

WARRANTY POLICY

Maruti Udyog Limited (hereinafter called "Maruti"), warrants that each new Maruti vehicle distributed in India by Maruti and sold by an authorised Maruti dealer will be free, under normal use and service, from any defects in material and workmanship at the time of manufacture SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS:

(1) Qualification:

To qualify for this warranty:

- (a) The Maruti vehicle must be delivered by Maruti authorised dealer and set-up, serviced by Maruti authorised dealer/service station.
- (b) The warranty registration card in respect of each vehicle must be completed by the dealer at the time of delivery of the vehicle and dealer should retain the same.

(2) Term:

The term of the warranty shall be twenty four (24) months or 40,000 kilometers (whichever occurs first) from the date of delivery to the first owner.

(3) Maruti's Warranty Obligation:

If any defect(s) should be found in a Maruti vehicle within the term stipulated above, Maruti's only obligation is to repair or replace at its sole discretion any part shown to be defective, with a new part or the equivalent at no cost to the owner for parts or labour, when Maruti acknowledges that such a defect is attributable to faulty material or workmanship at the time of manufacture. The owner is responsible of any repair or replacements which are not covered by this warranty.

(4) Limitation:

This warranty shall not apply to:

- (a) normal maintenance service required other than the three free services, including without limitation, oil and fluid changes, headlight aiming, fastener retightening, wheel balancing, wheelalignment and tyre rotation, cleaning of injectors, adjustments of carburettor, ignition timing, clutch and valve clearance.
 - (b) the replacement of normal wear parts including without limitation, bulbs, battery, tyres and tubes, spark plugs, belts, hoses, filters, wiper blades, brushes, contact points, fuses, clutch disc, brake shoes, brake pads, cable and all rubber parts (except oil seal and glass run).
 - (c) any vehicle which has been used for competition or racing.
 - (d) any repairs or replacement required as a result of accidents or collision.
 - (e) any defects caused by misuse, negligence, abnormal use or insufficient care.
 - (f) any vehicle which has been modified or altered, including without limitation, the installation of performance accessories.
 - (g) any vehicle on which parts or accessories not approved by Maruti have been used.
 - (h) any vehicle which has not been operated in accordance with the operating instructions in the Maruti Owner's Manual,
 - (i) any vehicle which has not received, during the warranty term, the service inspections prescribed in the Maruti Owner's Manual.
- G) any vehicle which has been assembled, disassembled, adjusted or repaired by other than an Maruti authorised

- dealer/service station,
- (k) any vehicle which has been used for purposes other than what it was designed for.
 - (l) any damage or deterioration caused by industrial pollution and bird droppings,
 - (m) insignificant defects which do not affect the function of the vehicle including without limitation sound, vibration and fluid seep,
 - (n) any natural wear and tear including without limitation, ageing etc.

For Maruti Air-Conditioned Vehicles

- (o) V-belts, hoses and gas leaks.

(5) Extent of Warranty:

This warranty is the entire written warranty given by Maruti for Maruti vehicles and no dealer or its or his agent or employee is authorised to extend or enlarge this warranty and no dealer or its or his agent or employee is authorised to make any oral warranty on Maruti's behalf.

Maruti reserves the right to add any improvements or change the design of any model at any time with no obligation to make the same changes on units previously sold.

(6) Warranty Service:

To obtain warranty service, the complete vehicle must be presented at the owner's expenses to any authorised Maruti dealer.

(7) Owner's Warranty Responsibilities:

It is responsibility of each owner to:

- (a) make certain that the warranty registration/PDI card was completed at the time of delivery of the vehicle;
- (b) have performed, at his own expenses, by an Maruti authorised dealer/service station all the service inspections specified in the Maruti "Owner's Manual and Service Booklet" and maintain adequate proof that such service inspections have been performed.
- (c) make certain that the Maruti authorised dealer/service station performing the service inspection has certified the work on the "Maintenance Service Record" page in the "Owner's Manual and Service Booklet" and
- (d) present the Maruti "Owner's Manual and Service Booklet" to the authorised Maruti dealer whenever requesting service inspections or warranty service.

If the "Owner's Manual and Service Booklet" should be lost or destroyed the owner should consult the authorised Maruti dealer from whom the vehicle was purchased for instructions concerning replacement of the "Owner's Manual and Service Booklet".

(8) Disclaimer of Consequential Damage:

Maruti assumes no responsibility for loss of vehicle, loss of time, inconvenience or any other indirect incidental or consequential damage resulting from the vehicle not being available to the owner because of any defect covered by this warranty.

(9) Change of owner

Even if ownership of the vehicle changes, the remaining warranty period is effective for the new owner.

Maruti offers the Emission Warranty on all Maruti vehicles (aparts from the Regular warranty and will run parallel to the regular product warranty) only in four metropolitan cities (**New Delhi, Kolkata, Mumbai and Chennai**) with effect from **July 1st, 2001**.

Terms:

The Emission Warranty will be applicable for **80,000 kms or 3 years** (Whichever comes earlier) from the date of delivery to the first owner. The remaining warranty terms will be valid in case of any change in ownership provided the production of all valid documents.

Conditions :

1. Under Emission Warranty, Warranty claims will be admitted for a prima facie examination, in case vehicle fails to meet to the Emission Standard as specified *In sub rule (2) of rule no. 115 of Central Motor Vehicles Rules (CMVR), 1989*.
2. The warranty claims will only be accepted after examination carried out by Maruti or it's dealer which leads to firm conclusions that the
 - a) Original settings have not been tempered in any case.
 - b) Part (as given in Annexure-A) has a manufacturing defect.
 - c) Vehicle is unable to meet the Emission Standards (as given in 1.), inspite of the vehicle having been maintained and used in accordance with the instructions as specified in Owner's Manual and Service Booklet and the used fuel and different oils (Engine oil, Transmission oil, Brake oil etc.) are also as per specification.
3. The method of examination for deciding the warranty of the parts will be at the sole discretion of Maruti and it's dealer and results of the examination will be final and binding. If after examination, the warrantable condition is not established, Maruti and it's dealer has the right to charge all, or part of the cost of such examination.
4. Under Emission Warranty, the parts (as given in Annexure-A) will be changed free of cost, but the consumables will be charged as per actual.
5. If the part covered under Emission Warranty or the associated parts, are not independently replaceable, on account of these being integral parts of a complete assembly, Maruti and it's dealer will have the sole discretion to replace either the entire assembly or by using some of the parts of the system through suitable repairs or modifications.

6. Any consequential repairs or replacement of parts which may be found necessary to establish compliance of Emission Warranty, will not be considered under warranty, unless the same is under product warranty. The consumable will be charged as per actual under such repair or replacement.
7. Maruti will not be responsible for the cost of transportation of the vehicle to the nearest Maruti dealer workshop or any loss due to non-availability of the vehicle during the period of lodging of a warranty claim and examination and/or repair by Maruti dealer.
8. Maruti will not be responsible for any penalty that may be charged by statutory authorities on account of failure to comply with the EMISSION STANDARDS.
9. Emission Warranty will not be affected on the change of owner, provided all the documents are available.
10. All maintenance actions (as specified in the Owner's manual and Service Booklet) need to be followed and recorded in the manual for emission warranty.
11. The customer needs to produce the PUC (Pollution Under Control) certificate valid for the period preceeding the test during which the failure is discovered. The receipts (for the maintenance of the vehicle as per specification in Owner's Manual and Service Booklet from the date of original purchase of the vehicle) will also be required.

Conditions under which the Emission Warranty is not APPLICABLE

1. In the absence of valid PUC certificate.
2. Vehicle not serviced from Maruti authorised workshop as per the schedule specified in the Owner's Manual .
3. Vehicle subjected to abnormal use (accident, motor race, rallies or for the purpose of establishing the records etc.)
4. Use of non MGP (Maruti Genuine Part).
5. Vehicle tempered in an unauthorised manner.
6. Tampering with odometer so that the actual kilometer reading can not be read.
7. Use of adulterated fuel and/or unspecified oils (Engine oil, Transmission oil and Brake oil etc.)

Annexure-A

List of parts covered under Emission Warranty

1. Fuel Injection Assembly, Pressure Regulator, Throttle Body Assembly.
2. Electronic Control Module (ECM).
3. Intake Manifold.
4. EGR Valve.
5. Distributor and internal parts.
6. Ignition coil.
7. Canister Assembly.
8. Vapour Liquid Separator.
9. Fuel Tank and Filler Cap.
10. PCV (Positive Crankcase Ventilation) Valve.
11. Oil Filler Cap.
12. Catalytic Converter.
13. Exhaust Manifold.
14. All fuel Injection System related SENSORS.