



FAQs



WHY TO CHOOSE AMC WHEN I ALREADY HAVE A WARRANTY ON VEHICLE ?

Because a standard warranty covers only manufacturing defects for a specific period, but a Service Agreement covers more than a warranty, that too in a systematic way to keep your vehicle in a very good condition so that you can concentrate on your business and stay relaxed.

Here's a list of things/services that are taken care of when you have an AMC:

- Consumables cover (All lubricant and grease are covered, except hydraulic oils)
- Parts replaced during the scheduled service
- Wear and tear of parts
- Breakdown assistance
- Labour charges



WHY SHOULD I HAVE AMC FROM DAY 1?

The moment you buy a Service Agreement, your vehicle is under the extra care of Eicher Team. AMC offers convenience & protection from uncertain events. And most importantly, your premium will be considerably lower. So, if you ever plan to sell your vehicle, you are sure to get a higher resale value.



I CAN MAINTAIN MY VEHICLE ON MY OWN AT LESSER PRICES THEN WHY SHOULD I GO FOR A SERVICE AGREEMENT.

Service Agreement is a comprehensive service provided by Eicher, it takes care of your vehicle maintenance efficiently and at reasonable prices. It includes:

- Protection from unexpected costly repairs
- Extensive service network
- En-route breakdown cover
- Genuine parts and consumables
- Advance Diagnostics System

We have tie-ups with vendors like Bosch & Wabco so that you get cheaper and quicker repairs. So, having a service agreement is any day a good deal because at a nominal cost your vehicle gets professional attention.

Eicher Xtend

Coverage on major powertrain components, can be availed up to 8 years on select models.





EICHER XTEND

Xtend warranty is a service which safeguards the customers' vehicles against unexpected vehicle repairs due to any manufacturing defects after the completion of normal warranty.

It helps to ensure that the repair costs are covered without any undue financial burden on the customers and they also get a long coverage on powertrain components like the engine, gearbox and rear axle, for up to 8 years which can be availed at any Eicher authorized dealership.



FEATURES

- Eicher Xtend is an extension of warranty for driveline aggregates (Engine, Transmission & Differential).
- It offers prolonged convenience to our customers by safeguarding the Eicher vehicle owner from unplanned expenses.
- Eicher Xtend ensures the benefits of warranty coverage on powertrain components (Engine, Transmission and Differential), ensuring long term coverage for your vehicle resulting in safety and convenience.
- One can extend the warranty of driveline aggregates by two or three years by paying a nominal amount at the time of or within 90 days of purchasing the vehicle.



EICHER XTEND PRODUCTS & PLAN:

Multiple tenure options for all models, coverage up-to 8 years for Haulage and up-to 15,000 engine hours for Tippers, as per customers' needs and usage.



KEY BENEFITS

- Coverage similar to standard manufacturer vehicle warranty
- Long term coverage
- Value for money
- Pan India dealer acceptance
- Transferable with ownership of vehicle
- Convenience
- Cashless repairs pan India

- No limits on number of claims
- Better resale value
- Trusted service from authorized dealers
- Protects from unplanned expenses
- Hassle-free documentation

Parts covered under extended warranty: 1-Differential, 2-Engine, 3-Transmission



DIFFERENTIAL [FRONT / REAR WHEEL DRIVE]:

Crown wheel and pinion (not covered in backlash), differential gear units and hub, shaft & bearings of propeller shafts & universal joints.



ENGINE:

Engine block, crankshaft, oil pump drive (gear/chain/belt), big end main bearing, connecting rod, piston, piston rings, piston pin, valves (excluding burnt and pitted valves), cylinder head & head gasket, inlet & exhaust manifold, flywheel and ring gear, camshaft, rocker arms & shaft, cam follower/valve lifter, valve gear/ camshaft gear, radiator, turbo charger and internal oil seal.



TRANSMISSION:

Manual gear box, all internal gears, manual gear box/auto gear box shafts, synchromesh rings and hub, selector forks, gear lever & bushes, valve, internal seals, transfer gears/planetary gears, valve block, gear box housing, auto gear box assembly, torque converter & oil pump.

Note: Parts warranty is applicable for the specific parts replaced under the extended warranty period for 12 months/ Unlimited KM. Coverage will be as per the terms and conditions mentioned in the terms and conditions documents.



ELIGIBILITY

Customer can purchase Eicher Xtend between 0-90 days from the actual date of sale of vehicle [Installation date].

Services are provided by '**Assurant Automotive Warranty Solutions (India) Private Limited**'