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7 Years Unlimited Mileage FAQ

Q1. I heard ETCM had recently extended the new vehicle warranty to 7 years for its models. What are the models included?

Yes, with effect from 1 January 2017, the warranty period for **all private usage vehicles with Year Make 2017** sold by ETCM and its authorized dealers will be extended to 7 years warranty EXCEPT Nissan Navara & NV350 Urvan.

Year Make	Models	Type of Usage	Warranty Duration
2017	<ol style="list-style-type: none"> Teana (L33) Grand Livina (L10) Livina X-Gear (L10) X-Trail (T32) Serena S-Hybrid (C26) Almera (N17) 	Individual / Company Registration; Private Usage	7 years / unlimited mileage
	<ol style="list-style-type: none"> Navara (D23) NV350 Urvan (E26) 		5 years / 150,000km (whichever comes first)

However, Nissan Sylphy (B17), Leaf (ZE0), and any vehicles purchased for **commercial usage**, such as but not limited to public transport, taxi, rental car, converted vehicles and goods carriers, are **NOT entitled** to the 7 years warranty. The vehicle warranty for these vehicles will be 3 years / 100,00km (whichever comes first).

Q2. What is covered under the 7 years warranty? Is it the same as the first 3 years?

The first 5 years warranty conditions are identical to manufacturer's 3 years warranty, while 6th and 7th year warrants engine, transmission and selected parts coverage (*Terms & conditions apply*).

You may refer to the detailed terms & conditions which will be stated in the Warranty Information & Maintenance booklet or consult your Sales Personnel / any of our Tan Chong Ekspres Auto Servis (TCEAS) Service Centres.





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Q3. Why is the vehicle warranty for Navara & NV350 Urvan different from other models i.e limited to 5 yrs / 150,000km mileage whereas other model is with 7 yrs / unlimited mileage?

It is a common industry practice to offer 5 yrs / 150,000km for commercial vehicles purchased for private usage.

Q4. How do I keep my 7 years warranty valid?

To maintain the validity of the 7 years warranty, the vehicle must be serviced at any of our Tan Chong Ekspres Auto Servis (TCEAS) Service Centres or Authorized Service Dealers, according to Nissan Preventive Maintenance Schedule (PMS) at the required serviced intervals.

Q5. I have been servicing my vehicle at both TCEAS and its Authorized Service Dealers, will the 7 years warranty still valid?

Yes, the 7 years warranty is still valid as long as the vehicle is being serviced at any of our Tan Chong Ekspres Auto Servis (TCEAS) Service Centres / Authorized Service Dealers, according to Nissan Preventive Maintenance Schedule (PMS) and required intervals and the Warranty Information & Maintenance Booklet are being updated accordingly.

Q6. Is this 7 years warranty transferable to the new owner?

Yes, the 7 years warranty stays with the vehicle regardless of change in ownership, subject to terms and conditions as stated in the Warranty Information & Maintenance Booklet.

Q7. I have just collected my vehicle in Dec 2016, am I entitle for the 7 years warranty?

The 7 years warranty is only valid for vehicles with Year of Make 2017 onwards.



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Q8. I currently own a Nissan vehicle and wish to purchase the Extended Warranty Package. How can I purchase it?

The Extended Warranty Package will be available soon for owners' vehicle which meets the following conditions:

- The vehicle must be within warranty period of 3 years / 100,000km (whichever comes first) at the point of purchase of the Extended Warranty Package.
- The vehicle must have been serviced at our authorized TCEAS centres at the correct intervals and service packages.
- The vehicle has to pass our TCEAS inspection.
- Must not be a vehicle which has been declared a total loss, or damaged by natural disasters.

However, the Extended Warranty Package is not available for vehicles purchased for commercial usage, Sylphy (B17) and Leaf (ZE0).

You may contact our Customer Service Hotline at **1800-88-3838** or walk-in to any of our nearest TCEAS centre.

Q9. Will the NISSAN genuine accessories purchased with ETCM also be having the same 7 years warranty?

All NISSAN genuine accessories purchased with ETCM will be covered under 3 years / 100,000km (whichever comes first) **EXCEPT** window tint film which comes with 5 years warranty.

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