

ANNEXURE II

2.0 5th and 6th Extended Warranty – Product Overview



Warranty



6 years / 150,000* Km

2.1 Introduction

Service loyalty decreases significantly once the manufacturer's standard warranty is expired. One tool for ensuring that customers remain loyal to a service organisation in the long term, even after expiry of the manufacturer's warranty, is the "Extended Warranty" loyalty program.

Extended Warranty is prominently gaining importance in the automobile industry and is becoming an increasingly vital selling point for the customer.

Customers with an extended warranty contract experiences a significantly higher Satisfaction Index and Loyalty.

2.2 Definition of the Product Content

- › In line with manufacturer warranty and applicable to all models, variants and engine versions, limited to clauses mentioned hereafter.
- › 2 years after the expiry of Standard 4 Years Manufacturer's Warranty, up to 6 years in total OR a maximum mileage of 150,000 Kms whichever occurs earlier.
- › Remains with the vehicle even if sold.

As per Manufacturer's warranty – an extended warranty that comes without any "ifs" or "buts".

- › Risk cover through extensive protection against many different unexpected repair costs.
- › Cost control due to fixed, calculable expenditure.
- › Long-term quality retention due to the completion of all service work in accordance with ŠKODA specifications.
- › Enhances attractiveness when selling the vehicle as the additional warranty remains with the vehicle.

a) New vehicles and Vehicles covered within 4 year existing warranty only

- › The ŠKODA Additional Warranty is intended only for vehicles retailed 1st September, 2016 onwards.
- › Vehicles within 1410 days of ownership and covered below 97000 Kms



b) Scope of service

This warranty extends to the repair or replacement of all parts that needed to be replaced OR repaired due to the parts being defective, in order to restore the vehicle to its original production specifications, while adhering to deadlines and the requirements set out in this owner`s manual.

- › ŠKODA AUTO dealership decides on the type of repair taking into account economic aspects as regards to the technologies recommended by ŠKODA AUTO Volkswagen India Private Limited.
- › An adequate period of time should be provided for the completion of the warranty repair after the notification of the vehicle with a ŠKODA AUTO dealership.
- › The warranty period for manufacturing defects with the paintwork remains at three years.
- › The warranty period for bodywork corrosion remains at six years.

Exclusions:

- › This warranty does not apply to costs of consumables OR work as part of regular maintenance. A tyre change, wheel alignment and balancing are also considered to be scheduled maintenance.
- › This warranty does not apply to the change of spark plugs, oils, lubricants, fluids or refrigerants as long as their replacement is not an integral part of the warranty with respect to the relevant part.
- › The term 'Wear and Tear' cannot be predefined, because different types of use leads to different defects or types of wear & tear. Wear and Tear parts are excluded from the warranty. Sensitive components, such as wiper blades, brake shoes or brake pads, Brake Discs, Brake drums, Belts, Defective bulbs and Fuses, manual transmission clutch disc, Pressure plate, Releaser bearings, Shock Absorbers, Axle Boots, Struts, Suspension Ball Joints, Rubber Seals, Glass Materials, Lenses, Stiches, which are easily identifiable, are regarded as natural wear and tear and are excluded from the warranty.
- › Any premature failure of Toothed Belt is covered until 120,000 KMS only.
- › Mechanical adjustments that are not material or workmanship related, especially doors, flaps and headlight settings are excluded as there are considered as natural wear and tear.
- › Incidental errors that do not affect the vehicle function, including noise or vibration and anything similar are excluded from the warranty.

Damage or failure due to the misuse, neglect, alteration, accident or in the event of a fire.

This warranty does not relate to:

- › Damage or failure due to improper vehicle repair, such as by the installation of non-original parts or accessories that have an effect on the specifications of the vehicle performance compared to the specifications of the vehicle manufacturer (unwarranted changes are excluded from the warranty).
- › Cases in which in the vehicle parts, especially electronic components, have been installed, which have not been released by the manufacturer ŠKODA AUTO Volkswagen India Private Limited.
- › Damage or failure due to the use of contaminated or incorrect / falsified fuels whether intentional or unintentional
- › Damage or failure due to vehicle use for competitions or for record attempts, driving schools or for driving generally in unsuitable places or as a result of an accident or fire.
- › Damage or failure due to permanent vehicle operation in spite of the indication of a mechanical or operational problem by warning light, a measuring instrument or other warning.
- › Damaged, or due to the declaration of an insurance company, fully written off vehicles or vehicles that were essentially assembled or repaired with parts from other used stripped vehicles.

ŠKODA AUTO VOLKSWAGEN INDIA PRIVATE LIMITED (formerly known as Volkswagen India Private Limited)

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T +91 22 3313 7000 | Website: www.skoda-auto.co.in Registered Office: E-1, MIDC Industrial Area, Phase III, Village Nigoje, Mhalunge, Kharabwadi, Chakan, Taluka Khed, Pune, Maharashtra – 410501 CIN: U70102PN2007FTC133117 | T +91 2135 661000, +91 2135 711000. F +91 2135 661049 | www.skoda-vw.co.in



- › Vehicles where the damage is due to improper storage, intentional or fraudulent conduct on the part of the owner or driver.
- › Vehicles where the damage is due to operating in contradiction to the instructions in the vehicle Owner`s Manual.
- › Repairs or regular /recommended service work that is performed other than by an authorized ŠKODA workshop.

Damage or failure due to the lack of maintenance

This warranty does not apply to damage or failure due to a failure to implement the recommended maintenance and operational requirements set out in this Owner`s Manual.

Damage caused by environmental influences

- › This warranty does not cover damage caused by highly atmospheric industrial pollution (e.g. acid rain), bad weather, fire, theft or terrorist activities, frost or heat, floods including any immersion, flooding and/or hydrostatic obstacles and other damage due to water soaking, earthquakes, natural disasters, strikes, riots, civil unrest, nuclear threat, bird droppings, stone chips, tree resin or other similar external mechanical or chemical events of any kind.
- › Damage caused by external influences are not considered faults and are excluded from the warranty.

Manipulation of the odometer

This warranty does not apply to repairs of ŠKODA vehicles in which the odometer has been tampered with or where the actual mileage cannot be read directly.

Other costs

- › This warranty does not refer to the incidental or consequential damages mentioned below that are due to a fault or a warranty repair by a dealer Costs related to communication, loading, parking in the garage and other services due to a vehicle breakdown in a remote location or in the city.
- › All costs relating to personal injury or property damage.
- › Psychological damage caused by the breakdown and during the period in which the vehicle is in a repair shop.
- › Reimbursement of lost time, loss of business or for hiring a replacement product during the repair period.
- › Legal obligations with respect to deaths, injuries or property damage, etc.

Other terms and conditions

- › Exclusions as part of Owner`s Manual will be applicable under this program as well
- › This warranty explicitly does not cover a vehicle exchange or money refund.
- › ŠKODA AUTO Volkswagen India Private Limited reserves the right to enhance or make design changes to all models of the ŠKODA brand without having to make similar changes to previously sold vehicles.
- › All replaced faulty parts under this warranty become the property of ŠKODA AUTO Volkswagen India Private Limited.
- › The place of jurisdiction for the negotiation and processing of any legal disputes is the city of Mumbai (Maharashtra State)

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c) Customer information:

- > The vehicle owner has the right and duty to bring the vehicle to an authorized ŠKODA dealer for a service check /regular maintenance according to the instructions listed in the service schedule and in the Owner`s Manual.
- > If a fault or problem is detected in the vehicle, nearest authorized ŠKODA dealer must be informed immediately. Should the customer violate these instructions, use the vehicle and thus increase the extent of damage, the warranty may be limited or possibly even revoked.
- > For repair under this warranty the vehicle should be brought to the authorized ŠKODA dealer during normal working hours.
- > The authorized ŠKODA dealer may refuse warranty service, if the regular maintenances as per the owner`s manual has not been performed at the right time, if unable to be prove it with the repair orders / invoices.
- > Should the original purchaser sell the vehicle during the warranty period, the subsequent purchaser is obliged to inform the authorized ŠKODA dealer from which the vehicle was purchased about this fact within 30 days of purchase, and fill out an item in this manual.

2.3 Price of the Product

Pricing has been done keeping in mind the cost of ownership for customers and ensuring one model one price.

One Model One Price:	
Model	0 - 1410 Days
	Effective customer price
Rapid	26250
Octavia (A7)	55000
Karoq	61600
Superb (B8)	66000
Kodiaq	88000

All prices are in INR and Excluding GST

2.4 Claim Process

- > Claim process for 5th and 6th year extended warranty remains same as the 3rd and 4th year warranty claims.
- > Work to be undertaken under "Warranty" job card and warranty process is to be followed for approval of repairs.
- > Claims have to be pushed from DMS to SAGA/2 system and processed under the S-EW claim type.

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