Intervention by the President of UOKiK - car importers change their practices

* **Good news for new car buyers and independent vehicle service stations.**
* **Warranty repairs will not be conditioned on vehicles being serviced only at authorised service stations.**
* **The importers of Ford, Nissan, Citroen, DS and Peugeot have changed their practices following the intervention of the President of UOKiK.**

**[Warsaw, 6 May 2022]** In accordance with Polish and EU regulations, dealers of new cars should not require buyers to have technical inspections performed only at authorised service stations under the threat of losing the warranty. Such action can be considered as a restrictive agreement between importers and authorised service stations (ASO), with detrimental effects both to car buyers and independent repairers.

The President of UOKiK checked, as part of a market survey, whether such practices are applied by Polish car importers. The analysis concerned 14 importers (Ford Polska, Stellantis Polska, Nissan Sales Central&Eastern Europe, Mazda Motor Logistics Europe, Opel Poland, Toyota Motor Poland Company Limited, FCA Poland, BMW Vertriebs, MMC Car Poland, Mercedes-Benz Polska, Kia Motors Polska, Renault Polska, Hyundai Motor Poland, Volkswagen Group Polska), who were responsible for sales of the following passenger car brands - Ford, Nissan, Citroen, DS and Peugeot, Mazda, Opel, Toyota, Lexus, Fiat, Abarth, Alfa Romeo, Jeep, BMW, Mini, Mercedes, Smart, Kia, Renault, Dacia, Alpine, Hyundai, Volkswagen, Skoda, Audi, Seat, Porsche. The President of UOKiK also surveyed more than 70 entrepreneurs - dealers or ASO that belonged to the network of the analysed importers.

- *Doubts have been raised with regard to the actions of importers of five brands: Ford, Nissan, Citroen, DS and Peugeot. Following the intervention, traders have changed their practices and will no longer limit warranty entitlements solely on the grounds of cars being serviced outside authorised service stations. This is a good news both for drivers who have already bought new cars from showrooms, or are planning to do it, and independent repair shops,* says the President of UOKiK, Tomasz Chróstny.

**Ford**

Ford Polska offers car buyers an additional paid service of vehicle servicing in any ASO after the expiry of the basic warranty. At the same time, the company reserved that the purchased entitlements could be exercised only if all technical inspections were carried out at the ASO. Following the intervention of the President of UOKiK, Ford Polska changed its regulations and now servicing a vehicle outside the Authorised Dealer Network does not automatically result in the loss of entitlements under the additional service. The trader posted information concerning the change on its website, informed its authorised workshops accordingly and sent relevant emails and text messages to customers.

**Nissan**

In order to maintain the warranty, Nissan car buyers were required to have the car body serviced or inspected annually at Nissan car dealers or Authorised Service Stations. Following the request by the President of UOKiK, Nissan Sales Central&Eastern Europe removed that requirement. It will inform its customers accordingly and offer to sign an appropriate addendum to the vehicle warranty book.

**Citroen, DS and Peugeot**

Stellantis Polska, the importer of Citroen, DS and Peugeot, offers to vehicle buyers additional warranty services under service agreements, including the removal of failure effects. Until recently, the driver was obliged to have all maintenance and service work on the vehicle performed at an ASO or through the assistance operator's network. The company has changed its practices and now it also allows repairs to be carried out at independent repair shops if they are done to the brand's standard. The trader posted information about the changes on the brands' websites and sent relevant notifications to the authorised service stations and new vehicle dealers.

**Unlawful activities**

It should be emphasised that the President of UOKiK questioned the practices of limiting warranty entitlements solely due to the fact of having vehicle inspections or servicing performed outside an ASO. At the same time, it should be noted that such services must be carried out in accordance with the standards of the brand concerned. Failure to perform inspection, repair or servicing in accordance with those standards may void your rights under the warranty.