

Warranty (FAQs)

1. What is the duration of my vehicle warranty?

All new Cycle & Carriage commercial vehicles are warranted against defective material and workmanship for:

General:

36 months or 100,000km, whichever comes first. Except batteries, which are covered for 1 year or 20,000km (for Mitsubishi and Citroen) and 1 year with unlimited mileage (for Kia).

Accessories:

All local accessories like, Radio, CD Changer, VCD Changer, LCD Panel, Leather seats, Reverse Sensor , Reverse Camera & Alarm are warranted for 20,000km or 12 months,-whichever comes first.

The warranty period will commence on the date when the vehicle is first registered, and Cycle & Carriage will repair or replace free-of-charge, any part of the vehicle that are defective in material and workmanship.

2. Are normal maintenance services covered in the warranty policies?

Normal maintenance services such as checking, cleaning, lubrication, replenishment, and adjustments etc. are not in the scope of warranty.

3. How about the replacement of bulbs, fuses, filters, etc.? Are these items under warranty?

Parts worn under normal vehicle use such as bulbs, fuses, filters, brake pads/shoes, belts, and wiper blades etc. are not claimable from the vehicle warranty.

(Except HID bulb is covered by warranty)

4. Does the warranty cover material ageing?

Normal ageing or deterioration such as rusting or deterioration of the lustre of plated parts, discoloration, fading, rusting etc. of paint coat, ageing of rubber parts, discoloration, fading and deformation of leatherette and other trim are beyond the scope of manufacturer warranty.

5. Could you list out instances not covered by the warranty policies?

Servicing carried out by unauthorised workshops during the manufacturer warranty period.

Unauthorised modification to the vehicle.

- Use of non-original parts or use of lubrication other than specified by vehicle manufacturer.
- Use of the vehicle under unusual conditions such as races or rallies.
- Alteration or disconnection of odometer.
- Damage resulting from Acts of God, fires and other disasters caused by human fault or negligence.
- Traffic accidents, abuse or negligence due to improper handling of vehicle.
- Environment influences from chemical pollution, acid rain, airborne fallout, sand, salt, and stones etc.
- Slight irregularities not recognised as affecting quality or function of the vehicle or parts, such as slight noise or vibration, or items considered characteristic of vehicle.
- Loss of vehicle use, loss of time, inconvenience or other consequential damage such as expense for fuel, telephone, travel, lodging, towing transportation, loss or damage to personal property, or loss of revenue.

6. Are tyres included in the vehicle warranty?

The tyres originally equipped on vehicles are warranted directly by the tyre manufacturer. The tyre manufacturer, Cycle & Carriage and its agents will not assume responsibility for tyres of incorrect size or type, failure resulting from road hazards, overloading, oil or chemical action, fire, and racing, etc.