

AutoDrive Motors Pvt. Ltd.

Warranty Claims Policy Manual

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Version: 1.2

1. Documentation Requirements

- Every warranty claim must include:
- A valid invoice copy with purchase date, VIN, and customer ID.
- At least one supporting image (part photo, repair slip).
- Service center job card when applicable.
- Claims without documentation must be escalated for manual review.

2. Warranty Coverage

- Four-Wheelers: 365 days OR 20,000 km (whichever comes first).
- Two-Wheelers: 180 days OR 10,000 km (whichever comes first).
- Only claims for original manufacturer parts are considered valid.

3. Covered Parts

- Four-Wheelers: Brake Pad, Airbag, Fuel Pump, Battery, Sensor, ECU, Alternator.
- Two-Wheelers: Brake Pad, Battery, Sensor, Headlight, Starter Motor.

Exclusions:

- Paint, upholstery, glass, wipers, and other wear-and-tear items.
- Accidental damage or unauthorized modifications.

4. Labor & Cost Guidelines

- Labor cost per claim should not exceed \$250 for two-wheelers and \$500 for four-wheelers.
- Claims exceeding \$1000 in total cost must be escalated for management approval.
- Any claim filed within 30 days of purchase with cost greater than \$500 is suspicious.

5. Fraud Indicators

- Customers with 3 or more prior claims must be flagged.
- Dealers with abnormally high claim ratios should be investigated.
- Expired warranties (time or mileage exceeded) are invalid.
- Missing invoice OR mismatched VIN is treated as potential fraud.

6. Escalation Rules

- Claims exceeding the above thresholds (labor/cost/coverage) must be escalated to HITL.
- Any borderline case (uncertain coverage, ambiguous evidence) must be escalated.
- HITL reviewer has final authority to approve or reject.

