


ASHOK LEYLAND

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SRV: AM: 06 : 2020

 6th May 2020

To,

ALL VEHICLE DEALERS/AUTHORIZED SERVICE CENTERS
Sub: Warranty for BS VI vehicles – MDV & ICV (Trucks, Tippers, Buses) with Diesel Engines

As you all are aware, Ashok Leyland products are known for its durability, reliability & performance and our customers have been experiencing and appreciating the same.

The warranty for BS VI vehicles will be up to **4 years for M&HCV Haulage, Tractors, Tipper, Passenger Models.**

Enough care has been taken to ensure that our warranty is the best in the industry which covers almost every aggregate and component. Given below, is the warranty period applicable for various product segments and models.

Vertical	Segment	Warranty period (From Date of Sale)	
		Vehicle Warranty	Additional - Driveline Warranty
M & HCV	MDV Haulage / Tractors	3 Years / 3 lac Km whichever is earlier	1 Year / 1 lac Km whichever is earlier
	ICV Trucks	3 Years / 3 lac Km whichever is earlier	1 Year / 1 lac Km whichever is earlier
	MDV Tipper	2 Years / 4000 Hours whichever is earlier	2 Years / 2000 Hours whichever is earlier
	ICV Tipper	2 Years / 3000 Hours whichever is earlier	2 Years / 1000 Hours whichever is earlier
Passenger	MDV/ICV Buses	3 Years / 3 lac Km whichever is earlier	1 Year / 1 lac Km whichever is earlier

The above warranty period is applicable for **Private Sale of all BS VI vehicles.**

Sales based on tenders to STU, Govt, PPP, Institutions etc., will follow the respective agreed tender requirements.

Warranty for normal wear and tear components follows Limited / differential warranty as stated in the Annexures.

To enjoy trouble free performance of vehicle and avail warranty benefits, it is mandatory

- To use the vehicles in application and road load conditions prescribed by AL
- To avail all free and paid services (including the lube oil changes) up to 4 years at any of the AL authorized workshop available across the country.

In case of resale of vehicle, the warranty is transferable to the subsequent registered owner subject to adherence to the procedure given in the circular **SRV:AM:01:2020**

The following Annexures are enclosed herewith:

Annexure-A: Applicability of Warranty – Component level Warranty limits including wear and tear, rubber items and proprietary / ancillary aggregates.

Annexure-B: Warranty Guidelines - Key warranty guidelines for acceptance / rejection.

Annexure-C: Claim Guideline for Warranty / EWP - Segment wise year wise guidelines for raising claims under Warranty / EWP.

Warranty guidelines pertaining to CNG Vehicles and Fully Built Vehicles will be shared through a separate circular.

We are confident that the 4 year warranty period across the product range will help in improving the customer confidence and vehicle market share.

Regards
For Ashok Leyland



D P Singh
Head - Service Excellence



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Annexure – A: Applicability of Warranty

	MDV Haulage / Tractors		MDV Tippers/ Rig Chassis		ICV Trucks		ICV Tipper		Buses (MDV/ICV)		Sunshine	
Component	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Km (Lacs)	Period (Months)
Engine												
Engine	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Cylinder Head	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Cylinder Head Gasket	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Cylinder Block	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Crankshaft	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Camshaft	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Water pump	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Oil Pump	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Oil Cooler	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
EGR Cooler	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
EGR Valve	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Flywheel Housing	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Air Compressor	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Charge Air Cooler	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Radiator	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
DAT	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Cooling System Hoses	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Fan Belt	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
Viscous Fan	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Fuel Filters / Oil Filter	0.1	3	250	3	0.1	3	250	3	0.1	3	0.1	3
CR Pump (FIP)	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Common Rail	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Injectors	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Front / Rear oil Seal	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Engine Mounting	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Air Intake System (only Structural Failure)	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Air Filter Element	0.1	3	250	3	0.1	3	250	3	0.1	3	0.1	3
Turbocharger	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Clutch												
Flywheel	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Clutch Disk Structure	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Pressure Plate	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Clutch Master Cylinder	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Clutch Release Bearing	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Clutch Booster	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Clutch Cover Assy	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Clutch Lining (without slippage /burnt marks)	0.4	6	500	6	0.4	6	500	6	0.4	6	0.4	6
Air Conditioning												
Air Conditioning/ Ventilation Unit	2.0	24	4000	24	2.0	24	3000	24	2.0	24		
A/C compressor Lynx Smart plus									1.0	12		



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Annexure – A: Applicability of Warranty

	MDV Haulage / Tractors		MDV Tippers/ Rig Chassis		ICV Trucks		ICV Tipper		Buses (MDV/ICV)		Sunshine	
Component	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Km (Lacs)	Period (Months)
Gear Box												
AMT / AT									3.0	36		
Gear Housing	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Main/Counter Shaft	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Main/Counter Gear	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Synchro Ring/cone	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Shifter Shaft	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
CSO Cables	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
PTO			4000	24			3000	24				
Oil Pump for 8S/9S	4.0	48	6000	48								
Front & Rear Oil Seal	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Propeller Shaft												
Propeller/Inter Axle Shaft Tube	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
UJ Cross	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
Yoke/teeth	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
CJ Rubber/Bearing	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
Rear Axle												
Rear Axle Housing	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Hub	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Axle Shaft	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
CWP	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Pinion oil Seal	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Wheel Bearing	0.8	12	2000	12	0.8	12	1500	12	0.8	12	0.8	12
Brake Lining	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Diff Carrier Assy	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Diff Nest Assy	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Diff Bearing	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Brake Chamber	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
S Camshaft	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Brake Shoe (Structural)	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Brake Shoe - Return Spring	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Torque Plate	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Brake Drum	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
	Wear & Tear , Rivet digging will not be accepted											
Wheel Disc	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24



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Component	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Km (Lacs)	Period (Months)
Front Axle												
Axle Beam	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
King Pin / King Pin Bush	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Tie Rod	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Drag Link	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Drag Link Ball Joint	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Thrust Bearing / Thrust Pad	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Front Hub	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Axle Arm	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Wheel Bearing	0.8	12	2000	12	0.8	12	1500	12	0.8	12	0.8	12
Relay Cylinder	4.0	48	6000	48								
Brake Chamber	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Brake Lining	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Brake Drum	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
	Wear & Tear , Rivet digging will not be accepted											
S Camshaft	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Brake Shoe (Structural)	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Brake Shoe - Return Spring	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Torque Plate	4.0	48	6000	48	4.0	48	4000	48	4.0	48	4.0	48
Wheel Disc	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Brake Disc									2.0	24		
Brake Pad									0.5	6		
Caliper									3.0	36		
Brakes												
ABS unit	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Slack Adjuster	1.5	18	3000	18	1.5	18	2250	18	1.5	18	1.5	18
APDA/Brake Valves	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Frame												
Frame Side Member	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
NODO / Multi Bracket	3.0	36	4000	24								
Chassis X member	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36



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	MDV Haulage / Tractors		MDV Tippers/ Rig Chassis		ICV Trucks		ICV Tipper		Buses (MDV/ICV)		Sunshine	
Component	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Km (Lacs)	Period (Months)
Suspension												
Suspension Brackets	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Leaf Spring / Bogie Spring	0.5	6	500	6	0.5	6	500	6	0.5	6	0.5	6
Shock Absorber	0.5	6	500	6	0.5	6	500	6	0.5	6	0.5	6
Bogie Bracket	3.0	36	4000	24								
Bogie Trunnion	3.0	36	4000	24								
Bogie Trunnion Bush	1.0	12	2000	12								
V Rod / Radius Rod	2.0	24	4000	24								
V Rod Bush	1.0	12	1000	12								
Bogie Wear Pad	0.5	6	1000	6								
Anti Roll Bar (Except Bush)	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Anti Roll Bar Bush	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Air Bellow	1.0	12	2000	12					1.0	12		
Steer Damper	3.0	36	4000	24								
Lift Axle Control valve	2.0	24	4000	24								
Levelling/ Load Sensing valve	2.0	24	4000	24	2.0	24	3000	24	2.0	24		
Air Suspension Assembly									2.0	24		
Shackle Pin Bush	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
Rubber Element/ Bump Stopper									0.4	6		
Bell Crank Tie Rod	2.0	24	4000	24								
Bell Crank Bush	1.0	12	2000	12								
U Bolt/ I Bolt	0.4	6	1000	6	0.4	6	750	6	0.4	6	0.4	6
Slipper end-Wear Pad	1.5	18										
Slipper end – Centre Pin	1.5	18										
Slipper end-Torque Rod	1.5	18										
Slipper end-Torque Rod Bush	1.5	18										
Steering												
Steering Gear Box	3.0	36	5000	36	3.0	36	3500	36	3.0	36	3.0	36
Steering Column	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Steering pump	3.0	36	5000	36	3.0	36	3500	36	3.0	36	3.0	36
Steering Wheel	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Reverse Parking Assistance System												
Sensors	2.0	24										
ECU	2.0	24										
Buzzer/Beeper	1.0	12										
Wiring Harness	2.0	24										



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Annexure – A: Applicability of Warranty

	MDV Haulage / Tractors		MDV Tipplers/ Rig Chassis		ICV Trucks		ICV Tipper		Buses (MDV/ICV)		Sunshine	
Component	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Km (Lacs)	Period (Months)
Electricals & Electronics												
Starter Motor	1.5	18	3000	18	1.5	18	2250	18	1.5	18	1.5	18
Alternator	1.5	18	3000	18	1.5	18	2250	18	1.5	18	1.5	18
Wiper Motor	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Combination Switch	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
Ignition Switch	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
ECU	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Sensors	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Relays	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
Battery		12		12		12		12		12		12
Main/ EDC/ Frame Wiring Harness (except tampering)	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
DC DC Converter	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
BCU	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Load Body wiring (except tampering)	2.0	24	4000	24	2.0	24	3000	24				
All switches	1.5	18	3000	18	1.5	18	2250	18	1.5	18	1.5	18
Lights and Lamps	0.4	6	1000	6	0.4	6	750	6	0.4	6	0.4	6
Lights & Lamps (LED)	2.0	24	4000	24	2.0	24	3000	24	2.0	24	2.0	24
After Treatment System												
Dozing Pump	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Dozing Injector	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
HC Metering Unit	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Adblue Sensor	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS Assy	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS - DOC	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS - DPF	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS - SCR	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
HC Dozer Nozzle	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS – Temp Sensor	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS - NOX Sensor	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS - Delta P Sensor	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
EATS - Wiring Harness	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
DEF Tank	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
ACU	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
Exhaust Pipes (incl Insulation)	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
ITV /Exhaust Brakes	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24



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Annexure – A: Applicability of Warranty

	MDV Haulage / Tractors		MDV Tipplers/ Rig Chassis		ICV Trucks		ICV Tipper		Buses (MDV/ICV)		Sunshine	
Component	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Hours	Period (Months)	Km (Lacs)	Period (Months)	Km (Lacs)	Period (Months)
Cabin												
Cabin – Captain(NGC)	3.0	36	4000	24								
Cabin – G91	3.0	36	4000	24								
Cabin - G45 TU	3.0	36	4000	24								
FES Assy – G45	2.0	24	4000	24								
Cabin - Ecomet / Boss					3.0	36	3000	24				
Music System	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
Cabin Suspension	2.0	24	4000	24	2.0	24	3000	24				
Instrument Cluster	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Windshield glass (Mfg. defect/pasting defect)	1.0	12	2000	12	1.0	12	1500	12	1.0	12	1.0	12
Seat Structure	2.0	24	4000	24	2.0	24	3000	24				
Cab Tilt Assy	3.0	36	4000	24	3.0	36	3000	24				
Cab Mtg Bracket	3.0	36	4000	24	3.0	36	3000	24				
Paints (only Peeling / Fading)	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Load Body												
Load Body (Except abuse & Overload)	2.0	24	4000	24	2.0	24	3000	24				
Paints (only Peeling / Fading)	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Tipping System												
Tipping Hydraulic Hoses			4000	24			3000	24				
Tipping cylinder			4000	24			3000	24				
Tipping tank			4000	24			3000	24				
Tipper Subframe			4000	24			3000	24				
Others												
Fuel Tank	3.0	36	4000	24	3.0	36	3000	24	3.0	36	3.0	36
Oil Seals	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
Fifth wheel coupling	3.0	36										
Spare Wheel Carrier	3.0	36	4000	24	3.0	36	3000	24	3.0	36	2.0	24
All Hoses & Pipes	0.5	6	1000	6	0.5	6	750	6	0.5	6	0.5	6
EMR									3.0	36		
Tyres	As per Supplier Warranty											

Annexure-B: Warranty Guidelines

1. Normal wear and tear components will be covered under limited / differential warranty.
2. Lubricants & consumables will be considered in warranty only in case of major aggregate attention with more than 50% lubricant life remaining.
3. Paint peeling because of scratch, dent, accident etc. will not be covered under warranty.
4. Upon inspection of the failed material received by AL, AL reserves the right to reverse a claim if
 - Defect as mentioned in the claim does not exist
 - Failed material returned are found to be either non-genuine or if any component is Missing/Damaged due to improper packing thereby not allowing a proper investigation
 - Parts are received in rusted condition due to non-application of rust preventive coatings
 - Wrong parts are received or mating parts do not match (e.g. Crown Wheel & Pinion)
5. Warranty does not cover consequential damages, incidental expenses such as towing (special trips to recover a broken-down vehicles) or any loss, monetary or otherwise claimed for the period vehicle are off road.
6. The warranty shall become null & void,
 - If the vehicle is used in ways not recommended by the company, if any features of the vehicle are modified, if vehicle is repaired or disassembled, even partially by persons not belonging to AL's authorized workshop, if the vehicle is fitted with body of design, size, position & mounting other than prescribed by AL, if the overhang is extended in excess of the original specification given in the operator's manual, if the failure of the tractor is due to faulty design / coupling of trailer (in the case of tractor trailer combination) or if the vehicle is loaded beyond its carrying capacity as certified by AL.
 - If the free & paid services are not fully availed (Including the prescribed lube oil changes) in Ashok Leyland authorized service network.
 - If any of the wiring harness pertaining to the vehicle, engine, EATS is tampered, warranty will be null & void for complete electrical system including ECU, ACU, Sensors, CRS, EATs, etc.
 - If the fuel control system including ECU calibration figures are altered or tampered.
 - If non-recommended lubricants, fuels, coolants, DEF (urea solution) are used or non-genuine parts are fitted.

7. The obligation under warranty shall be limited to either repairing or replacing free of charge such parts of the major aggregates as are deemed to be defective in the opinion of AL & shall not extend to replacement of aggregates. The replaced parts shall become property of AL.
8. The customer will be responsible for following:
 - The cost of regular maintenance both labour & parts (i.e. lubricants, Filters, Coolant, DEF(urea solution), Rubber Items, Glass items, Bulbs & Fuses, Liners (Brake & Clutch), Soft Trims, Upholstery & Painting etc.)
 - The cost of repairs made necessary by normal wear & tear, accidents or improper use not authorized by AL or by improper storage or negligence.
 - The cost of towing, parking and insurance.
 - The cost of repairs, caused by damage due to fire, flood, earthquake or such natural calamities or by civil disturbance.
 - Lube top ups in between the scheduled maintenance.
 - Vehicle where odometer / engine hour meter is observed to be tampered / not working; If the odometer / hour meter is not working due to manufacturing issue, customer must immediately bring it to the notice of AL dealer and get it rectified.
9. For obtaining warranty services, the owner must bring the vehicle to the AL dealer / ASC place of business where such warranty services will be performed. This warranty shall not apply, if the vehicle is not maintained as prescribed in the operator's manual.

Disclaimer

1. AL reserves the right to modify the technical specifications and introduce improvements to its vehicles at any time and is under no obligation to apply such modifications or improvements to vehicles produced at an earlier date.
2. This warranty is in lieu of and excludes all conditions, warranties, liabilities expressed or implied, whether in common law statute or otherwise in relation to all vehicles, whether covered by warranty or not.
3. This warranty policy supersedes all other policies implied earlier and all other obligations or liabilities on AL's part.
4. The buyer shall have no other right except those expressly stated herein and have in particular no right to repudiate the sale, or any agreement, or to claim any reduction in the purchase price of the vehicle or to demand any damages or compensation for incidental or consequential losses such as loss of use of vehicle, loss of time, inconvenience or damage to personal property, commercial loss such as loss of revenue etc., during the period when the vehicle is undergoing service/ warranty repairs.

Annexure-C: Claim Guideline for Warranty / EWP

The Table below indicates segment wise, the type of claims which should be used by the channel partner for various time period and Km from the date of sale. Accordingly in SAP DBM appropriate Job numbers should be selected in Job cards. For EWP Claims, the applicable EWP procedure should be followed

	Year 1	Year 2	Year 3	Year 4
MDV Truck/Bus	Comprehensive/Differential Warranty 3 Lac Km / 3 Years			Additional Driveline Warranty 1 Lac Km / 1 Year
Haulage/ Tractors	VSTC / VANC Claims 2 Lac Km / 2 Years whichever is earlier		VEWC Claims 200001 km to 400000 Km/ 3 rd & 4 th Year whichever is earlier	
Bus				

	Year 1	Year 2	Year 3	Year 4
MDV Tipper	Comprehensive/Differential Warranty 4000 Hours / 2 Years		Additional Driveline Warranty 2000 Hours / 2 Years	
MDV Tipper/Rig Chassis	VSTC / VANC Claims 6000 Hours / 4 Years - whichever is earlier			

	Year 1	Year 2	Year 3	Year 4
ICV Truck / Bus	Comprehensive/Differential Warranty 3 Lac Km / 3 Years			Additional Driveline Warranty 1 Lac Km / 1 Year
ICV Truck	VSTC / VANC Claims 2 Lac Km / 2 Years whichever is earlier		VEWC Claims 200001 km to 400000 Km/ 3 rd & 4 th Year whichever is earlier	
Bus				
Sunshine	VSTC / VANC Claims 4 Lac Km / 4 Years - whichever is earlier			

	Year 1	Year 2	Year 3	Year 4
ICV Tipper	Comprehensive/Differential Warranty 3000 Hours / 2 Years		Additional Driveline Warranty 1000 Hours / 2 Years	
ICV Tipper	VSTC / VANC Claims 4000 Hours / 4 Years - whichever is earlier			