



4.0 ŠKODA Maintenance Package - General Overview



ŠKODA Maintenance Package**



4 years / 60,000 Kms
(Whichever comes first from the date of delivery)

** Four periodic maintenance services at an interval of 15,000 Kms or one year (which ever comes first)

4.1 Introduction

A comprehensive service plan to ensure hassle free services for customers upto 4 years / 60,000 Kms which ever occurs first.

4.2 Content

Periodic Service costs till
4 years or 60,000 KMS

Model applicable

All models of Rapid, Octavia & Superb

Product benefits

- › Security - Defined cost of maintenance over contract period.
- › Delight - Enhanced resale value of car, because of excellent service history.
- › Flexibility - Transferrable package, at the time of resale of car.
- › Availability - Benefits can be redeemed at all authorized Skoda dealers across India

4.3 Scope of work

MODEL	FUEL OPTION - PETROL	FUEL OPTION - PETROL	FUEL OPTION - DIESEL	FUEL OPTION - DIESEL
Scope of Service	TRANSMISSION - MT 4 Years / 60000 KMS	TRANSMISSION - AT 4 Years / 60000 KMS	TRANSMISSION - MT 4 Years / 60000 KMS	TRANSMISSION - AT 4 Years / 60000 KMS
Engine Oil + Filter	•	•	•	•
Drain nut + washer	•	•	•	•
Air Filter	•	•	•	•
Pollen filter	•	•	•	•
Fuel Filter			•	•
Spark Plug	•	•		
Brake Fluid	•	•	•	•
ATF + Filter		•#		•*
Inspection service	•	•	•	•

Note: * Not applicable for RAPID 1.5TDI CR AT
Not applicable for Octavia and Superb AT



ŠKODA



4.4 ŠKODA Maintenance package (SMP) terms and conditions

Description of scope of service

- › SMP includes parts and Labour for Inspection service items E.g. : Engine oil, Oil filter, Air filters, Fuel filters, Brake fluid, Spark plug, Automatic transmission fluid and filter.
- › Standard service interval is at 15000 KMS or one year (whichever occurs earlier) Customers are responsible for topping up of various fluids in between services. Fuel, tyres, routine washing, repairs arising due to wear and tear, car detailing, accident damages, squeaks and rattles, repairs on paint and body panels are not included in the scope of service

Exclusions

- › Expenses pertaining to parts/consumables / Labour not mentioned in the scope of work
- › Repairs arising due to natural wear and tear, accident, external damage, natural calamities, scratches or any other external circumstances like mechanical or chemical influences
- › Car Care/Detailing products E.g. Exterior paint protection and polishing treatments, interior fabric /leather cleaning and protection treatments, antirust treatment etc.).
- › Repairs arising due to improper or wrong care/usage as specified in the owner's manual of the vehicle
- › Repairs arising due to unauthorized/non-recommended modifications/alterations on vehicle, use of non-genuine parts, accessories and fluids like oils, antifreeze and brake fluid etc.
- › Repairs beyond 4 years or 60000 KMS (whichever occurs first from the date of commencement of Warranty).
- › Any incidental expenses, costs and/or loss incurred by the customer for the purpose of maintenance/repair on occasions of maintenance like cost of conveyance and such other related expenses

General Terms & Conditions

- › Servicing must be carried out at Skoda authorized workshops, as specified in the owners' manual
- › SMP contract cannot be cancelled/refunded, but is transferrable to subsequent owner and not transferrable to another car
- › If for some reasons one or more services are not done, neither a refund can be made for such missed services nor the contract is extended
- › If the car is handed over to workshop in non-roadworthy condition due to mishandling, tampering, accident, negligence, fire or any other act of nature, company reserves the rights to charge customer the cost of repair there of including Labour charges.
- › Services will be provided under the contract, only upon producing this document during the time of leaving the car at workshop.
- › All disputes if any are subject to the Aurangabad jurisdiction
- › Škoda Auto India reserves the right to make any changes in future without any prior notice



4.5 Purchase Process definitions:

A. Purchase of ŠKODA Maintenance Package

- › Product is available only at the time of purchase of vehicle, till 15 days post delivery date (DAN)
- › If any customer is interested to buy the product, dealership needs to follow below process:
- › Customer to make payment to Skoda Auto India (through NEFT only) Dealer needs to share below information to customer
 - **Account Name:** Skoda Auto India Private Limited.
 - **Account Number:** SKODGL4901011.
 - **Account type:** Current account
 - **Bank name:** CITIBANK NA
 - **Bank Branch:** Nariman point Fort Mumbai.
 - **IFSC Code:** CITI0100000
 - In the remarks column please specify VIN
- › Dealership to raise a request in DMS for approval (customer name, contact number, email ID, VIN, mode of payment and transaction reference numbers are mandatory) → Please refer DMS user guide
- › Post verification of receipt of fund, SAIPL will approve the request in DMS. → Please refer DMS user guide
- › On receipt of SAIPL's approval dealership to print SAIPL Invoice, PMS certificate, scope of work, coverage documents, sign and hand it over to customer within 30 days of delivery date (DAN)
- › For online transactions customer name, mobile number, email ID, Model, Variant are mandatory, VIN to be mentioned in case of NEFT.

4.6 ŠKODA Maintenance Package Pricing

ŠKODA Maintenance Package	
	49,999
	39,999
	29,999

Price are in INR