



6 May 2011

## The Consumer Show – Renault’s Response

### - All Renault Customers invited for complimentary car check up

Renault Ireland’s response to an item on last week’s *The Consumer Show* on RTE 1 was not used in full on the show.

In relation to the issue of an electric window mechanism failure on the Mégane II and Scenic II, Renault Ireland released the following statement before the show, but unfortunately it was not used, which Renault regrets.

*“Renault through its franchise dealer network operates a policy of commercial goodwill that means even after the expiration of the manufacturer’s warranty it may be possible to have partial or even total coverage of costs to rectify a defect.*

*This policy is applied on an individual case-by-case basis once the vehicle has been inspected at a Renault dealership and the terms and conditions of the policy are met.*

*In Ireland the policy applied to rectify a specific issue on the previous model Mégane, not the current model, with regard to a window mechanism failure. The same applied in the UK and France.*

*We invite any Renault customer who has a window mechanism issue on this previous model Mégane to take their car to a Renault dealer to be assessed. Your Renault dealer will then inform you of the eligibility of your specific case for coverage under this policy. You will find your nearest Renault dealership on [www.renault.ie](http://www.renault.ie)”*

Renault Ireland invites all Renault car owners, to visit their nearest Renault dealership for a complimentary 25 point check.

We value our customers and customer satisfaction is our number one priority, so we openly encourage all Renault customers to take up this offer.

[www.renault.ie](http://www.renault.ie)