APPLICATION VERIFICATION FORM

Customers should be notified about the recall campaign by notification letter within three days TEMSA notifies dealer/service. Dealer/service must inform TEMSA as soon as the dealer/service sends the letters out to customers.

11.1.10 PARTS RETENTION PROCEDURE

All parts replaced under warranty must be correctly labeled with the Warranty Return Parts Tag and stored for 90 days after replacement or returned as outlined in bulletins.

All fields must be filled out in English (Annex 8- Warranty Parts Return Tag). The parts should be properly packed, whenever possible using the original packaging of the replacement part.

Parts replaced under warranty must be stored in an orderly manner in an environment that prevents deterioration of the parts and its packaging. The parts must be stored in a separate and secure area to prevent re-use or theft of the parts.

It is the Dealer's responsibility to ensure that all claimed parts are destroyed or properly disposed of after the defined retention period expires, in order to avoid the accidental re-use of claimed parts.

NOTE:

Parts replaced during a Recall Campaign must be destroyed or rendered unusable before disposal.

Re-use, sales or reconditioning of claimed parts is strictly forbidden and TEMSA cannot be held responsible for any injuries or damages as a result of re-using of claimed parts.

The cost of sending & shipment of claimed parts from the Dealer to the Distributor, as well as the cost of retaining such claimed parts, shall be borne by the Distributor or the Dealer.

11.1.11 AUDITABLE WARRANTY DOCUMENTATION

Dealers must retain all records that substantiate warranty claims after payment of the claim by TEMSA. These records must be kept for a minimum of three years or for as long as required by local legislation (whichever period is longer)

Records must be systematically filed so that they are easy to locate. Records and documents to be retained include:

- Battery test results (acceptance test, periodical test during storage and final test)
- PDS check sheets,
- Copy of transport document to prove identification of transport damage and/or missing parts,
- Repair Orders relating to warranty claims together with diagnostic forms/printouts and any customer written notes
- Vehicle history records,
- Retail and Warranty Repair Orders,
- Prior approval overview and details,
- Detailed accounting records of paid/debited claims
- Technicians time sheets / attendance records, as used for payroll preparation. (This includes records relating to staff that may have left the company during the relevant period.),
- Records of parts issued,
- Invoices and purchase orders for sub-contracted repairs or services, including hire vehicles, together with records of payments and details of discounts obtained,
- Retail repair and parts sales invoices supporting Parts Warranty claims.
- Vehicle Silhouette forms and pictures for Paint Surface and Corrosion (perforation) warranty repairs,
- Evidence of any approvals given by TEMSA,
- Parts purchase invoices, where specially linked to claims,
- Documentation / policy details relating to any extended or used vehicle warranties sold,
- New vehicle delivery documentation
- Evidence of Vehicle Warranty start date,

- Warranty claim forms,
- Any other documentation as periodically advised by TEMSA.

All these records must be stored in hard copy and electronic form (and backed up in accordance to a disaster recovery process).

In the case of electronically stored data, dealer/services are responsible for ensuring that their system provides a secure audit trail identifying any amendments made, e.g. add-on-work, during the course of a repair or after the completion of a repair.

Only supervisory staff can make such amendments under password control.

11.2 DISTRIBUTOR/DEALER RESPONSIBILITIES

It is the distributor's responsibility and a priority to ensure that all regulations, as described throughout this manual and any following updates are clearly communicated to all dealer/services and understood and obeyed by all dealer/services within its network.

Furthermore it is the distributor's responsibility to conduct dealer/service audits (when required by TEMSA), following the methods and instructions given by TEMSA.

11.2.1 VEHICLE STORAGE

The distributor has to ensure that TEMSA guidelines for vehicle storage and stock maintenance are followed, as described:

- Batteries must be tested and disconnected
- Vehicles must not be parked under any lighting
- Vehicles must not be parked directly under trees
- Parked vehicles must have adequate distances between them to ensure that they do not slide along the adjacent vehicle
- Parked vehicles must have adequate distances between them to allow the opening of the cargo bay door without touching the adjacent vehicle

The Distributor is responsible for adequate vehicle storage and stock maintenance.

Special attention has to be given to battery care:

Using the mandatory tool, the dealer/service must perform a 'battery acceptance test' to confirm the condition of the battery within one week after receipt of the vehicle.

Proof of the test result has to be kept with the vehicle file and is to be provided to TEMSA upon request and without delay.

If necessary, the battery has to be charged with a proper charger and further battery maintenance instructions have to be followed. Any defect or deterioration caused by improper storage, maintenance or handling is not the responsibility of TEMSA and as such cannot be claimed through warranty.

11.2.2 BATTERY CARE PROCEDURE

It is the distributor's responsibility to confirm that a specific remark is included on the warranty claim form submitted to TEMSA, and that this remark indicates that battery recharge or replacement is required.

11.2.3 WARRANTY PRE-APPROVAL PROCEDURE

A prior approval procedure provides the opportunity to avoid unnecessary repairs and high costs and is therefore the first step in warranty control and cost reduction. This procedure is an integral part of warranty assessment within the distributor and shall therefore be given a high priority.

- Regional responsible should be contacted for the specified PWAR limit
- Main component replacements (engine, transmission and axles)
- Corrosion
- Paintshop failures (blistering, discoloring)
- Glass faults and failures (water leakage, misting, glaciations...)
- Battery failures
- All safety related failures
- OEM repairs
- Homologation related processes
- Road side assistance services
- Cosmetic and comfort faults (suspension hardness, difficult gear change...)
- Performance complaints (slow acceleration, high fuel consumption, AC performance, vibration...)
- Air, water or oil leakages
- Software problems
- Corrections due to differences between vehicle order form and vehicle received

Additionally, further repairs requiring prior approval may be notified separately. TEMSA may decide that all prior approvals must be made available to TEMSA by dealer/services.

The Distributor has to keep records of all given approvals within its dealer/service network for audit purposes.

More detailed information can be found in the "Warranty pre-approval procedure & guideline" which is available from TEMSA global.

11.2.4 PRODUCT QUALITY REPORTING (PQR) PROCEDURE

In the event of an incident that may seriously affect the product quality or compromise the safety of the TEMSA vehicle, the Distributor must prepare a Product Quality Report (PQR) and send it to TEMSA Global Regional Responsible, depending on which TEMSA location manages his market.

The forms supplied are to be used to communicate the situation. It has to be assured that all necessary information is provided to enable TEMSA to act correctly and promptly on the issue.

Refer to:

Annex 5 – "PQR FORM"

11.2.5 RECALL AND SERVICE CAMPAIGN

Campaigns are issued by TEMSA to ensure the systematic and efficient rectification of design, construction or manufacturing defects.

It is the Distributor's responsibility to implement and follow an adequate procedure to ensure that any Recall and Service Campaign information is made available to the Dealers without delay, and that Dealers will carry out the campaign as instructed.

It is the responsibility of the Distributor to ensure that he is able to locate the registered owner of a recalled vehicle. The Distributor must contact the owner, explaining the concern and urging him to make an appointment with a TEMSA Network Partner as soon as possible, so that the necessary checks or rectifications can be undertaken.

11.2.6 WARRANTY AUDITS

All warranty claims are subject to audit and TEMSA reserve the right to fulfill such audits.

Reimbursements are made in order to cover justifiable costs incurred by the Distributor or the Dealers in rectifying material or manufacturing defects in accordance with the TEMSA Warranty Policy & Procedures.

In order to maintain proper and consistent controls TEMSA delegates an appropriate level of autonomy to the Distributors whilst monitoring performance and reserving the right to conduct audits. Both the distributor and the dealer/services are obliged to allow free and unhindered access to all warranty documentation.

Both the distributor and dealer/services understand and permit that any unfair claims discovered during audits may lead to a charge back of the warranty compensation paid by TEMSA.

The Distributor and Dealers are responsible for making sure that warranty guidelines and processes are fulfilled.

11.2.7 AUDITABLE WARRANTY DOCUMENTATION

The Distributor is responsible for ensuring that Dealers retain all records that substantiate a warranty claim in the manner and for the periods set out in this documentation.

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