

## **MANUFACTURER'S WARRANTIES**

Mitsubishi Motors Australia Limited ("MMAL") provide the following warranties in connection with the new vehicle and any accessories or equipment manufactured or supplied by MMAL and included with the vehicle when first sold (other than any items that are expressly excluded or to which a separate warranty applies). These warranties are subject to the terms and conditions detailed in the Service and Warranty booklet, including the information set out on the page headed "Explanation of Warranty" and "Owner/Operator Responsibilities".

These warranties:

- Do not exclude or limit any condition, warranty, guarantee, right or remedy implied by any applicable Federal, State or Territory legislation
- 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
- Only apply for the Australian domestic market and not for any overseas markets

Our goods come with guarantees that 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 the failure does not amount to a major failure.

### **NEW CAR WARRANTY (5 years from date of first registration or 100,000km)**

MMAL 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 (whichever occurs first) and expiring 60 months (5 years) later, or until the Vehicle has been driven a distance exceeding 100,000 kilometres (whichever occurs first). Any defect must appear, and any claim under this warranty must be made, before the first to occur of either the time or distance limitations. The New Car Warranty is subject to the Vehicle being serviced in accordance with the Service Schedules (please visit our website [mitsubishi-motors.com.au/maintenance-schedule](http://mitsubishi-motors.com.au/maintenance-schedule) or contact 1300 13 12 11 for more details) at the specified servicing intervals for the duration of the New Car Warranty.

The New Car Warranty does not apply to the vehicle's battery (12 Volt) or tyres to which separate warranties apply.

### **LIMITED LIFE WARRANTY (12 Months from date of first registration or 20,000km)**

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

These components are:

- Any component subject to regular servicing
- Glow plugs

- Fuel injectors
- Shock absorbers
- Brake pads or linings
- Cooling and fuel lines or hoses
- Rubber or plastic components
- Keyless entry transmitter or transmitter battery
- Wiper blades/inserts
- Clutch pressure plate and clutch disc
- Floor or luggage compartment mats/carpets
- Seat covers
- Globes (including HID)

These components are covered for 12 months or 20,000km, whichever comes first.

## **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 distance travelled.

## **MAIN POWER (TRACTION) BATTERY WARRANTY (EV or PHEV)**

MMAL warrants that the original equipment main power (traction) battery will be free from defects in materials and factory workmanship under conditions of normal use and service within Australia for 5 years or 100,000 km commencing from the date the vehicle is first registered or put into service (whichever occurs first).

From 19 Model Year onwards, the original equipment main power (traction) battery increases to 8 years / 160,000km commencing from the date the vehicle is first registered or put into service (whichever occurs first).

## **GENUINE PARTS WARRANTY**

MMAL warrants that Genuine Parts will be free from defects in material under conditions of normal use and service within Australia for 12 months or 20,000km (whichever occurs first) from date of fitment.

When parts are replaced under the vehicle warranty as a result of a warrantable defect, those parts are covered for whichever is the greater of:

12 months or 20,000km (whichever occurs first) from date of fitment; or

The balance of the New Car Warranty except where any of these warranties exceed the service life of the component.

## **GENUINE ACCESSORY WARRANTY**

MMAL warrants that Genuine Accessories will be free from defects in material under conditions of normal use and service within Australia.

When Genuine Accessories are fitted prior to the owner/operator taking delivery of the vehicle,

**Genuine Accessories are covered by a 36 months or 100,000km Warranty.**

When Genuine Accessories are fitted after the owner/operator has taken delivery of the new car, **Genuine Accessories are warranted for whichever is the greater of the following.**

The balance of 36 months or 100,000km (whichever occurs first) from date of vehicle delivery; or  
12 months or 20,000km (whichever occurs first) from date of fitment.

### **Bluetooth™ Compatibility Guide.**

MMAL does not warrant the compatibility of Bluetooth™ devices with genuine systems or devices installed in the vehicle. MMAL provide a list of compatible devices. For vehicles fitted with the Link System, refer to <http://mitsubishi-en-au.visteonhandsfree.com> and view the Bluetooth™ compatibility guide. For vehicles fitted with Smartphone Link Display Audio, refer to <http://www.iopinfor-sda.mitsubishi-motors.com/cs/bt/index.php> for Smartphone compatibility.

Be aware that phone manufactures provide regular updates or upgrades to software from time to time which may affect the operational features and/or connection to your vehicle Bluetooth™ system.

### **Protect Your Warranty**

Regularly maintaining your Mitsubishi vehicle in accordance with the recommended service schedule at a Mitsubishi Dealer is the best way to protect your new car. By having your vehicle maintained by a Mitsubishi Dealer, it is understood that your vehicle is being serviced by Mitsubishi experts and will be fitted with Mitsubishi Genuine Parts. Doing this maintains your Mitsubishi vehicle and your warranty in the best condition. Non-genuine parts are not covered by your Mitsubishi 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 Mitsubishi New Car Warranty. MMAL does not approve the fitment of after-market performance enhancing products such as (but not limited to) power chips, force induction products, suspension components, etc.

## **PERFORATION CORROSION WARRANTY**

### **(5 years from date of first registration)**

MMAL 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 (refer Explanation of Warranty) 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 60 months (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 document are provided by (MMAL).

### **How to make a claim**

To make any claim under the MMAL Manufacture's Warranties, it is the owners/operator's responsibility to present the vehicle as soon as a concern becomes evident to Mitsubishi Dealer Service Centre during business hours at the owner's/operator's expense in order to obtain a warranty service.

## What Is Covered

MMAL warrants that for a designated period of time or specified distance (kilometres) as set out in the section titled "Manufacturer's Warranties", MMAL will, at its discretion, repair or replace any original equipment components identified as defective in material or workmanship except for:

- Tyres (which are covered by the tyre manufacturer). In order to obtain tyre warranty service, you must present the vehicle to a Mitsubishi Dealer who will then contact an agent of the tyre manufacturer and assist you with any questions you may have regarding the tyre warranty
- Items listed in the section "What is not covered"

The warranty start date is shown on the Owners Certificate on the inside front cover of the Service and Warranty booklet. 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

- 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, trims, carpet, seat belt, pillar trims, seat (leather and fabric), headlamp lens etc.
- Deterioration of rubber components, trim, paint and appearance items having regard to the age of the vehicle, the operating conditions and the level of care
- Deterioration of paint, trim, drive line components and panel caused by (including but not limited to) environmental fallout, stone chips, hail damage, airborne fall out, scratches, sap, bird, insect and bat droppings, UV damage, oxidisation, salt, harsh chemicals, tonneau cover, hard lid, canopy, underbody components and drive line components
- Items designated for replacement as part of a schedule 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 necessarily limited to:
  - Using the vehicle to participate in formal or informal competitive events such as racing, rallying, track days, hill climbing, speed trails and similar events
  - Off road use (including operating the vehicle on the beaches) where the vehicle is not designed or marketed for that purpose
  - Driving over kerbs or driving over speed humps at speeds exceeding the recommended speed
  - Water ingress resulting from flood immersion or deep water fording
  - Vehicle overloading – refer to the Owner's Manual for details of permissible vehicle loads
  - Consequential damage that occurs as a result of continuing to operate the vehicle with a defect evident
  - Lack of proper care or attention as defined in the Owner's Manual
  - Improper adjustment, repair, tampering or modifications by a non-Mitsubishi Dealer
- Repairs, parts replacement or service adjustments required as a direct result of a vehicle accident

- Repairs or parts replacement required as a result of inadequate or improper servicing and maintenance. This includes but is not necessarily limited to:
  - Failure to carry out servicing at the intervals and in accordance with the schedules as specified for each vehicle type (see our website [mitsubishi-motors.com.au](http://mitsubishi-motors.com.au) or contact 1300 13 12 11 for more details)
  - Fitment of part, accessories or add on equipment that are not made or approved by MMAL
  - The use of oils, fluids, lubricants, and coolants that do not meet MMAL specification
- Repairs or parts replacement required as a result of fitment of non-Mitsubishi approved parts, accessories or add on equipment that are not made or approved by MMAL
- Repairs or parts replacement required as a result of alterations or modifications to the vehicle that are not approved by MMAL
- Repairs or parts replacement required as a direct result of the use of incorrect, contaminated or poor quality fuel – refer to the Owner’s Manual for fuel requirements
- Where there is no failure to comply with a consumer guarantee, incidentals such as phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, commercial loss and other consequential damage
- Globes (filament/halogen/HID), brake pads/linings, coolant, fuses, brake discs, 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 warranty items (Refer to Limited Life Warranty of Service and Warranty booklet)
- Damage or breakage of the windscreen or glass caused by normal wear and tear, such as stone impact
- Noise, vibration, rattle, squeak, wear and tear, and deterioration such as discolouration, flaking, deformation or haze
- Petrol engine: Damage caused by the use of fuels with an Ethanol content greater than 10% (E-10)
- Diesel engine: Damage caused by the use of biodiesel fuels greater than 5% (B5) and not conforming to the National diesel fuel quality standard

Fitment of an LPG system could affect your Mitsubishi New Car Warranty. For more information on LPG conversions and compatibility to your vehicle, please contact your Mitsubishi Dealer Service Centre for advice.

Note for Fuel: MMAL recommends that you only utilise high-quality fuels available from commercially reliable sources whether diesel, biodiesel or petrol. Vehicle damage resulting from using substandard, non-approved or privately blended fuel are not covered.

## **FREQUENTLY ASKED QUESTIONS**

### **What should I do if I have a problem with my Mitsubishi?**

As all Mitsubishi vehicles are manufactured using the latest processes and the techniques and are subject to stringent quality checks prior to leaving the factory and by the Dealer prior to delivery, it is highly unlikely that you will experience any problems. However, should you have any concerns or questions you can take your vehicle to the Dealer you purchased the vehicle from or to any authorised Mitsubishi Dealer.

### **What happens to my warranty if I modify my vehicle?**

The manufacturer's warranties apply to original components that have not been modified or altered from manufacturer's specifications. In the event that you modify your vehicle or install components or accessories that are not approved by MMAL then any diagnosis, investigation work, repairs or replacement required as a result of the modification or installation (including consequential damage to original components) will not be covered under the Manufacturers Warranties described.

### **What should I do if I have a problem during the Warranty period?**

In the unlikely event that warranty service is required you should contact a Mitsubishi Dealer Service Centre and make an appointment to have your vehicle inspected. If you require assistance to locate a Mitsubishi Dealer Service Centre, please visit our website [mitsubishi-motors.com.au](http://mitsubishi-motors.com.au) or call 1300 13 12 11 to be transferred to your nearest Mitsubishi Dealer.

### **I have just purchased a used Mitsubishi. Do the Manufacturer's Warranties still apply?**

All Manufacturer's Warranties are transferred with vehicle ownership. You should check the Service Record in the Service and Warranty booklet to confirm that all services have been performed at the required intervals. If you have any doubt regarding the service history, you should contact a Mitsubishi Dealer Service Centre and make an appointment to have the vehicle inspected to ensure that all servicing requirements have been completed. You should also advise MMAL that you have taken ownership of the vehicle by completing and returning the Notice of Change of Address or Ownership in the back of the Service and Warranty booklet.

### **I have just purchased a used Mitsubishi. Am I entitled to Diamond Advantage Roadside Assist?**

If applicable, Diamond Advantage Roadside Assistance Cover is transferable to the second and subsequent owners/operators. You should advise MMAL that you have taken ownership of the vehicle by completing and returning the Notice of Change of Address or Ownership in the back of the Service and Warranty booklet. Please refer to our website [mitsubishi-motors.com.au](http://mitsubishi-motors.com.au) or contact your selling Dealer for full terms and conditions applicable to Diamond Advantage Roadside Assistance.

### **How often does my Mitsubishi require servicing?**

Your Mitsubishi vehicle should be serviced in accordance with the service schedule specified for your vehicle. Some items require more frequent attention under some driving conditions. Please discuss your servicing needs with your selling Dealer, or alternatively, refer to the MMAL website [mitsubishi-motors.com.au/maintenance-schedule](http://mitsubishi-motors.com.au/maintenance-schedule) or contact 1300 13 12 11.

## Who should service my Mitsubishi?

At MMAL we use state of the art technology and world-class quality control systems to ensure that you take delivery of a vehicle that will give you many years of motoring pleasure. It is well worth protecting your investment by ensuring that your Mitsubishi gets the specialist care that only a Mitsubishi Dealer Service Centre can deliver. They also use highly advanced diagnostic equipment and specialised tools and receive ongoing training and regular updates from MMAL to ensure they keep your Mitsubishi at its very best. By trusting your vehicle to a factory trained and backed Service team at a Mitsubishi Dealer Service Centre you can be sure that your Mitsubishi will get the expert servicing and care it needs to continue delivering optimum performance, efficiency, safety and reliability.

## Who should I contact at the Mitsubishi Dealer Service Centre?

You should talk to your Service Adviser in the first instance, however, if they are unable to assist, ask to talk with the Service Manager.

## What oil and fluids should be used in my Mitsubishi?

The oils and fluids used in a number of the major components of your vehicle are manufactured to a proprietary factory formulation to ensure optimum performance and durability.

Engine oil, Engine coolant, Automatic Transmission Fluid (ATF), Continuously Variable Transmission Fluid (CVTF) and Manual Transmission Fluid (MTF) are oils and fluids included in this category.

The use of other oils and fluids can lead to performance and/or durability concerns which may not be covered by the Manufacturer's Warranties.

## OWNER/OPERATOR 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
- As a result of wear and deterioration due to; normal operating conditions; industrial fall-out; abuse or neglect; hail, flood or salt damage; harsh polishes, stone chips etc.