

BUMPER2BUMPER WARRANTY GUIDE

Plan for the unexpected



We are
Motus

What is a Bumper2Bumper Warranty?

The Bumper2Bumper Warranty protects your vehicle against major, unexpected mechanical breakdowns and electrical failures (such as engine or gearbox failure).



This extended warranty, with benefits like roadside assistance, vehicle hire and overnight accommodation, starts after the Tata manufacturer warranty has expired.

The Bumper2Bumper is valid for 2 years and has no limitation on kilometres travelled.

A Warranty is not a Service or Maintenance Plan. A Service Plan provides for your vehicle's specified services. A Maintenance Plan provides for your vehicle's services and specific wear-and-tear items like brake pads, shock absorbers and wiper blades.

Bumper2Bumper Warranty options:

Term Policy

Valid for 24 months from the expiration date of your original manufacturer's warranty.

Monthly Policy

Runs monthly with the option to renew.
Renew after 24 months to stay protected.

How do you benefit?

- Avoid the stress of sudden, unplanned repairs
- Unexpected mechanical or electrical failures will be covered.
- Qualified technicians and genuine Tata parts
- Low monthly payments that can be added to your finance deal
- 24/7 roadside assistance



What does a Bumper2Bumper Warranty cover?

- | | | |
|-------------------------|-----------------------------|-------------------------------|
| • Air conditioner | • Drive pulleys | • GPS navigation system |
| • Alarm and immobiliser | • Electrical components | • Management system |
| • Braking system | • Electrical winch | • Phone system |
| • Cambelt failure | • Electronic ignition | • Prop shaft |
| • Casings | • Electric mirrors | • Radiator |
| • Central locking | • Electric motors (sunroof) | • Steering mechanism |
| • Clutch | • Emission control | • Suspension |
| • Cooling system | • Engine | • Transfer box |
| • CV Joints | • Entertainment system | • Transponder key |
| • Cylinder head gasket | • Free wheel hubs | • Turbo assembly |
| • Differential | • Fuel system | • Viscous and electrical fans |
| • Differential lock | • Gearbox | • Wheel bearings |



What does a Bumper2Bumper Warranty not cover?

A Bumper2Bumper Warranty will not pay for:

- Any consequential or indirect loss or damage of any kind or description whatsoever
- Cost over and above the component limit
- Components that were broken or had failed before the policy started
- Repairs that have not been authorised by us
- Damage caused by a road accident or any accidental damage
- Any repairs if the odometer is not working or has been changed in any way or has been disconnected or replaced without our written approval
- Damage resulting from oil leaks or for oil leaks themselves
- Damage to drive shafts or steering racks as a result of damaged rubber boots
- Damage caused by incorrect fuels or lubricants, unreasonable use, improper servicing or malicious damage
- Damage to vehicles that have been altered in any way from the manufacturer's specifications
- Any components that are not listed under Components Covered in the policy wording
- Any components that are still covered by the manufacturer's or supplier's warranty at the time of the mechanical breakdown or electrical failure
- Damage to all electrical wiring or damage as a result thereof
- Service items or items that need to be changed, at specific or regular intervals such as oil, grease, filters, hydraulic fluid, additives and anti-freeze, spark plugs, 'v' and cambelts, consumables and the like
- Any costs or expenses not covered under this warranty and / or that can be recovered from your motor insurance policy
- Resultant damage (where Covered Components are damaged by mechanical breakdown or electrical failure of a non covered component)

Servicing

- Servicing must be done according to the manufacturer's specifications and requirements
- No self servicing is allowed
- If you do not service your vehicle as per the requirements, you will be in breach of the policy conditions, which may result in the policy being cancelled.

Bumper2Bumper Warranty Options

Option	Plan N*	Plan A	Plan B	Plan C
Vehicle age	< 3 years	< 5 years	< 8 years	> 8 years
Km limit	< 80 000	< 110 000	< 160 000	> 160 000

**Still under original manufacturer's warranty with an up to date service history*

Your vehicle qualifies for a Bumper2Bumper warranty if it:

- Has a full service history from a Tata approved manufacturer dealership
- Is a passenger, 4x4, or light light commercial vehicle with a weight of 3 500 kg
- Is not a taxi, hire vehicle, rebuilt vehicle, modified vehicle (Code 3) used in any form of motoring competitions



Note

An Extended Warranty is offered by an insurer and will cover you from the date the manufacturer warranty expires, in which case you will claim from the administrator. The total claim value across all components and benefits covered cannot exceed the purchase price of your vehicle.

Claims

Report all claims to us and take the vehicle to an M-Sure approved repairing dealer within 7 days of becoming aware of a mechanical breakdown or electrical failure.

Claims Department: 0860 927 726 / claims@m-sure.co.za

You must have the following information when calling:

- Name and contact details
- Policy number
- Vehicle's current kilometre reading
- The nature of the mechanical breakdown or electrical failure
- The name and address of the repairer

Note

If there's more than one mechanical breakdown or electrical failure that happens or is reported at the same time it will be treated as one claim. In this event the amount authorised will be limited to the higher benefit amount and any additional costs will be for your account.





Cooling off period

If the policy has a duration of 31 days or more and if no benefits have been paid or claimed on an event insured against the policy, you have the right to cancel this policy within 14 days of the date of the receipt of the policy document.



Policy conditions

Transfer of policy

If the vehicle is sold you can transfer the policy to a new owner. You must apply for a transfer through the M-Sure Customer Service department on 0860 927 726.

Cancellation of policy

You can cancel at any time by contacting M-Sure. Should the insurer wish to cancel, you will receive 31 days notice of cancellation.

Note

This document serves as a summary of the policy wording, however the policy wording needs to be read in conjunction with this document to establish the full terms, conditions, limitations and exclusions that are applicable.

The above list is for illustration purposes only. Only key components shown above. Terms, Conditions and Limitations apply. List correct at time of publication. E&OE.

Sales Line: 0861 900 300 | tatamobility.co.za

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CUSTOMER CARE & CLAIMS



INSURER



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