

INTRODUCTION

Tan Chong Ekspres Auto Servis Sdn. Bhd. (TCEAS), a subsidiary of Tan Chong Motor Holdings Berhad provides aftersales service to Renault vehicles distributed by its sister company TC Euro Cars Sdn. Bhd. (TCEC). Our commitment to provide excellent customer service has made us a reputable name associated with reliability and quality. There is no greater achievement for us than our customer's satisfaction, and for this reason, we ensure that these high standards are maintained by our wide range of services which is backed by quality workmanship, genuine parts and customer service.

Relax yourself and let us handle your job and we assure you that everything is well taken care of by our RENCARE team members. All you have to do is to call **1-800-88-8663** whenever you need our assistance. So remember our Toll Free number by storing it in your mobile phone or other convenient places now.

How we at TCEAS can help you as a Valued RENCARE MEMBER?

- 1 TCEAS is subsidiary of Tan Chong Motor Holdings Bhd whereby providing excellent customer service is our top priority.
- 2 At TCEAS, we are a one-stop centre for handling all motor insurance claims processing (Own Damage, 3rd Party Claims, Loss Adjuster arrangement) and general assistance. You can therefore experience our fast claims processing service and assured that every claim is well taken care of.
- 3 We will proceed with the repair work for your vehicle within 24 working hours, provided the accident claim is less than RM10,000 upon submission of all relevant documents to TCEAS.
- 4 The accident vehicle will be fitted with warrantable genuine parts.
- 5 TCEAS has reliable and experienced staff to handle every situation. Our well trained staff will provide you with quality accident repair work.
- 6 In terms of facilities, equipments and tools, TCEAS Service Centres have in-house low-bake oven, Vehicle-O-Liner body repair system, Korex body repair system and etc. to ensure quality of every repair work.
- 7 There will be no Betterment Charge for RENCARE members whose comprehensive insurance policy was purchased or renewed at any TCEAS branches, provided their vehicles are less than 7 years old and repair work done at our TCEAS Service Centres.
- 8 Excess Clause charges will be waived for RENCARE members who have purchased or renewed their comprehensive motor insurance policy from any TCEAS branches. It therefore helps you to save money in the event of an accident.

BENEFITS



Vehicle Breakdown / Accident Assistance

RENCARE Vehicle Breakdown / Accident Assistance

- 24 hours vehicle breakdown or accident assistance and minor on-the-spot repairs is available throughout Malaysia. RENCARE provides FREE vehicle towing or minor on-the-spot repairs which limited to 4 times subject to a limit of RM100 per tow or minor on-the-spot repair within 12 months membership validity period.
- RENCARE also provides towing service for accident vehicles. If the RENCARE member makes a motor insurance claim, the towing expenses will be borne by the insurance company up to a maximum of RM200.
- Transmission of information during emergency.
- Medical referral assistance.
- Hotel accommodation reservations.
- Delivery of battery and petrol.



Home Assistance

RENCARE Home Assistance*

- Plumbing repairs.
- Electrical appliances repairs.
- Air condition services.
- Locksmith services.
- Cleaning & restoration of carpets and furniture.



Lifestyle and Concierge Assistance

RENCARE Lifestyle and Concierge Assistance*

- Preferential rates for car rental.
- Hotel bookings.
- Golf Tee-off reservations.
- Flower deliveries.

* These services are on referral basis and members have to bear the cost of services.

TERMS & CONDITIONS

RENCARE MEMBERSHIP

Renault vehicle owners may subscribe or renew for RENCARE membership at any TCEAS branches by paying an annual membership fee of **RM25.00**. Subscriber needs to complete the RENCARE Application Form attached indicating his/her consent to join and abide by the terms and conditions.

*The above criteria are correct at the time of printing and subject to changes without prior notice.

RENCARE VEHICLE BREAKDOWN & ACCIDENT ASSISTANCE

1. Renault vehicles are covered under RENCARE EXCEPT the following:
 - Imported reconditioned vehicles.
 - Vehicles without road tax disc, engine and/or body parts.
 - Abandoned scraps/junks.
2. FREE vehicle towing or minor on-the-spot repairs are limited to 4 times subject to a limit of RM100 per tow or minor on-the-spot repair within 12 months membership validity period. Your vehicle will be towed to the nearest TCEAS Service Centre. Towing will only be provided once for each breakdown or accident. Additional charges will be imposed for any towing services beyond the nearest TCEAS Service Centre.
3. The following items are not covered under RENCARE Vehicle Breakdown & Accident Assistance:
 - Cost of any spare parts, battery or petrol supplied.
 - Cost of any work done in TCEAS Service Centres.
 - Taxi fare, accommodation, telephone, toll charges and crane services.
 - Cost of engaging a locksmith to unlock the vehicle door.
 - Cost of services or repairs that are recovered by a motor insurance or a claim is being made.
 - Vehicle breakdown or accident beyond gazetted roads e.g. estate roads will not be covered.
 - If the vehicle is loaded with goods, you may make an arrangement with RENCARE Call Centre to transfer and transport the goods on a chargeable basis.
4. RENCARE will not be responsible for any valuable item missing from the vehicle. The RENCARE member or if the vehicle was not driven by the RENCARE member at the time of vehicle breakdown or accident, his/her authorised driver is advised to accompany his/her vehicle while it is being towed.

RENCARE SERVICE RATES

1. RENCARE Towing charges for 2WD apply as below.

Radius	7.01am to 9.00pm	9.01pm to 7.00am
< 20km	RM100	RM130
> 21km ~ 60km	RM130	RM180
> 61km within Klang Valley	RM130 + RM0.60/km	RM180 + RM0.60/km

* Applicable to R19, Kangoo, Scenic 1.6(A), Scenic 2.0(A), Clio 1.6(A), Clio Sport 2.0(M), Megane II Coupe 2.0(A), Megane R26 2.0T(M), Megane RS250 2.0T(M) and Laguna III Coupe 2.0T(A) model only.

2. RENCARE Towing charges for MPV apply as below.

Radius	7.01am to 9.00pm	9.01pm to 7.00am
< 20km	RM120	RM160
> 21km ~ 60km	RM160	RM210
> 61km within Klang Valley	RM160 + RM0.60/km	RM210 + RM0.60/km

* Applicable to Espace III 2.0(A), Grand Espace III 2.0(A), Grand Espace IV 2.0T(A), Scenic II 1.6(A) and Grand Scenic II 2.0(A) model only.

3. RENCARE Towing charges for 4WD apply as below.

Radius	7.01am to 9.00pm	9.01pm to 7.00am
< 20km	RM180	RM190
> 21km ~ 60km	RM200	RM210
> 61km within Klang Valley	RM200 + RM0.60/km	RM210 + RM0.60/km

* Applicable to Scenic RX4 2.0(M) and Koleos 2.5(CVT) model only.

4. RENCARE Vehicle Minor on-the-spot repair labour charges apply as below.

Type	7.01am to 9.00pm	9.01pm to 7.00am
Jump Starting, Change of Tyres, Providing Petrol and Replacement of Battery (< 40km radius only)	RM60	RM80

- a) Charges quoted above (point no.1 – point no.4) exclude cost of spare parts, petrol, battery, toll charges, other consumable items, outstation towing and other services.
- b) Charges quoted above are correct at the time of printing and are subject to changes without prior notice.
- c) The above towing and labour charges are payable by RENCARE members under the following circumstances:-
 - i) When RENCARE member has fully utilized the 4 FREE vehicle towing or minor on-the-spot repair within 12 months membership validity period, member shall pay the full amount, or
 - ii) When the above towing or labour charges exceed RM100 per tow or minor on-the-spot repair, member shall pay for the difference.