

**APPENDIX
GENERAL TERMS AND CONDITIONS OF
TECHNICAL SUPPORT FOR DIAGNOSTICS AND REPAIR**



PEUGEOT

These General Terms and Conditions of Technical Support form an integral part of the General Terms and Conditions of the use of the <http://public.servicebox.peugeot.com> website and are governed by its provisions.

ARTICLE 1 - PURPOSE

AUTOMOBILES PEUGEOT, hereafter called "PEUGEOT" enables the motor vehicle professional, hereafter called "the Purchaser" to purchase, through the website, <http://public.servicebox.peugeot.com>, an all-inclusive package providing access to the technical support hotline in the event of difficulties encountered when using the PEUGEOT technical information available on the website, <http://public.servicebox.peugeot.com> to perform diagnostic and/or repair services on a Peugeot vehicle.

The purpose of these General Conditions is therefore to specify the terms and conditions, in particular technical and financial conditions, according to which Purchasers may access the PEUGEOT technical support hotline.

ARTICLE 2 – ORDERING - USERNAME/PASSWORD

The Purchaser must complete and confirm the form available on <http://public.servicebox.peugeot.com>, clearly and comprehensively describing the problem encountered when using the PEUGEOT technical information.

PEUGEOT will only consider forms if they have been correctly completed and confirmed by the Purchaser, and if the price of the package to consult the information has been paid by the Purchaser, in accordance with Article 3 hereafter.

The Purchaser must first create a user account on <http://public.servicebox.peugeot.com> by entering and confirming the information requested (when the account is created, the Purchaser is sent an email with his username and password to the email address provided). To access the order form, the Purchaser enters this username and password.

The Purchaser undertakes to complete this identification form in full, in good faith, providing only relevant and truthful information. PEUGEOT reserves the right to permanently block access to the website, without notice, for any user who provides incomplete or inaccurate information.

The username and password are strictly personal and the Purchaser undertakes to ensure that they remain confidential. Therefore, the Purchaser is liable for all use of his username and/or password and under no circumstances may PEUGEOT be held liable for any loss or damage caused by their use.

The Purchaser must also immediately inform PEUGEOT in the event of fraudulent use of his username and/or password and confirm such use in writing to PEUGEOT, sent by registered letter with acknowledgement of receipt.

ARTICLE 3 - SERVICES -PRICES AND PAYMENT

Under these general terms and conditions, PEUGEOT is bound only by an obligation of due care.

1. Payment of the package price offered on the <http://public.servicebox.peugeot.com> website gives the Purchaser the right to:

- submit to PEUGEOT Technical Support any problems encountered during the use of the PEUGEOT technical information available on <http://public.servicebox.peugeot.com> for the diagnostics and/or repair of a given Peugeot vehicle; the Purchaser may only submit one problem.
- be contacted by telephone by a PEUGEOT Technical Support engineer about the problem described in the order form, within a maximum of two working days (working days are from Monday to Friday, excluding public holidays), during the normal operating hours for Peugeot Technical Support (namely, 08.30 to 11.30 and 14.00 to 16.00), according to the date of acceptance of the form, pursuant to paragraph 2 of Article 2 above; the support engineer will help the Purchaser to resolve the problem encountered in using the PEUGEOT technical information to diagnose and repair the incident on the Peugeot vehicle in question, based solely on the information provided in the order form, and provided that the conditions stipulated in Article 4 are complied with.. **The information provided by the Purchaser must comply with the conditions of Article 5 below.**

The package price corresponds strictly to opening and handling a single problem, within the scope of the service described above. Furthermore, the following are expressly excluded from this scope:

- vehicles modified or converted without the automaker's written and express agreement.
- the communication of key, radio or transponder codes,
- requests for technical information on model characteristics: power, CC, etc.
- requests for assistance for which the solution is available to the Repairer via Service Box / Citroen Service
- product references, stock checks or spare part supply problems

2. The package price is quoted in euros excl. tax on the <http://public.servicebox.peugeot.com> website. PEUGEOT reserves the right to amend this price at any time.

The price payable is given:

- inclusive of French VAT at the current rate, for Purchasers resident in France
- excl. tax, for Purchasers resident in another member state of the European Economic Area or in Switzerland

The amount due is payable inclusive of French VAT in the following cases:

- if the Purchaser does not have an Intra-community VAT number,
- if the Purchaser has not entered the number,
- if the number is incorrect,
- if PEUGEOT's check of the European VIES database is unsuccessful for any reason.

Payment must be received in full from the Purchaser by credit/debit card at the time of ordering.

The Purchaser selects the method of payment (debit card, Visa, Eurocard, MasterCard), and is then automatically directed to the SIPS website. He enters the card number and expiration date via a secure server.

This information is encrypted and sent to the SIPS server, which generates an automatic payment authorisation request sent to the interbank system using the BNP PARIBAS payment authorisation server. It is the Purchaser's bank that authorises or refuses payment.

ARTICLE 4 - WARRANTY - LIABILITY

PEUGEOT shall do its best to help the Purchaser to resolve the problem submitted to PEUGEOT Technical Support, in accordance with these General Terms and Conditions of Technical Support.

Support is provided by the support engineer and is intended for competently carrying out the maintenance and repair of PEUGEOT vehicles that have not been modified. The prerequisite for carrying out the work mentioned above is to have successfully completed training in the trade of motor vehicle repair together with ongoing and regularly updated training. If the use of special tooling is specified in the information, these tools must be used to carry out the repair and/or diagnostics correctly. **In particular, the Purchaser must have a diagnostic tool capable of conducting a dialogue session with the vehicle for all electric, electronic or mecatronic incidents.** PEUGEOT shall not be liable for the repairs completed under any circumstances.

The technical support provided may only be used for maintenance and repair operations to be carried out by a motor vehicle repair professional, i.e. any individual or legal entity:

- whose main activity is motor vehicle repair and maintenance,
- that has the skills and equipment required for the correct performance of these services, especially in terms of quality and safety, and
- has successfully completed training in motor vehicle repair, as well as ongoing and regularly updated training, recognised according to the legislation applicable to the trade and by trade bodies in the sector, providing the qualification to competently provide motor vehicle repair and maintenance services, including in particular Peugeot vehicles.

By accepting these terms and conditions, the Purchaser undertakes to only use the information provided by PEUGEOT Technical Support in accordance with the aforementioned conditions and to meet the aforementioned needs.

The Purchaser is solely liable to his customers or subscribers for the use made of the information provided by the PEUGEOT Technical Support engineer. This information, which, in some cases, may relate to vehicle safety, is intended exclusively for motor vehicle professionals. It must only be used by motor vehicle repair professionals, under their entire responsibility and to the exclusion of that of PEUGEOT.

If some operations require special accreditation under their country's legislation, it is the Purchaser's responsibility, to the exclusion of that of PEUGEOT, to ensure that they hold the necessary legal accreditations or that the motor vehicle repair professional carrying out the maintenance and repair operation holds them.

The Purchaser shall compensate PEUGEOT for any material damage, personal injury or consequential loss and for any other expenses incurred by PEUGEOT, or by any third parties claiming payment from PEUGEOT, arising from or on the occasion of any use of the information provided by the PEUGEOT Technical Support engineer.

ARTICLE 5 – DIAGNOSTIC PROCESS – INFORMATION TO BE INCLUDED IN THE TECHNICAL SUPPORT REQUEST

1. DIAGNOSTIC PROCESS

The following diagnostic process must be applied in order to provide the technical information required to handle the request for technical support:

- include as much information as possible on the problem perceived by the customer (customer effect, conditions of occurrence, frequency, etc.)
- reproduce the malfunction by test driving the vehicle with the customer,
- conduct a general test (read the fault codes on the vehicle ECUs) using the diagnostic tool
- use the technical documentation available on Service Box (General operating principles, Electrical wiring diagram, Diagnostic help, Tables of fault codes, Diagnostic tree diagrams, etc.)
- find out about the vehicle's service history.

IMPORTANT NOTE: A diagnostic tool that is incompatible and/or clearly incapable of dialogue with the vehicle's systems may mean that the request cannot be handled by Technical Support.

2. INFORMATION TO ATTACH TO ALL REQUESTS FOR TECHNICAL SUPPORT TO DIAGNOSE A VEHICLE INCIDENT

This paragraph describes the information to be provided by the workshop technician in each of the fields in the technical support request form in Service Box.

A -Under "Vehicle off the road"

Only tick **YES** if the vehicle is stuck in the workshop (immobilising fault: the vehicle is not roadworthy, either technically or according to regulations).

B -Under "Safety"

Only check **SAFETY** if the fault concerns the customer's safety.

C -Under "Customer effect and conditions of occurrence"

Accurately enter the customer effect and the conditions of occurrence

For example, engine:

→ NOT usable: engine jerks between 1500 and 2500 rpm

→ Usable: engine jerks between 1500 and 2500 rpm - during slight acceleration – systematically - in wet weather - irrespective of engine temperature - diagnostic light does not come on - fault reproduced in the dealership

For example, air-conditioning:

→ NOT usable: inside temperature not properly controlled.

→ Usable: when driving with the air conditioning on Automatic and set to a temperature between 19°C and 21°C, there are gusts of hot or cold air (usually cold) - independently of the outside temperature

- independently of vehicle speed - fault not reproduced during a short test drive.

IMPORTANT: : A **clear description of the effect with as much detail as possible is vital** to finding the malfunction. It will not be possible to handle forms in which the description of the customer effect is too brief, due to insufficient information.

D -Under "Measurements / tests / diagnostics carried out"

Give the fault codes relative to the customer's complaint:

Fault codes, descriptions, ECUs possibly at fault, type of fault

Examples :

- P0238 - turbo pressure too low – engine ECU – fugitive
- P0401 - Exhaust gas recirculation: insufficient flow detected - ECM – permanent

Give the results of the diagnostic tree used, and give the exit stage

Give the results obtained for parameter measurements and actuator tests conducted using the diagnostic tool

N.B.: These measurements must be taken under conditions in which the fault occurs.

Give the results of measurements calculated with equipment other than the diagnostic tool

Examples:

- electrical measurements (earth, battery voltage, etc.)
- pressures (fuel, oil, air-conditioning gas, hydraulic, etc.)
- compression measurements
- geometry measurements (caster angle, toe-in, camber angle, etc.)

IMPORTANT: for all electrical, electronic or mecatronic incidents, **it is essential to provide the results of procedures using the diagnostic tool for the technical support team** to guide its research and to prepare for calling back the Repairer. Requests in which this information is either not provided or incomplete cannot be dealt with.

E- Under "Procedures completed / parts replaced"

Give the references of any parts replaced, issues of Info Flash applied.

Include any diagnostic comments that may facilitate the work of the technical support team (parts tested and in good condition, technician's opinion, suspect parts, etc.).