

THINK City

SERVICE AND WARRANTY MANUAL

TH!NKcity

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Nothing in this manual will release the owner/user of a THINK City vehicle of his or her responsibility for sensible use of the vehicle, and to follow road traffic laws and regulations, including other laws and regulations related to THINK City's intended use.

THINK City is manufactured by:
THINK NORTH AMERICA, INC.
3221 Magnum Drive
Elkhart, Indiana 46516
www.thinkev.com

Symbols

WARNING

Indicates a situation in which serious bodily injury or death could result if the warning is ignored.

CAUTION

Indicates a situation in which bodily injury or damage to your vehicle, or both, could result if the caution is ignored.

NOTE: Provides useful supporting information and sometimes suggests how to make better use of your vehicle.

To the New Vehicle Owner

Your satisfaction is very important to us. If you have questions or concerns with your vehicle, we suggest you follow these steps:

1. Contact your Service Advisor at your authorized service point.
2. If the inquiry or concern remains unresolved, contact the Service Manager.
3. If the inquiry or concern still cannot be resolved, please contact the THINK Customer Assistance Center at THINK NA Customer Assistance Center, 1-855-MYTHINK (698-4465).

THINK NA thanks you for buying the THINK CITY.

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How Do I Get Warranty Service?

When you need warranty repairs, you may take your vehicle to any THINK NA authorized service point.

Introduction

THINK City is covered by an extensive warranty plan in addition to laws regulating consumer purchases. Both the dealership and THINK NA stand behind this warranty and the quality of the vehicle.

The new vehicle warranty is conditional on normal use of the vehicle as was intended. It is also conditional on following the instructions in the *User Manual* and that the periodic maintenance is performed as recommended by THINK NA.

This booklet explains in detail the warranty coverage that applies to your vehicle. It also lists the periodic maintenance recommendations. Proper maintenance and logging of type and dates of service provides you and future owners with proof of routine service check-ups. This manual should always be presented to your dealer whenever the work done is covered under warranty. It is also recommended to have this manual with you for regular service check-ups.

If the vehicle is sold, this manual should be given to the new owner.

The *Service and Warranty Manual* is a very important document and it is the vehicle owner's responsibility to see that the instructions are followed.

Important Information You Should Know

THINK City was produced using high-quality parts and requires minimal maintenance. Periodic maintenance or service is an investment in helping to keep your vehicle more dependable, reliable and in good running condition for a longer period of time. This will also help to keep the selling price or trade-in value of the vehicle as high as possible.

We recommend that you use only genuine THINK NA spare parts and an authorized THINK NA workshop to have repairs done to your vehicle. An authorized THINK NA workshop has personnel with the competency, specialized equipment and service manuals to repair your electric vehicle. This will also ensure that parts used are of the same high quality as those originally used.



In order for the warranties to be in effect, it is important to follow the recommendations given in the *User Manual*, *Battery Manual* and in the *Service and Warranty Manual*, and that scheduled maintenance is performed at the specified intervals.

It is the vehicle owner's responsibility to see that the instructions in the *Service and Warranty Manual* are followed. This also applies to others who may use the vehicle or take it in for service or other maintenance.

Know When Your Warranty Begins

Your warranty start date is the day the first retail owner takes delivery of the new vehicle, or the day it is first put into service (for example, as a demonstrator), whichever occurs first.

Who Pays For Warranty Repairs?

You will not be charged for repairs made during the warranty periods under the New Vehicle Limited Warranty. However, some states may require a tax on all or a portion of warranty repairs. Where state law allows, the tax must be paid by you, the owner of the vehicle.

Sometimes THINK NA may offer a good-will adjustment program to pay all or part of the cost of certain repairs beyond the terms of the applicable warranty. Check with the THINK NA Customer Assistance Center to learn whether any such program is applicable to your vehicle.

Check Your Vehicle

We check vehicles carefully at the assembly plant and we use our best efforts to correct any damage to paint, body panels, upholstery or other appearance items. But occasionally something may slip past us, and a customer may find that a vehicle was damaged before he or she took delivery. If you see any damage when you receive your vehicle, notify THINK NA immediately.

Maintain Your Vehicle Properly

This manual contains information on scheduled maintenance required for your vehicle. Proper maintenance guards against major repair expenses resulting from neglect or inadequate maintenance. It is your responsibility to make sure that all of the scheduled maintenance is performed and that the materials used meet applicable engineering specifications.

Failure to perform scheduled maintenance as specified may invalidate warranty coverage on parts affected by the lack of maintenance. Make sure that receipts for completed maintenance work are retained with the vehicle and confirmation of maintenance work is always kept. THINK NA will not deny warranty coverage solely for the lack of receipts.

Do Warranties Apply In Other Countries?

The New Vehicle Limited Warranty described in this booklet only applies to vehicles:

- originally sold or leased in the United States and
- originally registered/licensed in the United States and
- being operated in the United States.

New Vehicle Limited Warranty

Your New Vehicle Limited Warranty gives you specific legal rights. The New Vehicle Limited Warranty is the only express warranty applicable to your vehicle. THINK NA does not assume, nor authorize anyone to assume for it, any other obligation or liability in connection with your vehicle or this warranty.

THINK NA is not responsible for time that you may lose, for any inconvenience you might be caused, for the loss of your transportation, or for any other incidental or consequential damages you may have.

You may have some implied warranties. For example, you may have an implied warranty of merchantability (that the vehicle is reasonably fit for the general purpose for which it was sold) or an implied warranty of fitness for a particular purpose (that

the vehicle is suitable for your special purposes). These implied warranties are limited, to the extent allowed by law, to the time period covered by the written warranties, or to the applicable time period provided by state law, whichever period is shorter.

Some states do not allow THINK NA to limit how long an implied warranty lasts or to exclude or limit incidental or consequential damages, so the limitation and exclusions described above may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Basic Coverage

Under your New Vehicle Limited Warranty, coverage begins at the warranty start date and lasts for 3 years or until the vehicle odometer registers 36,000 miles, whichever occurs first. During this coverage period, the authorized THINK NA service point will repair, replace or adjust all parts on your vehicle, covered under warranty, that are defective in factory-supplied materials or workmanship, except for the exclusions or items listed under the caption “What is Not Covered?” If a part is covered by one of the separate coverages described in the following sections of this warranty, that specific coverage applies instead of the basic coverage.

Traction Battery Coverage

THINK City has a 3-year warranty on the traction battery, effective from the warranty start date or until the vehicle odometer registers 36,000 miles, whichever occurs first. During this coverage period, the authorized THINK NA service point will repair, replace or adjust all parts on your vehicle's traction

battery, covered under warranty, that are defective in factory-supplied materials or workmanship, except for the exclusions or items listed under the caption “What is Not Covered?”

Powertrain Coverage

THINK City has a 3-year, warranty on powertrain, effective from the warranty start date or until the vehicle odometer registers 36,000 miles, whichever occurs first. During this coverage period, the authorized THINK NA service point will repair, replace or adjust the applicable parts on your vehicle's powertrain components, which includes traction motor, transaxle and powertrain control unit that are defective in factory-supplied materials or workmanship, except for the exclusions or items listed under the caption “What is Not Covered?”

Surface Coating Coverage

The Surface Coating Warranty is effective from the warranty start date and lasts for 5 years or until the vehicle odometer registers 75,000 miles, whichever occurs first. The surface coating warranty covers defects/damages in the surface coatings, which can be traced back to materials used in construction or during production of the vehicle, or the surface corrosion. Surface corrosion is defined as corrosion on the body's painted or chrome-coated/high-gloss parts that are not rusted through or perforated. Paint damage is defined as damage which can lead to corrosion or which appears as discoloration and rippling. The limited warranty is conditional on the vehicle being maintained according to THINK NA's recommendations. The vehicle owner is responsible for all cleaning costs.

Chassis Corrosion Coverage

THINK City has a 10-year warranty on corrosion to the chassis, effective from the warranty start date or until the vehicle odometer registers 75,000 miles, whichever occurs first. The warranty is conditional on periodic inspection of the anticorrosion treatment, according to the recommendations in THINK NA's service manual. Repairs exceeding the current value of the vehicle will not be covered.

Coverage on Genuine THINK Spare Parts and Accessories

Genuine THINK NA spare parts and accessories are covered by the New Vehicle Limited Warranty on the condition that the parts are purchased and installed in the vehicle that this warranty covers at an authorized THINK NA repair shop. Genuine THINK NA spare parts and accessories are warranted for the remainder of the basic coverage or for a minimum of at least 12 months from the date of installation.

Remedies Under Limited Warranties

The sole and exclusive remedy under all limited warranties is the repair, or at THINK NA's discretion, replacement of any part or component found to be defective, without charge for parts or labor. This is the exclusive remedy and the limited warranties supersede any other warranties oral or written on the vehicle and the limited warranties may not be changed unless in writing by THINK NA. All repairs covered by the limited warranties must be performed by an authorized THINK NA service point. The same applies for any claims made on spare parts.

Production Changes

Changes may be made in vehicles sold by THINK NA at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

Transfer of Limited Warranty

When a THINK vehicle is sold to a subsequent owner, any remaining time/mileage on the various coverages under the THINK new vehicle limited warranty (e.g. basic, powertrain, etc.) is transferred to the subsequent owner of the vehicle.

What is Not Covered?

Damage Caused By:

- accidents, collision or objects striking the vehicle
- terrorism, violation of traffic laws, acts of God
- theft, vandalism or riot
- fire or explosion
- freezing
- misusing the vehicle, such as driving over curbs, overloading, racing
- altering or modifying the vehicle - including the motor, body, chassis or components - after the vehicle leaves THINK NA's control
- non-THINK NA authorized parts installed after the vehicle leaves THINK NA's control. For example, but not limited to, cellular phones, alarm systems
- tampering with the vehicle

- disconnecting or altering the odometer or allowing the odometer to be inoperative for an extended period of time with the result that the actual mileage cannot be determined
- customer-applied chemicals or accidental spills
- driving through water deep enough to cause water to be ingested into the motor compartment
- commercial use
- racing

THINK NA is not responsible for time that you may lose, for any inconvenience you might be caused, for the loss of your transportation, or for any other incidental or consequential damages you may have.

Damage Caused by Use and/or the Environment

Your Limited Warranty Coverages do not cover paint and surface coating damage and deterioration of paint, trim, upholstery and other appearance items that result from normal use and/or exposure to the elements. Here are examples:

- stone chips, scratches
(some examples are on paint and glass)
- dings, dents
- cuts, burns, punctures or tears

All the above caused by such things as, by way of example:

- road salt, tree sap
- bird and bee droppings
- lightning, hail

- windstorm
- earthquake
- water or flood

Damage Caused by Improper Maintenance

Your Limited Warranties do not cover damage caused by failure to maintain the vehicle, improperly maintaining the vehicle, or using the wrong parts, lubricants or other fluids. See the *User Manual* for proper ways to maintain your vehicle.

Maintenance/Wear

Your Limited Warranties do not cover:

(1) parts and labor needed to maintain the vehicle; and (2) the replacement of parts due to normal wear and tear. You, as the owner, are responsible for these items. Examples are:

- oil, lubricants, other fluids
- belts
- fuses
- gears
- air filters
- brake linings/pads
- tire rotation
- cleaning/polishing
- wiper blade
- bulbs
- hoses
- wheel alignment and tire balancing unless required by a warranty repair

Other Items and Conditions Which Will Cause Exclusion from Applicable Limited Warranty Coverage

- damage caused by installation of non-THINK NA parts (for example, parts installed by modifiers)
- if the vehicle has been labeled or branded as “dismantled”, “fire”, “flood”, “junk”, “rebuilt”, “reconstructed”, or “salvaged”
- if the vehicle has been determined to be a “total loss” by an insurance company
- if vehicle has been overloaded or been used as a race car or in similar situations
- if notice of defects or damage is not made within the warranty coverage period. Such notice must be given to the dealer without delay when a problem/damage is discovered.

Specific Items and Conditions Which Will Cause Exclusion from Applicable Limited Warranty Coverage on the Traction Battery (in addition to exclusions pertaining to entire vehicle):

- Not following the recommended precautions provided in the *Battery Manual*
- Opening the battery cover by anyone other than a qualified THINK NA technician
- Service on the electrical system by anyone other than a qualified THINK NA technician
- Improperly charging the battery including, but not limited to, charging with the incorrect current (proper procedures are explained in the *Battery Manual and User Manual*)

- Subjecting the battery to mechanical abuses beyond the intended normal use of the vehicle

Tire Warranty

There is no THINK NA warranty on tires. The tire manufacturer provides you with separate warranties. This information is provided in the tire owner’s manual and warranty information booklet provided along with this manual.

How Do I Handle Emergency Repairs?

If your vehicle needs an emergency repair, and a THINK NA-authorized service point is not available – so that you must have warranty repairs made by someone other than a THINK NA service point – THINK NA may reimburse you for the cost of repairs, including diagnosis if you get prior approval from THINK NA. Be sure to obtain: (a) the parts that are replaced; and (b) a receipt for the work.

Use of Exchange Parts in Warranty Repairs

In the interest of customer satisfaction, THINK NA may offer exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use because of repairs. Parts used in exchange service may be new, remanufactured, reconditioned or repaired, depending on the part involved.

All exchanged parts that might be installed by THINK NA and meet THINK NA standards have the same warranties as new parts.

State Warranty Enforcement/State Lemon Laws

Your satisfaction with your THINK NA vehicle is extremely important to us. Both THINK NA and your THINK NA dealer are dedicated to serving all your automotive needs. Your satisfaction with your vehicle and your THINK NA dealer are our primary concerns.

Your THINK NA dealer is available to assist you with all your automobile service requirements. THINK NA also offers a dispute settlement program administered by the Better Business Bureau (BBB), at no cost to you. BBB AUTO LINE works with manufacturers and their customers in an attempt to reach a mutually acceptable resolution of any warranty-related concerns. If the BBB is not able to facilitate a settlement, consumers with eligible claims may participate in an informal hearing before an arbitrator. The arbitration decision is not binding on you or THINK, unless you accept the decision. The whole process normally takes 40 days or less. If you wish to use the program and you qualify for participation, BBB AUTO LINE will ask you to provide your name and address, the vehicle identification number (VIN), the make, model and year of your vehicle, and a description of the problem with your vehicle. BBB AUTO LINE will also ask you for other information that may help resolve your concerns, such as the purchase price of your vehicle, the vehicle's current mileage and copies of repair orders. You are required to resort to BBB AUTO LINE before exercising rights or seeking remedies under the Federal Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq. To the extent permitted by the applicable state "Lemon Law," you are

also required to resort to BBB AUTO LINE before exercising any rights or seeking remedies under the "Lemon Law." If you choose to seek remedies that are not created by the Magnuson-Moss Warranty Act or the applicable state "Lemon Law," you are not required to first use BBB AUTO LINE. This description of BBB AUTO LINE is based upon the structure and rules of the program at the time of this publication. The program is subject to change without further notice. For more information about BBB AUTO LINE, including current eligibility standards, please call 1-800-955-5100, visit the BBB website at www.lemonlaw.bbb.org, or write to the BBB at BBB AUTO LINE, 4200 Wilson Boulevard, Suite 800, Arlington, VA 22203.

Routine Maintenance

THINK NA's maintenance schedule includes detailed check-ups after every 12,000 miles or every 18 months, whichever occurs first.

The maintenance schedule covers checking the most important safety functions as well as additional repairs according to the vehicle's age and mileage.

THINK NA's maintenance schedule may be revised over time based on experiences from different market areas.

A THINK NA-authorized repair shop has access to the latest service information for your specific vehicle. In order for the new vehicle warranty to be valid, the periodic maintenance must be carried out according to THINK NA's recommendations.

A service log can be obtained from your THINK NA repair shop.

WARNING

Battery electric vehicles have certain characteristics that require unique care and attention.

The THINK CITY has high voltage systems that can cause electrical shock possibly resulting in serious injury or death. Your vehicle was built with safety as a fundamental concern, but reasonable care must be exercised including:

- **Do not tamper with orange high voltage wiring or any component attached to such wires, and in the event of an accident, do not touch orange high voltage wiring or any component attached to such wires.**

- **Pay attention to the warnings in this manual and to all labels in the vehicle.**
- **Do not work on the electrical system of the vehicle and allow only qualified personnel to do such work.**
- **Only use the charging cable supplied with the vehicle and do not use that cable if it is damaged in any way.**

At every 12,000 miles/18 months, the following must be done:

- Check lights, windshield wiper and washer, mirrors and wheels.
- Lubricate door locks and hinges.
- Check and clean/lube front brake pads.
- Check, and if necessary, adjust the parking brake.
- Check brake cylinder and hoses.
- Check the driveshaft gaitor and driveshaft joint.
- Check the wheel suspension, shock absorbers, gaitors and springs.
- Check anti-rust treatment on chassis.
- Refill windshield wiper fluid.
- Check power steering fluid.
- Check brake fluid.
- Check inside lights and warning lamps.
- Check the safety belts.
- Check the climate controls.
- Check the coolant level.
- Check the radiator and hoses.

- Change the pollen filter.
- Take a reading from the battery and engine control.

At 24,000 miles/every 36 months:

- Change the brake fluid.

At 36,000 miles/every 54 months:

- Check and clean the brake band.
- Change oil in the gearbox.
- Change the coolant.

Do It Yourself

Proper maintenance and care of your vehicle is essential to keeping it in good running condition. Let your THINK NA service point perform the routine maintenance as described in this booklet and be sure to follow the routine maintenance and inspections yourself:

Inspection every month/600 miles:

Every month or after 600 miles driven, check fluid levels on the following and refill as necessary:

- Engine coolant/brake fluid
- Power steering fluid
- Windshield washer fluid
- Tire air pressure and tread wear

At the same time you should:

- Check that all lights and warning lamps are working properly.
- Check the windshield wiper blade and that the spray head is adjusted correctly.
- Visually inspect the brake pads for wear.

In addition, follow the recommendations for wash and care of the body and other accessories as described in the *User Manual*.



Use only recommended engine oil, fluids and lube oil according to the specifications given in Chapter 6, “Specifications and Technical Data” in the *User Manual*.

THINK City – Service

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THINK

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