

EV 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 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.
- No warranty benefits shall be available in respect of any repairs & replacements occurring during the first 30 days from the date of issuance of extended warranty certificate.

GENERAL TERMS AND CONDITIONS

- Program coverage will remain valid 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.
- 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.
- 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.
- Defect which is likely to have existed prior to the commencement of EW, respective Dealer will inform the Customer in writing while entering this EW and retain a copy of the same.
- 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:

EV Aggregate Parts:

Traction Motor*, Transmission, Motor Control unit (MCU), PDU Assembly, Battery pack** (high voltage) including battery management system, battery cooling system, Vehicle Control Unit (VCU), High voltage wiring harness, Vacuum Pump, On Board Charger & DC to DC Converter.

*Applicable for certain EW products, Refer product details properly.

** For B2B vehicle (Commercial use) Extended warranty on high voltage battery pack shall be with 80% of capacity retention from the date of registration.

Suspension and Steering:

Electrical power steering (EPS), Rack & Pinion, Steering Column, Steering Box, Power Steering Pump, 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.

Electrical System:

Rectifier, Wiring Harness (except for external damages), Regulator, Cooling Fan Motor, Power Window Switches & Motors, Combination Switch, Electronic steering lock (Ignition Switch), Relay, Reverse Parking Camera, Thermostat Switch, Speedometer, Horns, FOB Key, BCM, DTCM, Mode selection switch, E-Toggle switch, Entire sensors, Entire Control Modules, Electric lock, Power distribution center, Headlight, Taillight & Fog light (HID & Bi Xenon).

Infotainment & Instrument Cluster:

Audio Infotainment System, Instrument Cluster, Temperature Gauge, Fuel Gauge, Radio Frequency Hub, Bluetooth box, Rear view camera

Oil and Consumables:

- All oils and consumables (lubricating oils, coolants, brake oil, AC gas oil) will be covered if required / necessitated to be replaced in connection with the replacement of a part falling.
- 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-COVERAGE

- Any loss or damage to OE components like lead acid battery, tyres & wheel rim.
- Any loss or damage to the items, which are not part of the original Vehicle purchased from the Company.
- Damage due to Corrosion, rusting, and painting, water ingress.
- PMS service, General repair Charges (Labor + Parts + Consumables) for any repairs not mentioned above and not covered under schedule maintenance service, which are neither covered under the OEM warranty nor this program.
- Routine maintenance service jobs, which includes cleaning, polishing, minor adjustment, AC Servicing.
- Windshield and door or window glasses, paint, trim, weather strips, glass molds, rubber beadings and appearance items like bright finish material, decorative parts, decals etc.
- Shock absorber, Chrome Plated Parts like Emblems, Front Grill, Stellantis 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).
- Wear and Tear Components like Brake Pad, Brake liners. Consumables - Filters, Fuses, Wheel Alignment, Wheel Balancing, and remote key batteries, Wiper Blades, Axle boots, all type of Hoses, Ball joints engine mounts & any rubber parts, Drive & Accessory belts, Fuses & Filters are not covered. Bulbs (Except HID), fuses, fasteners, wiring harness (in case of tampering or rat bitten).
- Inconsequential aspects such as noises, vibrations, water ingress, moisture entry and sensations that could not lead to dismal product function or performance.
- Sheet metal parts (door shell, bonnet, condenser frame, chassis frame, fender, wheel arch, body shell etc)
- Plastic or fiber parts (door pads & trims, interior trim, dashboard, center console, body related parts, center grill) Charging cable, Charging socket, Reservoirs (Oil & Coolant).
- Upholstery, carpets or floor covering, seats and seats covers, seat belt & buckle, seat & its sliding or reclining mechanism
- Improper handling, dismantling, fitting, adjustment, repairs, modifications not approved by manufacturer and or use of Vehicle contrary to operator manual.
- Lubricants or any hydraulic fluids, or any additives not recommended for OEM.

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, tornados, sandstorms, any act of god (such as Flood, earthquake or any other natural calamities), negligent or fraudulent, from chemicals, contamination, environmental damage, explosion, Thermal incident (damage due to fire directly or Indirectly or short circuit), lightning, road hazards, vandalism, windstorm etc., occasion through consequence of war, invasion, act of foreign enemy, hostilities or war like operations (declared or not), civil war, commotion, mutiny, rebellion, revolution, insurrection, conspiracy, military or usurped power.
- 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, any type of paint defect, 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 / rally event.
- Damage directly or indirectly caused by or contributed to by or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons material.
- Downtime, All Indirect Losses & Inconvenience. Loss of use of your vehicle
- The loss of personal or commercial property or loss of revenue
- Legal liability for death or bodily injury or property damage is not covered

MODIFICATIONS NOT COVERED

- Installing non-Stellantis components, or equipment (such as a non-Stellantis radio or speed control).
- Using non-Stellantis approved fluids, materials or additives.
- 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.
- Performance or racing parts are considered to be non-Stellantis parts. Repairs or adjustments caused by their use are not covered under your warranties.

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.

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