

Autokatta RepairZ – Comprehensive Warranty Product - FAQ's

1. What is Autokatta RepairZ Comprehensive Warranty Program?

- Autokatta RepairZ Comprehensive Warranty Program is an extended vehicle warranty, which is offered on all Mass, Premium & Luxury cars whose standard/ OEM warranty is already expired.

2. What are the eligibility criteria's for enrolling the vehicles into certified Comprehensive Warranty program?

- The eligibility criteria are as follows:
 - a. No Age Limits of Vehicle for Autokatta RepairZ Comprehensive Warranty product, only Certification is must before the enroll in warranty program.
 - b. Usage [Odometer reading] No limits.
 - c. No Limits for Owner
 - d. No major accident in the past
 - e. Vehicle should be maintained in OEM Authorized service center or Autokatta RepairZ Authorized Workshops as per service schedule.
 - f. Vehicle must be registered as private vehicle

3. What are the additional benefits of purchasing a Autokatta RepairZ Comprehensive Program on purchase of Autokatta outlets from RepairZ network?

- Autokatta RepairZ ensures complete peace of mind by providing services of either repair or replacement through Autokatta RepairZ authorized service network with genuine parts, failed due to mechanical / electrical failures.

4. How many types of products & plans are available in Autokatta RepairZ Comprehensive Warranty Program?

- In Certified Autokatta RepairZ Comprehensive Warranty Program there are one types of products & plans available for certified vehicles:

Products:

- i. Comprehensive coverage

Plans:

i. 12 Months /30,000 KM and 3 Free Services.

- First Services at 10,000 km/3 months*
- Second Service at 20,000 km/6 months*
- Subsequent services at every 30,000km/12 months*
- Whichever is earlier.

5. What is covered in Autokatta RepairZ Comprehensive Warranty product?

- All below mentioned mechanical/ electrical parts are covered under comprehensive coverage product, except items as mentioned under “What is not covered” [Refer warranty booklet].

Engine:

Oil Pump, Driver Crankshaft, Big End & Main Bearings, Connecting Rod, Gudgeon Pin, Piston, Valves (Excluding Burnet and Pitted Valves) Cylinder Head, Engine Block, Water Pump (Failure Due to External Damage or Corrosion Is Not Covered), Inlet & Exhaust Manifolds, Radiator (No Corrosing & External Damage), Flywheel & Ring Gear, Gear & Chains, Camshaft, Cam Follower Turbo.

Manual Transmission:

Internal Gear, Shafts, Synchromesh Rings and Hub, Selector Forks, Bushes, Drive Chains, Gear.

Automatic Gear Box:

Shafts, Gears, Brake Band, Valve Block, Governor, oil Pump, Bearings & Bushes, Servo, Drive Plate & Transfer Gear.

Front Wheel Drive:

Crown Wheel & Pinion, Differential Gears, Constant Velocity Joints & Drive Shafts (Except Those with Boot Shaft Damage), Drive Flange.

Rear Axle:

Crown Wheel & Pinion, Differential Units, Shafts.

Propeller Shaft:

Shaft, Universal Joints.

Suspension & Steering:

Upper & Lower Wishbones & Arms, Steering Box, Steering Column, Power Steering.

Braking System:

Master Cylinder, Brake Servo Unit, Booster, Diesel-Vacuum Pump, Wheel Cylinder.

Diesel Injection System:

Injection Pump, Glow Plunge & Electromagnetic Cut-Off.

Clutch:

Master & Slave Cylinders.

Fuel System:

Airflow Meter, Fuel Accumulator, Fuel Distributor, warm-Up Regulator, Cold Start Valve, Reassure Damper, Auxiliary Air Regulator, Engine Speed Sensor, ECU, ECM.

Air Conditioning:

A/C Compressor, Condenser, Evaporator.

6. What is not covered in Comprehensive coverage?

- Wear and tear parts, consumables (filters, tyres, battery, etc.) For more details, please refer RepairZ Comprehensive Warranty terms and conditions annexure.

7. Why vehicle certification is required before enrolling into Certified RepairZ Comprehensive Warranty program?

- Vehicle condition should be checked before enrolling, due to if any part found defective/malfunctioning must be replaced / refurbished during certification process. Vehicle must be certified by RepairZ Authorized Workshops.

8. Does RepairZ Comprehensive Warranty program is transferrable?

- Yes, certified RepairZ Comprehensive Warranty program is transferrable to subsequent vehicle owner. Selling your car with this warranty will obviously increase the value of the car. To request a transfer of warranty simply contact your Dealer and supply the details of the person to whom you will be selling your

vehicle. There will be a fee of Rs. 1000/- only towards transfer charges.

This warranty may not be transferred if the vehicle is sold to a motor dealer or trader or to anyone excluded under the terms & conditions of this warranty and it will be cancelled automatically on such a sale.

9.What is cooling-off period?

- Post issuance of Certified RepairZ Comprehensive Warranty policy to customer. There will be a No cooling off.

10.Are any charges required for vehicle inspection before vehicle enroll for warranty?

- Yes, Rs 500/- for Mass segment and Rs 1000/- for Premium Luxury segment. But it will adjust in warranty premium once buy the warranty.

11.What is the turnaround time for claim settlement?

- Claims settlement will be made 12 working days to dealers, from the date of receiving complete documents from dealer.

12.Is there an option to renew the Autokatta RepairZ Warranty policy?

- Yes, there is option to renew Autokatta RepairZ Warranty policy every year after Inspection of the vehicle.

For More Details: Contact Nearest Autokatta Authorized Workshops
Or Channel Partner-
Viraj Auto Services Nagpur.8600540777,8600541777

Our Authorized Service Franchise network in Pan India.

Download the Autokatta App from Google Play Store.

