

Annexure - I

STAR Ease Comprehensive contents

Inclusions*

The following jobs are included under SEC coverage:

1. Replacement of Engine Oil, as per schedule.
2. Replacement of Engine Oil Filter, as per schedule.
3. Replacement of Air cleaner Element, as per schedule.
4. Replacement of AC Filter, as per schedule.
5. Replacement of Fuel Filter, as per schedule.
6. Topping up of Windshield Washer Fluid, as per schedule.
7. Short Test (STAR Diagnosis), as per schedule.
8. Interior Cleaning (Vacuuming), as per schedule.
9. Exterior Wash, as per schedule.
10. Tyre Rotation, as per schedule.
11. Visual Inspection, as per schedule.
12. Replacement of Radiator Coolant, as per schedule.
13. Replacement of Brake Fluid, as per schedule.
14. Replacement of brake pads, only if required.
15. Replacement of brake discs, only if required.
16. Replacement of wiper blades, only if required.
17. Wheel Alignment with adjusting bolts, only if required.
18. Wheel balancing with balancing weights, only if required.
19. Transmission oil, as per schedule.
20. Transmission filter, as per schedule.

* The terms & conditions mentioned in SEC agreement shall be applicable.

Exclusions

- Tyres

Annexure - II

STAR Ease Comprehensive service schedule

The STAR Ease Comprehensive covers the essential service jobs along with wear & tear related parts viz. brake pads, brake discs, wiper blades, etc. as per Annexure - I for a period of 3 years or 60000 Kms, whichever occurs earlier. The scope of jobs for different service interval is mentioned below:

With an average mileage of 15,000 kms per year, majority of the vehicles would cover up to 45,000 kms in first three years and thus would visit workshop for three services (The vehicles visiting the workshop for time-wise services shall also be visiting for three services). Few vehicles may be used up to 60,000 kms during the contracted period of three years and will require four services. Additionally, the vehicles may require to visit workshop separately for brake related jobs, wheel alignment & wheel balancing jobs, as & when required.

➤ Service at 15000 Kms/ 1st Annual service

- Replacement of engine oil.
- Replacement of engine oil filter.
- Replacement of brake fluid.
- Replenish windshield washer fluid.
- Inspection of the vehicle as per standard check list.
- Short test and software updation, if any.
- Tyre rotation.
- Vehicle exterior washing and internal vacuum cleaning.
- Check & replace wiper blade, only if required.

➤ Service at 30000 Kms/ 2nd Annual service

- Replacement of engine oil.
- Replacement of engine oil filter.
- Replacement of fuel filter.
- Replacement of air filter/s.
- Replacement of A/c dust filter/s.
- Replacement of brake fluid.
- Replenish windshield washer fluid.
- Replenish coolant.
- Inspection of the vehicle as per standard check list.
- Short test and software updation, if any.
- Tyre rotation.
- Vehicle exterior washing and internal vacuum cleaning.
- Check & replace wiper blades, only if required.

➤ Service at 45000 Kms/ 3rd Annual service

- Replacement of engine oil
- Replacement of engine oil filter
- Replacement of brake fluid
- Replenish windshield washer fluid
- Inspection of the vehicle as per standard check list
- Short test and software updation, if any
- Tyre rotation
- Vehicle exterior washing and internal vacuum cleaning
- Check & replace wiper blade, if required

➤ Service at 60000 Kms

- Replacement of engine oil
- Replacement of engine oil filter
- Replacement of fuel filter
- Replacement of air filter/s
- Replacement of A/c dust filter/s
- Replenish windshield washer fluid
- Inspection of the vehicle as per standard check list
- Short test and software updation, if any
- Tyre rotation
- Vehicle exterior washing and internal vacuum cleaning
- Replacement of transmission oil
- Replacement of transmission filter & gasket

➤ Brake Service

The vehicle may require a separate visit for the replacement of the brake pads & brake discs depending upon the wear of these parts. The workshop shall replace the brake pads and/ or brake discs only if the part is worn out below the specified wear limit.

In case the workshop observes that the driving pattern of the vehicle is abnormal/ aggressive resulting into faster wearing of these parts, it should be appropriately informed to the Customer in writing.

➤ Wheel Alignment & Wheel Balancing job

Also, the vehicle may require a separate visit for carrying out wheel alignment & wheel balancing job as required (Complaint by Customer or abnormal tyre wear observed in the workshop). These jobs shall be carried out only after the verification of the reported concern via a joint trial of the vehicle. Please note that these jobs should not be carried out as a standard job during routine service.

Please note that the wheel alignment & wheel balancing required due to replacement of tyre shall not be covered under this contract and thus should be charged to Customer.

In case the workshop observes that the driving pattern of the vehicle is abnormal/ aggressive resulting into frequent need of wheel alignment & wheel balancing, it should be appropriately informed to the Customer in writing.