

Volvo Extended Warranty Programme is an extension of the New Vehicle Warranty offered by Volvo Auto India Private Limited (hereinafter 'VAI' or 'Volvo'). Under this programme, VAI Business Partner/dealer will repair or replace any part found defective in your Volvo vehicle under normal use and maintenance, subject to the terms and conditions of Extended Warranty Programme.

To qualify for this warranty, the vehicle must have undergone the scheduled services as per the guidelines in the New Vehicle Warranty/Service Schedule Booklet with a proper record in the service history log. All warranty repairs and other repair must be performed at the VAI Business Partner/dealer only.

In the event that any defect is noticed and confirmed by a VAIBusiness Partner/dealer during the Extended Warranty period as stipulated under the Extended Warranty terms and conditions, except for points mentioned under 'Exclusions', Volvo authorised dealer will repair or replace any part found to be defective, with a new part or an equivalent at no cost to the owner for parts or labour. On observation of any defect, the vehicle shall be presented immediately at Volvo Business Partner/dealer for diagnosis in order that such defect does not lead to any consequential damage or risks.

Decision of VAI or that of its Business Partner/dealer would be final regarding the cover of Extended Warranty for any parts as per the terms and conditions mentioned in these Extended Warranty terms and conditions.

The defective parts replaced under this warranty will become the property of VAI.

Volvo Extended Warranty Programme Terms and Conditions*

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Qualification Criteria:

- Vehicle is within Manufacturer standard warranty (3 Years from date of delivery and free from any known defects.)
- Volvo extended warranty is associated with the vehicle and is non-transferable to other vehicle. In case of change of ownership, it would be applicable for the new owner of the vehicle for the unused portion of the extended warranty.

Terms for Extended Warranty eligibility:

- The car should be serviced only at Authorised Volvo service centres.
- Only Volvo Genuine parts and Volvo recommended oils/lubricants/accessories should be used.
- Vehicle schedule maintenance is carried out as per Volvo Auto India recommended schedule at Volvo Authorised dealership.
- Cancellation of extended warranty is non-permissible after 15 days of issuance.

Inclusions: List of components covered

a. List of components covered:

This Extended Warranty will only cover the following parts under stated conditions:

Drive Train:

Electric Motor (Front & Rear), Drive Shaft Rear (Left & Right), Axle Shaft Left (Front & Rear), Hub Kit Front & Rear, C.V. joints, Gear Selector, Accelerator Pedal.

Suspension and Steering:

Rack and Pinion, Steering Column, Steering Gear, Power Steering, Column Lock, Suspension Module, Steering Angle Sensor, Air Bellow, Suspension pressure Pump, Axle Shaft, Exch (Except for Boot Cut).

Braking System:

Hydraulic (ABS/EBD) Unit, Master Cylinder, Brake Booster, Vacuum Pump, Brake Control Module (BCM), Park Brake Motors (PBM), Wheel Speed Sensor, Brake Calliper, Fluid reservoir/Kit.

Battery and Motor Cooling:

Radiator, coolant pump, electric fan, Thermostat Switch, cooling valve, water pump, Auxiliary tank.

Ignition System:

Immobilizer ECU, PEPS, Start Stop Switch, Ignition Switch, RF antenna.

Air Conditioning:

A.C. Compressor, Condenser, Evaporator, Thermostat Switch and Fan Motor, Heater Core, AC Switch, AC control Panel, Blower Motors, Damper Motors, Climate Control Module (CCM), Defroster temp control Motor and Thermal expansion Valve.

Charging systems:

Inverter exchange, HV lines, Contactor, On-board charger, VECU (BECM), VCU, Battery Current Management Sensor, AC Charger, Heater Unit High voltage systems, Slow Charging, cable, Battery disconnecting Unit, Charging Connector & Socket, High Voltage socket Lock Motors, Socket MSD.

Electrical System:

TCAM - Telematics & Connectivity Antenna Module, VGM, WAM, body control module (CEM), Rear view camera, Gear Lever Carrier (SWM), All Switches, All Sensors, Combination Switch, Instrumental cluster, Horns, Door Control Modules, Sunroof Motor, Door locks, Heads-up Display (HUD), Driver Information System/Module, Seat Motors/Switch, Wiper & pump Motor, SRS Module, Impact Sensor, City Safety Module, Fuel Flap Actuator, Tailgate Drive Unit, Power Operated Tailgate Module, Electrical ORVM, External Receiver, Remote Receiver, High Voltage Battery Charging Socket, Music/Bluetooth System, Rain & Light sensor, Information head unit, Antennas and all parts of the Sound System as well as Entertainment Electronics, Navigation System, Video Systems, Steering Mounted Audio Controls, Wireless Charger, and all other Electric Comfort Systems, Window winding controller & Motors, Headlamp, Tail lamp, Sunroof Motor, Sunroof frame and sunroof blind Motor.

Others:

All ECUs, ECMs, Modules, Wiring Harness, Seat Belts & Airbags. Software updates with part/module replacement wherever applicable. The warranty covers any repair or replacement of component to correct a defect in manufacturer's material or workmanship. Your Volvo Authorised dealer will repair the defective part or replace it with a new or remanufactured Volvo Genuine part free of its charge.

Replacement part:

Warranty covers the replacement of filters, oil, lubricants, fluids and coolant only to the extent, the replacement part is a necessary part of warranty service on a covered component. All parts of an automobile are subject to wear and tear. Even during the warranty period in particular on high-mileage vehicles, repairs or replacement of few components may become necessary due to normal wear and tear attributable to the usage of the Vehicle.

Such wear or tear do not result from defects in material or workmanship and as such are not covered by warranty. Different operating and usage conditions can lead to different pattern of wear and tear of the Vehicle components, especially affected components include bulbs, brake discs/brake linings, brake shoes/brake drums, filters, tires and windscreen wiper blades (excluding Ceramic brake disc, Xenon lights and LED lights).

Wear and tear also entails adjustment work and similar measures, such as: I. Adjusting/refitting doors and lids to eliminate wind noise or leakage. II. Wheel alignment or balancing, fuel consumption measurements and corrections of the engine timing.

Vehicle warranty only covers defects attributable to bad material and workmanship and is limited to repair or replacement of such affected component only. Hence, wear and tear resulting from normal vehicle use is excluded from the warranty in accordance with the warranty terms and conditions.

Exclusion:

Maintenance services

This warranty does not cover manufacturer's required regularly scheduled maintenance services detailed in the maintenance/service section of the maintenance/service schedule booklet or service parts such as filters, oil, lubricants, fluids, coolant and labour of such services. The warranty does not cover damage as a result of vehicle not being operated in accordance with the operating instructions or the owner's manual.

It can be a factor in denying warranty coverage if the vehicle has not been properly maintained/operated as recommended by Volvo.

Parts which are not Volvo Genuine parts:

While you may opt not to use Volvo Genuine parts for repair or maintenance services, Volvo is not obliged to pay for repairs that do not include Volvo Genuine parts or for any damage resulting from the use of non-Genuine parts. Volvo will not accept any liability for any parts and accessories not approved by Volvo.

It can be a factor in denying warranty coverage if the vehicle has non-Genuine part fitment.

Other Exclusions:

The warranty coverage for Battery pack is valid for 8 years or 1,60,000 kms whichever is earlier starting from the Delivery Date by Volvo India and not a part of Extended warranty.

Following will not be covered under the Extended Warranty:

(All exclusions mentioned in the Primary Warranty Policy can be reproduced here.)

1. Any claim falling beyond the expiry date shown in the Extended Warranty Certificates or the completion of the kilometer as specified in the Extended Warranty Certificate, whichever occurs earlier.
2. Any damage that results from neglect of the periodic maintenance as specified under Service Schedule Booklet or not carried out at an Authorised Dealer-Service Centre.
3. Any damage that results from participating in a race or a car rally.
4. Any damage that results from operating methods other than those mentioned in the owner's manual or use beyond the limitations specified by Volvo, such as maximum load, passenger capacity, engine speed, water level on road and others.
5. Any damage from use of non-genuine parts, non-genuine oils or any accessories / external fitment other than those approved/recommended by Volvo.
6. Any non-approved accessories which are not supplied with vehicle as original fitment.
7. All rubber and plastic accessories.
8. Any damage that result from vehicle performance modifications not approved by VAI.
9. Inconsequential aspects such as noises, vibrations, oil seepage and sensations that could lead to dismal product function or performance of the vehicle.
10. Any damage that results from improper storage or transportation, or where the damage has been caused at the Authorised Dealer/Service Centre.
11. The loss under the policy that result is not in force at the time of claim due to any reason whatsoever.

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12. Loss arising out of accident caused by external impact, acts of terrorism, illegal and malicious activities, vandalism, strike, riot, civil, commotion, storm, hail, thunder, earthquake or flood, fire or explosion, theft, war and allied perils.

13. Fraudulent act committed by the vehicle owner, driver or dealer.

14. Theft of vehicle and/or, parts or accessories.

15. Goodwill compensation and cost incurred in the recall campaigns.

16. Act of terrorism, illegal or malicious activities, and force majeure.

17. Aesthetic parts including sheet metal parts requiring replacement/repair due to wear & tear, depreciation, moth, vermin, process of cleaning, restoring or renovating of scratches, effect of light, sun or any atmospheric conditions, bird droppings.

18. Mechanical and electrical breakdown caused by overloading, strain, overrunning, freezing, excessive pressure, short-circuiting, heating.

19. Routine maintenance service jobs, including cleaning, polishing, minor adjustment, engine tuning, carbon cleaning, AC servicing, wheel alignment, tyre rotation, calibration/reconditioning of diesel equipments including injector/nozzles and high-pressure fuel pumps.

20. Parts subjected to normal wear and tear, aging, corrosion of parts, including Axle boots, horns, rubber, seals, brake pads, brake linings, friction disk, wiper blades, bulbs, fuses, coolant hoses, fuel hoses, belts, tyres, batteries, oil seals, glasses, lenses, All mountings, drive chains, drive shaft boots, motor brushes, step rubbers, rubber tubes and hoses and other items as specified by Volvo in the maintenance schedule.

21. All consumables, including Gear oil, brake oil, coolant, A.C. gas, Compressor Oil, grease, battery electrolyte, radiator coolant.

22. Rusting/corrosion to catalytic convertor and silencer.

23. Damage to Motor parts or Battery parts as a result of use of poor quality/contaminated coolant or lubricant oil to the Cooling systems including water pump and other parts as well

24. Damage to Motors or transmission assembly, differential assembly or Volvo warrants only repair or replacement of part found to be defective technically on their internal parts due to hydro static lock or oil starvation.

25. Consequential damage or loss whatsoever, any legal liability, death or any injury to occupants, third party and damage to personal property and third-party property damages.

26. Damage arising due to fitment of accessories including without limitations electrical or mechanical accessories not approved by Volvo.

27. Body and paint work including any losses due to accidental damages and manufacturing defect.

28. For damages which have a causal connection with:

a) Interferences made to the speedometer/odometer or if there was a change to the corresponding mileage which was not indicated.

b) The fact that the warranty requiring damage is not reported before the repair and the motor vehicle is not made available for the investigation, necessary information to assess the damage is not provided and instructions to minimize the repair expenses are not followed.

29. Expenses incidental to extended warranty claim, included but not limited to:

a) Additional expenses incurred for communications, lodging, meals, towing charges and other items due to breakdown of the vehicle in a remote area/city.

b) Expenses related to personal injury or property damage compensation for loss of time, commercial losses, or rental costs for a substitute vehicle during the period of repairs.

30. Continued use of the insured vehicle in spite of knowing that the defect exists, will make warranty void.

31. Malicious activities, vandalism, strike, riot, civil, commotion, storm, hail, thunder, earthquake or flood, fire or explosion, war and allied perils.

32. Defects to non-covered parts are not insured also if the operability of a covered part is impaired and that part is not defective.

33. Caused through cyber risks, loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any cause whatsoever (including but not limited to computer virus) or loss of use. Reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

34. Volvo shall not be liable to pay the cost of dismantling and repairing the vehicle if the cost of the breakdown is not covered by the Motor Vehicle Warranty Policy. Further, the company shall not be liable for payment of any other work carried out by the repairer under the instructions of the insured which is not related to an admissible claim.

35. Repair or replacement of any part arising due to the failure to comply with the emission standards as specified in sub rule (2) of Rule no. 115 of the Central Motor Vehicle Rules, 1989.

General warranty terms - Extended warranty

The extended warranty only applies to vehicles or parts and accessories that are imported or distributed by Volvo India and the vehicle sold by an Volvo Authorised dealer in India.

The repairs shall be carried out only at Volvo Authorised dealers and it shall be the purchaser's responsibility and obligation to deliver and collect the car from the workshop of the Volvo Authorised dealer.

Volvo warrants only repair or replacement of part found to be defective technically on sole discretion of Volvo, but not the replacement of the vehicle. Replacement of complete assemblies, such as gear box, engine will only be considered, when the repair is infeasible.

The period of vehicle warranty shall not be deemed to have been extended by repairs or replacement of the parts.

Neither Volvo nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf. Parts replaced to perform warranty repair or campaign will become the property of Volvo.

30. Jurisdiction

Any claim arising out of these claims would be subject to Courts at New Delhi, India.

Warranty is void:

This vehicle warranty is void if the vehicle identification number or odometer has been altered, or the actual mileage cannot be determined and when a vehicle is reported as dismantled, fire/flood damaged, junk, rebuilt, reconstructed and salvaged or declared a total loss by an insurer.

If the maintenance, services or repairs are performed by someone other than an Volvo Authorised dealer, information on the service or repair order document must include a minimum of the Vehicle Identification Number (VIN), service center or retailer name and address, vehicle mileage, date of service or purchase, and list of service or purchase items.

On verification of the details Volvo has the discretion to take decision on offer of warranty.

Acknowledgement I am hereby acknowledging that I have purchased Extended Warranty programme with detailed understanding of the terms and conditions for eligibility, inclusions, and exclusion mentioned in "policy terms and condition" document.

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