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INTERIOR TRIM AND ORNAMENTATION

INTERIOR TRIM INSPECTION (G2743610)

mcx30.com

WARRANTY COMPLIANCE AND PROCEDURES IN RELATION TO HIGH GLOSS VENEERS

**NOTE:**

Particular care should be taken to prevent damage from rings, studs, zips and buckles

1. Verify the customer concern.
2. Visually inspect for obvious signs of physical damage.

Where there is clear evidence that any high gloss veneer has sustained damage due to severe scratching, abrasions or other impact damage, retailers should note that this form of damage is regarded as wear and tear and, therefore rectification of this damage is **NOT** claimable under any of the vehicle warranties. Further information can be found in Section B1.7 (Warranty Terms And Conditions - Summary of Vehicle Warranty - What is Not Covered By The Vehicle Warranty) in the Global Warranty Compliance And Procedures Manual, which can be found in the Warranty Manual section of the Retailer Standards and Training Documents on TOPIx.

CUSTOMER SYMPTOM CHART

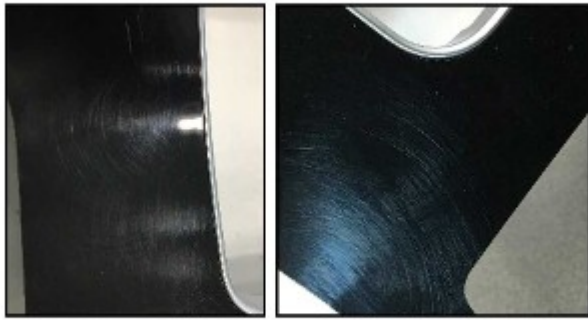
Customer Symptoms**CUSTOMER SYMPTOMS**

- Scratches/scrapes/abrasions
- Cracking/splitting

GUIDANCE FOR CORRECT IDENTIFICATION OF DAMAGE

The images below clearly show damage due to severe scratching, abrasions or other impact damage. This kind of damage would **NOT** be covered by vehicle warranty.

Example only: Use of an aggressive cleaning agent/contaminated cloth



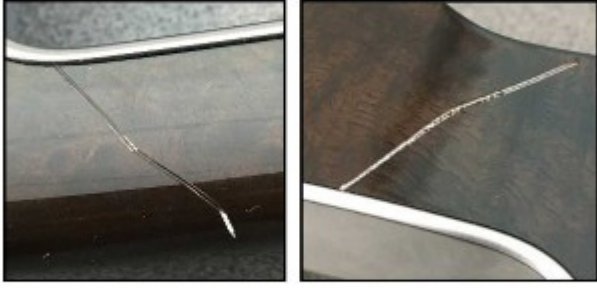
E270223

Example only: Severe scratching/abrasion damage



E270224

Example only: Impact/gouging damage



E270225

cmjjaGFyZG1vcnRvbjsyMDIwLTAsLTE4VDE4OjU2OjM3LjI2M1o7OTUuNDAuMTg5LjUwOw==

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