

RENAULT EURODRIVE ASSISTANCE

How to reach Renault EURODRIVE Assistance:

In the case of an accident, theft, attempted theft, or breakdown, you can call one of the following telephone numbers:

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|-----------------------|--------------------------|-------------------------|
| ■ From within France: | Toll free number: | 0 800 05 15 15 |
| ■ From within France: | Fax: | 01 47 11 13 97 |
| ■ From abroad: | Telephone number: | 33 1 47 11 13 13 |
| ■ From abroad: | Fax: | 33 1 47 11 13 97 |

This service is reserved exclusively for users of vehicles delivered under the RENAULT EURODRIVE program.

1. Preliminary article — Definitions

1.1. Vehicle

"Vehicle" refers to any new automotive vehicle weighing less than 3.5 tons and sold under the RENAULT EURODRIVE program.

1.2. Duration of the guarantee

The duration of the Assistance guarantee is the same as that of the RENAULT EURODRIVE contract. It therefore terminates if the vehicle is definitely exported.

The guarantee also applies to vehicles exceptionally registered under the manufacturer's name.

1.3. Beneficiary

"Beneficiary" refers to the person who signs the RENAULT EURODRIVE contract or his/her spouse or any other user authorized by him/her, as well as to any other person traveling in the vehicle in question, up to the number of seats specified on the registration certificate.

1.4. Geographical limits

The services defined below are applicable throughout the duration of the RENAULT EURODRIVE contract in Metropolitan France and the following countries: Andorra, Austria, Belgium, Croatia, Czech Republic, Denmark, Finland, Germany, Great-Britain, Greece, Ireland, Italy, Liechtenstein, Luxemburg, Monaco, The Netherlands, Norway, Portugal, St Marin, Slovakia, Slovenia, Spain, Switzerland, Vatican.

*As of January 1, 2003. Countries can be added or removed from this list at anytime, without any notice. It is recommended that you check before your departure that the country (ies) you plan to visit during your stay in Europe is (are) part the countries in which you are covered under our plan.

1.5. Accident

"Accident" refers to any collision, impact against a fixed or moving body, turnover or leaving the road, fire or explosion, attempted theft, etc. that immobilizes the vehicle.

1.6. Theft

The vehicle shall be considered stolen if it is not found within 48 hours of its disappearance. This period, as well as the services of assistance, starts to run from the moment that the beneficiary has declared the theft to the competent authorities.

1.7. Attempted theft

Any forced entry committed on a vehicle requiring to be immobilized, due to broken window and/or malfunctioning of the various locks. This clause shall not take effect until the moment that the beneficiary has declared the attempted theft to the competent authorities.

1.8. Breakdowns I

Any unforeseeable mechanical problem causing the vehicle to be immobilized, acknowledged by the manufacturer, beyond the user's responsibility.

1.9. Immobilization of the vehicle.

Immobilization begins at the moment that the vehicle is placed in the hands of the nearest RENAULT dealer or, failing that, of another local repair person, belonging to the RENAULT network. The duration of immobilization shall be indicated by the repair person as soon as the vehicle is taken into custody.

2. Article 1 — Conditions of Service.

2.1. Starting from the delivery of the vehicle, throughout the duration of the RENAULT EURODRIVE contract, the services defined below shall be provided at the request of the beneficiary or DVSE ASSISTANCE Service. This request shall be made directly to the RENAULT EURODRIVE ASSISTANCE services.

2.2. Upon receiving a request from the beneficiary indicating that his/her vehicle has suffered an accident, been stolen, fractured or has broken down, RENAULT EURODRIVE ASSISTANCE will verify that he/she is indeed the beneficiary of the guarantee as defined in the Preliminary Article and will request him/her to provide the following information:

- 2.2.1. Vehicle registration number ("carte grise")
- 2.2.2. Dates of the RENAULT EURODRIVE contract
- 2.2.3. Name and address of the contract holder
- 2.2.4. Type of vehicle and serial number ("carte grise")
- 2.2.5. Location. and date of drop-off of the vehicle
- 2.2.6. Nature, place and date of the incident .
- 2.2.7. The documents of the vehicle:
 - If abroad, must be handed to the repairman
 - If in France, must be sent to the DVSE, if the vehicle is abandoned.
- 2.2.8. The accident report (the original of which is to be sent to the DVSE, with the police report, if any), along with any other information deemed useful.

3. Article 2 — Implementation of Services.

3.1. Main services

In every case, they include repair and/or towing

3.1.1. Repair/towing RENAULT EURODRIVE ASSISTANCE organizes and pays for the repair and / or towing of the vehicle that has suffered an accident or breakdown, or has been found damaged after a theft or attempted theft.

3.1.1.1. In France, the vehicle will be towed to a RENAULT repair person, branch, or dealer as designated by RENAULT EURODRIVE ASSISTANCE. In case of abandon, termination of the contract or repairs lasting over 10 days, the vehicle shall be moved to the nearest RENAULT branch or dealer.

3.1.1.2. Abroad, to the nearest RENAULT repair person or a garage capable of performing the repair.

3.2. Additional services

3.2.1. Sending spare parts

RENAULT EURODRIVE ASSISTANCE agrees to send any parts that are unavailable to the repair person, as quickly as possible, if deemed necessary.

3.2.2. If the vehicle is immobilized or unavailable from 12 hours to 10 days, the beneficiary may choose one of the following options:

3.2.2.1. RENAULT EURODRIVE ASSISTANCE shall pay up to 609.80 euros to provide the beneficiary, throughout the period of immobilization and with the limits of available local resources, with a rented vehicle. The rented vehicle shall be returned at the same location where it was picked up. The beneficiary must recover his repaired vehicle. Any charges in excess of the above mentioned sums as well as any fuel costs shall be at the expense of the beneficiary.

3.2.2.2. If the beneficiary wishes to wait at the site of repair of his immobilized vehicle, RENAULT EURODRIVE ASSISTANCE shall pay up to 60.98 euros per night for accommodation per passenger for a maximum of 10 nights. Costs incurred at the bar, restaurant, phone calls, and related expenses remain at the beneficiary's expense.

3.2.3. If the vehicle is immobilized or unavailable for more than 10 days.

3.2.3.1. RENAULT DVSE, after examining the case, agrees to make available to the client a replacement new vehicle of our brand, until the scheduled date of drop off. The second vehicle will be transported by a RENAULT EURODRIVE ASSISTANCE driver to the current location of the beneficiary.

3.2.3.2. To allow the beneficiary to wait for the vehicle transported from Paris, RENAULT EURODRIVE ASSISTANCE, if necessary, shall either pay for renting a vehicle or help pay for accommodation. See 2.2.1 or 2.2.2. If such expenses have already been incurred, they are not renewable.

3.2.4. If the problem (accident, theft, attempted theft or breakdown) occurs less than 10 days before the scheduled contractual date of drop-off of the vehicle and if it is immobilized for more than 10 days, the beneficiary shall be able to choose one of the following solutions:

3.2.4.1. RENAULT EURODRIVE ASSISTANCE shall make available to the user, up to the scheduled date of drop-off and within the limits of available local possibilities, a rented vehicle, up to the amount of 609.80 euros. The vehicle can be returned to the corresponding town as specified in the RENAULT EURODRIVE contract. Any cost in excess of the above-mentioned sum as well as fuel cost remains at the beneficiary's expense. The rental period is limited to the number of days remaining until the expiration of the RENAULT EURODRIVE contract.

3.2.4.2. If the beneficiary wishes to wait on site, RENAULT EURODRIVE ASSISTANCE shall pay up to 60.98 euros per night per passenger for accommodation. See the Preliminary Article -Definitions, Beneficiary. The number of days is limited to the time remaining until expiration of the RENAULT EURODRIVE contract. Costs incurred at the bar, restaurant, phone calls, and related expenses remain at the beneficiary's expense.

3.2.4.3. If the beneficiary wishes to be repatriated, RENAULT EURODRIVE ASSISTANCE shall organize and pay for the beneficiary's return to the place of drop-off specified in the contract, by a first-class train ticket, or by an economy-class airline ticket should the train ride exceed 8 hours.

4. Article 3 — Disclaimer and Exclusions

4.1. RENAULT EURODRIVE ASSISTANCE agrees to provide the above-mentioned services as diligently as possible 24 hours a day, 7 days a week. Said repair work shall be subject to availability of resources and in compliance with local regulations, especially with respect to local accommodation, vehicle rental, railroad and airline transportation. All services not organized or agreed to by RENAULT EURODRIVE ASSISTANCE shall not, under any circumstances, be grounds for a refund and/or compensatory indemnity.

4.2. RENAULT EURODRIVE ASSISTANCE can only intervene to the extent that local authorities give approval. It shall not be held responsible for failures or mishaps in the execution of any of its obligations resulting from any circumstances beyond its control such as labor disputes, war, seizures, or constraints by authorities, piracy, explosions of machines, nuclear or radioactive effects. Events related to the beneficiary's participation as a competitor in sports events, bets, matches, competitions or rallies, or the preparatory trial thereof are excluded from the present contract.

4.3. Costs incurred at the bar, restaurant, phone calls, and related expenses remain at the beneficiary's expense. In addition, any expenses that the beneficiary would have normally incurred shall under no circumstances be paid by RENAULT EURODRIVE ASSISTANCE (costs of fuel, tolls, restaurants, taxis, hotels, etc.) in the event that the beneficiary stays over at the site where the problem has occurred initially.