

## **AutoDrive Motors**

### **Warranty Policy – Model Year 2025**

**Effective: January 1, 2025**

#### **1. Overview**

**AutoDrive Motors (“AutoDrive”) provides limited warranties for new vehicles sold by authorised dealers. This document describes the scope of coverage, time and mileage limits, exclusions, and examples for typical claims. All decisions on warranty claims must be consistent with this policy.**

**A “claim” is a request from a customer to repair or replace a component believed to have failed due to defects in material or workmanship under normal use.**

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#### **2. Warranty Types**

##### **2.1 Standard New Vehicle Warranty**

- **Coverage period: 3 years or 60,000 km (whichever occurs first) from the original in-service date.**
- **Coverage scope: All factory-installed components except items listed as exclusions in section 3.**
- **Applies to vehicle types: Metro-2 (Compact Hatch), Ranger-5 (Pickup), Torque-7 (SUV Diesel), City-1 (Urban Scooter), Pulse-3 (Sports Bike), and Volt-X (EV Sedan).**

##### **2.2 Extended Powertrain Warranty**

- **Coverage period: 8 years or 160,000 km (whichever occurs first) from original in-service date.**
- **Covered components (powertrain only):**
  - **Engine assembly and internal lubricated parts**

- Transmission / gearbox (manual or automatic)
- Transfer case
- Drive shafts and differentials
- Turbocharger and related hardware
- Factory-installed fuel injectors and high-pressure pumps
- **Not included:** clutches, flywheels, mounts, external wiring, hoses, and any parts listed in wear-and-tear exclusions.

### **2.3 High-Voltage (HV) Battery Warranty – EV Models**

- **Applies to:** Volt-X (EV Sedan) and any future pure EV models.
- **Coverage period:** 8 years or 160,000 km (whichever occurs first) from original in-service date.
- **Covered components:**
  - High-voltage battery pack and internal modules
  - Battery Management System (BMS) internal electronics
- **Coverage criteria:**
  - HV battery module failure due to defect in materials or workmanship.
  - Significant capacity loss (more than 30% loss compared to nominal) within warranty period, under normal use, and with documented adherence to maintenance and software update schedules.

### **2.4 Comfort & Convenience Systems Warranty**

- **Coverage period:** same as Standard New Vehicle Warranty – 3 years or 60,000 km.
- **Covered components:**
  - HVAC system (compressor, condenser, evaporator, blower motor, controls)
  - Infotainment and radio units, navigation, driver information displays
  - Power window lifts, central locking actuators and control modules
  - Seat motors, seat heating elements (except trim and upholstery)

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### **3. Exclusions (Always Not Covered)**

**Regardless of time and mileage, the following are NOT covered under any warranty:**

#### **3.1 Wear-and-Tear Items**

- **Brake pads, brake shoes, brake discs/rotors when worn below specified thickness.**
- **Clutch discs and pressure plates subject to normal wear.**
- **Tires and wheels damaged by road hazards (potholes, curbs, foreign objects).**
- **Wiper blades, light bulbs, fuses, and other consumables.**
- **Suspension components (shock absorbers, struts, bushings) where wear is consistent with vehicle age, mileage, or usage conditions.**
- **Seat covers, upholstery, and interior trim subject to cosmetic wear.**

#### **3.2 Damage from Misuse, Abuse, or Neglect**

- **Use in racing, track days, competitive events, or repeated operation beyond normal duty (e.g., repeated hard off-road usage in vehicles not designated for off-road).**
- **Aftermarket performance tuning, non-approved engine control software, or modifications that affect powertrain or emissions systems.**
- **Failure to follow recommended maintenance intervals where the failure is likely caused or accelerated by lack of maintenance.**
- **Damage caused by collision, impact, fire, flooding, or other external events.**

#### **3.3 Odometer Tampering / Documentation Gaps**

- **Vehicles with known or strongly suspected odometer rollback where actual mileage cannot be reasonably determined.**

- **Vehicles with missing or falsified service documentation for more than 2 years when such documentation is required to assess eligibility.**

### **3.4 Other General Exclusions**

- **Cosmetic issues not affecting function (scratches, dents, fading of paint, minor rattles).**
- **Non-AutoDrive accessories and third-party devices.**
- **Any repairs performed by non-authorised repairers that cause or contribute to the failure.**

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## **4. Guidelines for Determining Coverage**

### **4.1 General Rules**

**When evaluating a claim, the reviewer must consider:**

- **Vehicle age (days since purchase) and mileage at the time of failure.**
- **Whether the component is listed as covered under the relevant warranty type.**
- **Usage patterns, maintenance history, and previous claims.**
- **Any explicit exclusions that apply (wear-and-tear, misuse, modifications, etc.).**

**If policy text clearly states that the component and failure mode are within warranty limits and no exclusions apply, the claim should be marked as COVERED.**

**If policy text clearly states that the component is excluded, the vehicle is outside the time or mileage limit, or exclusions explicitly apply, the claim should be marked as NOT COVERED.**

**If available information is insufficient or conflicting (for example, minor odometer inconsistencies without proof, partial service records, or borderline wear vs. defect), the claim should be marked as UNCLEAR and escalated for human review.**

## **4.2 Examples of Covered Claims**

**The following examples are intended to guide decision making:**

### **Example C1 – Onboard Charger (EV)**

- **Volt-X (EV Sedan) with 18 months in service and 15,000 km.**
- **Onboard charger fails intermittently; diagnostics show internal fault; no external impact damage.**
- **Applies under: Standard New Vehicle Warranty and Comfort & Convenience Warranty.**
- **Decision: COVERED.**

### **Example C2 – HVAC Blower Motor**

- **Metro-2 (Compact Hatch) with 2 years in service and 25,000 km.**
- **HVAC blower motor intermittent; no evidence of external damage.**
- **Applies under: Comfort & Convenience Systems Warranty.**
- **Decision: COVERED.**

### **Example C3 – HV Battery Module**

- **Volt-X (EV Sedan) with 3 years in service and 40,000 km.**
- **One HV battery module shows abnormal voltage and repeated BMS fault codes.**
- **Applies under: High-Voltage Battery Warranty (8 years / 160,000 km).**
- **Decision: COVERED unless clear evidence of abuse or modifications is found.**

## **4.3 Examples of Not Covered Claims**

### **Example N1 – Brake Pad Wear**

- **Torque-7 (SUV Diesel) with 70,000 km.**
- **Front brake pads worn below minimum thickness; discs within spec; normal use reported.**
- **Brake pads are wear-and-tear items.**
- **Decision: NOT COVERED.**

#### **Example N2 – Shock Absorber After Heavy Off-Road Use**

- **Torque-7 (SUV Diesel) used extensively off-road beyond manufacturer recommendations.**
- **Rear shock absorber leaking; evidence of repeated hard impacts and off-road use.**
- **Policy excludes failures caused by misuse or operation beyond normal duty.**
- **Decision: NOT COVERED.**

#### **Example N3 – Engine Failure with Aftermarket Tune**

- **Ranger-5 (Pickup) with 140,000 km.**
- **Severe knocking; engine control unit shows non-approved performance tune.**
- **Aftermarket tune is a modification affecting the powertrain.**
- **Decision: NOT COVERED.**

### **4.4 Examples of Unclear Claims**

#### **Example U1 – Odometer Inconsistency Without Proof**

- **Metro-2 (Compact Hatch) where odometer readings are inconsistent between visits.**
- **Logs suggest possible rollback but are not conclusive; other records are incomplete but not obviously falsified.**
- **Policy treats clearly proven tampering as exclusion but allows human discretion for ambiguous cases.**
- **Decision: UNCLEAR – escalate to human reviewer.**

#### **Example U2 – Borderline Suspension Wear**

- Shock absorber leaking at moderate mileage with mixed use on rough roads.
- Evidence does not clearly show misuse or manufacturing defect.
- Decision: UNCLEAR – escalate to human reviewer.

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## **5. Goodwill Adjustments**

### **5.1 Definition**

A “goodwill adjustment” is a case where AutoDrive may contribute partially or fully to repair costs even when the strict policy would allow a denial, typically to support customer satisfaction.

### **5.2 Situations Suitable for Goodwill**

- Low-cost comfort items (radio unit, infotainment screen, door lock actuator, switches) failing shortly after warranty expiry in customers with good service history.
- Minor electrical issues on vehicles less than 4 years / 80,000 km where the root cause is not clearly abuse.

Goodwill decisions should be recorded separately from standard WARRANTY coverage decisions.

The automated system may recommend APPROVE on a goodwill basis but must clearly document that the decision is consistent with this section.

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## **6. Decision Labels**

The system and reviewers must use the following labels:

- **COVERED** – The claim falls clearly within warranty limits and no exclusion applies.
- **NOT COVERED** – The component, failure mode, or usage is clearly excluded or outside time/mileage limits.
- **UNCLEAR** – The documentation is insufficient or conflicting; human review is required.

The AI agent should classify each claim into one of these categories and provide a brief explanation referencing policy sections and examples where possible.