



WARRANTY HANDBOOK

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WARRANTY REGISTRATION

Date	03/11/2022
Period	12 Months from the date of manufacture, or 7500 KMs from the Mileage as on Purchase Date, whichever is earlier
Assistance	Before Date: 03/11/2023

GENERAL INFORMATION

Car Make	Ford
Model	Ecosport
Model Year	2014
Order ID	CXQ9IF
Vehicle Registration Number	TN02AZ8008
Customer Name	Mr. Rathinavelu Cheniappan



The Future of Car Buying is Here!

It's hassle free, quick and safe.

Hi there,

Welcome to the CARS24.com family!

We're thrilled that you chose cars24.com for buying your dream car. You are now part of our family of over half a million happy customers around the globe!

We've pulled out all stops to ensure that your car is as good as new. We are quite picky about the cars we list, so the very fact that you found your car on our platform is a testament to its quality. You can drive your car with complete confidence. It has gone through a 140 checkpoint quality test, been fully refurbished, thoroughly inspected, and has been stamped by our automobile experts as 'cars24.com certified'.

We wish you many years of happiness on the road behind your wheel.

Happy Driving!



Understanding the Warranty



We understand that buying a car is an intensive process, and we aim to make it as smooth as possible for you. Our unmatched comprehensive warranty plan provides your car with the best coverage possible in the pre-owned car industry. If you have any trouble with your car in the next six months, provided it is covered under warranty, we will fix it. No questions asked! And because we know a car is a big investment, we've added a 12-month Powertrain Warranty so we have your engine, transmission, and all the parts that connect the power to the wheels covered for the whole year.

Our warranty includes two categories:

- **Comprehensive Coverage**

We've got your back in case of any unforeseen repair and maintenance costs that the car may undergo. This warranty ensures that you stay protected. This is applicable for 6 months or 7,500 km from the purchase date, whichever comes first.

- **Powertrain Coverage**

Besides the standard 6 months Comprehensive Warranty, we take it a step further with a 12 month or 15,000 km warranty on your engine and transmission and all the parts that connect the power to the wheels (powertrain).

Not only this but in case of a vehicle breakdown we've got Roadside Assistance at your disposal. No matter where you are, our cars come with 24x7 roadside assistance.

- **Roadside Assistance**

1. In case of a car breakdown, contact our Roadside Assistance (RSA) partner at 011-47090947.
2. Our RSA partner will ensure that the nearest Technician reaches your location at the earliest to rectify the car's problem (Arrangement of Towing Services: Free up to 40 Km and then chargeable, visit this link for more: <https://www.crossroadshelpline.com/terms-and-conditions-cars24>)
3. If the car is not repairable on the road, you can have the car towed to the nearest workshop of your choice.
4. The on-the-spot repair depends on the nature of the breakdown. It will be at the discretion of the RSA partners.
5. All additional charges, wherever applicable, need to be settled directly with the RSA partner.
6. Terms and Conditions apply for the RSA service which will be shared with you via email by the RSA partner upon delivery of the vehicle.



"I was not sure about buying a used car online, but 7-day trial was tempting! I chose the car & blocked it on CARS24 app & picked the car very next day at their yard. Simple, straight forward, honest price, and a fantastic all-around experience. Well done CARS24!"

Priyanka Kharola
Bought 2015 Toyota Fortuner

What's Covered?



The parts/components mentioned below cover almost everything that your car needs apart from periodic maintenance and regular service as per normal wear tear, consumables, or accidental damages; examples of which are covered below.

Component / System	Parts Covered	6 Months or 7,500 km	12 Months or 15,000 km
Air Conditioning	Heater, A/C blower motor, compressor, evaporator core, condenser, thermostat switch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Compressor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
All Transmission Types (i.e. Automatic and Manual)	Shafts, Gears, Synchromesh hubs and rings, Selectors, Transfer gears, Gear shifter assy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Automatic Transmission	Oil pump, Valve, Drive plate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Prop shaft/bearing/joints	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Braking System	Master cylinder, Brake booster, Wheel cylinder, Caliper assy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clutch System	Slave cylinder	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Diesel Injection System	Injection Pump, Electromagnetic cutoff, fuel rail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Electrical System	Engine sensors-TP, Engine Sensor - MAP, Engine Sensor - CKP, Engine Sensor - MAF, Engine Sensor - CTS, Starter motor solenoid switch, Alternator, Thermostat, Temperature gauge, Fuel gauge, Engine Sensor - O2, Rectifier and regulator, Oil pressure switch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Engine Control Module, ABS/EBD Sensor and Controllers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Engine and Peripherals	Oil pump, Crankshaft & pulley, Connecting rods & bearing, Big end & main bearings, Inlet & exhaust valves, Cylinder block & cylinder head, Gudgeon pins, Camshaft & bearing, Pistons & Rings, Springs & guides, Rocker arms & Shaft	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Flywheel, Tensioner/Dampner/Adjuster, Alternator Pulley, Turbo Charger & Intercooler, Radiator Assembly, Engine Control Module, Tensioner bearing, Water Pump, Cam Gear	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Timing Chain, Tensioner bearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fuel System	Fuel accumulator, Fuel distributor, Cold start valve, Mechanical/ electrical fuel pumps, Warm-up regulator, Pressure sensor/ regulator	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gearbox	Transmission, Bearings, Gearbox bushes, Forks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Paint	Damages only due to wear and tear are covered, not due to any physical damage/accident	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Steering System	Rack & pinion, Steering column, Steering gear box, Power steering pump/motor, Tie rod, Steering Torque Sensor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

What's Not-Covered?



Category	Parts Examples	Sub-Parts Examples
Car Servicing	General Car Maintenance	Routine maintenance service including cleaning, polishing, engine tuning, carbon cleaning, Calibration/ reconditioning of diesel components, injector/nozzles and fuel pump
Consumables/ Wear & Tear (External)	Repainting	Scratches, Dents, paint mismatch, Bumper
	AC/Heater	AC gas top-up, AC servicing
	Tyres & Wheels	Tyres, Wheel Alignment & Balancing, Tyre Rotation, Jack
	Windshield & Glasses*	Windshields glass, side, rear, and quarter glass, headlight casings, exterior and interior lighting
Accidental Damage	Any damage caused due to driving in a race, rally, off-roading or any form of motorsport event. Damage caused due to rash driving, road accident, or any such events. Damage to the Bodywork and Paint caused due to accidents.	
Other Parts	<p>All adjustments like Wheel Alignment, Balancing, Headlight alignment, etc.</p> <ul style="list-style-type: none"> • Body and Paint surface-related concerns. • Schedule Maintenance-related parts like lubricants, filters, brake fluids, steering fluids, drive Belts, spark plug, Coolant, wiper, etc as applicable. • All consumables like Brake Cleaners, Grease, Ac gas, additives, Fuse, and Relay. • Complete Exhaust system like Silencer pipe, Muffler, Catalytic Converter, Diesel Particulate Filter. • All batteries like Starter battery, Auxiliary Battery, Remote key battery. • All light assemblies including Headlights, Taillights, fog lamps. • All wear and tear parts like wheels, Brake pads, and Discs, Clutch plate, Suspension related rubber parts like bushes, Shock absorbers, Boot shock absorbers, Air suspension struts, Air Bellows, Sunroof rail, Sunroof Guide, pulleys, Plastic and Rubber parts. • All rubber mountings like Engine mountings, Transmission mountings, exhaust pipe mounting. • Charges towards Diagnosing, Checking/testing, Software updates, and Adaptation, • All accessories and external fitted parts like entertainment system, add-on kits. • Multimedia remote, center locking remote, Dashboard, center console, Armrest, Clock, Roof lining, Sunroof curtain, Floor carpets, Sound, and heat insulations. Sensor, ECM, ABS UNIT, AIRBAG UNIT, ESP UNIT, EPS UNIT, TCS UNIT, TCM Unit 	

Raising a Claim

(Car Repair Request Initiation)



Raise a Claim

- Scan this QR Code to open the "My Bookings" section on our website or app.
- Under "Warranty", click on "Request Repair" to initiate the claim process.
- Choose your issue and describe the issue.

Leave the rest to us

- Our technical support team will contact you to understand the issue better and assist you further.
- Our team will provide regular updates on the repair status until the car is delivered back to you.

Please note that the parts used for repair/replacement work are either OES (original equipment suppliers) or OEM (original equipment manufacturers) depending upon the parts' availability and procurement time. The OES parts used are at par with the OEM parts and deliver the same level of performance.



Drive a car that feels as good as new

We've 1500 auto experts who work in the Mega Refurbishment Labs to ensure top quality of every single car.

Terms & Conditions



1. Any repair reimbursements are subject to validation by our technical team and the amount decided by them will be final and binding.
2. All Pre-existing defects observed/captured during evaluation or reported before the issue of the policy will not be covered under the warranty.
3. We shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of any delay or non-delivery of services under RSA.
4. We reserve the right to appoint an arbitrator to adjudicate the matter and the dispute shall be resolved by such arbitration. Courts in Delhi shall have exclusive jurisdiction on the matters arising in connection with this.
5. A warranty claim can be raised/availed only in the city where the car was sold or via Cars24.com authorized partners.
6. Warranty has no surrender value; it cannot be transferred, cancelled, or refunded.

The warranty against your car will become void under the following conditions:

1. If the odometer of the car has been tampered with.
2. Any alteration and modifications like electrical fittings, CNG/LPG kits, tyre modification, or installation of parts like bumper guards, loud horns, aftermarket exhaust systems, etc.
3. If the car is being converted for commercial use, where the vehicle might be used by multiple drivers.
4. If the car is not serviced by you within 6 months or 10,000km (whichever occurs first) from the date of purchase.

Force majeure: We shall not be liable for delay or failure to provide the services under the terms of service set out in this document if such delay or failure is caused or contributed by causes or events beyond our reasonable control, including, acts of nature, acts of public enemy, acts of statutory authorities or courts, acts of terrorism, acts of any person engaged in subversive activity or sabotage, strikes, embargoes, public rallies, and protests, etc.

Disclaimer: We reserve the right to make improvements, change the features or modify the coverage plan at any time with no obligation to make similar changes on the vehicle already assured. Our decision on the question of coverage, inclusion, or exclusion of any service under this document, rates/charges for services, and any other issues which need a decision, shall be final and binding on you.



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