

Dear All,

We are pleased to introduce the revised Warranty Policy for SAATHI, Dost Family, and Bada Dost range of vehicles. To strengthen customer confidence and trust in our products, we are offering a 5-year warranty with the following details:

Applicability:

This policy applies to OBD2 range of SAATHI, Dost Family, and Bada Dost vehicles, effective April 1, 2023. For DOST CNG models, this policy is applicable from April 1, 2024.

Model	Standard Warranty
SAATHI, DOST Family and BADA DOST (All Model Diesel & CNG vehicles)	5 Years or 200,000 Kms Whichever is earlier from Date of Sale (2 Years or 100,000 KM Standard AL OE Warranty + 3 Years or 100,000 KM Extended Warranty)

Extended Warranty – 3rd, 4th & 5th Year

Extended warranty for the 3rd, 4th, and 5th years will be covered by a third-party provider under an inclusion product. Please refer to the Extended Warranty Policy document for further clarification.

Warranty Scope: SAATHI, Dost & Bada Dost family

The list of the aggregates, Parts and labor activity Covered in respective year is mentioned below. The Parts which are explicitly mentioned under head Exclusion are not under the scope of Warrantable Part or labor.

Aggregates	1st Year - Warranty Cover	1st Year Major Non-Warranty Parts	2nd Year Warranty Cover	2nd Major Non-Warranty Parts/Labor	3rd,4th & 5th Year (Under Third Party Warranty Cover)	3rd,4th & 5th Year Major Non-Warranty Parts/Labor
Air Conditioning System	Yes	AC Gas Charging	Yes	AC Gas Charging Top up	Yes	AC Gas Charging Top up
Brake System Components	Yes	Brake Pads, Brake Shoe, Brake lining and consumables	Yes	Brake Pads, Brake Disc, Drum, Brake Shoe lining, MC or Slave Cyl. Kit & Consumables	Yes (Vacuum Pump, Booster and TMC)	
Cabin & Upholstery	Yes	All Plastic & rubber parts and their consumables	Yes (Back Panel & Floor Crack)		Yes (Back Panel & Floor Crack)	
Electrical & ECU	Yes	Fuses & Bulbs	Yes	Switches, Fuses and Bulbs & Lamps	Yes	Fuses & Bulbs
Engine	Yes	Consumables	Yes	Gasket & Oil Seals, all mounting, Rubber hoses & clamps and other consumables	Yes	Gasket & Oil Seals, all mounting, Rubber hoses & clamps and other consumables

Aggregates	1st Year - Warranty Cover	1st Year Major Non- Warranty Parts	2nd Year Warranty Cover	2nd Major Non- Warranty Parts/Labor	3rd,4th& 5th Year (EW Scope)	3rd,4th& 5th Year Major Non- Warranty Parts/Labor
Engine EATS & Sensors (PSCR, DPF (SDPF), LNT, SCR, Flange, Sensors (Lambda Sensor), LNT Bracket, AdBlue Tank (except external damage or Urea crystallization), Ad blue Priming Pump, AdBlue injector).	Yes	Consumables	Yes	Consumables	Yes	Consumables
Engine management System	Yes	Fuel Filter, Air filter Elements, Lube filters, Washers, Circlips Consumables	Yes	Fuel Filter, Air filter Elements, Lube filters, Washers, Circlips, Consumables	Yes	
Frame ***	Yes	Rubber Items, packing, Rust & Paint	Yes	Rubber Items, packing, Rust & Paint	Yes	
Front Axle	Yes	Hub greasing	Yes	King Pin Bush, Wheel bearing and Hub greasing	Yes	King Pin Bush, Wheel bearing and Hub greasing
Fuel System (FIP, Fuel Rail and Injector)	Yes	Hoses & consumables	Yes	Hoses & consumables	Yes	Hoses & Consumables
Gear Box	Yes	Consumables	Yes	Oil Seals, Mountings and consumables	Yes	Oil Seals, Mountings and consumables

*** Any modifications carried out in Frame & Suspension, Warranty will be VOID

Aggregates	1st Year - Warranty Cover	1st Year Major Non-Warranty Parts	2nd Year Warranty Cover	2nd Major Non-Warranty Parts/Labor	3rd, 4th & 5th Year (EW Scope)	3rd, 4th & 5th Year Major Non-Warranty Parts/Labor
Gear Shift Actuation	Yes		Yes	Bushes and Rust issues	No	
Propeller Shaft	Yes	Grease	Yes	Universal Joint and consumables	Yes	UJ Kit/Sliding Yoke
Rear Axle	Yes	Consumables	Yes	Wheel end bearing, Seals and consequential failures	Yes	Wheel end bearing, Seals and consequential failures
Steering	Yes	Consumables	Yes	Ball Joints, Rubber parts and hoses, Consumables	Yes	Ball Joints, Rubber parts and hoses, Consumables
Suspension	Yes	Bushes & leaf Assy, breakage or Cambering	No		No	
Wheel and Tyre	Yes		No		No	

Non-Warrantable Parts & Labor:

Non- Warranty Parts & Labor		
Consumables **	Exclusion	All kind of Lubes, Coolant, Refrigerants, Ana-bond, thread sealants, Gaskets, Washer, Nut, Bolts, Packing, glass items, Diesel, Disinfectants, Electrolyte.
Activities	Exclusion	Battery Charging, Gas Purging & filling, Towing, Business losses, Monetary loss, Accident damages, Operational damages. Any New modification in vehicles due to continuous improvement in Vehicle
Damages & Natural Calamities	Exclusion	Paint or vehicle damage due to storage, Rain, UV Sunlight, thermal effect, flood, Bird drop or damage due wind, humidity or nature, Chemical Acid or acid rain. Hydrostatic lock of Engine, Water & Dust ingress in aggregates. Participation in Race or off-track activities
Normal Wear & Tear items	Exclusion	Tyre, Clutch & Pressure Plate, Fly wheel, Brake Pads & shoe lining, Hoses, Rubber Bushes, Paint peeling, Straps & Clips
Seals, Rubber, Plastic & Paint items	Exclusion	Engine Seals, Hub, Pinion, Drive, accessories belt, Timing belt, Wiper blades, window and Windshields rubber beading. Seat cover, belt, Cushions and plastics knobs. Hoses and Nylon pipes of all aggregates

** Consumable will be considered under Warranty on case to case basis

Recommended Schedule Maintenance & Service of Vehicles at AL LCV Dealer or AL Authorized Service Centre is necessary for Validity of Warranty. Any lapse in scheduled service, warranty will be Void.

The rights of Warranty and decision to replace Partial Parts, component or aggregate as whole will be under sole discretion of Ashok Leyland Ltd.

Annexure-A: Warranty Guidelines

1. Normal wear and tear components will be covered under limited/conditional 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/ATS is tampered, warranty will be null & void for complete electrical system including ECU, 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.
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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 labor & 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 is observed to be tampered/ not working; If the odometer 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.
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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.

Free Service Interval: For DOST & BADA DOST FAMILY

Description	PDI	1st Free Service	2nd Free Service	3rd Free Service	4th Free Service
Km Interval	Before Sales	5000	10000*	20000	30000*
Time Interval	Before Sales	3 Months	6 Months	9 Months	12 months

The Paid Service to follow at every 10000 kms as per the maintenance Schedule.

*Engine Oil /Lube filter Replacement is scheduled at 10000 kms.

Free Service Interval: For SAATHI Vehicle

Description	PDI	1st Free Service	2nd Free Service	3rd Free Service
Km Interval	Before Sales	10000*	30000	50000
Time Interval	Before Sales	3 Months	9 Months	15 Months

The Paid Service to follow at every 20000 kms as per the maintenance Schedule.

*Engine Oil /Lube filter Replacement is scheduled First at 10000 kms & Every 20000 Km