



DECTV AUTO™
DEALER WARRANTY & CUSTOMER ASSURANCE AGREEMENT

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LIMITED VEHICLE WARRANTY • DEALER SUPPORT • AFTER-
SALES PROGRAM

This Dealer Warranty & Customer Assurance Agreement (“Agreement”) is issued by DECTV AUTO™ and its affiliated manufacturing, distribution, logistics, and service entities (“DECTV AUTO™,” “Company,” “we,” or “our”) for the benefit of authorized dealers, distributors, resellers, and qualifying retail customers.

1. 365-DAY NEW VEHICLE REPLACEMENT WARRANTY

All newly purchased DECTV AUTO™ vehicles shall include a limited 365-Day New Vehicle Replacement Warranty commencing on the original retail purchase date.

During the initial 365-day coverage period:

- Qualifying major defects may result in replacement with a comparable new DECTV AUTO™ vehicle.
- Coverage requires compliance with maintenance schedules and warranty procedures.
- Cosmetic defects, misuse, unauthorized modifications, or accidents are excluded.

2. STANDARD PARTS REPLACEMENT WARRANTY

Beginning on Day 366, vehicle coverage transitions to the DECTV AUTO™ Standard Parts & Component Replacement Warranty Program.

Covered systems may include:

- Electric drivetrain systems
- Hybrid and EV battery systems
- Suspension and steering systems
- Factory-installed electronics and infotainment systems
- Brake systems and OEM-approved components

3. PARTS DISTRIBUTION & OVERNIGHT DELIVERY SUPPORT

DECTV AUTO™ maintains replacement parts inventory at affiliated warehouse and distribution facilities located in Mexico to support:

- Expedited overnight parts delivery
- Reduced repair downtime
- Nationwide dealer support

4. ESTIMATED REPAIR TURNAROUND

Estimated repair completion timeframe after the 365-day replacement period:

10–14 Business Days

Repair times may vary due to logistics, parts availability, customs inspections, or force majeure events.

5. DEALER LOANER VEHICLE PROGRAM

DECTV AUTO™ may provide temporary loaner vehicles to participating dealerships through inventory maintained within affiliated Mexico logistics facilities.

6. AFFILIATED MOBILITY & RENTAL ASSISTANCE

DECTV AUTO™ may utilize affiliated mobility providers including:

- Turo®
- Carson®
- Mobi®
- Trip City®

7. COLOR MATCHING & CUSTOM CONFIGURATION POLICY

Factory-approved color card systems and color reference numbers are used to ensure production consistency.

Customers may confirm final color selections prior to production completion.

8. FREIGHT, SHIPPING & LOGISTICS

Freight charges are determined by:

- Vehicle size and weight

- Packaging requirements
- Transportation methods
- Shipping destination and customs requirements

9. VEHICLE PRICING & OPTIONAL CONFIGURATIONS

Final pricing is confirmed after:

- Vehicle configuration approval
- Optional equipment selection
- Shipping confirmation

10. TAXES & CUSTOMS

Taxes, tariffs, duties, customs fees, and registration charges are collected according to applicable laws and regulations.

11. DELIVERY TIMELINES

Estimated production and preparation timeline:

Approximately 7–15 Business Days

12. FACTORY DIRECT MANUFACTURER REPRESENTATION

DECTV AUTO™ operates as a direct manufacturing source and first-hand factory supplier.

13. AFTER-SALES SERVICE & CUSTOMER SUPPORT

DECTV AUTO™ is committed to:

- Innovation
- Sustainability
- Quality manufacturing
- Nationwide dealer assistance
- Customer-centered service

14. INSURANCE & LOANER PROTECTION PROGRAM

The DECTV AUTO™ Loaner Assistance Program may be supported through ERGO business insurance and umbrella liability coverage.

15. GENERAL LEGAL DISCLAIMER

This document is provided for informational and promotional purposes only and does not constitute a binding legal contract unless incorporated into a signed agreement.

DECTV AUTO™ reserves the right to modify pricing, warranty programs, delivery schedules, affiliate partnerships, and operational procedures without prior notice, subject to applicable law.

DECTV AUTO™

DRIVE • ENTERTAIN • CONNECT

“Built Around Innovation. Powered By Reliability.”