

The most important thing  
in a Renault is you...



We only fit Genuine Renault Parts  
as there are some parts you can't replace.

**...you deserve to know your rights!**

While all reasonable efforts have been made to ensure the accuracy of the information provided, due to Renault's policy of continuous improvement all particulars contained are subject to constant revision and Renault reserves the right to change, alter or modify, among other things, specifications and prices of products without any notification at any time.

Accordingly, you should consult your local authorised Renault dealer for the exact introduction dates of products and for the most current information.





*No other manufacturer has done as much work across the range on safety.*  
**AUTO EXPRESS**

\*Vel Satis not available in the UK

## Did you know that when your Renault is repaired after an accident:

- The repairer may not necessarily use Renault genuine parts?
- The repairer may not necessarily tell you that non-genuine parts are being used?



**Know your rights:** You have the right to choose HOW and WHERE your Renault is repaired.

Surprised? Read on for more information...



## Is your car being repaired with non-genuine parts?

Unfortunately, accidents do happen and even the most careful drivers cannot always avoid the hazards of the open road. Following an accident, it is possible that repairs will be performed without the use of Renault genuine parts.

## Your Renault

Your Renault testifies the enormous technical advances that have been made over the past decades. Renault genuine parts are integral to ensuring the quality of your car, as each part has been specially designed to maintain its performance level in all situations.



## Why use Renault genuine parts?

### Your Renault – Your Safety

Safety is the starting point for every car designed and manufactured by Renault. We continuously spend millions of pounds making sure your car will protect you in the unfortunate event of an accident. According to independent research backed by Euro NCAP, your Renault is one of the safest cars on the road, with eight of our vehicles receiving the maximum 5-star Euro NCAP rating.



### Your Renault was built to protect, we want to make sure it stays that way

Renault genuine parts are developed with the full benefits of Renault research and technology to meet the rigorous requirements enforced at Renault test centres and laboratories.

The use of non-genuine parts in your car could compromise your safety and that of your passengers – why take the risk?

### Your Renault – Your Investment

Would you expect a car repaired with non-genuine parts to hold the same value as a car repaired with genuine parts?

If you buy or sell a vehicle, you want to be guaranteed that the vehicle is as safe as new. By using Renault genuine parts, you can guarantee the standard of repairs that have been carried out to your vehicle.

The use of non-genuine parts could compromise your investment – why take that risk?

### Your Renault – Your Warranty

**All Renault vehicles carry the following guarantees:**

- 3 year warranty
- 12 year anti-corrosion warranty

The use of non-genuine parts may not only put your safety at risk, but may also invalidate your warranty – why take that risk?

Remember – Only by using Renault genuine parts can you guarantee that the original driving pleasure, technology, quality and safety of your Renault remains uncompromised.

**Know your rights:** You have the right to request that Renault genuine parts are used.

## The choice is yours

There are many insurance options open to you, but in the event of an accident you have the final choice of WHERE and HOW your car is repaired.

Many insurance companies will try to convince you that the best place to take your vehicle is to their own bodyshop. Why? Because they want to control the cost and method of repair, but can they guarantee that Renault genuine parts are being used?

In general, insurance bodyshops will work on many different makes of vehicle and don't specialise. Only Renault Approved Accident Repair Centres meet Renault's rigorous standards for service and quality and they can ensure your car and warranty are fully protected.

By opting for a Renault Approved Bodyshop, you can be assured of a constant level of quality and service, regardless of your insurer.



**Know your rights:** You have the right to demand that your Renault is taken to a Renault approved bodyshop.

## What should you be told?

Renault believes that all bodyshops and specialist repairers should be informing you of the work performed on your vehicle. As a customer, you have the right to know what parts have been used, if they are genuine and if they guarantee the safety of your vehicle.

**Before any repair work is carried out, ask the following questions and remember...**

**Know your rights!**

- Will you be using Renault genuine parts to repair my vehicle?  
*If not, why not?*
- Can Renault genuine parts be used to repair my vehicle?  
*If not, why not?*
- Could Renault non-genuine parts invalidate my warranty?  
*Ask for this to be put in writing.*
- Could Renault non-genuine parts compromise my Euro NCAP rating?  
*Ask for this to be put in writing by your insurance company and by your repairer.*



## Get this form signed by your bodyshop BEFORE your car is repaired!

I ..... (bodyshop manager) guarantee that only Renault genuine parts will be used in the repair of vehicle ..... (registration number).

**Signed** ..... **Date** .....

We can guarantee that all Renault Repairers have full access to 100% Renault genuine parts.

## Approved Network

The Renault Approved Accident Repair Centre network is the perfect answer for restoring your vehicle to its original standards, using only the same quality of parts and materials as those fitted by the manufacturer.

## Renault Approved Accident Repair Centre Guarantee

- **Quality of parts:** Only Renault genuine parts are used on Renault vehicles to maintain your 12-year anti-corrosion warranty.
- **Quality of repair:** All repair work is carried out by trained specialists using modern and sophisticated equipment.
- **Price transparency:** Free estimates and no hidden charges.
- **Courtesy car:** Provided for the duration of the repair, subject to availability.
- **A definite completion date:** Given at the time of booking-in the car for repairs.
- **Vehicle valeting:** Every car will be valeted on completion of work.
- **Quality control:** All work is subject to rigorous quality control to ensure that your vehicle is returned to the perfect factory standards.

As the final choice is yours, why not take your car to a Renault Approved Accident Repair Centre and if you have Renault Insurance, repairs can begin immediately.



## Renault Accident Management

Any accident, even a minor one, can be distressing. The Renault Accident Management Service aims to get you back on the road with minimum hassle and inconvenience.

All new Renault customers receive the Accident Management Service to provide expert assistance with claim and repair work. The benefits of the Accident Management Service include:

- Expert assistance when you need it the most with one phone call
- Recovery of your vehicle (if immobile) to a Renault Approved Accident Repair Centre
- Arrangement of a replacement vehicle whilst your car is being repaired (when you use an Approved Repairer for the duration of the repair, subject to availability)
- Liaison with your insurance company
- 3 year warranty on all repairs

To support this service a Renault Accident Management Pack has been developed which contains all you need in the event of an accident, including a camera, a torch, a marker crayon, paper and pen.

This pack will be sent to all new customers (participating dealers only). Customers wishing to enrol in the Accident Management Programme should contact their local participating Renault dealer for more details.



