



# CARSOME

**EXTENDED  
WARRANTY &  
SERVICE BOOKLET**

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# Warranty Plan

## GOLD PLAN

In the event of a Mechanical or Electrical Failure,  
the GOLD Warranty Plan shall provide coverage for the following Covered Components:



### Engine

Cylinder Head, Camshaft Intake, Camshaft Exhaust, Camshaft Bearing Cap, Camshaft Bearing, Camshaft Spacer Ring, Intake & Exhaust Valve (with Valve Spring, Keeper & Valve Seals), Camshaft Pushrod, Camshaft Follower, Connecting Rod (with Cap), Connecting Rod Bearing, Camshaft (Position Sensor), Camshaft Adjuster, Camshaft Adjuster Solenoid, Rocker Arm, Balancer Shaft, Oil Pump, Cylinder Block, Crankshaft, Knock Sensor, Eccentric Shaft, Crankshaft Spacer Ring, Variable Valve Timing, Pistons (excluding rings), Tappets, Main Bearing (Upper & Lower), Valvetronic Motor, Engine Vacuum Pump, Crankshaft Sensor, Temperature Sensor, Engine Variable Solenoid Valve, Engine Control Unit (ECU, ECM).



### Gearbox (Automatic and Manual)

Torque Converter, Planetary Gear Set, Brake Bands, Idler Gear & Driven Gear, Transmission Oil Pump, Valve Body, Mechatronic, Electronic Control Solenoid, Electro Hydraulic Control Unit (Valve body Control Unit), Input Shaft & Output Shaft (Gear Shaft), Pressure Regulator Solenoids (EDS), Gear Shifting, Speed Sensor, Temperature Sensor, Selectro Module, Transmission Control Unit (TCU, TCM).



### Aircond System

Aircond Compressor, Aircond Blower Motor, Aircond Fan Motor, Aircond Temperature Sensor, Aircond Control Module, Aircond Flap Motor, Evaporator.

# Warranty Plan

## PLATINUM PLAN

In the event of a Mechanical or Electrical Failure,  
the PLATINUM Warranty Plan shall provide coverage for the following Covered Components:



### Engine

Cylinder Head, Camshaft Intake, Camshaft Exhaust, Camshaft Bearing Cap, Camshaft Bearing, Camshaft Spacer Ring, Intake & Exhaust Valve (with Valve Spring, Keeper & Valve Seals), Camshaft Pushrod, Camshaft Follower, Connecting Rod (with Cap), Connecting Rod Bearing, Camshaft (Position Sensor), Camshaft Adjuster, Camshaft Adjuster Solenoid, Rocker Arm, Balancer Shaft, Oil Pump, Cylinder Block, Crankshaft, Knock Sensor, Eccentric Shaft, Crankshaft Spacer Ring, Variable Valve Timing, Pistons (excluding rings), Tappets, Main Bearing (upper & lower), Valvetronic Motor, Engine Vacuum Pump, Crankshaft Sensor, Temperature Sensor, Engine Variable Solenoid Valve, Engine Control Unit (ECU, ECM).



### Gearbox (Automatic and Manual)

Torque Converter, Planetary Gear Set, Brake Bands, Idler Gear & Driven Gear, Transmission Oil Pump, Valve Body, Mechatronic, Electronic Control Solenoid, Electro Hydraulic Control Unit (Valve body Control Unit), Input Shaft & Output Shaft (Gear Shaft), Pressure Regulator Solenoids (EDS), Gear Shifting, Speed Sensor, Temperature Sensor, Selectro Module, Transmission Control Unit (TCU, TCM).



### Aircond System

Aircond Compressor, Aircond Blower Motor, Aircond Fan Motor, Aircond Temperature Sensor, Aircond Control Module, Aircond Flap Motor, Evaporator.



# Warranty Plan

## PLATINUM PLAN

In the event of a Mechanical or Electrical Failure,  
the PLATINUM Warranty Plan shall provide coverage for the following Covered Components:



### Steering System

Steering Rack (with all inner parts), Steering Rack Motor, Steering Column Auto, Steering Lock Auto (Not including programming).



### Fuel System

Fuel Pump (Not referring to High Pressure Pump), Fuel Float Sensor, Throttle Body, Fuel Level Sensor, Fuel Pressure Regulator, Fuel Injection pump, Fuel injectors, Injector nozzles.



### Cooling System

Cooling Fan Motor (without fan wheel), Radiator Fan Motor (without fan wheel), Coolant Temperature Sensor, Water Pump.

# What's Not Covered

**The Extended Warranty Plan (EWP) does not cover any loss, damage, liability or costs directly or indirectly incurred or caused by or contributed to or arising in respect of or under the following circumstances:**

1. repairs or replacement of any Non-Covered Component;
2. any Covered Components that require replacement as part of the normal maintenance of the Named Vehicle including but not limited to spark plugs and leads, glow plugs, belts, filters, hoses, brake and clutch linings, brake pads, disc rotors and/or disc and drum machining, batteries and globes;
3. any Mechanical and Electrical Failure covered by any other warranty, entitlement or recall campaign including any Manufacturer's Vehicle Warranty, dealer's statutory warranty and/or repairer's guarantee;
4. any Mechanical and Electrical Failure attributable to the abuse or the continued use of the Named Vehicle after a fault has become evident (including loss of lubricants and coolant);
5. any claim where the damage to a Covered Component was caused by a non-Covered Component and/or any consequential damage to a component not covered as a result of the failure of a Covered Component;
6. any claim attributable to a failure to follow the Named Vehicle's manufacturer's operating guidelines or a Mechanical and Electrical Failure arising from use of the Named Vehicle beyond the manufacturer's operating limitations;
7. whilst the Named Vehicle is used for a purpose for which it is not licensed;
8. any modification of a Covered Component from the manufacturer's specifications;
9. damage to any Covered Component resulting from an impact or road traffic accident, fire, loading beyond the specified vehicle weight rating, theft, vandalism, riot, terrorist acts, war, political risk (e.g. confiscation), criminal acts, explosion, lightning, earthquake, volcanic eruption, windstorm, hail, water, freezing or flood;
10. slight irregularities of any Covered Component not recognized as affecting the quality or function of the Named Vehicle such as slight noise or vibration and defects appearing only under particular or irregular operations;
11. normal Wear and Tear of the Covered Components. These include noises, vibration or lack of smoothness in gear changes or take up of drive unless caused by mechanical or electrical failure of a covered component. "Wear and Tear" shall mean damage or a reduction in operating performance and value through age, ordinary use or lack of maintenance (this includes corrosion and/or rust);
12. loss, damage, cost or expense of whatsoever nature directly or indirectly caused by war, civil war, rebellion, revolution, military and usurped power, terrorism, nuclear risk, fire, theft, typhoon, floods, lightning, storm, tornado, rainstorm, tsunami, earth subsidence, cliff collapses, avalanche, hail disaster, mud-rock flow, landslide, sand storm or from any other external cause;



# What's Not Covered

13. loss, damage, cost or expenses of whatsoever nature directly or indirectly caused by collision, overturn, parallel falls, the collapses of external objects, the falls of moving object in air incurred while the Vehicle is moving or parking, pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
14. any costs relating to noise and/or vibration due to parts being worn out, excessive free play or poor insulation;
15. any costs relating to seals and/or gaskets leaking alone;
16. where the fault causing the Mechanical and Electrical Failure was evident prior to the expiry of the Manufacturer's Vehicle Warranty;
17. any claims where the repair has not been carried out at an Authorized Service Center, unless authorized by the Company prior to the claim under this EWP;
18. any Mechanical and Electrical Failure caused by unauthorized repairs;
19. any Mechanical and Electrical Failure caused by detonation, contaminated fuel, or the incorrect grade of fuel;
20. any maintenance, adjustment, upgrade, modification and/or re-programming required for any covered Component;
21. the cleaning of any Covered Component, including the removal of any carbon or sludge; and
22. any towing or the cost to send the Vehicle to or take the Vehicle back from an Authorised dealer, or other salvage expense, or loss of time, inconvenience, or commercial loss, or any other direct or indirect loss or any other consequential loss, penalties for delay or detention, or in connection with guarantees of performance or efficiency, damage or liability incurred as a result of a Mechanical & electrical failure (including personal liability);
23. diagnostic costs which may be incurred in respect of the Covered Components, unless accepted by the Company as part of an authorized claim.
24. if the Named Vehicle has been declared a total loss, salvage or junk vehicle, any consequential loss, damage or liability incurred as a result of a Mechanical and Electrical Failure (including personal liability);
25. expenses charged for non-specific materials or shop supplies;
26. repairs or replacement of Covered Components made solely to meet or maintain any governmental emission standards;
27. any Mechanical and Electrical Failure caused by misuse, neglect, abuse, negligence and/or lack of normal maintenance or improper servicing including the failure to adhere to the scheduled maintenance intervals for the camshaft belt, particularly the camshaft drive chain with peripheral parts;
28. any Mechanical and Electrical Failure caused by the use of the incorrect grade, the contamination and/or the failure to maintain proper levels of any fluids or lubricants;
29. any Mechanical and Electrical Failure that can be attributed to the Named Vehicle being fitted with a liquefied petroleum gas ("LPG") unit other than a unit supplied, fitted or endorsed by the manufacturer of the Named Vehicle. Parts expressly excluded for engines running on LPG include but are not limited to airflow meters, fuel pumps, injectors, inlet and exhaust valves, valve guides and/or seats, exhaust systems and all inlet tract components;

# What's Not Covered

- 30. any parts related to the operation of Electric/Hybrid Vehicles;
- 31. any claims and/or costs related to personal injury or property damage whatsoever;
- 32. any claims where the Company was not contacted prior to the commencement of the repair or replacement or repairs or replacement where the Company has not issued a work authorisation number in relation to any of the following matters;
- 33. wheels, tyres, paintwork, panel work and bodywork and their components including but not limited to lamps and lamp units, weather-strips and seals, components made of glass and/or trim or decorative components;
- 34. interior trim components including but not limited to seats and seat mechanisms, cup holders, ashtrays and related components made of glass and/or decorative components;
- 35. any claim relating to the excessive use and/or burning of oil where Mechanical and Electrical Failure has occurred and the condition relates to normal wear of the Named Vehicle;
- 36. exhaust system components including mufflers, pipes and catalytic converters;
- 37. any Mechanical and Electrical Failure caused by electrolysis; or
- 38. any tapings, threads and/or fixing and fastening devices.



# Warranty Terms & Conditions

## EWP PLANS

- There are two (2) types of EWP plans that the Customer can choose from, namely:
  - (a) the Gold Plan; and
  - (b) the Platinum Plan (“EWP Plans”)
- The Company will purchase the Gold Plan on behalf of the Customer for selected Named Vehicles and the Customer may purchase the Platinum Plan with a prescribed fee as advised by the Company.
- For the avoidance of doubt, the EWP Plans shall be subjected to the Terms contained herein.

## ELIGIBILITY

- In order to be eligible for the EWP, the Named Vehicle must comply with the following terms:
  - (a) the age of the Named Vehicle purchased by the Customer must be no more than ten (10) years from year of manufacture; and
  - (b) the odometer mileage of the Named Vehicle purchased by the Customer must not exceed 180,000 kilometers at the time of activation and purchase of this EWP.

## COVERAGE LIMIT

- The EWP will cover the first one (1) year or 20,000km from the date of purchase, whichever occurs earlier (“EWP Period”).
- The total aggregate claim for the whole validity period of this EWP shall be limited to RM25,000 for both the Gold

Plan and the Platinum Plan, with a RM5,000 limit per claim for the Gold Plan and RM10,000 limit per claim for the Platinum Plan (“Claim Limit”). There are no restrictions on the number of claims that can be made by the Customer.

- In the event the Customer exceeds their Coverage Limit for any particular claim made under this EWP, the Customer shall be solely liable for the excess repair fees, costs and/or payments owed and due (“Excess Claims”). For the avoidance of doubt, the Company shall not be responsible or liable for any Excess Claims however arising.
- This EWP does not cover any towing fees and cost whatsoever that may be incurred by the Customer in relation to their Named Vehicle.

## GENERAL CONDITIONS

- It is a condition under this EWP that the coverage provided shall cease to operate and no claims will be accepted in the event that the Named Vehicle:
  - (a) has been modified from the Named Vehicle’s manufacturer’s original specifications, unless endorsed by the Company;
  - (b) is being or has been used or tested in preparation for or participation in any form of motorsport or racing;
  - (c) is being used for hire, driver instruction or conveyance of passengers, for fare or reward (including car rental) except for private carpooling arrangements;
  - (d) is being used as a police or other emergency vehicle;

# Warranty Terms & Conditions

(e) was not imported into Malaysia by the Named Vehicle's manufacturer or such manufacturer's authorized Malaysian distributor;

(f) is being used for a purpose for which it was not designed;

(g) has not been serviced in accordance with the servicing requirements as required by the Named Vehicle's manufacturer and/or the Company's servicing requirements. This includes ensuring that the Named Vehicle has the latest version of software installed in accordance with the manufacturer updates;

(h) has an odometer reading which cannot be determined as accurate by virtue of the odometer having been inoperative, tampered with or removed from the Named Vehicle;

(i) is being used for courier purposes; and

(j) is not roadworthy or unregistered.

- Subject to the terms and conditions of this EWP, if a Covered Component of the Named Vehicle suffers a Mechanical and Electrical Failure during the EWP Period, the Company will pay the Authorized Service Center the cost of repairing the Mechanical and Electrical Failure or replacing the relevant Covered Component, in accordance with the Claims Limit, PROVIDED ALWAYS THAT the Company shall not be liable for the cost of repairing any Mechanical and Electrical Failure or replacing the relevant Covered Component during the No Claim Period for the Named Vehicle which its Manufacturer's Vehicle Warranty has expired. For the avoidance of doubt, the term "No Claim Period" means the five (5) days period calculated from the inception date of coverage under the EWP during which the

Company will not pay for any Mechanical and Electrical Failure of a Covered Component.

- Once the EWP has been duly purchased by the Customer, the EWP shall not be non-refundable and/or non-transferable to any other vehicle and/or Customer.
- Notwithstanding anything to the contrary and to the extent permitted by law, the Company's total liability under this EWP (whether that liability arises under contract, tort, equity, statute or otherwise) for any loss, damage, expense arising out of or in connection with its performance of this EWP, unless otherwise agreed between the parties, shall be limited to the Named Vehicle Purchase Price or EWP Purchase Price (whichever is lower) paid by the Customer to the Company pursuant to this EWP hereto and in no event shall the Company be liable for any loss (whether direct or indirect) of profits, opportunity, revenue, goodwill, use, production, contracts, anticipated savings or any special, incidental, consequential, punitive or indirect loss or damage.
- By purchasing this EWP, the Customer hereby agree to:
  - (a) provide consent for the Company to collect, record, hold, store, use and disclose their personal information for purposes which are necessary or related to their purchase and/or utilization of this EWP;



# Warranty Terms & Conditions

(b) provide consent for the Company to disclose or publish their personal information such as their names or identities and any general information that Company sees fit about the Customer in any media, marketing, or advertising materials;

(c) wherever applicable, grant the Company the absolute and unrestricted right to modify, use and publish any still or moving images of the Customer for any promotional, marketing, commercial or other related purpose, without any payment or compensation;

(d) their personal information/personal data supplied by any Customer in relation to this EWP will be used by the Company in accordance with its privacy policy at [https://www.carsome.my/privacy\\_policy](https://www.carsome.my/privacy_policy) ("Personal Data Policy");

(e) have read, understood and expressly agreed to be bound by the Personal Data Policy; and

(f) being contacted in relation to the EWP, at any time deemed appropriate by the Company, via e-mail or any other mode of communication deemed appropriate by the Company.

## VEHICLE SERVICE REQUIREMENTS

- It is a condition that the Customer has the Named Vehicle properly, regularly and punctually serviced in accordance with the manufacturer's recommendations. This includes ensuring that the vehicle has the latest version of software installed in accordance with the manufacturer updates.

- Unless otherwise agreed by the Company, the Customer shall:

(a) ensure that the 'Vehicle Service Records' enclosed in Schedule 2 herein have been completed and stamped by a qualified technician; and

(b) keep all records of the service performed, including service orders, receipts and any other document, as evidence that the Named Vehicle has been properly, regularly and punctually serviced in accordance with the manufacturer's recommendations. The Company's Authorized Service Provider are well equipped with qualified personnel, ensuring a quality service for the Named Vehicle.

- If the Customer does not comply with these servicing requirements the Company may refuse or cancel the EWP and/or reserve the right not to approve the Repair Quotation during the Quotation Approval Process (as defined below).

## REPAIRS ON VEHICLE

Warranty repairs will be made entirely at the discretion of the Company who reserves the right to either repair / recondition damaged components or to replace damaged components with used / reconditioned parts. The Company will only be able to provide estimated repair times. There are many factors of a vehicle repair job which may cause delays such as availability of replacement parts, actual vehicle condition upon accessing the damages, shop schedules etc. The Company may provide an estimated turnaround time for repairs and services which shall not be treated as any form of guarantee/warranty on the exact time.

# Warranty Terms & Conditions

Additionally, any intention of replacing damaged covered parts with brand new original parts should be communicated to the Company before commencement of any claim job. Such replacement is only possible if you agree to top up any difference between the cost of a new part and that of a used reconditioned parts.

## CLAIMS PROCEDURE

- In the event of a claim, the Customer must firstly present their Named Vehicle and the relevant Vehicle Service Records to our Authorized Service Center for preliminary inspection and receive the relevant repair quotations from the Authorized Service Center ("Repair Quotation").
- The Authorized Service Center shall proceed to provide the Company with the Repair Quotation for the Company to carry out the necessary consideration for approval ("Quotation Approval Process") in its sole discretion. In the event that the Customer's Quotation Approval Process is rejected and not successful, the Customer shall not be able to further their claim under this EWP.
- If the Customer's Quotation Approval Process is successful then the Authorized Service Center shall proceed with the relevant repairs, and the Company shall process the Repair Quotation for payment and shall directly pay the Authorized Service Center upon receiving an official invoice from the Authorized Service Center in relation to the Repair Quotation. In the event the Customer's Quotation Approval Process is unsuccessful then the Company shall not continue processing the Repair Quotation and this EWP shall not be applicable to the Customer in this scenario.
- In the event of any Excess Claims to be made by the Customer, the Customer shall make the payment directly to the Authorized Service Center immediately during Named Vehicle collection.
- No repairs may be undertaken or commenced under this EWP without the prior approval by the Company. All claims must be supported with relevant documentations. The Company reserves the right to examine the Customer's Named Vehicle and subject it to independent assessment. The Customer must then complete the relevant forms and documentations, which includes but is not limited to the following:
  - (a) Repair Quotation;
  - (b) EWP Claim Form (provided by the Company);
  - (c) EWP Certificate/Proof of Purchase (provided by the Company);
  - (d) Detailed incident report involving the Customer's Named Vehicle (this includes any relevant police report, photos of the damage incurred by the Customer's Named Vehicle and any other relevant supporting documents);
  - (e) Copy of Customer's NRIC & driving license; and
  - (f) Named Vehicle's registration card / details. For the avoidance of doubt, the company shall have the sole and full discretion on the approval of any Customer's Repair Quotation under this EWP.
- The Company reserves the right to not carry out work under the terms of this EWP if any of the conditions specified herein has not been complied with.

# Warranty Terms & Conditions

- Repairs made under this warranty must be performed at the Authorized Service Center and any other repair claims will not be entertained.
- Parts used in repairing the Customer's Named Vehicle may be manufactured by other than the Named Vehicle's manufacturer.

## DISCLAIMER

- Time, whenever mentioned herein, shall be of the essence.
- Unless otherwise agreed by CARSOME, these Terms shall be taken as read and construed as an essential part of the Agreement.
- No failure or delay on the part of CARSOME to exercise any rights hereunder will operate as a release or waiver thereof.
- The Company reserve the right to change, modify, add or remove these Terms or any part thereof, at any time without any prior notice to the Customer. The Company shall not be responsible for any damage suffered or sustained by the Customer in connection with the Customer's failure to understand the amended Terms.
- These Terms shall be governed by and construed in all respects in accordance with the laws of Malaysia.
- The expression "Customer" shall include his/her/their heirs, where two or more persons are included, the terms contained herein shall bind such persons jointly and severally.
- The Company may assign, transfer, novate and otherwise deal in any manner whatsoever with all or any part of its rights, remedies, power, duties and obligations under these

Terms and in relation to the Agreement to any other person without prior obtaining the Customer's consent.

- Any Schedules and attachments shall be taken as read and construed as an essential part of the Agreement.

# How To Claim Warranty

Please check the eligibility requirements on page 8 of this booklet.



## **Contact CARSOME**

You must report a fault to CARSOME Customer Service via the phone number at the back of this booklet as soon as practicable. Any failure to notify CARSOME may result in the claims process being delayed. Once you have spoken to a CARSOME representative, they will assess the validity of the claim (whether covered component or not) and provide you further instructions on the claim process (required documents and nearest available workshop). This is to ensure the most suitable expertise is being assigned to check your vehicle fault at the fastest speed as our service team has the best knowledge on all Authorized CARSOME Service Centers field of expertise and traffic flow in each Authorized CARSOME Service Center. Also, payment can only be made to the repairer directly if it is one of the Authorized CARSOME Service Centers. This will speed up and simplify the claims process.



## **Preliminary Inspection & Documents Required**

Once you arrive at our Authorized Service Center, a preliminary inspection will be conducted and you will receive a repair quotation from the Authorized Service Center ("Repair Quotation"). If you make a claim, you will need to provide proof that you have followed the service intervals as stated in this warranty booklet. You must submit the following documents for the claim submission:

- (a) Repair Quotation (provided by Authorized Service Center);
- (b) This Service Booklet;
- (c) Copy of your NRIC & driving license; and
- (d) Vehicle's registration card / details.

Failure to do so will result in your claim being rejected. Don't worry as we will have our consultants to guide you along the process!

# How To Claim Warranty



## **Checking and Claims Procedures**

CARSOME will contact you detailing the claims approval within 48 hours upon the vehicle inspection. If your Quotation Approval Process is successful, then the Authorized Service Center shall proceed with the relevant repairs\*. Repair works will only commence upon your full understanding of all costs and claims involved.

Do note that if you exceed your Coverage Limit for any particular claim made under this EWP, you will have to bear the excess repair fees, costs and/or payments owed and due ("Excess Claims").

CARSOME shall process the Repair Quotation for payment and directly pay the Authorized Service Center upon receiving an official invoice from them.



## **After The Repair**

CARSOME will notify you once the repairs are completed. If there are any Excess Claims outstanding, you may proceed to make the payment directly to the Authorized Service Center before collecting your Vehicle.



# FAQs

## **1. What should I do if my car breaks down ?**

Please reach out to your general motor insurance provider to request for a free tow truck and you may tow it to the nearest CARSOME Service Center, CARSOME Experience Center or CARSOME Authorized Service Center.

## **2. What should I do if my car has an engine/transmission/air-conditioning issue?**

You may contact CARSOME via the phone number at the back of this booklet and our Customer Service personnel will guide you on how to make a warranty claim.

## **3. Where can I find the panel workshop locations?**

You may contact CARSOME via the phone number at the back of this booklet and our Customer Service personnel will advise you on the nearest workshop.

## **4. Do I need to conduct service maintenance for my car at the panel workshops?**

No, your regular service maintenance may be conducted at any workshop and the maintenance booklet can be filled up and stamped by that workshop. However, maintenance at a CARSOME Service Center is recommended.

## **5. My car is ineligible for warranty claim, what are my options?**

If the faulty part is not covered under the warranty, then the fixes would have to be borne by the customer. Parts requiring regular maintenance such as brakes, brake pads, spark plugs would also need to be replaced at the owner's expense.

## **6. Will my warranty be void if I service my vehicle at a non-authorised service centre?**

No, as long as the service is conducted in accordance with the

service requirements of the vehicle and is recorded in the service booklet, your warranty will not be void.

## **7. What is the warranty period for the replacement of spare parts in my vehicle?**

It will be valid for as long as the warranty is active.

## **8. Can I cancel my warranty?**

You may cancel your warranty at any time. However, the premium is non-refundable and non-transferable.

## **9. What happens if the panel workshop has disassembled my car, but it is ineligible for warranty claim?**

We will get your consent before disassembling but we do not guarantee the vehicle will be exactly the same after disassembly.

## **10. What do I have to do to keep my warranty active?**

- You need to maintain your routine services timely and keep proper records for all the maintenance in your warranty service booklet (workshop stamps).
- Ensure your vehicle does not fall within any conditions described under "What is Not Covered" in the EWP Terms & Conditions.

## **11. I lost my Warranty and Service Booklet. Where can I get a new one?**

If your booklet is lost, please report to CARSOME via the phone number at the back of this booklet or your CARSOME sales representative immediately for a replacement booklet at a charge of RM100. The booklet is compulsory in the event of a claim.

# CARSOME

## For inquiries & assistance



Click [here](#) to chat with us



**Call us at 1-800-82-3388**  
8:00AM - 7:00PM (Mon - Sun)



**Email us at** [support@carsome.com](mailto:support@carsome.com)

**[www.carsome.my](http://www.carsome.my)**