

## 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 for 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

### Standard New Car Warranty

First 5 years (from the date of first registration) or 100,000 km:

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 5 years later, or until the vehicle has been driven a distance exceeding 100,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

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 Standard New Car Warranty is subject to the vehicle being serviced in accordance with the service schedule (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.

### Extended New Car Warranty

Up to 10 years (from the date of first registration) or 200,000 km:

Extended New Car Warranty is available only on eligible vehicles\*.

MMAL 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 (whichever occurs first) and expiring 10 years later, or until the vehicle has been driven a distance exceeding 200,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

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. To be eligible for the Extended New Car Warranty, BOTH of the below conditions must be complied with.

- The vehicle must have had ALL scheduled services performed within the authorised Mitsubishi Dealer Network (from the first service onwards) (PHEV vehicles must be serviced at an authorised PHEV Mitsubishi Dealer); AND
- The vehicle must be serviced in accordance with the service schedule (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.

If EITHER of the above conditions are 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 within the Mitsubishi Dealer Network in accordance with the service schedule for the first 4 Regular Services, but the 5th Regular Service is not performed by the required time or distance (whichever occurs first), or occurs outside the Mitsubishi Dealer Network, the Extended New Car Warranty will expire on and from the date that the 5th Regular Service should have been performed within the Mitsubishi Dealer Network.

Each Regular Service must be performed within 2,000 km or 2 months from the scheduled distance or time (whichever occurs first).

The Extended New Car Warranty is separate and additional to the Standard New Car Warranty. The expiration of the Extended New Car Warranty will not affect the operation of the Standard New Car Warranty, provided the conditions for the Standard New Car Warranty remain met.

\*Government and rental vehicle customers are not eligible and additional exclusions may apply. Check with your authorised Mitsubishi Dealer which warranty applies to your vehicle.

## **LIMITED LIFE WARRANTY ITEMS**

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

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

The following components are covered for 12 months or 20,000 km, whichever comes first

- Any component subject to regular servicing
- Spark & 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
- Soft tonneaus or wheel 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 distance travelled.

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

The original equipment main power (traction) battery is warranted for 8 years or 160,000 km 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 materials under conditions of normal use and service within Australia for 12 months or 20,000 km (whichever occurs first) from the date of fitment.

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:

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

MMAL warrants that Genuine Accessories will be free from defects in materials 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 the Standard New Car Warranty of 5 years or 100,000 km Warranty.

Or, if the vehicle is eligible for the Extended New Car Warranty, Genuine Accessories will be covered up to a maximum of 10 years or 200,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

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

12 months or 20,000 km (whichever occurs first); or the balance of the Standard New Car Warranty of 5 years or 100,000 km Warranty; or, if the vehicle is eligible for the Extended New Car Warranty, Genuine

Accessories will be covered up to a maximum of 10 years or 200,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

If not fitted by a Mitsubishi Dealer, Genuine Accessories are covered for 12 months or 20,000 km (whichever occurs first).

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

MMAL does not warrant the compatibility of Bluetooth™ devices with genuine systems or devices installed in the vehicle. MMAL will provide a list of compatible devices. For vehicles fitted with the Link System, please refer to <http://mitsubishi-en-au.visteonhandsfree.com> and view the Bluetooth™ compatibility guide.

For vehicles fitted with Smartphone Link Display Audio, please refer to <http://www.iopinfo-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 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. MMAL does not approve the fitment of aftermarket performance enhancing products such as (but not limited to) power chips, force induction products, suspension components, exhaust modifications 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 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 booklet are provided by MMAL.

Business address: 1 Tonsley Boulevard, Tonsley, SA 5042

Postal Address: P.O. Box 8 Melrose Park, SA 5039

E-mail: [customerservice@mmal.com.au](mailto:customerservice@mmal.com.au)

Phone: 1300 13 12 11

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

To make any claim under the Manufacturer's Warranties, the responsibility remains with the owner(s)/operator to present the vehicle as soon as a concern becomes evident to a Mitsubishi Dealer Service Centre, during normal business hours.

## What Is Covered

MMAL warrants that for a designated period of time or specified distance (kilometres) as set out in the "Manufacturer's Warranties" section, 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 "What is not covered" section.

The warranty start date is shown on the Owner's 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, interior/exterior trims, carpet, seatbelt, pillar trims, seat (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
- 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, stone chips, hail damage, airborne fallout, scratches, sap, bird, insect and animal-droppings, UV damage, oxidisation, deformation, surface corrosion, salt, harsh chemicals or operating conditions
- 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 beach) 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 limits
  - 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, including but not limited to:
  - Failure to carry out servicing at the intervals and in accordance with the schedule service 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 parts, accessories or add on equipment that are not made or approved by MMAL
  - The use of oils, fluids, lubricants, additives and coolants that do not meet MMAL specification
- Repairs or parts replacement required as a result of fitment of non-genuine 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 result of incorrect fitment of non-genuine parts and/or accessories where installation was performed by a non-Mitsubishi Dealer or repairer
- Minor seeping of oil or fluids from seals and/or gaskets which cause no material decrease in the level of such fluids
- 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 including but not limited to phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, loss of income and other consequential damages
- 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 (refer to Limited Life Warranty of the 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) or non-approved fuel additives
- Diesel engine: 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
- Fitment of an LPG system could affect your 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 is 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 techniques and are subject to stringent quality checks prior to leaving the factory and by the Mitsubishi 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 the 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 Manufacturer's 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. To be eligible for the Extended Warranty Coverage your vehicle must have had ALL scheduled services performed within the authorised Mitsubishi Motors Dealer Network. 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 Roadside Assistance?**

If applicable, 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 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 our 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.

## **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
- As a result of wear 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)
- Adjustment to the fit of doors, deck lid/tailgate, engine hood, glove box etc.
- Injector pump (diesel)



## **Replacement:**

- Lubricants and filters (including oil filters, air filter, fuel filter, etc)
- 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's 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 3 months/5,000 km – whichever comes first)
- General tightening of body components