

Frequently Asked Questions

Q: My vehicle has regular maintenance services carried out by other repair centres in Hong Kong, will it be provided with manufacturer's warranty?

A: Yes, provided regular maintenance services of your vehicle were carried out by our company or any other qualified independent workshop. If regular maintenance check was carried out by other qualified independent workshop, you must provide the maintenance services proofs and receipt of genuine parts of your vehicle in the past one year for our judgement. Such proofs include computer printed receipts issued by the repair centre showing clear prints of its name, its address, telephone number and the receipt number (handwritten receipts are not acceptable); the receipts must contain the vehicle's licence and VIN number, the date of the service, the odometer reading as at that date, the specification and volume of engine oil being used, inspected items and service rendered and affixed with the repair centre's company chop.

Q: How to determine the regular maintenance of the vehicle fulfils manufacturer's guidelines?

A: Please refer to Owner's Manual and New Car Warranty Booklet about maintenance and engine oil usage.