



# SERVICE CIRCULAR

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**CATEGORY OF CIRCULAR INFORMATION****SUBJECT : CUSTOMER SATISFACTION IN BODY REPAIR: MARUTI INSURANCE GUIDELINES RELATED TO SALVAGE VALUE & PARTS CLASSIFICATION**

Based on the feedback received from customers, following practices are observed in some dealerships:

1. The salvage value (5%) of salvage parts is being forcibly collected from the customers.
2. Parts like Radiator, Condenser & Wiring Harness are considered as Plastic parts, thereby collecting 50% of the value of the part as "depreciation amount" from the customers.

**The above mentioned practices are strictly not recommended and will in turn create dissatisfaction among customers.**

**Maruti Insurance Guidelines:**

The guidelines to be adhered related to the Maruti Insurance claim processing are detailed below:

1. The salvage parts are the property of Insurance Company. Insurance co. can deduct the salvage value from dealership for the below mentioned parts only:
  - a. Radiator & Condenser – 5% of the value of the part
  - b. Bodysell – Negotiable (If the dealer is not satisfied with the negotiated value, dealer shall return the part and no deduction should be effected)

**No salvage amount should be deducted forcibly from customers on account of any Salvage part.** Only if the customers want possession of the above mentioned salvage parts, the amount as mentioned can be deducted from customers.

**2. Parts like Radiator, Condenser & Wiring Harness should not be considered as Plastic.**

These parts should be considered as only Metal parts. (For metal parts the depreciation amount will be applicable as per the age of the vehicle).

Following details are provided in annexure 1 for reference:

1. Different types of parts and their classification as 'Metal" or "Plastic"
2. The depreciation table for the metal parts (amount to be deducted from customers based on the age of the vehicle)

It is reiterated that salvage value for any parts should not be forcibly deducted from customers.

P. Agrawal  
(General Manager – Network Development Division)

All concerned may kindly be informed.

**CEO – All Dealers / MSZs**

**Master copy should be retained in your records.**

**Works Manager to explain all concerned as mentioned in the circular.**

Works Manager	Customer Care Manager	Service Advisor	Supervisor	Technical Advisor	Spare Parts Manager

Previous Circular No. D-11/2010 has been sent to all Dealers

**Maruti Insurance Guidelines**

**A. Different Types of Parts and their classification**

**Electrical / Metal Parts:** (Depreciation chart provided below for reference)

Radiator, Condenser, Wiring Harness, All sensors, Fuel injectors, all actuators, ECM, Combination switch, Instrument cluster/ speedometer etc., Compressor, Alternator, Power steering, Power windows, Radiator Fan assembly, Starter motor, throttle body, heating unit, Fuel Pump Assembly, Steering Lock Set, Security System, Clock Assembly, Ignition Coil assembly, HT Chord etc.

**Plastic Parts:** (Depreciation – 50% of the value of the part)

Head Lights/ Side view mirrors, Air bags, Bumper, Dashboard, Plastic grills, Battery, Tyre, Wheel Cover, All floor mats, Body Graphics, Trims, Emblems, Seats, Seat Covers, Hoses, Sun Visors, Seat belts.

**Glass / Windshield :** (Depreciation – Nil)

**B. Depreciation chart for Electrical / Metal parts**

<b>AGE OF THE VEHICLE</b>	<b>% OF DEPRECIATION</b>
Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year	5%
Exceeding 1 year but not exceeding 2 years	10%
Exceeding 2 years but not exceeding 3 years	15%
Exceeding 3 years but not exceeding 4 years	25%
Exceeding 4 years but not exceeding 5 years	35%
Exceeding 5 years but not exceeding 10 years	40%
Exceeding 10 years	50%