



ŠKODA Service Care

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1.0 Introduction

Time for a Change



In today's highly competitive environment, it is not enough to offer just the vehicle it must be come with comprehensive service care package too.

To satisfy customer requirements we are introducing ŠKODA Service Care containing ŠKODA Additional Warranty, ŠKODA Maintenance package, and ŠKODA Assist.

ŠKODA Service Care products



*Promotional offer, Additional Warranty 3rd & 4th year

** Four periodic maintenance services at the interval of 15,000 Kms or one year (which ever comes first from the date of delivery)



1.1 Product Benefits

The main benefit of the comprehensive ŠKODA Service Care is to create customer loyalty and generate additional revenue during the after-sales phase over the long term.

Main benefits of ŠKODA Service Care products:

- › Creating a win-win situation for ŠKODA and the customer
- › Boosting customer confidence on cost of ownership
- › Comprehensive care for 4 years
- › Create customer Loyalty to the dealer and ŠKODA brand

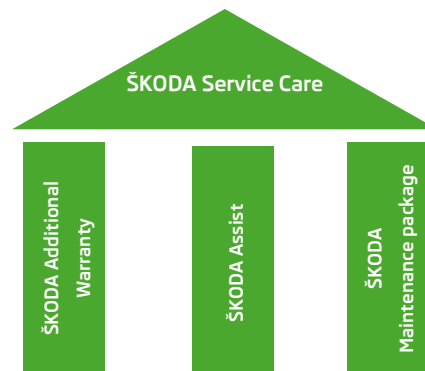


1.2 Approach

Main Target

- › To link the sales and after-sales processes and encourage the view that the product is not just a vehicle, but also the services associated with the vehicle.

PRODUCT



- › To use ŠKODA Service Care products as one of the key sales argument for convincing customers to buy a ŠKODA. To increase customer loyalty by building awareness that ŠKODA cares about everything connected with the use of ŠKODA products during the product life. Details can be viewed on our website.



2.0 ŠKODA Additional Warranty - General Overview

Warranty



4 years / 100,000* Km

*Promotional offer, Additional Warranty 3rd & 4th year

Additional warranty helps to reassure customers on long-term reliability of the product

2.1 Introduction

Service loyalty decreases significantly once the manufacturer's warranty has expired. One tool for ensuring customer retention in service in the long term after expiry of the manufacturer's warranty, is "Additional Warranty" programme.

Additional Warranty is becoming an increasingly important selling point for the customer.

Customers with an additional warranty rates the dealership with a significantly higher CSI (customer satisfaction index).

2.2 Definition of "ŠKODA Additional warranty"

- › Manufacturer backed additional warranty and applicable for all models.
- › Applicable in 3rd & 4th year up to a maximum mileage of 100,000 km
- › Remains with the vehicle even if the vehicle has changed hand.

a) New vehicles only

The ŠKODA Additional Warranty is intended only for new vehicles retailed from 1st September, 2016.

b) Scope of service

Within the additional warranty period the customer is entitled to the repair of the warrantable defect. However there is no entitlement to a vehicle exchange or the right to withdraw from the contract.

- › The warranty period for manufacturing defects with the paintwork remains at three years.
- › The warranty period for bodywork corrosion remains at six years.



3.0 ŠKODA Assist

ŠKODA Assist



4 years / Unlimited Km

3.1 Introduction

Ensures that a customer receives timely help during a breakdown

New vehicles only

The ŠKODA Assist will be applicable only for new car retailed from 1st September, 2016



ŠKODA ASSIST - AN EXCLUSIVE 24x7 NON-STOP ASSISTANCE SERVICE

Assistance on the go any time of the day or night anywhere in India

Toll Free numbers 1800 209 4646 or 1800 102 6464

Please refer Annexure 6 for Skoda Assist coverage



4.0 ŠKODA Maintenance Package - General Overview



ŠKODA Maintenance Package**



4 years / 60,000 Kms
(Whichever comes first from the date of delivery)

** Four periodic maintenance services at an interval of 15,000 Kms or one year (which ever comes first)

4.1 Introduction

A comprehensive service plan to ensure hassle free services for customers upto 4 years / 60,000 Kms which ever occurs first.

4.2 Content

Periodic Service costs till 4 years or 60,000 KMS

Model applicable

All models of Rapid, Octavia & Superb

Product benefits

- › Security - Defined cost of maintenance over contract period.
- › Delight - Enhanced resale value of car, because of excellent service history.
- › Flexibility - Transferrable package, at the time of resale of car.
- › Availability - Benefits can be redeemed at all authorized Skoda dealers across India

4.3 Scope of work

MODEL	FUEL OPTION - PETROL	FUEL OPTION - PETROL	FUEL OPTION - DIESEL	FUEL OPTION - DIESEL
Scope of Service	TRANSMISSION - MT 4 Years / 60000 KMS	TRANSMISSION - AT 4 Years / 60000 KMS	TRANSMISSION - MT 4 Years / 60000 KMS	TRANSMISSION - AT 4 Years / 60000 KMS
Engine Oil + Filter	•	•	•	•
Drain nut + washer	•	•	•	•
Air Filter	•	•	•	•
Pollen filter	•	•	•	•
Fuel Filter			•	•
Spark Plug	•	•		
Brake Fluid	•	•	•	•
ATF + Filter		•#		•*
Inspection service	•	•	•	•

Note: * Not applicable for RAPID 1.5 TDI CR AT
Not applicable for Octavia and Superb AT



4.4 ŠKODA Maintenance package (SMP) terms and conditions

Description of scope of service

- › SMP includes parts and Labour for Inspection service items E.g. : Engine oil, Oil filter, Air filters, Fuel filters, Brake fluid, Spark plug, Automatic transmission fluid and filter.
- › Standard service interval is at 15000 KMS or one year (whichever occurs earlier) Customers are responsible for topping up of various fluids in between services. Fuel, tyres, routine washing, repairs arising due to wear and tear, car detailing, accident damages, squeaks and rattles, repairs on paint and body panels are not included in the scope of service

Exclusions

- › Expenses pertaining to parts/consumables / Labour not mentioned in the scope of work
- › Repairs arising due to natural wear and tear, accident, external damage, natural calamities, scratches or any other external circumstances like mechanical or chemical influences
- › Car Care/Detailing products E.g. Exterior paint protection and polishing treatments, interior fabric /leather cleaning and protection treatments, antirust treatment etc.).
- › Repairs arising due to improper or wrong care/usage as specified in the owner's manual of the vehicle
- › Repairs arising due to unauthorized/non-recommended modifications/alterations on vehicle, use of non-genuine parts, accessories and fluids like oils, antifreeze and brake fluid etc.
- › Repairs beyond 4 years or 60000 KMS (whichever occurs first from the date of commencement of Warranty).
- › Any incidental expenses, costs and/or loss incurred by the customer for the purpose of maintenance/repair on occasions of maintenance like cost of conveyance and such other related expenses

General Terms & Conditions

- › Servicing must be carried out at Skoda authorized workshops, as specified in the owners' manual
- › SMP contract cannot be cancelled/refunded, but is transferrable to subsequent owner and not transferrable to another car
- › If for some reasons one or more services are not done, neither a refund can be made for such missed services nor the contract is extended
- › If the car is handed over to workshop in non-roadworthy condition due to mishandling, tampering, accident, negligence, fire or any other act of nature, company reserves the rights to charge customer the cost of repair there of including Labour charges.
- › Services will be provided under the contract, only upon producing this document during the time of leaving the car at workshop.
- › All disputes if any are subject to the Aurangabad jurisdiction
- › Škoda Auto India reserves the right to make any changes in future without any prior notice



4.5 Purchase Process definitions:

A. Purchase of ŠKODA Maintenance Package

- › Product is available only at the time of purchase of vehicle, till 15 days post delivery date (DAN)
- › If any customer is interested to buy the product, dealership needs to follow below process:
- › Customer to make payment to Skoda Auto India (through NEFT only) Dealer needs to share below information to customer
 - **Account Name:** Skoda Auto India Private Limited.
 - **Account Number:** SKODGL4901011.
 - **Account type:** Current account
 - **Bank name:** CITIBANK NA
 - **Bank Branch:** Nariman point Fort Mumbai.
 - **IFSC Code:** CITI0100000
 - In the remarks column please specify VIN
- › Dealership to raise a request in DMS for approval (customer name, contact number, email ID, VIN, mode of payment and transaction reference numbers are mandatory) → [Please refer DMS user guide](#)
- › Post verification of receipt of fund, SAIPL will approve the request in DMS. → [Please refer DMS user guide](#)
- › On receipt of SAIPL's approval dealership to print SAIPL Invoice, PMS certificate, scope of work, coverage documents, sign and hand it over to customer within 30 days of delivery date (DAN)
- › For online transactions customer name, mobile number, email ID, Model, Variant are mandatory, VIN to be mentioned in case of NEFT.

4.6 ŠKODA Maintenance Package Pricing

ŠKODA Maintenance Package	
NEW ŠKODA SUPERB 	49,999
 ŠKODA OCTAVIA	39,999
 ŠKODA RAPID	29,999

Price are in INR



5.0 FAQ (Frequent asked Questions)

1) What is Skoda Service Care?

SkodaAuto India initiated various service care programs starting from 1st September 2016. The customers will get the following promotional offers,

4 years warranty / 100,000* Kms

* 3rd & 4th Year additional warranty

4 years Road Side Assistance

Customer can buy 4 Years / 60,000 Kms Skoda Maintenance package (SMP)

2) What is 4 years warranty / 100,000 Kms?

- › The first two years warranty, unlimited Kms remains same.
- › Promotional offer of 3rd & 4th year additional warranty up to 100,000 KMS whichever comes first from the date of delivery.

3) Do I need to pay extra cost for 4 years warranty / 100,000 Kms?

No, it is included in the price of the car.

4) Is 4 years warranty / 100,000 KMS? Is also applicable for earlier cars?

The ŠKODA Additional Warranty is intended only for new vehicles retailed from 1st September, 2016

5) Is 3rd & 4th year warranty coverage remains similar like 1st & 2nd year

The additional warranty contains the same full range of services as the basic two-year manufacturer's warranty. Within the additional warranty period the customer is entitled to the repair of the warrantable defect. However there is no entitlement to a vehicle exchange or the right to withdraw from the contract.

- › The warranty period for manufacturing defects with the paintwork remains at three years.
- › The warranty period for bodywork corrosion remains at six years.

6) Can I avail additional warranty services from other dealerships?

Yes, it is applicable across India in Skoda authorized workshops.

7) What is Skoda Maintenance package 4 years / 60,000 Kms?

SMP includes parts and Labour for Inspection service items E.g. : Engine oil, Oil filter, Air filters, Fuel filters, Brake fluid, Spark plug, Automatic transmission fluid and filter.

Standard service interval is at 15000 KMS or one year (whichever occurs earlier) Customers are responsible for topping up of various fluids in between services. Fuel, tyres, routine washing, repairs arising due to wear and tear, car detailing, accident damages, squeaks and rattles, repairs on paint and body panels are not included in the scope of service

8) Is SMP is transferable to subsequent owner?

Yes



9) Is SMP Price will be refundable in case if I sell the car before expiry of 4 years / 60,000 Kms?

No, SMP is transferable to the subsequent owner.

10) Do I need to pay additional cost in case the repair is beyond scope of work?

Yes, under Skoda Maintenance package customer can avail only the repairs and services recommended as per following maintenance table.

MODEL	FUEL OPTION - PETROL	FUEL OPTION - PETROL	FUEL OPTION - DIESEL	FUEL OPTION - DIESEL
Scope of Service	TRANSMISSION - MT 4 Years / 60000 KMS	TRANSMISSION - AT 4 Years / 60000 KMS	TRANSMISSION - MT 4 Years / 60000 KMS	TRANSMISSION - AT 4 Years / 60000 KMS
Engine Oil + Filter	•	•	•	•
Drain nut + washer	•	•	•	•
Air Filter	•	•	•	•
Pollen filter	•	•	•	•
Fuel Filter			•	•
Spark Plug	•	•		
Brake Fluid	•	•	•	•
ATF + Filter		•#		•*
Inspection service	•	•	•	•

Note: * Not applicable for RAPID 1.5 TDI CR AT
Not applicable for Octavia and Superb AT

11) Do I need to pay extra cost for Skoda Maintenance Package?

Yes, Skoda is offering SMP @ below special price

ŠKODA Maintenance Package

NEW ŠKODA SUPERB 	49,999
ŠKODA OCTAVIA 	39,999
ŠKODA RAPID 	29,999

Price are in INR



12) Is your service calculator and SMP cost is comparable?

No, SMP cost is lower and being offered as optional

13) Can I avail the benefits of SMP services from any of the Skoda authorized dealerships?

Yes, the benefits of the SMP scheme can be redeemed at any of the ŠKODA authorized workshops PAN India.

14) What is 4 Skoda Assist

The 4 years RSA (Road side assistance) is intended for new vehicles purchased from 1st September, 2016. This program is known as "**ŠKODA Assist NON STOP HELP ON THE ROAD**" and will assist customer and occupants in case of breakdown eventualities i.e. at home, on the roadside, on a highway or in a parking lot, and he requires an immediate assistance.

Customer can reach **ŠKODA Assistance NON STOP HELP ON THE ROAD** through Toll Free numbers **1800 209 4646** or **1800 102 6464** around the clock.

15) Do I need to pay extra cost for 4 years RSA?

No, it is included in the price of the car.

16) Is Skoda Assist transferable to subsequent owner?

Yes



Annexure 6

Coverage under Skoda Assist program



1. Breakdown Support on Phone

In the event of customer calling for support, the RSA assistant will analyse the situation and understands the nature of concern. Minor issues such as inability to operate some features or understating meaning of warning lamps etc. will be resolved over phone if possible.



2. Onsite minor repair of vehicle

In the event of immobilization of the Vehicle due to a mechanical or an electrical breakdown and as long as the said fault can be repaired at the place of immobilization within a maximum time period of sixty minutes, Škoda Road Side Assistance will proceed with included in this coverage.



3. Fuel Delivery

If the vehicle runs out of fuel, the fuel Petrol or Diesel sufficient to reach nearest fuel filling station will be arranged, the maximum up to 10 liters of Petrol or Diesel will be delivered.



4. Emptying of Fuel tank

If the vehicle is filled with wrong fuel, vehicle shall be towed to the nearest Škoda Authorized Service Centre.



5. Replacement of Keys /Loss of Keys

In case vehicle keys are lost or misplaced, delivery of duplicate keys will be arranged from customer place of residence and will be delivered, through courier service.



6. Battery Jump start

If vehicle does not start due to weak/Flat battery, shall arrange to jumpstart the battery. Scope of this benefit does not include supply of parts or replacement elements, nor materials in general.



7. Tyre replacement

In case of a flat tyre or a burst tyre, the same will be replaced with the spare wheel only available in the customer's vehicle.



8. Towing of Vehicle

In case the vehicle is immobilised due to mechanical / electrical breakdown or accident where "on site" repaired is not possible the vehicle shall be towed to the nearest dealership on Flatbed trucks. In case of an accident the vehicle will not be towed on a flatbed truck but moved to the nearest Škoda Authorized Service Centre with special equipment.



9. Taxi service

If the breakdown location is within the radius of 200 kms from the registered address and towed for repair to the nearest Škoda authorized Service Centre, a local taxi will be arranged for the customer to reach to the destination of his choice, maximum for two days.



10. Provision of Hotel Accommodation or travel forward

In the event of a mechanical or an electrical breakdown or theft which occurs more than 100 kms from customer's place of residence (as registered during purchase of the program); the covered Vehicle is towed to the nearest Škoda Authorized Service Centre and cannot be repaired on the same day, Road Side Assistance shall arrange for any one of the following benefits, wherever available subject to schedule repair time of 6 hours or more:

- a. Non-repairable within the day, and possible to get repaired in two working days - Hotel Stay maximum for 2 Nights
- b. Non-repairable within 2 working days repair time - Arrangement to travel to the destination when distance is less than 300 Kms that of place of destination, by most suitable means of transport - car, train.
- c. Arrangement to travel to the destination when the distance is more than 300 kms that to place of residence, by suitable means of transport train, air (economy class) one way ticket.



11. Vehicle Transportation / Repatriation

In the event that the car breaks down more than 100 kms away from place of residence and repair of vehicle requires a time of immobilization longer than 72 hours, the vehicle is repaired or recovered after the customer has left the place of the incident, one of the following will be offered -

- a. If the travel distance is less than 300 Kms – the Taxi or train ticket will be arranged for customer to collect the recovered vehicle **or** company will arrange delivery of the repaired vehicle to customer registered address.
- b. If the travel distance is more than 300 Kms – economy class air ticket will be offered to customer to collect the repair vehicle **or** company will arrange delivery of the repaired vehicle to customer registered address.



12. Luggage Transportation

In case of non-repairable within 48 hrs & 6 hrs of repair time is required the luggage transportation arrangement will be done by courier as per case @ 20kg per person.



13. Deposit or custody of the repaired or recovered vehicle

In cases the breakdown occurs and if the repair of the Covered Vehicle requires a time of immobilization longer than 72 hours or in the case of theft, where the vehicle is repaired or recovered after the customer has left the place of the incident. The Company will take custody of the repaired or recovered vehicle.



14. Relay of urgent Messages

In case of an emergency, on request of customer or user, urgent messages will be relayed as per request.

15. Emergency travel as a result of an accident in his/her usual place of residence or business premises

The Company shall reimburse the cost of the expenses for emergency travel of the customer to his/her usual place of residence(as registered in RC) with one way ticket in the most suitable means of transport. car, bus, train, airplane (economy class), with due consideration of distance in the event of a burglary, fire or explosion in his/her usual place of residence or own or rented business premises that renders them uninhabitable or under serious risk of further damage occurring which warrants indispensably and immediately his/her presence and the need to travel, whenever he/she is unable to travel using the Covered Vehicle. The Client shall furnish the evidence documents or certificate of the event that caused the journey to be cut short (fire fighters' report, report to the police, insurance company report).