

Inchcape | **Certified  
Pre-Owned  
SERVICES**



Embark on a new era of mobility with **Inchcape's 50 years** of aftersales experience.

**EXPERIENCE  
INDUSTRY-LEADING  
AFTERSALES SERVICES**

# Service Agreement

The Inchcape Certified Preowned Service Agreement (ICP Agreement) is designed to give you extra motoring protection. The best way to achieve this is to offer you the benefits of this warranty.

Your vehicle has been checked and serviced to ensure that it meets Inchcape Preowned's high standards before delivery, and you can be confident that should it be necessary, Borneo Motors (Singapore) Pte Ltd will carry out warranty-related repairs to these same standards.

You will find all the other information you need about your ICP Agreement in this document, and we recommend that you read it carefully.

**This document is a supplement to your owner's manual**

Warranty information is provided to protect your investment with an outline of procedures for solving any problem you may have with your vehicle. Your Owner's Manual also contains important information. Be sure to read it carefully.

All information is based on the latest data available at the time of publication and is subject to change without notice.

Please be aware that any modification to your vehicle could affect its performance, safety and durability, and may even violate governmental regulations.



# Contents

Definitions.....	04
Eligibility.....	06
General Provisions.....	08
What Is Covered.....	12
What Is Not Covered.....	17



# Definitions

Borneo Motors (Singapore) Pte Ltd's obligations to perform under this ICP Agreement is underwritten and administered by the Insurer.

The following definitions apply to words used frequently in this ICP Agreement:

## **You, Your**

Means the ICP Agreement Purchaser/Holder (the owner of the described vehicle) or the person to whom this ICP Agreement was transferred under the transfer provisions of this ICP Agreement.

## **We, Us, Our**

Means Borneo Motors (Singapore) Pte Ltd.

Inchcape Certified Preowned Agreement – Means the Coverage as set out in this ICP Agreement, which You have received from Borneo Motors (Singapore) Pte Ltd to protect Your vehicle.

## **Inchcape Certified Preowned Agreement**

Means the Coverage as set out in this ICP Agreement, which You have received from Borneo Motors (Singapore) Pte Ltd to protect Your vehicle.

# Definitions

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## Coverage

Means the eligible covered breakdown, as shown in the Coverage Information Section, which applies to Your vehicle.

## Breakdown

Means the failure of a covered part under normal service. A covered part that has failed when it can no longer perform the function for which it was designed solely because of its condition and not because of the action or inaction of any non-covered parts.

## The Vehicle Retailer

Borneo Motors (Singapore) Pte Ltd, 2 Pandan Crescent, Inchcape Centre, Singapore 128462. The Company who sold the vehicle and this ICP Agreement to You.

## The Covered Vehicle

The vehicle purchased from the vehicle dealer which is covered under ICP Agreement for Covered Mechanical Breakdown as described in this ICP Agreement Booklet and is hereafter referred to as "The Covered Vehicle".

## Betterment

It is not the intention, implied or otherwise, of the warranty to make new vehicles from old. Wear and tear deterioration arising for example through usage or age of the vehicle is not therefore covered by this ICP Agreement. Where You require to replace parts or complete units e.g. exchange gearboxes, engines, differential units which in the sole opinion of Borneo Motors (Singapore) Pte Ltd are in excess of what necessary to rectify the fault then the difference in cost must be met by You. If in doubt, You should first consult the Service Advisor or Borneo Motors (Singapore) Pte Ltd.

## Mechanical Failure

Mechanical failure shall mean the inability of a component covered by this ICP Agreement (hereinafter referred to as "the Covered Parts") to operate in accordance with the manufacturer's specifications as the result of a breakdown or electrical failure. Damage caused by an accident of any nature to the Covered Parts by or resulting from such said damage is excluded from this ICP Agreement. The wearing out of any of the Covered Parts caused by or naturally resulting from ordinary use or working, or the gradual reduction in operating performance commensurate with the age and mileage of the vehicle is excluded.



# Eligibility

The ICP Agreement is available to Passenger Cars purchased from Borneo Motors (Singapore) Pte Ltd.

## Exclusions on Eligibility

- All vehicles more than 3,500kg Gross Vehicle Weight (G.V.W)
- Rare, customer, or limited production (exotic models)
- Water-damaged vehicles
- Vehicles with alterations or modification. All vehicles must have standard Factory Installed Equipment.
- Any vehicle which is, has been or will be used for competitive driving, racing, off-road use, hire to the public, delivery, rental or commercial\* purposes, pool cars or as an emergency vehicle.

*\*A commercial vehicle is defined as any vehicle used in the act of business or trade where the vehicle is used in wholesale or retail delivery, emergency use, or for other business purposes. Examples shown include Government vehicle, police car, private hire, taxi, tow truck, or any vehicle titled to a business where there is more than one driver.*

# Eligibility

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This Extended Warranty shall commence from the day of vehicle collection.

This Extended Warranty shall expire: at the end of the 6th or 12th month from the date of commencement as stated on the delivery invoice

OR

when the aggregate distance travelled by the vehicle reaches the Covered Expiry Mileage of 10,000km or 20,000km from the date of collection, whichever comes first.

## Vehicle Maintenance

We strongly recommend that your vehicle be serviced and/or repaired by a professional servicing workshop such as Borneo Motors (Singapore) Pte Ltd, which is an authorised workshop, in accordance with the manufacturer's recommendation with correct parts and grade used, and in intervals of every 6 months or 10,000 km travelled, whichever comes first. (A maximum of 1,000km travelled or 45 days either side of the service period, whichever is the sooner, is permitted). We will not be responsible for ensuring that the professional servicing and repair records of your vehicle would be complete in order for your coverage to apply otherwise. For the avoidance of doubt, Borneo Motors (Singapore) Pte Ltd will not be responsible for any damages arising out of maintenance, servicing, repairs or parts replacement carried out by third party workshops.

## The Warranty under this ICP Agreement shall become void in the event:

- That the maintenance guidelines above are not complied with.
- Maintenance records and invoices from date of sale supported by receipts indicating dates, mileage and services performed are not available upon request.
- Any alterations or modifications are done to the vehicle not in accordance with the manufacturer's recommendations.
- If the vehicle has been used for competitive driving, racing, off-road use, hire to the public, delivery, rental or commercial\* purposes, pool cars or as an emergency vehicle.
- If the vehicle is water damaged.

# General Provisions



# General Provisions

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## 1. Coverage

Coverage extends beyond the Manufacturer's labour and parts Warranty. Borneo Motors (Singapore) Pte Ltd's obligation to administer claims on labour and parts coverage will commence upon expiration of the shortest portion of the Manufacturer's labour and parts Warranty. Borneo Motors (Singapore) Pte Ltd's obligations to administer claims shall extend only for the duration of the term of coverage which expires at the end of 6th / 12th month or 10,000km / 20,000km on vehicle mileage from the date of the vehicle's collection.

## 2. Territory

This ICP Agreement applies only to warranty repairs carried out within Singapore by Borneo Motors (Singapore) Pte Ltd.

## 3. Limits of Liability

**A. Per Repair Visit** – Our liability for any one (1) repair visit shall in no event exceed \$10,000.

**B. Mileage** – The mileage will be capped at 20,000km per annum. The total mileage over the 6 months period (if applicable) shall not exceed 10,000km.

**C. Aggregate** – The total of all benefits paid or payable while this ICP agreement is in force shall not exceed the market value of the Covered Vehicle (excluding Taxes and Certificate of Entitlement).

## 4. Transfer of ICP Agreement

This ICP Agreement is non-transferable and non-exchangeable for cash.

# General Provisions

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## 5. Termination of Your ICP Agreement

Borneo Motors (Singapore) Pte Ltd reserves the right to cancel the ICP Agreement in the following circumstances:

- Material misrepresentation or fraud on Your part.
- Violation of any of the terms and conditions contained herein.
- Misrepresentation in the submission of repair claim.

## 6. Appraisal

If either party fails to agree as to the amount of the repair claim, We or You may demand an appraisal of the repair claim. In such even and if mutually agreeable, each party shall select a competent appraiser, the appraisers shall select a competent and disinterested umpire. The appraisers shall state separately the amount of the repair claim, and failing to agree, shall submit their differences to the umpire. The umpire shall determine the amount of the repair claim. Each party shall pay their chosen appraiser and shall bear appraisers shall select equally the other expenses of the appraisal and umpire. We shall not be held to have waived any of our rights by act related to appraisal.

## 7. Changes

No changes may be made in the ICP Agreement unless approved by Us in writing. None of our representatives have the authority to change or waive any provision of this ICP Agreement.

## 8. Representations

By acceptance of this ICP Agreement, You agree that the statements on the ICP Agreement Booklet are true and accurate and that this ICP Agreement is issued in reliance upon the truth of those statements.

## 9. Our Right to Recover Payment

If We pay anything under this ICP Agreement and You have a right to recover against another party, Your rights shall become Our rights. You shall do whatever is necessary to enable Us to enforce these rights against the other party including the right to use your name to commence legal proceedings against the other party.

## 10. Jurisdiction

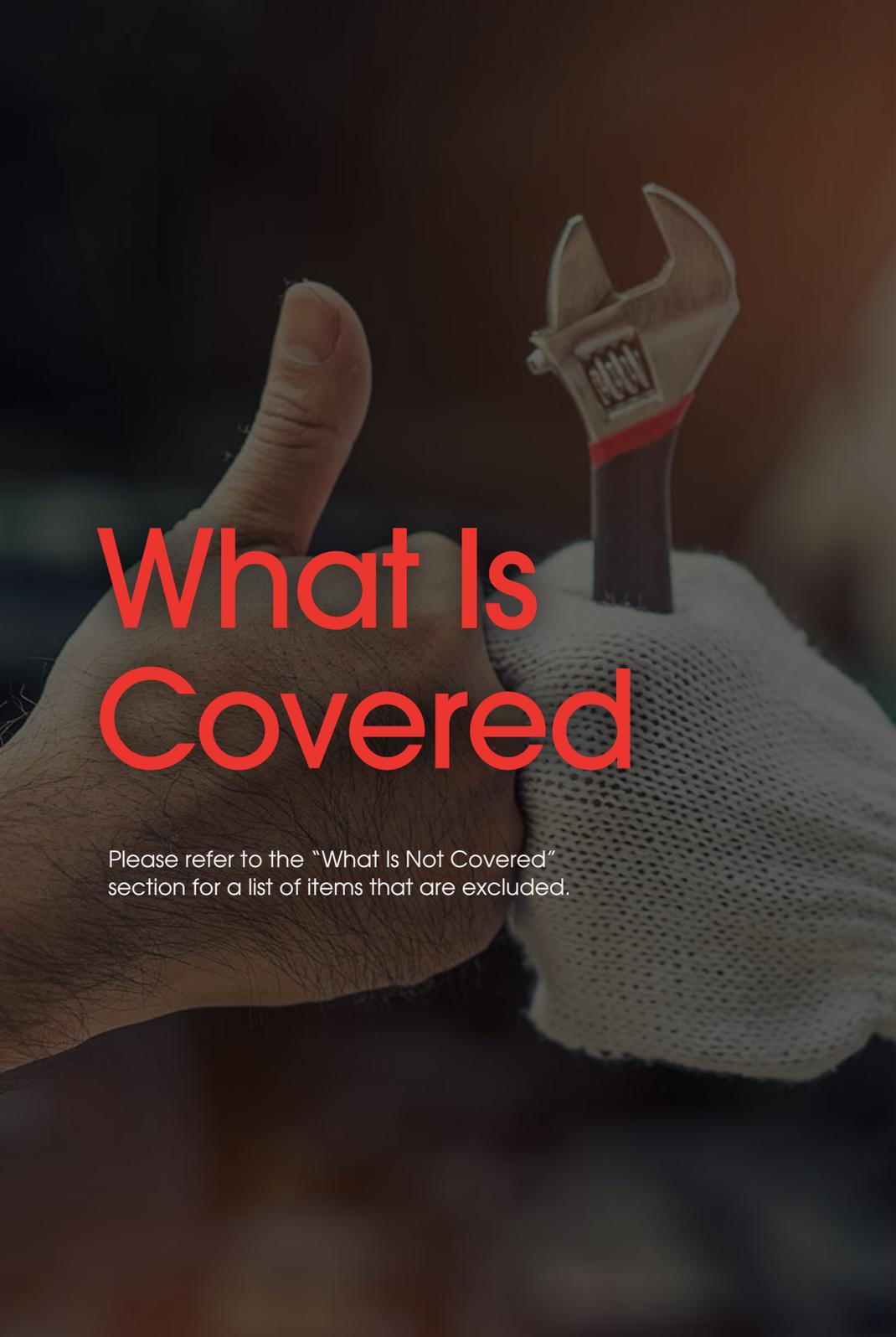
This ICP Agreement shall be governed by and construed in accordance with laws of the Republic of Singapore.

# General Provisions

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## 11. Repair Procedure for Covered Breakdown:

- Contact Borneo Motors Service Centre and ask for a Service Advisor.
- State that your vehicle is covered by a ICP Agreement.
- Provide the following information to the Service Advisor:
  - a. Your Name
  - b. Your Contact Number
  - c. The Vehicle Registration Number
- Await instruction from the Service Advisor.
- Take your vehicle to Borneo Motors Service Centre as instructed by the Service Advisor.
- In the case whereby the vehicle breaks down outside Singapore, it is Your responsibility to transfer the vehicle back to Borneo Motors (Singapore) Pte Ltd at your own cost to effect the covered repair.
- Request for estimate of repair costs which may not be covered by the ICP Agreement.
- If the claim is valid, Borneo Motors (Singapore) Pte Ltd will issue authorization for repairs to proceed. No repairs are to be commenced until authorization is given.
- Complete and sign the repair invoice or claim form and pass it to the Service Advisor after the repairs have been carried out.



# What Is Covered

Please refer to the “What Is Not Covered” section for a list of items that are excluded.

This plan covers the mechanical failures of items listed in this **“What Is Covered”** section.

## Engine

Internally lubricated parts contained within the cylinder block and head(s)

- Balance shafts and balance shaft bearings
- Crankshaft and main bearings
- Pistons, piston rings and pins
- Timing chain vibration damper
- Camshaft, bearings and followers
- Cylinder block
- Push rods
- Timing chain cover (only as a result of damage caused by a mechanical failure)
- Camshaft timing sprockets
- Cylinder heads and head gasket
- Rocker arms, shafts, bushings
- Valve covers (only as a result of damage caused by a mechanical failure)
- Variable valve timing mechanism
- Oil pan (only as a result of damage caused by a mechanical failure)
- Seals and gaskets (alone not covered)
- Valves, valve guides, lifters, springs and seats
- Connecting rods and bearings
- Oil pump
- Timing gears, guides and tensioners

# What Is Covered

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## Exterior Of Engine Block

- Flywheel / flex plate (breakage)
- Flywheel ring gear
- Front crank shaft drive pulley
- Timing chain/belt (breakage)\*

## Turbocharger/Supercharger Unit - Factory Installed

- Turbo unit
- Wastegate and actuator
- Metal Pipes

## Cooling System

- Water pump
- Radiator and radiator fan
- Radiator fan clutch, viscous coupling or motor
- Thermostat
- Thermostat housing
- Oil cooler
- Radiator cooling fan resistor
- Coolant level sensor

## Fuel Injection And Emissions Management Systems

Components within the fuel and emissions management system as listed:

- Air control valve
- Positive crankcase ventilation system (excluding hoses)
- Mass air flow sensor
- Temperature sensor, engine coolant
- Air idle control valve
- Vacuum restrictor
- Air supply valve and tube
- Throttle body and throttle position sensor
- Barometric / MAP pressure sensor
- Fuel accumulator and pressure regulator
- ECC (electronic climate control) relay assembly
- Engine cooling temperature sensor
- Lambda (oxygen) sensor
- Accelerator pedal position sensor
- EVAP vapour storage canister
- Camshaft position sensor
- Knock sensor
- Pollution sensor

\* Timing Belt covered provided that the last due change of the belt has taken place as specified by the manufacturer's schedule (proof required). Noise and Vibration due to parts worn out are not covered.

# What Is Covered

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## Transmission (Automatic, Manual and CVT)

Internally lubricated parts contained within the transmission and transfer case as listed below:

- Shafts, gears, selectors, bearings, pumps
- Differential gear assembly
- Gear shift cable
- Shift solenoid valves
- Governor assembly
- Automatic transmission fluid temperature sensor
- Release hubs and bearings
- Vehicle speed sensor
- Seals and gaskets (alone not covered)
- Park/neutral position switch
- Torque converter
- Gear range position sensor
- Housings / cases and oil pan (only as a result of damage caused by a mechanical failure)

## Exterior Of Transfer Casing

- Vacuum modules
- Automatic transmission fluid cooling unit

## Manual Clutch

- Clutch master cylinder
- Clutch slave cylinder
- Clutch throw-out bearing

# What Is Covered

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## Drive Axle (Front and Rear)

- Internally lubricated components contained within the drive axle as listed:
- Oil pan and axle drive housing (only as a result of damage caused by a mechanical failure)
- Seals and gaskets (alone not covered)
- Bearings (wheel bearings excluded)
- Drive shafts
- Constant velocity joints (unless damage caused by torn drive boots)
- Universal joints and couplings
- Locking hubs

## Steering

- Idler arm
- Linkages and couplings
- Power steering reservoir
- Pulley assembly, power steering pump
- Seals and gaskets (alone not covered)
- Steering rack and pinion housing Manual and power (includes all internal parts, exclude gaiters)
- Steering box
- Power steering - electric assisted sensor and motor

## Fuel System (Diesel and Petrol)

- Mechanical and electrical fuel pump(s)
- Lift pump
- Fuel tank sender unit

## Front & Rear Suspension

- Ball / swivel joints, upper and lower
- Control arms, upper and lower
- Control arm shafts
- Linkage
- Stabilizer bar
- Tie rods
- Wheel cylinders
- All components of ABS system

# What Is Covered

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## Air conditioning\* System

- A/C compressor and seals
- A/C compressor / clutch / switch  
\*Factory fitted only

## Safety Items

- Front and rear seat belts and mechanism seat belt pre-tensioners
- Air-bags components
- Electrical circuits

## Towing Charges

- Due to breakdown of covered components (within Singapore).

## Electrical

- Keyless entry / central locking system (excluding door handles)
- Power door locks and retainer clips (excluding door handles)
- Power window and sunroof motors / regulators / switches
- Alternator and regulator pack
- Starter motor
- Starter motor solenoid
- Ignition Coil

- Distributor assembly and shaft
- Distributor cap and rotor
- Ignition module, electronic
- Switches, manually operated electrical
- Windscreen wiper and washer motors (front and rear)
- Horn and multifunction stalk switch
- All Electronic Control Units ECU's (factory fitted)

## Brakes – ABS

- Anti-lock brake module, pump and sensors (ABS - factory fitted)
- Backing plates
- Power brake booster
- Callipers and seals
- Combination valve
- Lines and fittings
- Master cylinder
- Parking brake linkage and cables
- Retainers and clips
- Self adjusters
- Shaft, brake pedal
- Park brake return springs

*(Note: suspension bushings and shock absorbers are not covered, as these are a wear and tear item)*

# What Is Not Covered



Any items not listed under the **“What Is Covered”** section above.

Incidental or consequential damages or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, damage to a covered part by a non-covered part and damage to a non-covered part by a covered part.

# What Is Not Covered

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## Breakdowns due to inherent design and manufacturing defects

Repairs covered by any Manufacturer's Factory Warranty or Manufacturer's Emission Warranty on the covered vehicle (whether or not transferred with the vehicle), manufacturer's recall or factory bulletins, breakdowns of components caused by a defect the manufacturer has publicly announced it would correct, but which you failed to have corrected.

Commercial use is excluded and will void coverage under this extended service agreement.

Repairs required because of collision, abuse, overheating or operation without proper lubrication or coolant, road conditions, abuse, negligence, alterations, racing, accidents, fires, floods, riots, acts of God, vandalism, upset, theft, lack of reasonable and proper maintenance, abuse through towing or improper load capacity, abuse through continued operation of an impaired vehicle, or any other losses normally covered by casualty insurance. Repairs beyond those required

to correct the covered failure. Repairs of components which have been modified or added to the vehicle after purchase, any repairs on vehicles whose mileage has been altered or whose odometer has been tampered with. The total benefits payable under this ICP Agreement shall not exceed the retail price paid for the vehicle (excluding Taxes and Certificate of Entitlement). Repairs done other than Borneo Motors (Singapore) Pte Ltd are excluded from cover under the ICP Agreement unless you obtain

a written waiver to this condition from the Responsible Party. Any Roadside Assistance services obtained are excluded. Towing services associated with accidents or vandalism is excluded. Other expenses associated with travel arrangements, food, lodging and miscellaneous expenses are excluded. Any manufacturer's required maintenance and wear and tear items are excluded.

# What Is Not Covered

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## Maintenance Service

- Engine tune-up
- Wheel alignment, balance and tyre rotation
- Brake and clutch inspection and adjustment
- Inspection and adjustment of linkage of various parts
- Drive belt inspection and adjustment
- Fuel system cleaning
- Cooling system cleaning
- Carbon and sludge removal
- Other similar maintenance service ordinarily needed with vehicle usage

## Normal Wear and Tear Items

- Rubber hoses
- Vacuum pipes
- Beltings and pulley bearings
- Timing belt, tensioner
- Wiper blades
- Clutch disc cover and bearings
- Shock absorber
- Suspension rubber bump & stopper
- Drive shaft dust covers and steering dust covers

## Exterior

- Service adjustments (glass and body parts)
- Bright metal, bumpers
- Body panels
- Door handles
- Hinges, glass
- Moldings
- Outside ornamentation
- Convertible or vinyl tops
- Paint, rust, sheet metal
- Side view mirrors (glass and housing breakage)
- Air and water leaks
- Weather-strip
- Wheel covers/ornaments and wind noise
- Physical damage, alignment or bumper, body parts, lamps and lens casings.

## Interior

- Buttons, knobs
- Carpet
- Dash pad and/or door board and instruments indicators
- De-coloration and/or fading deformation of seat materials, interior upholstery, other trims and upholstery
- Door and window handles
- Rear-view mirror (glass and housing breakage)
- Non-factory fitted or non-Borneo motors-fitted supplied radios, tape players, compact disc players, graphic equalizers and speakers
- Cellular telephones
- Theft deterrent systems
- Non-factory fitted ultrasonic sensor and radar detectors

*\*Normal Wear and Tear is not covered.*

# What Is Not Covered

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## Non-Warrantable Parts and Materials which are replaced as maintenance service are:

- Bulbs
- Spark plugs
- Brake linings
- Oil filter
- Transmitter battery
- Fuses
- Brake pads
- Clutch linings
- Battery (not applicable to hybrid battery)
- Air filter
- Drive belts
- Brake shoes
- Fuel filter
- Air-con filter
- Air-con cooler refrigerant
- Fluids
- Fuel
- Lubricant additives
- Oil and grease

## Factory Audio / Video System

Only factory-fitted audio system, CD changer, radio, amplifier, tape player (if applicable), graphic equalizer, speaker system and GPS Navigational System (excluding software).

## Incidental Costs

Expenses and loss sustained in connection with Service Agreement repairs such as telephone, accommodations, car rental and business or time lost.

## Motorsport Installation

All Motorsport installations including TRD Parts & Accessories will not be covered.

## Noise and Vibration

Noise and vibration originated from normal operation of the vehicle as the result of vehicle characteristic, aerodynamic design, cross wind, road condition, suspension & steering contact noise, squeaks from brake & interior parts contact, wheel bearing noise.

## Concurrent Failure

Any item that function in a pair or set that fail concurrently will not be covered. These failures are considered as natural wearing out and not premature defects. Examples include left and right front/rear of shock absorbers, bearings, bushings, mountings etc.

Notes: The ICP Agreement shall not cover the above except in the event of any replacement and replenishment which is considered necessary to effect this ICP Agreement's covered repairs.



Inchcape

# Borneo Motors

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**Borneo Motors (Singapore) Pte Ltd**

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**Privacy & Policy**

Refer to our website at [www.inchcape.com.sg/privacy-policy](http://www.inchcape.com.sg/privacy-policy) for more details on our Personal Data Protection & Privacy Policy.