
Annexure 1 : EW terms and conditions.

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1. Definitions

Mechanical, electrical and Emission Breakdown:

The unserviceability of a covered component for a reason other than accident, wear and tear or normal deterioration.

Extended Warranty Operating Period:

Extended Warranty Operating Period for each eligible motor car shall commence on the expiry of the Tata Motors' Vehicle warranty period and shall remain valid till the expiry of policy.

Territorial limits:

Extended Warranty coverage is restricted to India only.

Dealer / Authorized repairer:

Dealerships and Service Centers as authorized by Tata Motors.

2. Extended Warranty Terms and Conditions

The Vehicle Extended Warranty is Mechanical, Electrical and Emission break down warranty, designed to indemnify the Owner from unforeseen costs of repairs and replacement. We accept the responsibility of repairs/replacement only as per the terms and conditions as specified.

2A. Qualification for EW Eligibility

- Vehicle must be within Warranty period as per age and km for EW Registration
- All Periodic Maintenance Scheduled Oil change services due as per defined intervals must have been carried out at Tata Motors authorized workshop.
- Periodic Maintenance Scheduled Oil change service deviations in terms of period as per service history records, should not exceed one month or 1000 km as per defined schedule interval by Tata Motors.
- It is also mandatory to renew/replace filters, Oil, Fluids and Lubricants as per defined schedule as mentioned in the owner's manual.
- Vehicle should not have a history of accidental damage considered by Tata Motors as 'Major Impact'.
- Vehicle must not have been used as a Test Drive/Display vehicle.
- EW registration not applicable for vehicles used for commercial purpose (Taxi / Fleet)

2B. Commencement

Vehicle Extended Warranty shall commence immediately in continuity after the expiry of original vehicle warranty.

2C. Coverage

If any defect(s) should be found in the Vehicle within the tenure of Extended Warranty in mechanical, electrical and emission parts, Tata Motors' only obligation is to repair or replace at its sole discretion any part shown to be defective with a new/repaired part, only if such a defect is attributable to faulty material or workmanship at the time of manufacture. The Owner shall repair or replace the parts that are not covered by the Vehicle Extended Warranty, at his own expenses.

2D. T&C for EW Claim Eligibility

- Any EW claim shall only be considered after vehicle is attended, inspected & repaired by TATA Motors authorized workshop.
- If, after the Vehicle has been presented for repair and in respect thereof has been dismantled in part or in full, it is discovered that the fault is not covered or is specifically excluded by the Extended Warranty, the Owner shall be liable to pay to the Authorized Repairer the cost of such dismantling and the costs of any repairs authorized or carried out on behalf of the Owner
- The Vehicle must be operated in accordance with the operating instructions provided in the owner's manual and must be regularly serviced at the correct time(s) and kilometre intervals as recommended by the Tata Motors. Failure to comply with operating instructions or service the Vehicle according to such recommendations will render this Extended Warranty void.
- On successful completion of repairs of the vehicle, the failed parts which have been replaced free of cost to the customer under Extended Warranty will remain the sole property of Tata Motors Passenger Vehicles Ltd. and the vehicle owner shall make no claim to ownership of the same.
- If the Owner makes a claim, knowing the claim to be false and/or fraudulent as regards the value or the amount of work or otherwise, this Extended Warranty shall be deemed to be void and the right to prosecute is reserved by Tata Motors
- All aspects as to arbitration agreement, appointment of arbitrations, terms of reference, award, its effect etc. will be in accordance with the provisions of Arbitration and Conciliation Act, 1996 (with amendments, if any)
- The due observance and fulfilment of the terms and conditions of this policy in so far as they relate to anything to be done or complied with by the Owner shall be a condition precedent to any liability of Tata Motors to make any payment under this Extended Warranty.
- The terms and conditions of this Extended Warranty cannot be altered or amended by any person except by specific written endorsement by Tata Motors
- Customers may service the Vehicle prior to the specified times. If any circumstances prevent the service, being carried out at the correct time Tata Motors must be informed immediately.
- This Extended Warranty does not cover any towing charges, Road Side Assistance charges, valet services or the provision of loaner vehicles
- No dealer or its or his agent or employee is authorized to extend or enhance this warranty and no dealer or its or his agent or employee is authorized to make any oral warranty on TATA Motors behalf. TATA Motors reserves the right to make any change in design or make any improvement on the vehicle at any time without any obligation to make the same change on vehicles previously sold. TATA Motors decision is final and binding on the Owner of the vehicle in all warranty matters. TATA Motors reserves the right for the final decision on all EW matters.

2E. Exclusions

- Tata Motors will not accept any liability for any loss, damage or injury of whatsoever nature sustained by any person(s), property or vehicle(s), including the Vehicle detailed in the Proposal Form / Extended Warranty Schedule, caused by or arising out of or in any way connected with motor vehicle accidents, fire, storm, flood, theft, malicious damage or any other loss, damage or liability not otherwise specifically insured hereby.
- The Extended Warranty does not apply to vehicles used for rental services, taxi services, shuttles, delivery vehicles, driving schools, emergency services, any kind of timed competition or race, or off road use.
- No cover will apply should the vehicle be used for any purpose for which it is not licensed or for which it was not originally purchased.
- Tata Motors will not accept any liability for damage caused by lack of servicing, abuse or the continued use of the Vehicle after any fault has become evident such as warning lamp displaying on cluster, engine overheating, low DEF level, or for consequential loss of a part not covered by this Extended Warranty.
- Tata Motors will not accept any liability for damage caused by non-approved alterations or modifications to the manufacturer's specification unless such alterations or modifications are approved by Tata Motors in writing.
- Tata Motors will not accept any liability for any Mechanical Breakdown claim notified to Tata Motors more than 14 days after the relevant fault has become apparent.
- Tata Motors will not accept any liability for any damage caused by chemicals, contamination, environmental damage, explosion, fire, freezing, fuels, lightening, road hazards, vandalism, windstorm, tsunami or any other natural calamities, war, civil war, civil rebellion, invasion, insurrection, hostilities, confiscation, nationalization or loss resulting from order of government or local authority, ionizing radiation or contamination by radioactivity or any other environmental factors, bird droppings, rodents bite/ rat bite.
- Tata Motors will not accept any liability in case of accidental damage to the vehicle.
- Tata Motors will not accept any liability for losses which are covered under the Vehicle Manufacturer's Warranty or similar guarantee.
- Tata Motors will not accept any liability if non-recommended, unauthorized additives used in the vehicle
- Tata Motors shall not be liable to accept any claim(s) in respect of the following :
 - Loss of Vehicle on account of burglary, theft.
 - Any failure of parts unless specified in the Master Schedule of parts covered.
 - Any loss or damage to batteries, tyres and tubes by any case whatsoever.
 - Windshield and door/window glasses, paint, trim and appearance items like bright finish material, decorative parts, and decals.
 - Any loss and damage to body parts/panels, upholstery, carpets/floor covering, seats and seat covers.
 - Any loss or damage to the items which are not part of the original Vehicle, (E.g. externally fitted accessories)
 - Any loss resulting out of odometer disconnection, tempering or alteration.

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- Improper handling, dismantling, fitting, adjustment, repairs, modifications not approved by Tata Motors and or use of the Vehicle contrary to owner's manual.
 - Damage resulting out of Owner not taking reasonable steps to safeguard the Vehicle from loss or damage and to maintain it in efficient condition.
 - Any break down/damage caused by any type of accident or any act of omission, which is will-full, unlawful or negligent or fraudulent.
 - Any repairs/replacement arising from accident, collision damage, burglary, theft or any other accidental external means, riots, terrorism, malicious damage.
 - Legal liability for death, bodily injury or property damage other than components covered under Master Schedule of parts covered.
 - Minor irregularities not recognized as affecting quality or function of the vehicle or parts, such as slight noise or vibrations, or items considered characteristic of the vehicle.
 - Defect, which is likely to have existed prior to the commencement of the vehicle Extended Warranty.
 - The vehicle in which the odometer has been tampered with, changed or been disconnected.
 - Non-recommended Grade or insufficient quantity of lubricants, coolant, hydraulic fluids, or any additives not recommended by Tata Motors.
 - Any damage due to corrosion.
 - Incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of vehicle or commercial loss.
 - Neglect, intrusion of foreign or harmful or injurious matter, lack of servicing, overheating, freezing or abuse to the continued use of the vehicle after a fault has become.
 - Use of parts other than Tata Motors Genuine Parts.
 - Usage of improper fuel or external filling of DEF fluid/ non recommended DEF fluid.
 - Continuous operation of vehicle under low fuel or low DEF conditions.
 - Consequential damage due to any kind of accessories.

3. Owners' Responsibilities

- The Vehicle must have been serviced at each recommended periodic maintenance schedule prescribed by TATA MOTORS in the owner's manual.
- During periodic maintenance service, all consumables/scheduled service parts like Engine oil, brake oil, coolant, gear oil, timing kit, FEAD (Front End Auxiliary Drive) kit, pressure regulators, all filters must be replaced as per prescribed service schedule.
- Periodic Maintenance Scheduled Oil change service deviations in terms of period as per service history records, should not exceed one month or 1000 km as per defined schedule interval by Tata Motors.

4. Consequential Damage

TATA MOTORS has no responsibility for loss of the Vehicle, time, inconvenience or any indirect consequential damage resulting from the Vehicle not being available to the Owner because of any defect covered by the Vehicle Extended Warranty.

5. Transferability

Vehicle Extended Warranty is issued to the specific Vehicle whose details appear in the EW Invoice and cannot be transferred to another vehicle.

6. Change of Ownership

On resale of the Vehicle, the new Owner can obtain benefit from the Extended Warranty for remaining tenure of Vehicle Extended Warranty subject to Tata Motors approval.

Subject to Tata Motors approval, this Extended Warranty may only be transferred with the Vehicle to a new private owner who is not directly engaged in the business of motor vehicle manufacture, supply or sales. Notification must be made at the time of change of ownership.

7. Cancellation of Extended Warranty

- The Extended Warranty cannot be cancelled by the Owner and cannot be transferred to another vehicle post commencement of Extended Warranty Period.
- This Extended Warranty has no cancellation value. Tata Motors shall not return any premium to the Owners in the event that this Extended Warranty is invalidated or if cover be no longer required post commencement of Extended Warranty Period.
- The Owner shall not be entitled for any refund for cancellation of the Vehicle Extended Warranty post commencement of Extended Warranty Period.

8. Eligibility to Raise a Claim

- The Vehicle must be within the coverage period of Extended Warranty.
- Owner of the Vehicle is responsible to produce all necessary documents / records to prove that the Vehicle has been serviced and maintained at the prescribed interval as per the periodic maintenance schedule through TATA MOTORS dealers only.

9. Procedure to Raise a Claim

- In the event of occurrence of the break down during the Vehicle Extended Warranty tenure, the Owner must
- Immediately take steps to minimize the extent of loss.
- Depending on roadworthiness of the Vehicle, the Owner should arrange for the Vehicle to be driven/towed to the nearest TATA MOTORS dealer at his own cost to effect repairs.
- Notify the Vehicle Extended Warranty details to TATA MOTORS dealer.
- Authorize TATA MOTORS dealer to establish the cause of break down by allowing him to dismantle the affected assembly of the Vehicle.

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- Undertake to pay cost of dismantling and repairing the Vehicle if the cause of the break down is not covered by the Vehicle Extended Warranty.
 - If required, Produce service and maintenance records and bills to TATA MOTORS dealer for scrutiny.
 - Noncompliance of above formalities may lead to refusal to accept the EW claim.

10. (a) Parts Covered under EW

ENGINE:

- Cylinder Head ,Cylinder Head Gasket, Oil pump and drive, crankshaft - related bearing, timing gears, chains, camshaft and related bearings, cam follower, valves (excluding burnt and pitted valves), valve gear, pistons, piston rings, connecting rod, gudgeon pin, inlet and exhaust manifolds, cylinder bore/liner, waste gate and variable geometry turbocharger, oil cooler, intercooler, EGR cooler, cam box, auto tensioner
- ** Flywheel , Glow Plug , A , B and C Mounts , Clutch kit (Clutch plate, pressure plate and release bearing) ,Clutch cable, Master cylinder, Slave cylinder, Clutch HP Pipe- covered up to 50K km. Consequential failure due to worn or burnt clutches are not covered.

EXHAUST SYSTEM:

- Parts of Selective Catalytic Reduction (SCR) System- (Control unit, DPF sensor, DEF pressure sensor, DEF Injector, DEF Pump), Exhaust Manifold, EGR valve, EGR actuation system and sensors, Exhaust system sensors (DPF Sensor, Lambda/O2 Sensor, NOx sensor, Exhaust Temperature Sensor)

INTAKE SYSTEM:

- Throttle body including all sensors fitted in intake system, Air intake throttle, oil separator

FUEL SYSTEM:

- Fuel Injection Pump, Injectors, high-pressure pipes (rail to injectors), fuel rail, tank sender unit, fuel pressure regulator.

COOLING SYSTEM:

- Radiator, Radiator Fan motors, Water pump, Thermostat, Engine Oil Cooler, Expansion / Auxiliary Tank. (Any failure due to external damage, rusting or corrosion will not be covered under EW)

IGNITION SYSTEM:

- Ignition coil, Ignition switch, Immobilizer ECU, lock set, start/stop switch . PEPS

CNG:

- HP Pipes, Shut-off valve, Regulator, CNG P&T Sensors , CNG Injectors , Rail and CNG ECU

ENGINE MANAGEMENT SYSTEM:

- Crank angle sensor, Cam sensor ,Air Mass Flow Sensor ,Vehicle speed sensor, Knock sensor, Coolant Temperature Sensor ,PDA position sensor, Rail pressure sensor, TMAP sensor and Accelerator pedal sensor, EMS ECU

OTHER:

- Airbag-SRS, Clock Spring , TCU, BCM , ESP , ABS , IPC , DCU any other control unit/container and sensors

ELECTRICALS:

- Starter motor and solenoid, alternator, only wiper motors (linkage not covered), washer pump, window winder motors, ambient temp sensor, Rain light sensor, Clock Spring, Powered Electrical Door Latch, instrument cluster, combination switch

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- ADAS system, 360 Camera, parking sensors, Radar sensor, Rear view camera, Reverse Sensor and Motorized ORVM etc are covered till 50,000 km only

AIR CONDITIONING:

- AC Compressor, condenser, evaporator, AC control panel, Thermal Expansion valve, thermistor, blower motor, heater unit, pressure switch, FATC, HVAC unit and its child parts.

TRANSMISSION/AMT/AUTOMATIC TRANSMISSION (IF FITTED):

- AT , DCA , AMT and Manual Transmission
- Internal Gears, Shafts, Synchronizer Unit, Selector Forks, Gear Lever and Bushes, Torque on Demand, Gearbox housing, AMT and its internal parts, Automatic Transmission Assy and its internal parts, DCA (Dual Clutch Transmission)
- Gearshift cable and lever covered up to 50,000 km.

CASING / HOUSING:

- Should failure of any of the components covered result in damage to the casings, then they will also be covered and will constitute part of the maximum claim liability

STEERING SYSTEM:

- Hydraulic Pump, EPAS ECU, Steering column, steering rack, Power Steering Reservoir and high pressure pipe

FINAL DRIVE:

- Drive shafts, Crown wheel and pinion, differential gears, transfer case

BRAKE SYSTEM:

- ABS ECU with modulator, brake booster, wheel speed sensor, brake pedal sensor
- Master cylinder, wheel cylinder, parking brake cable, parking brake lever (Mechanical or Electronic), ratchet, Brake Calipers, Brake discs, Brake drums -covered up to 50,000 km.

SUSPENSION SYSTEM:

- All suspension parts like Shock absorbers, strut, control arms, upper and lower wishbones, springs, engine mountings, sub-frame, all suspension bushes covered up to 50,000 km.

10. (B) Parts Not Covered under EW

BODY (EXTERIOR AND INTERIOR):

Body parts like bumper, grills, doors, door hinges, windshield and tailgate glass, Door Latch , Tail Latch ,fenders, all door and tailgate handles, body mouldings, cladding, emblems, weather strips, wheels and tyres, interior parts like door pads, trims, dashboard, upholstery, bezels, glovebox, A/C vents, corrosion of body parts, glass, lenses, Seat Belt, Seat and its motors/sensors/child parts, ventilated seats, Non Motorized ORVMs

NORMAL MAINTENANCE SERVICES:

Wheel alignment and balancing, tyre rotation and inflation, headlight aiming, tightening mountings, engine tuning, engine overhauls on account of maintenance, clutch and brake setting, periodic clutch & brake overhaul, valve clearance setting, painting charges

ADDITIONAL PARTS NOT COVERED:

Wiring harness (Any), bulbs, fuse box, fuses, relays, battery, USB ports and cables, switches (unless specified), sockets, horns, head lamps, tail lamps, wireless charger, TPMS, Sunroof and its child parts, Air purifier, E-Call/B-Call switch, Key, Remote key and Wearable key

Window guide rail, windshield washer bottle, air vents, auxiliary belt, tailgate balancer, screws, spacers, flanges, strips, mascots, isolators, grommets, straps, clips, rings, heat shield, beadings, scuff plates, liners, insulations, adaptors, reinforcements, wiper blades/wiper linkages, bushes, all pipes, tubes, lines and hoses, any seal/gasket/washers/bracket, sealant replaced/refitted as a part of periodic maintenance schedule.

Timing Cover , Cylinder head cover, Timing Kit , FEAD Kit, Spark plug, Engine oil, Coolant, Sealant, Oil filter, air filter, air filter housing, drain plugs, oil seals , Fasteners , Bolts, Exhaust pipes, Muffler/Tail pipe, and Catalytic Converter, Underbody SCR Unit ,Air Filter housing , fuel filter/filter assembly , fuel tank cap ,HT Cables ,CNG Cut-off switch, CNG receptacle, Filler Valve and CNG gas , Head Unit , Music System, Infotainment screen , Silver box, Speakers, Amplifier (Both with and without touchscreen), Gear Shift lever bushes, paddle shifters, gear oil, oil seals, Twist Beam, Steering wheel, power steering oil and filter, brake pads, brake liners, brake shoe, brake fluid; Air vents, A/C Pipes, A/C Gas, Liquid pipes, tubes and hoses are not covered.