

# **EXTENDED WARRANTY (ICE) – TERMS & CONDITION**



## **WARRANTY EXTENSION**

Extended Warranty Program (hereinafter referred to as “Program”) provides extended warranty coverage like 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.
- Cooling Period: 30 days from date of issuance of EW certificate, during that period No EW benefits shall be available in respect of any repairs & replacements occurring during

## **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.
- Program coverage will remain valid, subject to usage of genuine parts, oils, lubes & AdBlue as per manufacturer recommendation.
- 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

- EW program will have coverage similar to OE Std warranty with exclusions & non-coverage as specified below
- All Oils, lubes, refrigerant, Fluids, sealants, grease & other consumables are not covered under EW program for any repair or replacement

## EXTENDED WARRANTY PROGRAM EXCLUSIONS & NON-COVERAGE

System	Description
Engine	Filters, Spark plug, glow plug, gaskets, O-rings, rubber hoses, reservoir (without Motor), Catcon, complete exhaust, engine mounts, any rubber parts, Drive & Accessory belts,
Powertrain	Clutch cables, friction discs, clutch plates, pressure plates, all types of cables (clutch, accelerator), Gear shifter wire, Gear shifter for non-electrical failure.
Suspension & Steering	Shock absorbers, struts, ball joint, tie rod, tie rod end, link rod, swing arm, wheel bearings, axle/drive shaft boot, Suspension Rubber Mount (C & B mounts)
Braking System	Brake pads, brake linings, brake discs, rubber hoses.
Air Condition	AC hoses
Electrical	Battery, Bulbs, fuses, remote key batteries, motor brushes, horns, Headlamp & Taillamp (Due to water ingress, discoloration), relays, ac service port valves, all 12V power and USB sockets, wiring harness (in case of tampering or rat bitten)
Audio & Infotainment	LED Screen (delamination / discoloration), Speakers
Exterior	Chrome Plated Parts like Emblems, Front Grill, Stellantis genuine accessories, Mirrors (without motor), windshield, Backlit Glass and Window Glasses, weather strips, Sheet metal parts (door shell, bonnet, condenser frame, chassis frame, fender, wheel arch, body shell etc). Tyre, wheel rim / Alloy wheel, paint related defects, wiper arms & blades
Interior	Dashboard, entire interior trim parts, Plastic, or fiber parts (door pads & trims, interior trim, dashboard, center console, body related parts, center grill), Upholstery, carpets or floor covering, seats and seats covers, seat belt, seat buckle, seat trims & its sliding or reclining mechanism, Seat air bellows are not covered for bellow failure, hood release cable, steering wheel

## EXTENDED WARRANTY PROGRAM NON-COVERAGE

- Usage of Non recommended Oils / Lube / Fluids / AdBlue / Greases / AC refrigerant
- Above items to be filled from Stellantis Authorized Dealer Network only (No counter sales allowed)
- Usage of Non recommended Tyre / Wheel / Battery
- Usage of poor quality or contaminated fuels
- PMS service, repair Charges (Labor+ Parts+ Consumables) are not covered under EW program.
- Routine maintenance service jobs, which includes cleaning, polishing, minor adjustment, AC Servicing.
- Body & Paint related defects, damages, discoloration
- Any loss or damage to the items, which are not part of the original Vehicle purchased from the Company.
- Inconsequential aspects such as noises, vibrations, water ingress, moisture entry and sensations that could not lead to dismal product function or performance.
- Any consequential failures due to usage of above non-recommended items, same will NOT be covered under EW.
- Any failure happened due to negligence /abuse shall not be covered.

## **MODIFICATIONS NOT COVERED**

- Improper handling, dismantling, fitting, adjustment, repairs, modifications not approved by manufacturer and or use of Vehicle contrary to operator manual
- Installing non-recommended components, or equipment (such as a non-Stellantis Audio, speed control device or Vehicle Tracking system).
- 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 recommended, components, equipment, materials, or additives.
- Performance, racing parts, repairs or adjustments caused by their use are not covered
- EW does not cover the costs of repairing damage or conditions caused by racing / rally event.

## **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, contamination, environmental damage, explosion, corrosion
- Damage directly or indirectly caused 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.
- Any act of natural calamities such as Flood, earthquake, acid rain, hailstorms, windstorms, tornadoes, sandstorms, windstorm, lightning etc
- Thermal incident damage due to fire directly or indirectly or short circuit
- 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 which includes cracks and chips in glass, scratches and chips in painted surfaces, rusting, any type of paint defect, or damage from collision
- Damages to engine due to Hydrostatic lock due water entry inside engine
- 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
- Third-party property damage, Death/injury to occupants, Damage to personal belongings inside vehicle

## **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](mailto:contact@citroen-crm.in) , Toll free - 1800 267 1000