

## **Customer Convenience Package (CCP) Conditions & Coverage:**

Customer Convenience Package (CCP) is an additional coverage provided by Maruti Suzuki India Ltd. ("**MSIL**"), extended to customers who subscribe/purchase extended warranty. The said package covers the repair/replacement cost of engine or it allied part(s) which gets damaged owing to issues/ defect arising due to water entry causing hydro lock or failure of engine parts due to use of adulterated fuel ("**Incidents**"), which are not covered under warranty or extended warranty. The coverages have been categorized as CCP Hydro and CCP Fuel. The Incidents shall be covered under CCP only upon confirmation by MSIL, at its sole discretion.

**Coverage:** If any defect(s)/damage should be found in the engine of the vehicle, within the stipulated period mentioned in the certificate, attributed to water entry thereby consequent failure of hydro lock in engine or usage of adulterated fuel or both (*as may be applicable*), MSIL's only obligation is to repair or replace at its sole discretion, the engine or its allied parts, shown to be defective, with a new part or the equivalent at no cost to the owner for parts or labour. Such defective parts, which have been replaced, shall become the property of MSIL. The owner is responsible for any repair or replacements on payment basis that are not covered under the CCP.

### **Eligibility period:**

- CCP is purchased within 15 days of the vehicle sale invoice date - Benefits can be availed for 12 months from purchase of the CCP. CCP Gold is valid for 12 months from purchase of the CCP and upto 20,000 km, CCP Platinum is valid for 12 months from purchase of the CCP and upto 40,000 km and CCP Royal Platinum is valid for 12 months from purchase of the CCP and upto 60,000 km.
- CCP is purchased after 15 days of the vehicle sale invoice date - Benefits can be availed after completion of 90 days of purchase of the CCP for 12 months. CCP Gold is valid after completion of 90 days of purchase of the CCP for 12 months and upto 20,000 km, CCP Platinum is valid after completion of 90 days of purchase of the CCP for 12 months and upto 40,000 km and CCP Royal Platinum is valid after completion of 90 days of purchase of the CCP for 12 months and upto 60,000km.
- CCP is renewed within 30 days before the previous CCP expiry date - Benefits can be availed for 12 months from next date of previous CCP expiry date. CCP Gold is valid for 12 months from next date of previous CCP expiry date and additional 20,000 km, CCP Platinum is valid for 12 months from next date of previous CCP expiry date and additional 40,000 km and CCP Royal Platinum is valid for 12 months from next date of previous CCP expiry date and additional 60,000 km.
- CCP is renewed after CCP expiry date - Benefits can be availed after completion of 90 days of purchase of the CCP for 12 months. CCP Gold is valid after completion of 90 days of purchase of the CCP for 12 months and additional 20,000 km, CCP Platinum is valid after completion of 90 days of purchase of the CCP for 12 months and additional 40,000 km and CCP Royal Platinum is valid after completion of 90 days of purchase of the CCP for 12 months and additional 60,000 km.

Note - Benefits can be availed as per the validity period mentioned in the certificate.

### **Benefits would not be applicable in case of:**

- a) Default in getting the vehicle serviced as per the inspection and maintenance schedule as mentioned in the Owner's Manual and Service Booklet.
- b) The vehicle being used for competition or racing or speed testing or otherwise not permitted under law.
- c) The vehicle has met with any accident.
- d) The vehicle has been modified or altered, including without limitation, the installation of performance accessories.
- e) The vehicle has been fitted with any parts or accessories not approved by MSIL.
- f) The vehicle has been assembled, disassembled, adjusted or repaired by any dealer/ service station not authorized by MSIL.
- g) The vehicle has been used for purpose other than what it was designed.
- h) Any defect other than engine damage owing to hydrostatic lock or adulterated fuel, caused due to misuse, negligence, abnormal use, insufficient care, abuse, flooding or fire.
- i) Any damage or deterioration caused by other Acts of God.
- j) Insignificant defects which do not affect the function of the vehicle including without limitation, sound, vibration and fluid seep, etc.
- k) Any natural wear & tear including without limitation, aging etc.
- l) Vehicle is retrofitted with LPG & CNG kits.
- m) Any vehicle on which the retro-fitment is not authorized and/or type approved as per the standards prescribed by the relevant authority including but not limited to Automotive Standards of India.
- n) Any vehicle on which the retro-fitment is such which directly or indirectly causes any damage to the vehicle or affects the functions of the vehicle in any manner whatsoever.
- o) The customer has availed insurance facility for the Incident with the insurance service provider.

### **A. CCP Fuel terms and conditions**

1. In case of suspected fuel adulteration case, sample of fuel would be collected by the authorized workshop and would be sent to MSIL approved Fuel testing agency for necessary inspection and confirmation. Upon receipt of confirmation of fuel adulteration from the said fuel testing agency, requisite replacement or repairs of engine parts and other allied parts, as deemed necessary by the workshop, would be carried out in the vehicle.
2. Cases of wrong fuel filling (Diesel instead of Petrol and vice versa) will not be covered under the CCP.
3. Benefits under CCP package can be availed **only once** during the period (as mentioned in the certificate). Upon claiming benefit under the CCP package during the validity period, the CCP shall stand concluded/terminated for the remaining period and no further claims can be made thereunder.

### **B. CCP Hydro terms and conditions**

1. In case of suspected hydro lock case, the engine would be dismantled by the authorized workshop for inspection and confirmation of water entry. Upon confirmation of symptoms of water entry and hydro lock in the engine, requisite replacement or repairs of engine parts and its other allied parts, as deemed necessary by the workshop, would be carried out in the vehicle.
2. Only engine components (including consumables like Coolant, Engine oil) to address failures/damage arising out of water entry in the engine shall be covered under the CCP. No other component shall be covered.
3. Claims under CCP package can be availed **only once** during the validity period (as mentioned in the certificate). Upon claiming benefit under the CCP package during the validity period, the CCP shall stand concluded/terminated for the remaining period and no further claims can be made thereunder.

**C. CCP Plus terms and conditions:** It includes coverage of both CCP Hydro and CCP Fuel, terms and conditions remain same as mentioned in above points A and B.

### **D. Disclaimer of consequential damage:**

MSIL assumes no responsibility for loss due to unavailability of vehicle, loss of time, inconvenience or any other indirect, incidental or consequential damage resulting from the vehicle not being available to the owner because of any defect covered under this CCP.

### **E. How to avail benefits under CCP:**

In the event of the occurrence of any concern or breakdown owing to the Incident, the owner must:

1. Immediately take all steps necessary to minimize the extent of loss.
2. The owner shall bring the vehicle without delay, to the nearest MSIL authorized workshop at his own cost to effect repair and to apprise the workshop about the CCP.
3. Authorize the workshop to inspect the vehicle by dismantling requisite parts and establish the cause of breakdown/concern.
4. Undertake to pay the cost of dismantling and repairing the vehicle if the cause of the breakdown/concern is not covered under CCP. The owner is responsible for paying for any other work that the owner desires to be carried out in the vehicle which is not covered under CCP.
5. Any information or record, must be made available to the workshop personnel, as and when sought.

### **F. Vehicle owner responsibilities:**

1. The owner shall not use the vehicle in a damaged condition and report the same immediately to the nearest MSIL authorized workshop, this would result in early inspection and repair of the vehicle and any possible harm to the person or aggravation of damage to the vehicle can be prevented.
2. The owner must apprise the workshop regarding a valid CCP being purchased by the customer.

**G. Cancellation of CCP:** CCP cancellation is not permissible before its expiry. CCP will get cancelled automatically on cancellation or conclusion of extended warranty policy as per extended warranty terms and conditions or expiry of the validity period of CCP, whichever is earlier. There shall be **no refund** of subscription paid for CCP, upon its cancellation and the same shall stand forfeited.

**Note:** MSIL reserves the right, at its discretion to change, modify, add or remove any of these terms, at its sole discretion at any time. Please check these terms and conditions on the official website of MSIL, periodically for changes.