

EXTENDED WARRANTY – TERMS & CONDITIONS

WARRANTY EXTENSION

Extended Warranty Program (hereinafter referred to as “Program”) provides extended warranty coverage similar to vehicle standard warranty with a few exclusions (hereinafter referred to as “Extended Warranty” or “EW”). This Program starts after expiry of vehicle standard warranty. For product detail (Year and Km) please refer the Certificate of Enrollment.

The Program is a contract made between an Stellantis Authorized Dealer and the owner of the vehicle.

The Program covers repair or replacement of certain parts, if found faulty during the Program validity period, subject to terms and conditions hereinafter mentioned. Irrespective of whatever written under the Certificate of Enrolment and/or the terms and conditions mentioned herein, in no case the Program shall cover the parts which are subject to wear and tear due to vehicle operation and any damage due to accident.

ROADSIDE ASSISTANCE (RSA)

The owner of the vehicle who subscribes to the Program is entitled to RSA services. The terms and conditions of RSA mentioned in Mopar Care 24x7 Roadside Assistance booklet shall be applicable.

PROGRAM ELIGIBILITY

- EW PROGRAM can be purchased within vehicle standard warranty period from date of sale of the Vehicle
- Subscribers need to check with Selling dealer whether his or her vehicle meeting the eligibility criteria to purchase EW program

TENURE OF THE PROGRAM

The program shall stand terminated at the end of the below periods (whichever is earlier)

- At the end of the duration that has been subscribed to by the Customer at time of purchase of new Vehicle. The duration shall be counted from the date of delivery of the new Vehicle; or
- The Odometer reading that has been subscribed to is reached. The vehicle Odometer reading will be considered for this purpose.
- The duration and Odometer reading chosen by the Subscriber are indicated on the EW PROGRAM Certificate as chosen by the Subscriber from the options indicated on the price list in force on the day of subscription.
- Program coverage will be effective after expiry of the basic standard warranty of the vehicle.

GENERAL TERMS AND CONDITIONS

- Program coverage will be subject to the vehicle being serviced at recommended service intervals at Stellantis authorized workshops as per the service schedule defined in the Owner’s Manual.
- Program coverage will remain valid, subject to usage of genuine parts, oils and lubes as per manufacturer recommendation.
- Under certain circumstances wherein it may be required to carry out technical analysis to ascertain root cause of problem or survey to ascertain cost estimates, there would be some waiting period before the repair is approved.
- The Mopar EW coverage is transferable to the subsequent owner. The unexpired portion of the coverage period will be transferred to the new owner, subject to the new owner submitting his contact details along with a copy of new registration certificate issued to him.
- Local charges and taxes shall be levied in invoices as per applicable government and local authority guidelines.

EXTENDED WARRANTY PROGRAM COVERAGE

The Program will cover the following parts:

Engine: All internal components, including

Oil pump, Crankshaft & Pulley, Big end & Main Bearings, Connecting Rods, Gudgeon Pins, Piston and Rings, Inlet and Exhaust Valves, Springs and Guides Cylinder Block and Cylinder Head, Cylinder Head Gasket, Camshaft, Arms and Shaft Rocker, cam followers, Hydraulic lash adjusters, Timing Gears and Tensioner Bearing, Idler, Turbo charger ,Inlet Exhaust Manifold, Oil Seals Crankshaft Seal, Camshaft Oil Seal, Auxiliary Shaft Oil Seal, Flywheel, EGR & EGR actuation system, EGR Cooler, Half engine Assy (If child parts not available & Depends on scope of damage)

Manual Transmission: All internal components, including

Gear box Housing, Gears, Shafts, Synchromesh Hubs and Rings, Selectors, Selector mechanism, Bearings, Transfer Gears, Gear Box Oil Seal, Drive Shaft Seal, Drive shafts, PTO, Differential assemblies, RDM, Propeller shaft & Rear Axle, clutch master cylinder, clutch slave cylinder.

Automatic Transmission: All internal components, including

Shafts, Gears, Brake bands, Oil Pump, Bearings and Bushes, Valve body, Drive Plate, Transmission Gears. Mechatronics control module, Dual mass flywheel, Dual dry clutch, transmission seals.

Suspension and Steering:

Electrical power steering (EPS), Rack & Pinion, Steering Column, Steering Box, Power Steering Pump, Reservoir, Swinging arm, Link Rod, Stabilizer bar, Prop lift gate & Power steering pressure pipes, hub assemblies.

Braking System:

Master Cylinder, Brake Booster, Vacuum Pump, ABS Modules, ABS Sensors, Wheel Hub. Brake system sensors, calipers, rear parking brake Electrical actuators.

Fuel & Injection System:

Mechanical and Electrical Fuel Pumps, Injectors, Engine speed sensors, ECU, Common Rail, Pressure Sensors, Glow Plugs, Electromagnetic solenoids, Fuel Injection Pump & Diesel Particle Filter.

Air Conditioning & Cooling system:

Radiator, Compressor, Condenser, Evaporator Reservoir, Receiver Drier, Thermostat Switch & Fan Motor, Heater Core, AC Switch, AC Blower, AC Pipes, Water Pump, HVAC Module & Integrate Central stack, HVAC Control Unit, Cooling fan, Heater core. HVAC Control panel.

Electrical System:

Starter Motor and Solenoid Switch, Alternator, Rectifier, Wiring Harness (except for external damages), Regulator, Ignition Coil, Cooling Fan Motor, Power Window Switches & Motors, Combination Switch, Electronic steering lock (Ignition Switch), Relay, Reverse Parking Camera, Thermostat Switch, Speedometer, Oil Pressure Switch, Temperature Gauge, Fuel Gauge, Infotainment System, Instrument Cluster, Horns, FOB Key, BCM, DTCM, Mode selection switch, selector switch, Entire sensors, Entire Control Modules, Electric lock Blue & Me, Radio Frequency Hub, Power distribution center, Head Lamps (HID & Bi Xenon).

Oil and Consumables:

- a) All oils and consumables (lubricating oils, coolants, brake oil, battery electrolyte, AC gas oil) will be covered if required/necessitated to be replaced in connection with the replacement of a part falling under a valid extended warranty claim.
- b) Repair requiring due to oil seepage will be covered including the consequential parts. – Any failure happened due to negligence / abuse shall not be covered.

EXTENDED WARRANTY PROGRAM NON-COVERAG

Incidental Losses not covered

The Program will not cover any incidental losses such as:

- a) Downtime, All Indirect Losses & Inconvenience
 - b) The loss of use of your vehicle
 - c) The loss of personal or commercial property or loss of revenue
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- a) OE Components like Tyres & Batteries.
 - b) Misuse or abuse resulting into the failure will not be covered under Extended Warranty.
 - c) Shock Absorbers, Catalytic Converter, Chrome Plated Parts like Emblems, Front Grill, FCA genuine accessories, Mirrors – Internal & External, Mirrors, Wind Shields, Backlit Glass and Window Glasses, Suspension Rubber Mounts, Weather Strips, All Interior Trim including Dashboard and Halogen Lamps (Headlight, Taillight & Fog light).
 - d) Wear and Tear Components like Clutch Assy, Brake Pad, Brake liners. Consumables – Filters, Bulbs, Fuses, Spark Plug, Wheel Alignment, Wheel Balancing, and remote key batteries, Wiper Blades, Axle boots, Suspension struts, all type of Hoses, Ball joints engine mounts & any rubber parts, Drive & Accessory belts, Fuses & Filters are not covered.
 - e) Routine maintenance service jobs, which includes cleaning, polishing, minor adjustment, engine tuning, carbon cleaning, AC Servicing, calibration / reconditioning of diesel equipment's including injector / nozzles and high-pressure fuel pump etc.
 - f) Inconsequential aspects such as noises, vibrations, moisture entry and sensations that could not lead to dismal product function or performance.
 - g) Loss arising out of accident or loss caused by external impact.
 - h) Damages to engine due to Hydrostatic lock.
 - i) Corrosion, rusting, and painting.

Modifications Not Covered

- a) Installing non-Stellantis components, or equipment (such as a non-Stellantis radio or speed control);
- b) Using non-Stellantis approved fluids, materials or additives.
- c) Any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle. Nor do they cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-Stellantis India, components, equipment, materials, or additives.
- d) Performance or racing parts are considered to be non-Stellantis parts. Repairs or adjustments caused by their use are not covered under your warranties.

EXTERNAL & ENVIRONMENTAL FACTORS NON-COVERAGE

- EW does not cover damage caused by factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, hailstorms, windstorms, tornadoes, sandstorms, lightning, earthquakes, act of Terrorism etc.
- EW does not cover conditions resulting from anything impacting the vehicle due to road hazards. This includes cracks and chips in glass, scratches and chips in painted surfaces, rusting, corrosion or damage from collision
- EW does not cover the costs of repairing damage or conditions caused by racing, nor do they cover the repair of any defects that are found as the result of participating in a racing event.

RIGHT OF WITHDRAWAL

- The Subscriber has the right to withdraw from this Maintenance Service Program without giving any reason within 14 Days from date of subscription subject to no claim availed during these 14 days and non-inception of the risk period
- In the event of withdrawal from the Program, the Authorized Dealer will refund the Subscriber all payments received within 90 days.

GOVERNING LAW & RESOLUTION OF DISPUTES

The Extended Warranty Program shall be governed by the laws of India. In the event of a dispute between the parties, both the parties will do their utmost to find an amicable solution. If an amicable solution cannot be reached within 90 days, only the competent courts of Chennai for Citroen will have jurisdiction

CUSTOMER ACCEPTANCE

By agreeing to avail Extender Warranty Program, it shall be considered that you have read the above terms & conditions and accord your acceptance for the covered scope of benefits under the Extended Warranty Program offered by the Selling dealer.

<p style="text-align: center;">Customer Signature with Date</p>	<p style="text-align: center;">Dealer Authorized Signatory with Seal</p>
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ESCALATION & SUPPORT

Subscriber can write for any issues concerning the Program by contacting Stellantis India
For Citroen brand: contact@citroen-crm.in , Toll free - 1800 267 1000