



TRAS EXTENDED WARRANTY PROGRAM TERMS AND CONDITIONS

ACKNOWLEDGEMENT FORM

1. Definitions:

Below terms are defined parties / places / products that will be mentioned throughout this document:

- **“Vehicle Owner/You/Your”** refers to you, the registered owner of the Vehicle covered under this Extended Warranty
- **“Administrator”** refers to Third-Party Administrator appointed by Tras, Chillax
- **“Manufacturer Authorised Service Centre”** refers to a service centre authorised, approved, and appointed by the vehicle’s manufacturer to carry out maintenance and repairs in accordance with the manufacturer’s standards.
- **“Authorised Services Centre”** refers to a service centre officially approved and appointed by Tras to perform vehicle servicing, repairs, and warranty-related work under this Program. The list of Authorised Service Centres is available on the microsite and may be updated from time to time. Alternatively, you may contact the Administrator for further information.
- **“Extended Warranty”** refers to Tras Extended Warranty

2. Owner’s Responsibilities:

It is a condition of the Extended Warranty that the vehicle owner is required to service and maintain the vehicle in accordance with manufacturer’s specifications as outlined in the original service and warranty information booklet. Please ensure that the vehicle’s service booklet is updated and stamped, or the digital booklet reset with every scheduled service at any of the Manufacturer Authorised Service Centre and/or Authorised Service.

In cases where the servicing is not carried out by an Authorised Service Centre, the only acceptable proof of service will be the detailed original invoice(s) indicating servicing dates and mileages. Invoices must be kept and presented in the event of a claim.

Failure to keep your vehicle serviced in accordance with the manufacturer’s service schedule will void the warranty.

3. Claiming procedure:

In the event that your vehicle requires to claim the warranty, the following procedure should be followed:

- Immediately take your vehicle to an Authorised Service Centre. Inform them that your vehicle is covered by Extended Warranty.
- The Authorized Service Centre must be given permission by the Vehicle Owner to carry out any fault finding/diagnosis or dismantling.
- The service department will then diagnose the required repair(s) and process for authorisation. All claims must be supported with the relevant documentation.
- Sign the invoice on completion of the required repair(s) when collecting your vehicle.

Important: No repairs will be undertaken without an issued authorisation by the Administrator. Please note that there may be expenses incurred that do not form part of the Extended Warranty coverage, e.g. maintenance items, parts that are not covered (Please refer

to “What Is Covered” and “What Is Not Covered” section), etc. such costs should be settled directly between You and the Authorised Service Centre.

The cost of dismantling/testing (up to a maximum of one-hour labour) will be paid in the event of a valid claim only, any additional time needs to be preapproved, the Vehicle Owner is liable to pay for all additional or excess cost which is not covered by the Extended Warranty.

The Administrator reserves the right to examine the Vehicle and subject it to independent assessment. The result of the assessment will determine the liability subject to the Maximum Claim Liability.

4. Wear and tear related parts replacement:

Extended Warranty is designed to protect you from the expenses of repairs associated with unanticipated failure of a covered part and/or component as a result of a mechanical or electrical breakdown. However, there are components or parts in your vehicle that are subject to gradual deterioration or wear as a result of normal driving habits, conditions, or general use of the vehicle. Therefore, coverage of such items shown in the What is Covered section of this booklet, are limited to sudden failures only and exclude failure due to wear and tear.

5. Limits: The Maximum Claim Liability must not exceed the Vehicle purchase price as recorded on the warranty certificate

6. Other condition:

This Policy is transferable to a subsequent owner, provided it remains with the same vehicle and chassis number. In the event of a change in ownership and/or vehicle registration number, the Administrator must be notified via email or phone. Failure to do so may result in the voiding of the Extended Warranty.

7. Components replacement:

The Administrator reserves the right, in respect of any repairs to the vehicle under Extended Warranty, to specify the use of new parts replacement (OEM or Original Parts based on market availability whenever appropriate.

8. Territorial limit:

The geographical coverage of the Extended Warranty is restricted to Malaysia.

9. Scheduled service maintenance:

During the principal warranty period, the Vehicle Owner must service and maintain the vehicle in accordance with the manufacturer’s specifications. Each scheduled service must be carried out by a Manufacturer Authorised Service Centre, with the service booklet duly stamped or the digital record reset accordingly.

After the expiration of the principal warranty, it is strongly recommended that the Vehicle Owner continue servicing the vehicle at a Manufacturer Authorised Service Centre or Authorised Service Centre, as the vehicle remains enrolled in the Warranty Program.

Should the Vehicle Owner choose to service the vehicle outside of an Authorised Service Centre after the principal warranty period, they must retain the original detailed invoices stating the service date, mileage, and work performed, and may be required to provide valid justification for not using an Authorised Service Centre in the event of a warranty claim.

Failure to provide the required invoice format may result in the claim being rejected under the Extended Warranty.

Service intervals must not exceed the limit by more than 1,000 km or 30 days to keep the Extended Warranty valid.

10. Ineligible vehicles:

Vehicles that are ineligible for Extended Warranty coverage are those:

- That are registered in the name of a dealer or their associated companies.
- Whose weight exceeds 3.5 metric tons. That are intended for export.
- That are sold to commercial re-sellers, driving schools, military, police, courier or delivery vehicles and invalid carrier or for any kind of hire or reward, any vehicle used for any type of timed competition, race or pace marking, off road use, the provision of a short-term self-drive contract, or by a driving school, or a dispatch or delivery courier.
- Used for a purpose for which it is not licensed or which was originally purchased for
- Whose original vehicle design has been modified (i.e. by tuning, installation of third-party parts or accessories), particularly if these changes affect the technical specifications or the safety standards of the vehicle.

11. This Extended Warranty does not cover any loss, damage, cost, claim or expense whether preventative, remedial or otherwise, directly or indirectly arising out of or relating to the calculation, comparison, differentiation, sequencing or processing of data involving date change, or any date change including leap year calculations, by any computer system, hardware, program or software and/or any microchip, integrated circuit or similar device in computer equipment or noncomputer equipment, whether the property of the Vehicle Owner or Administrator or not.

12. Important: This Extended Warranty will automatically be terminated if:

- The vehicle is reported stolen or is significantly damaged as a result of a collision and not repaired by an Authorised Service Centre; In the event the vehicle sustains significant damage due to a collision and requires repair services that are not offered by the Authorised Service Centres, the vehicle owner should notify the administrator. Approval should be obtained, or an alternative service centre recommended or approved by the insurer should be used.
- The vehicle has been modified in any way from its original factory specification, hence, any modifications or alterations that change the vehicle from its original design specifications, such as (but not limited to) suspension modifications, performance modifications, etc., may result in the non-approval of a claim or any Covered Component that may have been affected by such modifications and shall deem the entire Extended Warranty void;
- The vehicle identification number / chassis number has been altered or cannot be read;
- The odometer has been replaced and not documented by an Authorised Service Centre and/or not being informed to the Administrator, or is inoperative and the true mileage of the Vehicle cannot be determined; or The Vehicle has been used in any competitive event.

13. Data Protection Clause: Information about your Extended Warranty may be shared between for underwriting and administration purposes.

You should understand that the information you provide will be used by us, our representatives, the Administrator and industry governing bodies and regulators to handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). We have taken steps to ensure your information is held securely.

Your information may be used by us, and the Administrator and shared for marketing and research purposes or to inform you from time to time about new products or services. If you do not want to receive marketing information please write to Administrator, you have the right to access your personal records.

14. Renewal Clause: Renewable for 1 to 2 years subject to the vehicle's age or mileage whichever comes first. Renewal must be done within 3 months prior to the expiry of the existing extended warranty policy.

WHAT IS COVERED

This Extended Warranty covers the costs of repairing or replacing the below mentioned factory-fitted mechanical and electrical components of Your Vehicle that have suffered sudden and unforeseen failure during the Extended Warranty Validity requiring immediate repair or replacement for normal operation of the Vehicle to resume subject to Maximum Claim Liability and the terms and conditions of this Extended Warranty.

Warranty Parts Coverage

(MECHANISM / MECHANICAL and ELECTRICAL / ELECTRONIC)

ENGINE SYSTEM

Internal Parts Internal Parts

[M] Cylinder Head	[M] Cylinder Block
[M] Camshaft (Intake & Exhaust)	[M] Piston
[M] Camshaft Bearing Cap	[M] Piston Ring
[M] Camshaft Bearing	[M] Piston Pin / Wrist Pin
[M] Camshaft Gear	[M] Connecting Rod
[M] Camshaft Spacer Ring	[M] Connecting Rod Cap
[M] Intake & Exhaust Valve	[M] Connecting Rod Bearing
[M] Intake & Exhaust Valve spring & keeper	[M] Crankshaft
[M] Camshaft Pushrod	[M] Eccentric Shaft
[M] Camshaft Follower	[M] Crankshaft Spacer Ring
[M] Racker Arm	[M] Main Bearing (Upper & Lower)
[M] Tappet	[M] Oil Pump
[M] Valve Guide	[M] Balancer Shaft

External Parts External Parts

[E] Engine Control Module (ECU,ECM,DME)	[E] Camshaft Position Sensor
[E] Camshaft Adjuster	[E] Crankshaft Position Sensor
[E] Camshaft Adjuster Solenoid	[E] Eccentric Position Sensor
[E] Valvetronic Motor	[E] Oil Lever Sensor
[E] Variable Valve Gear/ Variable Valve Timing	[E] Oil Pressure Sensor
[E] Emission Air Pump	[E] Engine Temperature Sensor
[E] Turbo Control Solenoid	[E] Knock Sensor
[M] Turbocharger	[E] Oxygen Sensor (O2,H02)
[M] Supercharger	[E] Nitrogen Oxide Sensor/Module (Nox)
[M/E] Engine Vacuum Pump	

TRANSMISSION SYSTEM

Internal Parts Internal Parts

[M] Torque Converter	[E] Electro Hydraulic Control Unit
[M] Input Shaft & Output Shaft (Gear Shaft)	[E] Mechatronic
[M] Planetary Gear Sets	[E] Electronic Control Solenoid
[M] Pressure Plate (*automatic transmission)	[M] Drive & Driven Gear
[M] Idler Gear & Driver Gear	[M/E] Valvebody
[M] Dual Clutch Assemble (*automatic transmission) (Valvebody Control Unit)	

- [M] Brake Bands -Pressure Regulator Solenoids (EDS)
- [M] Clutch Assembly (*automatic transmission) -Magnetic Valve Solenoids (MV)
- [M] Transmission Bonded Piston
- [M] Transmission Oil Pump

External Parts

- [E] Transmission Control Module (TCM,TCU)
- [E] Gear Shifting/Selector Module
- [E] Transmission Speed Sensor
 - Gear Speed, -Turbine Speed, Output Speed
- [E] Transmission Oil Temperature Sensor

REAR AXLE & FRONT AXLE (4WD & RWD & FWD) PARTS COVERED

- | | |
|-----------------------------------|---------------------------------|
| [M] Differential Assembly | [M] Spider Gear Set |
| - Limited-Slip Differential (LSD) | [M] Ring Gear |
| - Torsen Differential | [M] Differential Bearing |
| [M] Transfer Case Assembly | [M] Differential Clutch / Plate |
| - Manual Shift | [M] Differential Case |
| - Electronic Shift | [M] Rear End Ring |
| [M] Planetary Gear Set | [E] Electrical Motor |

External Parts

- [E] Transfer Case Control Module
- [E] Transfer Case Shift Motor

BRAKING SYSTEM PARTS COVERED UNDER WARRANTY

- [E] ABS Control Unit/Module (DSC, ESP, ASC..)
- [E] ABS Pump/Motor (DSC, ESP, ASC..)
- [E] Wheel Speed Sensor
- [E] Parking Brake Control Unit
- [E] Parking Brake Motor
- *not include cable

AIR CONDITIONING PARTS COVERED UNDER WARRANTY

- [M/E] A/C Compressor *not accept for noise
- [E] A/C Blower Motor
- [E] A/C Fan Motor (Auxiliary Fan Motor)
- [E] A/C Steeper Motor
- [E] A/C Flap Motor

STEERING SYSTEM PARTS COVERED UNDER WARRANTY

- [M/E] Steering Rack (Motor/Power)
- [M] Power Steering Pump
- [E] Steering Column Motor
- [E] Steering Control Module/Unit

COOLING SYSTEM PARTS COVERED UNDER WARRANTY

[E] Cooling Fan Motor

ELECTRICAL PARTS COVERED UNDER WARRANTY

[E] Alternator *not accept for noise

[E] Starter Motor

[E] Ignition Coil / Glow Plug

Electrical and Motor operation

Others

Labour for Workmanship

Labour for Repair

WHAT IS NOT COVERED

Please note that any parts that are not specifically mentioned in what is covered section are not covered under this extended warranty.

1. Maintenance:

A. **Maintenance service:** This Extended Warranty does not cover maintenance of the vehicle. Typical maintenance service includes, but is not limited to the following:

- Wheel alignment, wheel balance, tyre rotation
- Brake and clutch inspection and adjustment
- Alignment, rectification, adjustment of all mechanical components unless related to a covered component failure.
- Drive belt inspection or any belts
- Fuel and/or cooling system for any material contamination and cleaning or flushing of the same.
- Carbon deposit and/or sludge formation and removal/cleaning of the same
- Engine tuning or phasing adjustments unless replacement occurs in connection with repairs to a covered part
- Other similar maintenance service normally necessitated by vehicle use
- Charging, recharging or rebuilding of the air conditioner
- Normal wear and tear
- Reset of service indicators, software update and programming
- Maintenance & cleaning of A/C components. Charging of A/c gas is not covered unless related to a Covered Component failure

B. **Parts maintenance:** This Extended Warranty shall not cover maintenance parts and/or expendable parts when they are replaced as part of a maintenance service normally necessitated by vehicle use. Typical maintenance parts and expendable parts include, but are not limited to, the following:

- All types of bulbs (including LED, HID, Xenon), filters and cables (Bowden cable). Battery, fuses, spark plugs, core plugs, diesel glow plugs, HT cables, drive belts, air cleaner elements, brake linings and pads, clutch discs, tyres, core /dummy plugs, wiper blades/rubbers and nozzles, audio speakers, pipes and hoses and unions, terminals and fuses, oil filters and gaskets, sump plugs, distributor cap and rotor arm
- Axle/drive shaft boots and gaiters of all types
- Timing belts/chains and associated parts
- Air conditioner refrigerant, fuel, oil, fluid, grease, lubricants or additives Exhaust systems.

2. Misuse and abuse:

Refers to any failure caused by misuse, abuse, neglect or negligence, and/or lack of normal maintenance, improper servicing and/or any failure caused by the incorrect grade, the contamination of and/or the failure to maintain proper levels of any fluids or lubricants.

This includes, but is not limited to:

- Extreme severe handling or operation of a vehicle in competitions
- Overloading with passengers and/or cargo
- Continued use of vehicle after any fault has become evident

3. Glass and lamps:

This Extended Warranty shall not cover glass -nor lamp units/frames/lamp clusters.

4. Body, interior and paint: This Extended Warranty shall not cover the following:

- Alignment and rectification of car body parts and bumpers
- Body/ chassis bushes, fasteners, fixtures, brackets
- Rattling, squeaking or similar noise and vibration
- Water leaks, such as, but not limited to, water leaking through ill-fitting or faulty rubbers or window seals, sunroofs or convertible covers
- Sun blinds, curtains convertible covers-
- Paint damage, rusting or corrosion on the body
- Intake air ducts & housings. A/c ducts, vents & housings. Bulk head or heat shield covers
- Fluid containers and reservoirs
- Fixtures such as chrome plated parts, weather strips, beadings, interior/exterior trims and, window/door glasses,
- Front and rear windscreen & mirror lens
- Cup/item holders, interior furnishings & upholstery, glove box lock, door stoppers/shocks/hinges.

5. Alterations, modification and tampering:

Any alteration or any failure/damage resulting from alteration, modification, tampering or from equipping of parts, devices and/or body fittings, which have not been performed or officially authorised shall not be covered by this Extended Warranty.

6. Incidental costs:

This Extended Warranty shall not cover any incidental expense(s) as a result of the vehicle being repaired. Such expenses may include, but are not limited to the following:

- Telephone charges
- Towing charges
- Accommodations
- Alternative transportation costs
- Rental or loaner car expense
- Travel or business loss
- Physical injury to people or damage to property of any kind

7. Non-genuine parts and accessories:

This Extended Warranty shall not cover any case that is clearly caused by the use of non-genuine or non-authorized parts and/or accessories.

8. Non-installation at Manufacturer or Authorised Service Centre:

This Extended Warranty shall not cover any damage of parts and accessories installed at any place other than the Manufacturer or Authorised Service Centre.

9. Manufacturer's Exclusions:

Any exclusions which are specifically stated in manufacturer's warranty and any component which were not originally fitted by the manufacturer even if such parts are fitted by the Authorized Service Centre. We will not accept any liability for losses which are covered under the Vehicle manufacturer's warranty or similar guarantee.

10. Damages additionally not covered

- Aerials, airbags and related systems, body, door seals, electrical wiring and wiring looms, nuts, bolts, studs, clips, springs
- No liability will be accepted for damage caused by neglect, corrosion, any foreign matter getting into or onto a part, lack of servicing, overheating or freezing, abuse or overloading, damage to parts not covered by this Extended Warranty, parts which have been fitted incorrectly, consequential losses of any nature
- Overheating: Cracks and failures to cylinder heads and cylinder blocks as a result of damage caused by overheating, lack of lubrication and carbon build up, burnt or pitted valves.

11. Consequential damage of any kind, which is:

- The damage caused to a covered component as a result of damages to a non-covered component or Vice versa (please note that consequential damage to a covered part will be paid for if caused by a covered part). Damage caused by the direct effects of storm, hail, lightning, earthquake, floods, fire, charring or explosion
- Damage caused by any external factors, including but not limited to:
 - Chewing or destruction by animals or vermin.
 - Any road traffic accidents or external impacts.
- Damage caused by warfare of all kinds, civil war, internal unrest, strikes, lockouts, confiscation or other governmental interventions or by nuclear energy, sonic boom.
- Damage caused by any deliberate or willful act, illegal removal (theft), unauthorised use, robbery or misappropriation.
- Damage for which a third party (manufacturer or distributor) is or was responsible during a repair order or any other guarantee commitment.
- Damage caused through participation in racing, time trials or related driving events.
- Damage that results from any foreign matter getting into or onto a part.
- Damages not reported within 10 days after the relevant fault has become apparent.
- Damages caused by incorrect fitting, faulty manufacture or design.

Important: If the Vehicle Owner makes a claim knowing the claim to be false and/or fraudulent as regards to the value or the amount of work or otherwise, this Extended Warranty shall be deemed void and the right to prosecute is reserved by the administrator.