



AUSMV STANDARD NEW CAR WARRANTY

AUSMV provides the Standard New Car Warranty for your new vehicle.

AUSMV vehicles 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.

This warranty:

- does 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 applies to the Australian domestic market and not for any overseas markets.

Standard New Car Warranty

(First three (3) years from the date of initial registration or 100,000km, whichever occurs first.)
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 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. For any vehicle sold with an optional 2 years extended warranty, those extra 2 years is conditional to the vehicle being serviced by the AUSMV network and to the vehicles original owner.

An eligible warranty claim must be made at the time a defect appears prior to the expiry of the time period or distance driven.

The Standard New Car Warranty is subject to the vehicle being serviced in accordance with the service schedule at the specified servicing intervals for the duration of the Standard New Car Warranty.

What is Covered

AUSMV warrants that for a designated period (years) 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.

What is Not Covered

Non-genuine parts are not covered by your Standard New Car Warranty
If a non-genuine part is fitted to your vehicle, the damage will not be covered by your Standard New Car Warranty. AUSMV does not approve of the fitment of aftermarket performance enhancing products such as (but not limited to) power chips, force induction products, suspension components, exhaust modifications etc. This warranty is void if the vehicle has received an unauthorised modification or alteration that could affect the corrosion protection of the vehicle.

Limited Life Warranty Items

(Twelve (12) months from date of first registration or 12,000km – whichever occurs 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 regardless of the distance travelled.



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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 Standard New Car Warranty because of a warrantable defect, those parts are covered for whichever is the greater of:

- 12 months or 12,000km (whichever occurs first) from the date of fitting; or
- the balance of the Standard New Car Warranty (as applicable) except where the warranty exceeds the service life of the component.

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

Genuine Accessories Warranty

AUSMV warrants that all genuine accessories 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.

Perforation Corrosion Warranty

(First 3 years from the date of initial registration or 100,000km whichever occurs first.)

AUSMV warrants that the original equipment metal and sheet metal components of the vehicle will be free from damage formed because 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. The Perforation Corrosion Warranty is subject to the proper care and maintenance standards of the vehicle and to the following conditions:

- This warranty only covers corrosion damage resulting from normal use and exposure to normal environmental conditions. It does not cover corrosion caused by accidents, misuse, neglect, improper maintenance, or unauthorized modifications.
- The vehicle must be regularly maintained according to the manufacturer's recommended maintenance schedule, including but not limited to regular washing, waxing, and inspection for corrosion prevention.
- Any detected corrosion damage resulting from normal use and exposure to normal environmental conditions must be reported to an authorised dealer or repair facility within twenty eight (28) days, being a reasonable time from the date it is first noticed.

Limitations:

This warranty does not cover corrosion damage:

- to non-structural parts, including but not limited to, exhaust systems, suspension components, wheels, and cosmetic parts, or surface corrosion or minor cosmetic imperfections that do not affect the structural integrity of the vehicle (which is considered normal wear and tear).
- caused by road salt, sea salt, chemicals, or exposure to harsh or corrosive environments.

Remedies:

- In the event of a valid claim, the manufacturer shall, at its discretion, repair or replace any corrosion damaged parts or components.
- The manufacturer reserves the right to use refurbished or remanufactured parts of similar quality to fulfill its obligations under this warranty.
- The cost of labour and materials required for the repair or replacement shall be covered by AUSMV, subject to any deductible or limitations stated in the original vehicle purchase agreement.

Warranty coverage in case of an Accident

In the event of an accident involving the covered vehicle, the warranty may be voided by AUSMV at its discretion.

AUSMV will assess the extent of the damage, the cause of the accident, and any other relevant factors to determine if the warranty should be voided. This includes (but not limited to) accidents resulting from driver negligence, reckless driving, improper use, modifications, or any other actions that may compromise the integrity or safety of the vehicle. AUSMV's decision regarding warranty voidance in such cases shall be final and binding.

Tyres covered by their manufacturer

To obtain Tyre warranty service, you must present the vehicle to an AUSMV location only. The customer manager will contact the Tyre manufacturer and assist you with any questions you may have regarding the Tyre warranty.



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Other items or circumstances Not Covered

- 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.
- Any repairs or modifications made by unauthorised service providers.
- Any abuse, misuse, or neglect of the vehicle contributing to corrosion damage.
- 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 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 limited to:

- Using the vehicle to participate in formal or informal competitive events such as racing, rallying, track days, hill climbing, speed trials 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;
- Consequential damage that occurs as a result of continuing to operate the vehicle with a defect evident;
- Improper adjustment, repair, tampering or modifications by a non AUSMV network member;

- 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 or 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;
- The use of oils, fluids, lubricants, additives and coolants that do not meet vehicle specifications
- Repairs or parts replacement required as a result of fitting non-genuine parts, and all accessories;
- Repairs or parts replacement required as a result of non-approved alterations or modifications;
- 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;
- 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;
- 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.
- 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;
- Globes(filament/halogen/HID), brake pads/linings, coolant, fuses, brake discs/drum, 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;
- 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.



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Modifications that will VOID Warranties

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

- Disconnecting, tampering with, or altering the odometer; and/or
- Attaching any device that disconnects the odometer; and/or
- Fitting of an LPG system to the vehicle; and/or
- Any modifications to engine performance including ECU tune or the fitment of Supercharger/turbocharger; and/or
- Fitment of any mechanism that lifts the vehicle above the factory ride height.

Protect Your Warranty

Regular maintenance of your AUSMV vehicle, in accordance with the recommended service schedule at an AUSMV location or approved AUSMV partner service centre is the best way to protect your new vehicle. By having your vehicle maintained through our service network, it is being serviced by certified experts. This will ensure that your vehicle and its warranty are protected.

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.

How to make a claim

To make any claim under the Standard New Car Warranty, 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.

Owner responsibility for cost

The following items are owner/operator cost responsibility when required as part of normal vehicle maintenance or because 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

Explanation of Warranty

The warranties detailed in this website are provided by AUSMV.
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