



## We have extensive coverage on parts

-  Engine (Internal Parts)
-  Transmission and Gearbox
-  Aircond Compressor
-  Alternator
-  Starter Motor
-  ECU
-  Ignition Coil
-  Turbo and Supercharger
-  4 Wheel Drive System
-  Fuel Injector
-  Major Oil Leaks

## What is covered?

Category	Parts
Engine	Engine Block
	Cylinder Head
	Crankshaft
	Eccentric Shaft
	Connecting Rod
	Piston
	Engine ECU / ECM
	Piston Ring (not applicable for AUDI models)
	Valvetronic Motor (BMW)
	Variable Valve Timing
	Engine Variable Solenoid Valve
	Rocker Arm
	Intake Valve
	Exhaust Valve
	Intake Camshaft
	Exhaust Camshaft
	Oil Pump
	Tappets (Valve Lifter)
	Oil Nozzle
	Super Charger
Turbo Charger	

Category	Parts
Transmission and Gearbox	Gear Set
	Gear Oil Pump
	Solenoid Valve
	Torque Converter
	Gear Speed Sensor
	Gear Shaft
	Mechatronic (DSG / DCT)
	Gear Shifting Module
	Valve Body
Fuel System	Injector (petrol & diesel)
Air Conditioning	Air Cond Compressor
Ignition System	Starter Motor
	Ignition Coil
Electrical Components	Alternator
4 Wheel Drive System	Transfer Case
	Rear Differential
	Front Differential
Front and Rear Axle	Front Axle
	Rear Axle
Major Oil Leaks	Labour Only For Flywheel Oil Seal and Torque Converter Oil Seal Only



\* If the faulty covered parts were detected during the manufacturer's warranty period, such parts will be excluded from this extended warranty cover

# What is not covered?

Parts that are not listed in the covered items such as:

**1. Wear and Tear – Any part that wears out as part of their normal operation**

Brake linings and Disc Pads  
Brake Discs and Drums  
Clutch Release Bearing and Pressure Plate  
Clutch Linings  
Tyres  
Wiper Blades  
Spark Plugs  
Batteries  
Light Bulbs  
Filters  
Catalytic Converters  
Diesel Particulate Filters  
All Belts and Chain  
Fuses and Relays

All other parts of your vehicle that have been subjected to normal wear and tear

**2. Cooling System**

**3. Steering Mechanism**

**4. Suspension System**

**5. Braking System**

**6. Drive Shaft**

**7. Exhaust System**

**8. Petrol Tank**

**9. Satellite Navigation and Entertainment System**

**10. Security System**

**11. Wiring**

**12. Glass of any description**

**13. Body Panels, Paint and Interior Parts**

**14. Doors and Locks**

**15. Casing Oil Leak**

**16. Worn of Determinated Seal**

**17. Motorsport**

Any part that has been influenced or exposed to any form of motorsport such as racing, track days, hill climbing and rallying or similar activities.

**18. Modification**

Engine Chip Tuning

Any alterations that have changed the design or performance

Odometer Tuning

**19. Misuse**

Any defects resulting from driver negligence, misuse or abuse

Driving the vehicle after loss of fluid such as coolant, oil, refrigerants or after warnings systems have advised the driver to stop the vehicle

Driving the vehicle in off-road conditions beyond the designed or intended use of the vehicle

**20. Environment Conditions**

Any defects resulting from airborne industrial pollutants including acid rain, industrial fallout, salt, sand, stones, tree sap, bird and animal droppings, windstorm, hail, flood, lightning or other Acts of Nature

All other components / parts except covered parts

# Warranty Terms and Conditions

## ELIGIBILITY

- Used car below the age of 7 years old from vehicle's first registration date with mileage equal or less than 100,000 km, excluding Recond car. Vehicle is Goo KANTEI inspected and certified.
- The vehicle listed below shall not be eligible for Goo WARRANTY:

ALFA ROMEO, ALL CHINESE BRANDS, AMG VARIANTS FOR MERCEDES, ASTON MARTIN, BENTLEY, BUGATTI, ELECTRIC OR HYBRID VEHICLES, FERRARI, FIAT, HUMMER, LAMBORGHINI, LAND ROVER, LOTUS, MASERATI, MAYBACH, MCLAREN, PORSCHE, PROTON, PERODUA, RANGE ROVER, ROLLS ROYCE, SAAB, TATA, NISSAN GTR, HONDA NSX, AND ANY TYPE OF SUPER VEHICLE BRANDS AND HIGH PERFORMANCE VEHICLES.

## VALIDITY

Valid period of Goo WARRANTY contract shall be 1 year or up to 25,000km, whichever shall first occur.

## LIMIT OF CLAIMS

There shall be a limit of RM10,000 per claim and RM50,000 in total. Both limits include government tax, if any.

## SERVICE AND MAINTENANCE

- Repairs made under warranty must be performed at Authorised Workshops Panels / Repairers.
- Warranted repairs shall be made entirely at the discretion of the warranty administrator who reserves the right to either repair / recondition damaged components or to replace damaged components with used / reconditioned components.
- Service requirement
  - For Fully-Synthetic Oil Usage  
Servicing of vehicles must be carried out at intervals of every 10,000km / 6,000miles or 6 months whichever occurs first.
  - For Mineral Oil / Semi-Synthetic Oil Usage:  
Servicing of vehicles must be carried out at intervals of every 5,000km / 3,000miles or 3 months whichever occurs first.

## ACCEPTANCE OF CLAIMS

Claims under Goo WARRANTY will only be accepted:

- 2 weeks after the purchase of Goo WARRANTY;
- The vehicle has been serviced every 10,000km / 6,000miles / 6 months or 5,000km / 3,000miles / 3 months whichever comes first at Authorized Panel Workshops / Repairers;
- Service Booklet must be signed and stamped by Authorized Panel Workshops / Repairers;
- Any claim application should be presented to the warranty administrator within 14 days after the relevant fault has become apparent; and
- Claim recommendation must be provided by warranty administrator prior to repair being carried out.

## MAKING A CLAIM

In the event of breakdown vehicle eligible for Goo Warranty should be sent or towed to the nearest Authorized Panel Workshops / Repairers. Please contact and notify your claim to the customer careline at 1300 88 3005. You may refer to the warranty administrator for any assistance relating to your claims.

## **NON-ACCEPTANCE OF CLAIMS**

1. No claims shall be accepted for :-
  - Damage caused by negligence;
  - Damage caused by corrosion;
  - Damage caused by any foreign matter getting into or onto a part;
  - Damage due to lack of servicing;
  - Damage due to overheating, freezing, or water leaking;
  - Correct oil / fluid levels not maintained;
  - Cracks and broken parts;
  - Damage due to abuse and neglect;
  - Any incidental and consequential damage such as telephone calls, towing, car rental charges, hotel charges, loss of time, commercial loss;
  - Any damage attributable to impact or road traffic accident;
  - Any defects or damage in existence prior to the commencement of the policy;
  - Refilling or topping up with incorrect specification fuel or alternative fuel; and
  - Any damage to parts not covered under this warranty.
  - Damage caused by fire, war, sonic boom, or nuclear radiation.
  - Any repairs required as a result of continued operation of the vehicle once a defect or fault as occurred (including loss of lubricants and coolant) shall not be accepted.
  - Any existing parts which are non-manufacturer's original parts and in addition not factory fitted or franchised dealer fitted.
  - Any cost and expense to test or replace parts as required by government authority.
  - Any vehicle which the odometer has been tampered with to alter the mileage of the vehicle.
  - Any damage which the result of non-performance due to a manufacturer recall in the vehicle country of origin or in Malaysia.
2. All service details and vehicle condition history of your vehicle contracted with Goo WARRANTY is to be kept in the Service Booklet, and the service / maintenance records in the Service Booklet must be shown to Authorized Panel Workshops / Repairers. Failure to do so shall result in your claim application to be rejected and contract of Goo Warranty shall be voided.

## **EXCLUSION OF COVERAGE**

The coverage provided by this Policy for Goo WARRANTY specifically excludes the following:-

- Vehicles used for hire and reward, driving school, competitions, racing, pace-making, rallies;
- Wear and Tear in accordance with vehicle age and mileage;
- Service items and adjustments such as cooling and fuel system cleaning, carbon, and so on;
- Sludge removal, brake and clutch adjustment and drive belt adjustment;
- Failure of vehicle where the odometer kilometres have been altered or changed;
- Problems or defects caused by unauthorised or failure to follow the manufacturer's Installation, operation or maintenance instructions;
- Problems or defects due to lack of maintenance as required by the manufacturer;
- Any damage by fire, theft, burglary, accident, neglect, misuse, abuse, malicious damage, aircraft and/or vehicle impact, corrosion, battery leakage, power outages or surges, inadequate and / or improper voltage, animal and / or insect infection or Acts of God including but not limited to earthquake, storm or tempest (wind), sand, water, flood, rising water, lightning;
- Consequential damage to a component not covered as a result of the failure of a covered component, and damage to a covered component caused by the failure of an excluded component or event;
- The cost and expense to test or replace parts as required by government authority;
- Any damage caused to your engine resulting from the ingestion of water through the engine air intake system (commonly referred to as water ingestion);
- Engine tuning or timing run out and the such;
- Damage caused by misuse such as overloading, racing, modifications;
- Damage caused by the failure of any item not covered by this warranty;
- Conditions such as noise, vibration, oil seepage, water entry or water leaking;
- Normal routine service, maintenance, cleaning, lubrication, adjustments or alignment;
- Any defects which are subject to manufacturer's recall or which are covered under a manufacturer's program or reimbursement;
- Breakdown caused by computer virus or realignment to products or defects resulting directly and/or indirectly software installation and removal;
- Consequential losses of any kind;
- Damage arising from transportation of the vehicle;
- Programming, realignment or upgrade of software; and
- Any problems or defects not covered by Goo WARRANTY.

## **CANCELLATION**

Contract of Goo WARRANTY is of non-refundable value and cannot be transferred.

## **CLAIMS PERIMETER**

Goo WARRANTY enables customers to receive warranty service in Malaysia only and any claims outside of this perimeter is strictly prohibited.