

## REMANUFACTURERS WARRANTIES

AUSMV provides the Standard New Car Warranty and the Extended New Car Warranty to your new vehicle.

AUSMV's come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

These warranties:

- (a) do not exclude or limit any condition, warranty, guarantee, right or remedy implied by any applicable Federal, State or Territory legislation;
- (b) may be in addition to other rights and remedies you may have under any applicable Federal, State or Territory law in relation to the vehicle, including any rights under the Australian Consumer Law;
- (c) only apply for the Australian domestic market and not for any overseas markets.

## NEW CAR WARRANTY

The New Car Warranty consists of either the Standard New Car Warranty or the Extended New Car Warranty.

It is important to note that the Extended New Car Warranty is separate from the Standard New Car Warranty.

### Standard New Car Warranty

First three (3) years (from the date of initial registration) or 100,000km

AUSMV warrants that the vehicle will be free from defects in materials and factory workmanship under conditions of normal use and service within Australia during the period commencing on the date the vehicle is first registered or put into service for any purpose and expiring 3 years later, or until the vehicle has been driven a distance exceeding 100,000km whichever occurs first, except where items are expressly excluded.

A defect must appear and a claim must be made before the first of either the time or distance limitations. The Standard New Car Warranty is subject to the vehicle being serviced at either an AUSMV super site or approved AUSMV partner service centre ("our service network") in accordance with the service schedule at the specified servicing intervals for the duration of the Standard New Car Warranty.

### Extended New Car Warranty

Up to five (5) years from the date of first registration or 160,000km

AUSMV warrants under the Extended New Car Warranty that the vehicle will be free from defects in materials and factory workmanship under conditions of normal use and service within Australia during the period commencing on the date the vehicle is first registered or put into service for any purpose and expiring 5 years later, or until the vehicle has been driven a distance exceeding 160,000km whichever occurs first, except where the items are expressly excluded.

Any defect must appear and any claim under this warranty must be made, before the first to occur on either the time or distance limitations. To be eligible for the Extended New Car Warranty, the vehicle must have had all scheduled services performed within our service network from the first service onwards. If this condition is not complied with, the Extended New Car Warranty will immediately expire on and from the date the conditions are not complied with.

For example, if you service your vehicle at an AUSMV super site or approved AUSMV partner service centre for the first four regular annual services, but the 5<sup>th</sup> is not performed by the required time or distance (whichever occurs first), or occurs outside of the AUSMV service network, the Extended New Car Warranty will expire on and from the date that the 5<sup>th</sup> annual service should have been performed within the AUSMV service network.

Each regular service must be performed within twelve (12) months or 12,000km from the from the scheduled time or distance (whichever occurs first).

#### Limited Life Warranty Items

(12 Months from date of first registration or 12,000km – whichever comes first)

Some components in your vehicle are subject to normal wear and tear. The use of your vehicle can influence the life of these components:

- Any component subject to regular servicing
- Spark and glow plugs
- Fuel injectors
- Shock absorbers/ gas struts
- Brake discs, drums, pads or linings
- Cooling, fuel, oil and induction lines or hoses
- Rubber and plastic components
- Keyless entry transmitter or transmitter battery
- Wiper blades/inserts
- Clutch pressure plate and clutch disc
- Floor or luggage compartment mats/carpets
- Cargo restraints/covers/liners
- Seat Covers
- Globes (including HID, LED, Light bars/driving lights)
- All drive belts

#### Auxiliary Battery Warranty (12 Volt)

The original equipment battery is warranted for 12 months commencing from the date the vehicle is first registered or put into service (whichever occurs first) regardless of the distance travelled.

#### Genuine Parts Warranty

AUSMV warrants that genuine parts will be free from defects in materials under the conditions of normal use and service within Australia for 12 months or 12,000km (whichever occurs first) from the date of fitting to the vehicle.

When genuine parts are replaced under the New Car Warranty as a result of a warrantable defect, those parts are covered for whichever is the greater of:

- (a) 12 months or 12,000km (whichever occurs first) from the date of fitting; or
- (b) the balance of the Standard New Car Warranty or Extended New Car Warranty (as applicable) except where any of these warranties exceed the service life of the component.

Genuine parts replacement may at times include reconditioned and/or exchange parts.

#### Genuine Accessories Warranty

AUSMV warrants those genuine accessories listed on the AUSMV build sheet located on the official website will be free from defects in materials under conditions of normal use and service within Australia. These genuine accessories are fitted prior to taking delivery of the vehicle and are covered under the Standard New Car Warranty.

When genuine accessories are fitted by AUSMV after the owner has taken delivery of the AUSMV, the genuine accessories are warranted for the balance of the Standard New Car Warranty.

## PROTECT YOUR WARRANTY

Regular maintaining your AUSMV in accordance with the recommended service schedule at an AUSMV super site or approved AUSMV partner service centre is the best way to protect your new vehicle. By having your AUSMV maintained through our service network, it is understood that your vehicle is being serviced by AUSMV experts and will be fitted with AUSMV genuine parts. Doing this maintains your AUSMV and your warranty in the best condition. Non-genuine parts are not covered by your New Car Warranty.

If a non-genuine part is fitted to your vehicle and the part causes any damage, the damage will not be covered by your New Car Warranty. AUSMV does not approve of fitting of aftermarket performance enhancing products such as (but not limited to) power chips, force induction products, suspension components, exhaust modifications etc.

## PERFORATION CORRSOSION WARRANTY

(5 years from date of first registration)

AUSMV warrants that the original equipment sheet metal components of the vehicle will be free from holes formed as a result of the corroding of those components under conditions of normal use and service within Australia during the period commencing on the date the vehicle is first registered or put into service for any purpose (whichever occurs first) and expiring 5 years later ("Perforation Corrosion Warranty"). The Perforation Corrosion Warranty is subject to the proper care and maintenance standards of the vehicle as recommended in the vehicle Owner's Manual.

## EXPLANATION OF WARRANTY

The warranties detailed in this website are provided by AUSMV.

Business Address: 40 Kremzow Road, Brendale QLD 4500

Email: [care@ausmv.com.au](mailto:care@ausmv.com.au)

Phone: 1800 687 281

### How to make a claim

In order to make any claim under the Warranties, the responsibility remains with the owner/operator to register the problem online via the AUSMV website or to present the vehicle to a location within our service network as soon as a concern becomes evident during normal business hours.

### What is Covered

AUSMV warrants that for a designated period of time or specified distance (kilometres) AUSMV will, at its discretion, repair or replace any original equipment components identified as defective in material workmanship except for:

Tyres (which are covered by the tyre manufacturer). In order to obtain tyre warranty service, you must present the vehicle to an AUSMV super-centre only, who will then contact the tyre manufacturer and assist you with any questions you may have regarding the tyre warranty.

The warranty start date is shown on the Owner's Certificate to be issued with the AUSMV. This date is the date that the vehicle is first registered or put into service for any purpose (whichever occurs first).

### What is Not Covered

- Non genuine accessories fitted by a third party not associated with AUSMV.
- Wear and tear, scratch and staining meaning the gradual reduction of operating performance of parts consistent to the age of the vehicle, distance travelled and operating conditions including (but not limited to) steering wheels, gear knobs, door handles and surrounds, interior/exterior trims, carpet, seatbelt, pillar trims, wood-line trims, seats (leather and fabric), headlamp lens etc.
- Deterioration of rubber components, interior/exterior trims, paint and appearance items having regard to the age of the vehicle, the operating conditions and the level of care applied.
- Deterioration of paint, interior/exterior trims, acrylic/plastic components, tonneau cover, hard lid, canopy, underbody components, drive line components and panel caused by (including but not limited to) environmental fallout (acid rain, decaying insects, bird droppings, pollen and tree sap, etc) , stone chips, hail damage, airborne fallout, UV-damage, oxidation, deformation, surface corrosion, salt, harsh chemicals or operating conditions.
- Items designed for replacement as part of a scheduled service and normal maintenance items.
- Repairs, parts replacement or adjustments required as a result of improper vehicle use or negligence. Improper vehicle use and negligence includes but is not limited to:
  - (1) Using the vehicle to participate in formal or informal competitive events such as racing, rallying, track days, hill climbing, speed trials and similar events;
  - (2) Off road use (including operating the vehicle on the beach where the vehicle is not designed or marketed for that purpose;
  - (3) Driving over kerbs or driving over speed humps at speeds exceeding the recommended speed limits;
  - (4) Water ingress resulting from flood immersion or deep water fording;
  - (5) Vehicle overloading – refer to the Owner’s manual for details of permissible vehicle loads;
  - (6) Consequential damage that occurs as a result of continuing to operate the vehicle with a defect evident;
  - (7) Improper adjustment, repair, tampering or modifications by a non AUSMV network member;
  - (8) Repairs, parts replacement or service adjustments required as a direct result of a vehicle accident;
  - (9) Repairs or parts replacement required as a result of inadequate or improper servicing or maintenance including but not limited to:
    - (a) Failure to carry out servicing at the intervals and in accordance with the schedule service as specified for each vehicle type;
    - (b) The use of oils, fluids, lubricants, additives and coolants that do not meet AUSMV specifications.
  - (10) Repairs or parts replacement required as a result of fitting non-genuine parts, and all accessories to the AUSMV;
  - (11) Repairs or parts replacement required as a result of non-approved alterations or modifications to the AUSMV;
  - (12) Minor seeping of oil or fluids from seals and/or gaskets which cause no material decrease in the level of such fluids;
  - (13) Repairs or parts replacement required as a direct result of the use of incorrect, contaminated or poor quality fuel – refer to Owner’s Manual for fuel requirement;
  - (14) Where there is no failure to comply with consumer guarantee, incidentals including but not limited to phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, loss of income and other consequential damages;
  - (15) Globes(filament/halogen/HID), brake pads/linings, coolant, fuses, brake discs/drums, filters, spark plugs, lubricants, tyres, drive and timing belts, wiper blades and keyless entry remote batteries are normal wear and tear parts and are not considered warrantable items;
  - (16) Damage or breakage of the windscreen or glass caused by normal wear and tear, such as stone impact;
  - (17) Noise, vibration, rattle, squeak, wear and tear and deterioration such as discolouration, flaking, deformation or haze;
  - (18) For the Petrol Engine variants: damage caused by the use of fuels with an ethanol content greater than 10% (E-10) or non-approved fuel additives;
  - (19) For the Diesel Engine variants: damage caused by the use of biodiesel fuels greater than 5% (B5), non-approved fuel additives and fuels not conforming to the National Diesel fuel quality standard

### Modifications that will VOID Warranties

AUSMV determines that where a person other than an approved service technician does the following actions, that such actions will void the Warranties:

- (a) Disconnecting, tampering with, or altering the odometer; and/or
- (b) Attaching any device that disconnects the odometer; and/or
- (c) Fitting of an LPG system to the AUSMV.

## YOUR RESPONSIBILITIES

It is the responsibility of the owner/operator to present the vehicle within the warranty period so that all repairs and concerns can be attended to and finalised prior to the end of the warranty period.

The following items are owner/operator cost responsibility when required:

- as part of normal vehicle maintenance or as a result of wear and tear and deterioration due to;
- normal operating conditions;
- industrial fallout;
- abuse or neglect;
- hail;
- flood or salt damage;
- harsh polishes, stone chips etc.

Adjustments:

- Brakes (including Handbrake)
- Clutch
- Valve clearance
- Adjustment of engine or transmission control cables and/or linkages
- Wheel alignment and wheel balance
- Steering gear and wheel bearings
- Engine drive/driven belts and/or chains (including timing belt/chain and balance shaft belts chains)
- Injector pump (diesel)

Replacements:

- Lubricants and filters (including oil filters, air filter, fuel filters)
- Brake pads, linings and discs
- Clutch pressure plate/s, clutch disc/s and release bearing (including automated manual transmission clutches)
- Spark plugs (petrol) and Glow plugs (diesel)
- Engine drive/driven belts and/or chains (including timing belt/chain and balance shaft belts chains)
- Globes (filament/halogen/HID/LED/Light bars/Driving lights)
- Keyless entry transmitter or transmitter battery
- Wiper blades/inserts
- Floor or luggage compartment mats/carpets/seat trims/interior trims
- Window glass and front and rear screens
- Tyres – refer tyre manufacturer warranties

Other:

- Brake, fuel and cooling system flushing
- Brake disc/drum machining required as a result of normal wear
- Tightening of brake, cooling and fuel system lines, hoses and clamps
- Injector and/or fuel system cleaning/flushing (petrol vehicles)
- Injector servicing and/or fuel system cleaning/flushing (diesel vehicles)
- Rectification of body squeaks and rattles (covered for 12 months/12,000 km – whichever comes first)
- General tightening of body components