

**LIBRO DE GARANTIA MVDL**

MVDL WARRANTY BOOK

MVDL GARANTIEBUCH

LIVRE DE GARANTIE MVDL

LIBRO DI GARANZIA MVDL



**PANAMA**

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# VEHICLE IDENTIFICATION FORM

The vehicle identification form and owner details are located in the vehicle's document folder.

# WARRANTY CERTIFICATE

You are responsible for completing the warranty form and accepting or rejecting the privacy policy in cooperation with your distributor.

You will receive the complete document, which has been signed by both parties. You must keep it with the vehicle registration documents.

We recommend that you read the warranty conditions and follow the maintenance instructions to protect your warranty rights.

Before delivery of the vehicle, the following preparation and inspection work was carried out: (to be completed by the dealer)

- Checking keys, tyre condition, and chassis conformity.
- Check the vehicle's exterior and functionality if necessary. This includes exterior equipment, decals, external power outlets, sunroof operation, etc.
- Check for damage/defects on the exterior of the vehicle
- Doors, gates, windows and accessories (functionality and waterproofing)
- Check the operation of the lights, 12V and 220V sockets, both indoors and outdoors.

- Check the vehicle documentation; instruction manuals for devices/equipment, vehicle registration manual, chassis number and warranty booklet.
- Check the manufacturer's certificate according to DIN EN 1949 (Gas Certificate).
- Check carpet, guides and bench.
- Check if the vehicle interior is complete (optional equipment, accessories, upholstery, etc.).
- Checking for interior damage (furniture, bathroom, curtains, upholstery, bed, ceiling, bench, carpet, etc).
- Checking electrical, Gas, water and heating circuits.
- Checking interior and exterior cleanliness.

When you take delivery of your vehicle, your dealer will tell you where you can find the owner's manual and warranty book in digital format via a QR code located on your vehicle.

You have also been informed about the following aspects:

- Warranty conditions.
- Conditions for the validity of the waterproofing guarantee.

# PERSONAL DATA PROTECTION

We inform you that the personal data you provide will be processed to provide you with our services and to contact you. The personal data transmitted will be kept for the duration of the business relationship or for the time necessary to comply with legal obligations or any liability arising from such processing.

Your personal data will not be shared with third parties unless there is a legal obligation to do so, when necessary for the provision of our services, or when essential to activate your vehicle's warranty with the manufacturers (FORD and STELLANTIS). The manufacturers are based in the European Union.

It is up to you or your legal representative to permit us to process your data. You can access this data at any time, correct it if it is inaccurate, or even request its deletion if it is no longer necessary. Your personal data will be securely and confidentially destroyed. You can exercise your right to restrict or disclose your data by writing to us by mail at the following address: MEDITERRANEO VDL SL CTRA N-340, Km 1040 (PEÑISCOLA) Spain, or by email to: [info@mvd.es](mailto:info@mvd.es). Please contact us. Always include a copy of your identity document or equivalent document that allows you to identify yourself in your letter.

If you have any questions, complaints, or suggestions regarding the processing of your data, please contact us using the methods mentioned above. If your rights have been violated, you may file a complaint with the Spanish Data Protection Agency (C/ Jorge Juan, 6, 28001 Madrid) or at [contact information missing] [www.aepd.es/report](http://www.aepd.es/report).

You are responsible for completing the warranty form and accepting or rejecting the privacy policy in cooperation with your distributor. You will receive the complete document, which has been signed by both parties. You must keep it with the vehicle registration documents.

I hereby give my consent to the data protection regulations and authorise Mediteraneo VDL, SL and the companies of the Trigano Group, as well as the dealers in my area, to send me information about other products, special offers and used vehicles by email, post and telephone. I may revoke this consent at any time with future effect by written notification. (Our information on information obligations pursuant to Art. 13 GDPR is available at [www.panama-van.com](http://www.panama-van.com)).

# WELCOME ABOARD

Congratulations on your new minivan! Thank you for choosing our brand. We are confident that your vehicle will meet your expectations and provide you with many years of satisfaction and reliable service. To familiarise yourself with your new minivan, we recommend carefully reading the documentation that came with the vehicle.

## OPERATING INSTRUCTIONS FOR YOUR BASE VEHICLE

The manufacturer's warranty applies to the base vehicle or chassis on which your minivan was built. We recommend carefully reading the documentation supplied with your vehicle to ensure proper use and adherence to the base vehicle's maintenance guidelines.

## USER MANUAL

The user manual provides you with all the information about the equipment in your Minivan, as well as the precautions and instructions that should be observed during its use.

## THE WARRANTY BOOK

To help you keep your minivan in top condition, we've created this warranty manual, which outlines all the necessary maintenance tasks and how often. With this manual, you can keep your minivan running perfectly.

Services that must be performed by an authorised distributor should be entered in the fields reserved for that purpose.

The information contained in this warranty booklet serves as proof that your minivan has been registered for warranty coverage and that the mandatory periodic inspections have been carried out in accordance with the established requirements. This document must be kept permanently in the vehicle, as its presentation is a prerequisite for exercising your warranty rights.

A properly completed warranty form will contribute to a better resale value for your Minivan in the coming years.

The 24-month warranty for the entire structure, as well as the possibility of extending the waterproofing warranty up to a maximum of 5 years, is subject to the maintenance of the vehicle exclusively within the network of authorised distributors, in accordance with the procedures and deadlines established by the manufacturer.

The guarantees described in this book do not contradict the legal guarantee rights provided for in the Consumer and User Protection Act, as well as in other provisions of the Civil Code, which are always applicable and remain in force at all times.

We wish you a pleasant reading experience and a safe trip!

# MANUFACTURER'S WARRANTY 24 MONTHS

1. MEDITERRÁNEO VDL (hereinafter, "MVDL") guarantees the absence of defects in the Minivan for a period of 24 months from the delivery of the new vehicle to the final customer or from the date of first registration, whichever occurs first. Any warranty relating to the vehicle as a whole is expressly excluded.
2. To facilitate the exercise of this guarantee, the buyer must complete the guarantee registration certificate together with the business partner MVDL and provide a photocopy of the vehicle registration document.

To ensure the validity of the warranty (manufacturer's and additional coverages) for the minivan, as well as its correct assignment to the corresponding country, any change of address outside the country indicated on the warranty certificate must be reported to MVDL immediately, expressly, and in writing. This notification is an essential condition for the validity and enforceability of warranty rights in accordance with applicable consumer protection and warranty regulations.

The conversion includes transforming the van into a minivan. The customer warranty only covers the condition of the minivan at the time of delivery from the MVDL factory. Subsequent extensions, modifications, and conversions are not covered by the warranty unless performed directly by MVDL.

The warranty provided by the builder MVDL only applies when the materials have been used correctly in accordance with the recommendations contained in the MVDL User Manual, or in the instructions for use of the different suppliers of the components installed in the transformation, and subject to the condition that these materials are used under normal operating conditions.

3. Warranty claims must be submitted in the first instance to the MVDL business partner with whom the sales contract was made, and who is indicated on the warranty certificate.

In case of impediment, special circumstances or emergency assistance on the road, the vehicle owner can turn to any official dealer of the brand.

4. If defects are detected in the Minivan (factory delivery condition), the customer has the exclusive right to rectification in accordance with MVDL's instructions.

For warranty repairs, MVDL will cover the labour and replacement parts necessary for the replacement and/or repair of the parts recognised as defective.

- a) The customer must exercise their right to rectification with their business partner authorised by MVDL.

If the customer becomes aware that said business partner has ceased to hold the status of authorised MVDL dealer, they will be obliged to contact, in advance, another business partner authorised by MVDL for the execution of the rectification.

The customer must report any defects without delay from the moment they are discovered, either by written notification to the business partner MVDL or by requesting that MVDL register them. Regarding defects that do not affect the bodywork carried out by MVDL, the latter may require the customer to contact, in the first instance, the vehicle manufacturer or an authorised workshop for the corresponding part, to carry out the rectification in accordance with the applicable regulations.

- b) Regarding warranty claims on installed components (e.g., refrigerator, heating, etc.), the following applies:

Complaints should be directed primarily to the relevant manufacturers (Webasto, Thetford, Thule, among others).

If the warranties provided by said manufacturers do not grant the customer direct rights, MVDL hereby assigns to the customer the rights to which it is entitled under the existing manufacturer's warranties against said manufacturers, and undertakes to assist the customer in exercising such rights.

- c) Under the warranty, the buyer has the right to demand that the defect be remedied. This remedy must be carried out without delay and in accordance with technical requirements, by replacing or repairing the defective parts. The replaced parts will become the property of MVDL.

If the rectification involves carrying out additional maintenance work prescribed by MVDL, MVDL's business partner will bear the corresponding costs, including the necessary materials and lubricants.

- d) For parts installed during the repair, a warranty will be provided until the expiry of the warranty period as provided in paragraph 1, first sentence.
- e) If the vehicle becomes inoperative due to a defect, the customer must contact the nearest MVDL business partner to the location where the inoperative vehicle is found.

The business partner will decide whether the necessary work is carried out on-site or in their workshop.

5. A change of vehicle ownership will not affect existing warranty obligations. In the event of resale, the warranty will continue provided that the new buyer communicates their details to their business partner MVDL or directly to MVDL by email to: [info@mvd.es](mailto:info@mvd.es). The transfer of the guarantee will be conditional exclusively on compliance with this requirement.
6. There will be no rights to guarantee benefits in the following cases:
- When the customer has not notified the defect immediately after its detection or has not requested its registration.
  - When the client, despite being requested, has not immediately provided the opportunity for rectification.
  - When the object of the purchase has been improperly handled or subjected to excessive use.
  - When the vehicle has been repaired, maintained or cared for at an establishment that is not an authorised business partner of MVDL.

- When parts other than the original MVDL parts or parts whose use has not been authorised by MVDL have been installed in the object of the purchase.
- When the vehicle has been modified in a manner not authorised by MVDL.
- When the customer has not complied with the provisions relating to the treatment, maintenance and care of the vehicle (according to the instruction manual).
- When there is a total loss, whether economic or technical.
- When the defect has been caused by an accident.

7. Natural wear and tear is excluded from the warranty.

Also excluded are all items considered wear parts, such as gaskets, pipes, brake components, tyres, hoses, etc., that are not covered by the corresponding manufacturer's warranty.

Also excluded from the warranty provided by the vehicle manufacturer are the windows and batteries.

8. For defects reported within the period established in paragraph 1, first sentence, which have not been remedied before their expiry, the guarantee will remain in force until the complete repair of the defect; during this period, the guarantee period with respect to that defect will be suspended.

If the vehicle has been delivered to an authorised business or service partner for the execution of rights derived from the warranty, the statute of limitations for actions relating to the claimed defect will

not expire before two months have elapsed from the date on which the repaired vehicle has been returned to the customer.

9. Claims for damages, as well as any other action that may arise from this warranty agreement or its execution against MVDL dealers or against MVDL, are excluded, unless they are based on fraud or gross negligence on the part of the dealer, MEDITERRÁNEO VDL SL or its agents, or on the breach of an essential obligation of this agreement.
10. Exercising the legal warranty rights is free of charge for the customer, and these rights will not be limited by this warranty.

## 5-YEAR WATERPROOF GUARANTEE

1. MEDITERRANEO VDL SL provides a 5-year warranty for the new vehicle purchased by the buyer, but with a maximum mileage of 100,000 km. This warranty covers that, under normal use, water will not penetrate the part of the vehicle manufactured by MEDITERRANEO VDL SL from the outside to the inside.
  2. Conditions for this warranty are that the buyer provides proof of the following:
    - That water does not penetrate the connections, perforations, and joints of the floor areas, wheel wells, side walls, front wall, rear wall, and roof under normal use. Normal use is considered to exist, in particular, when water impacts the vehicle at a pressure exceeding 1 bar.
    - The vehicle must be in its original condition in the areas mentioned, or, if any work has been carried out, that this work has been performed exclusively by MEDITERRANEO VDL SL. The warranty will be voided if this condition is not met, unless the buyer proves that the work or modifications carried out are not the cause of the lack of watertightness.
    - The defect must not be due to misuse or negligence or intentional misconduct on the part of the buyer. Furthermore, the defect cannot be caused by environmental factors exceeding normal and permissible levels.
    - The vehicle must undergo an annual inspection of the areas mentioned, at the buyer's expense, at an authorised MEDITERRANEO VDL SL dealership or directly at MEDITERRANEO VDL SL. The annual period begins as indicated in section 6 of these warranty conditions. If the inspection is carried out no more than two months before or two months after the expiration of the annual period, the warranty rights remain in effect. The inspection interval is not modified; the annual periods are always calculated from the date of first registration (see section 7). Proof of the annual inspection must be provided by the certificate issued by the authorised MVDL business partner, which must be kept in the vehicle's document folder.
  3. In the event of a warranty claim, the buyer has the sole right to repair. This right must be exercised with the dealership, not directly with MEDITERRANEO VDL SL. The assignment of any such rights is excluded.
    - That the defects detected during the inspection have been ordered for repair without delay at an authorised workshop of MEDITERRANEO VDL SL, that the maintenance instructions of MEDITERRANEO VDL SL have been followed and that any lack of watertightness or moisture indicative of it has been communicated to the dealer within a maximum period of 14 days from its detection.
    - The cost of repairs covered by the warranty must not exceed the market value of the vehicle; in such a case, there will be no right to warranty benefits.
    - It is not mandatory, but it is strongly recommended to carry out annual inspections to maintain the 5-year warranty.
    - Failure to carry out one of these inspections will result in the loss of the warranty.
- As long as the buyer's statutory warranty rights arising from the original purchase agreement have not expired (up to two years after the date of first registration or delivery to the final customer, whichever comes first), these rights will apply in addition to the

warranty conditions. Exercising these statutory warranty rights is free of charge and is not limited by this warranty.

4. A change of ownership does not affect the warranty obligations.
5. Claims for damages and losses, as well as any other claim arising from this warranty contract or its execution against a MEDITERRANEO VDL SL dealership, are excluded, unless they are based on fraud, gross negligence of the dealership or its agents, or on the breach of an essential obligation of the contract.
6. The warranty period begins upon delivery of the new vehicle to the buyer or upon its first registration, whichever occurs first. Subject to periodic leak inspections, the leak warranty expires without renewal five years after delivery or first registration, whichever comes first. It terminates prematurely if the vehicle is totalled or becomes unfit for use for other reasons.
7. Work performed on the vehicle under this warranty contract does not extend the warranty period.
8. The rights to repair a lack of watertightness expire at the end of the warranty period.
9. If the vehicle is delivered to a dealer or authorised service centre to fulfil warranty claims, the statute of limitations for claims for the alleged defect does not expire before two months have elapsed from the date the repaired vehicle is returned to the purchaser.
10. In the event of claims and demands arising from the 5-year waterproofing guarantee, these must be addressed exclusively to the authorised dealer of MEDITERRANEO VDL SL.

## WARRANTY BOOK

All routine maintenance work must be carried out by dealers authorised by MVDL.

## GAS INSTALLATION INSPECTION

The owner is responsible for the maintenance of the gas installation. Inspections are governed by the relevant national regulations.

## GENERAL REVIEW

### VERIFICATION TO BE PERFORMED (VOLUNTARY):

- Electrical installation: Checking the different devices that operate at 12 and 220 V. Checking the ground connections.
- Gas installation:
  - Pressure test
  - Functional tests of the various gas-powered devices.
- Water installations:
  - Circuit control and connection points
  - Water pump inspection
  - Check the fill level indicators
- Inspection of doors and sliding doors:
  - Adjustments, especially of locks, hinges, windows and blinds.
- Lubrication:
  - Hinges and locks of external hatches and doors.
  - Furniture hinges
  - Stabilizers
  - etc
- Platform:
  - Inspection of the platform lining, including storage compartments.
  - Check the condition of the joints.
- Ceiling:
  - Inspection of the locking systems and the configuration of their components.

## WATERPROOF TEST IN 5 YEARS

### ANNUAL INSPECTION TO MAINTAIN WATERPROOF GUARANTEE

#### Outside:

- Condition of the wheel arches
- Condition and operation of openings (windows, grilles, etc.)
- Condition and operation of the motorhome doors and flaps
- Condition of the tank drain valves and water drain pipes
- Sealing status in the following area:
  - Windows, ventilation grilles
  - External water tank connection
  - Third brake light (depending on the model)
  - 230V outdoor power outlet
  - Toilet cassette door (depending on the model)
  - Exterior lighting (depending on the model)
  - Connection between the roof and the pop-up roof
  - Roof accessories (depending on the model)

The dealer is required to provide you with a duly signed and stamped inspection certificate. You must keep this certificate in the warranty booklet, in the designated space. Keeping it serves as proof that the delivery inspection was carried out correctly and may be requested in the event of a warranty claim.

The vehicle's documentation folder includes a form that the dealership can use to record the stamps for the optional annual general inspections, as well as the stamps that certify the date of each leak test within the five years. These records are necessary to maintain the validity of the warranty.

# CHANGE OF OWNERSHIP

Please complete this form on the day of delivery so that it can be included in the vehicle warranty booklet.

Also, inform your distributor about the change of ownership so that the data is correctly transmitted to MEDITERRÁNEO VDL SL and the new owner can sign the privacy policy.

The form to prove the change of ownership is located in the vehicle's documentation folder.

You may revoke this consent at any time, with future effect, by sending a written request to [info@mvd.es](mailto:info@mvd.es).

## DISTRIBUTOR NETWORK

They can draw on a wide network of distributors throughout Europe and the United Kingdom. Addresses and contact information can be found on our brand's website. [www.panama-van.de](http://www.panama-van.de).







*Mediterraneo VDL · Ctra. N-340 - km. 1040  
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