



i-MiEV WARRANTY STATEMENT

Your authorised Mitsubishi Motors Dealer will repair or replace without charge:

- any part of your Mitsubishi Motors vehicle that becomes defective; or
- any surface of the vehicle perforated by corrosion;
- as a result of faulty workmanship or materials used in its manufacture (manufacturing defect) in accordance with the terms set out below.

Your warranty:

- is effective for 36 months from the date of original purchase or date of first registration, or until the vehicle has travelled 100,000kms, whichever occurs first.
- Also extends to any subsequent owner during the 36 month warranty period, with the exception of Paint, Panel and Trim.
- Will be honoured by any authorised Mitsubishi Motors Dealer in New Zealand.
- Is in addition to all rights conferred by law.
- Your warranty may be extended under certain conditions as detailed at the end of this statement.

Conditions:

Your Mitsubishi Motors Dealer will be liable under this warranty only if:

- Your vehicle is maintained and operated in accordance with your Service Plan Booklet and the manufacturer's recommendations.
- Your vehicle is not misused or neglected.
- All maintenance and repairs to your vehicle are performed by an authorised Mitsubishi Motors service outlet.
- You notify an authorised Mitsubishi Motors service outlet of the manufacturing defect as soon as you become aware of it and within the warranty period.
- After becoming aware of a manufacturing defect you take your vehicle to an authorised Mitsubishi Motors service outlet for repair as soon as possible.
- You only use fuels, lubricants, fluids and parts which are approved by Mitsubishi Motors New Zealand Limited.

These conditions will continue to apply if the warranty is extended as detailed at the end of this statement.

Exceptions:

Your warranty is void if:

- the odometer in the vehicle has been tampered with or disconnected
- the vehicle has previously been deregistered
- The vehicle is taken out of New Zealand

Your warranty does not cover:

- Maintenance services listed on **pages 13** of this Service Plan Booklet.
- Normal service items (such as, but not limited to: lubricants, filters, brake linings and pads, bulbs, wheel alignments and wheel balancing) unless a manufacturing defect is evident.

- Repairs or replacements necessary as a result of wear and tear such as but not limited to drive belts, tyres, carpets, alloy wheel finishes or seat covers, unless a manufacturing defect is evident.
- Indirect or consequential losses or expenses such as loss of use, damage to property or person or expenses for tolls, travel, hire and accommodation.
- Accessories not part of the vehicle at the time of manufacture.
- Damage caused by accident, collision, fire, flood, chemicals, industrial fall-out, hail, salt, sand, stones, or environmental elements.

Except where the purchaser has acquired the vehicle for the purposes of a “business” as defined in the Consumer Guarantees Act 1993, nothing in this statement shall affect the rights of the purchaser under the Consumers Guarantees Act 1993. The Consumer Guarantees Act 1993 shall not apply where the purchaser has acquired the vehicle for business purposes.

5 Year Warranty

Offer:

Subject to the additional conditions, your warranty will be valid for a total of 60 months from the original date of purchase or until the vehicle has travelled a maximum of 100,000kms, whichever occurs first.

Roadside Assistance package benefits continue for this extension period for the original owner.
Additional Conditions:

This extended 60 months / 100,000km warranty is available only:

- To the original purchaser of the vehicle and is valid only for the period of time that the vehicle is owned by the original purchaser. This warranty extension is not transferable to any subsequent owner/s.
- If all scheduled maintenance services have been completed by an authorized Mitsubishi Motors service outlet
- If a vehicle inspection to validate the warranty extension is carried out by an authorised Mitsubishi Motors service outlet within the last 3 months prior to the expiry of the standard warranty.

The conditions for the standard warranty apply to this 60 month /100,000km warranty also.

Additional Exceptions:

- Your extended 60 month / 100,000km warranty does not cover the 12 Volt battery, audio, tyres, air conditioning compressor and air conditioning system maintenance, and all accessories fitted at time of purchase.

The exceptions for the standard warranty apply to this 60 month /100,000km warranty also.

10 Year Powertrain Warranty

Offer:

Subject to the additional conditions, your powertrain warranty will be valid for a total of 120 months from the original date of purchase or until the vehicle has travelled a total of 100,000kms whichever occurs first.

Powertrain: refers to the major internal mechanical components that comprise the electric motor, transaxle and differential. Motor includes the motor housing and its internal parts. For the gearbox / transmission / differential it includes the case, gears and bearings. This powertrain warranty is not a mechanical insurance policy and should not be interpreted as such.

Additional Conditions:

This powertrain warranty is available only:

- to the original purchaser of the vehicle and is valid only for the period of time that the vehicle is owned by the original purchaser. The driveline warranty extension offer is not transferable to any subsequent owner/s.
- if all scheduled maintenance services have been completed by an authorized Mitsubishi Motors service outlet.
- if a vehicle inspection to validate the warranty extension is carried out within the last 3 months prior to the expiry of the 60 month/ 100,000kms warranty period.
- The conditions for the standard warranty apply to this powertrain warranty also.
- Roadside Assistance Package is not included during the term of the term of the 120 month / 160,000km warranty period.

Additional Exceptions

Your powertrain warranty does not cover:

- The main traction battery pack or its individual batteries.
- Any part of the vehicle not classified as powertrain.
- The motor control unit (electronic variable voltage, variable frequency control unit)
- All driveshaft boots, universal and constant velocity joints.
- All water pumps, steering, suspension, brake components, service items, or normal wear and tear for age, distance and condition.
- The exceptions to the standard warranty apply to this powertrain warranty also.

ROADSIDE ASSISTANCE

Wherever you travel in New Zealand, no matter what happens, you have the support of our Roadside Assistance 24-hour helpline. Whatever it takes to get you going again, Mitsubishi Roadside Assist will provide advice or roadside assistance, 24 hours a day, 365 days a year. If necessary, we can even help with rental car or accommodation costs.

Who is eligible for Roadside Assistance?

Roadside Assistance is provided for all new Mitsubishi Motors passenger cars, and light commercial vehicles

The period of cover is 3 years (36months)/100,000km (whichever occurs first).

This service is provided, free of charge, to the original purchaser of the vehicle and is valid only for the period of time that the vehicle is owned by the original purchaser within the warranty period. There is no limit to the number of call outs within the eligible period.

Callers will need to supply their registration number to qualify for assistance. For security reasons Roadside Assistance may not respond to call outs if these details are not made available prior to assistance being provided.

How Roadside Assistance can help you:

Flat Battery – In the event that the vehicle can not be jump started, and a replacement battery is required this will be provided. Replacement batteries are provided at the owner's expense.

Lost/Locked Keys – Access provided to the vehicle where possible or transport will be provided the nearest Mitsubishi Motors dealership/place of repair.

Flat Tyre – Spare wheel will be fitted and a referral given to the nearest reliable repairer or supplier
Minor Mechanical or Electrical Breakdown - If the problem causing immobility is a minor mechanical or electrical breakdown the provider will attempt emergency mechanical or electrical repair at the roadside to rectify the problem and mobilise the vehicle.

If the vehicle can not be mobilised at the roadside, Mitsubishi Motors Roadside Assist will arrange for the vehicle to be transported to the nearest Mitsubishi Motors dealer or place of storage. Any extra towing and storage over that is the responsibility of the owner.

Taxi – if the vehicle can not be mobilised due to mechanical defect and must be transported to the nearest Mitsubishi Motors dealer, Mitsubishi Motors Roadside Assistance will provide one taxi ride to the value of \$50 incl. GST to enable the vehicle occupants to continue their journey. Any amount charged in excess of this limit would be the responsibility of the customer.

Rental vehicle – In the case where a Mitsubishi vehicles breaks down more than 100 kilometres from home due to a warrantable defect and the repair will exceed 24 hours Roadside Assistance will arrange a rental vehicle for up to three days to a maximum of \$300 including GST to allow the continuation of the journey while the vehicle is being repaired.

Accommodation – As an alternative to the rental vehicle option, where a Mitsubishi vehicle breaks down more than 100 kilometres from home due to a warrantable defect and the repair will exceed 24 hours, accommodation can be arranged up to 3 nights, to a maximum of \$350.00 including GST, excluding meals and personal expenses, while the vehicle is being repaired. This option can not be used in conjunction with the rental vehicle.

Vehicle Repatriation – Where a Mitsubishi vehicle breaks down more than 100 kilometre from home due to a warrantable defect and the repair will exceed 24 hours the vehicle will be transported to the nearest Mitsubishi Motors dealer. At the completion of repairs Mitsubishi Motors Roadside Assistance will arrange the vehicle to be repatriated to the customers servicing dealer, home address or convenient location, whichever is closer.

Accident, Theft, Vandalism and Collision Co-ordination – Mitsubishi Motors Roadside Assistance will provide advice and assistance in the event of a motor vehicle accident. Towing and transportation services will be arranged in the event of the vehicle being immobilised or unsafe to drive. All costs relating to towing or transportation services as a consequence of an accident will be responsibility of the owner/driver.

Windscreen Repair – the vehicle will be referred to the nearest approved windscreen repair service. The cost of windscreen repair is the responsibility of the owner/driver.

Message Relay – In the event of a mechanical breakdown or accident, Mitsubishi Motors Roadside Assistance will relay urgent messages to friends, family or business associates.

Travel delay – In the event of a mechanical breakdown or an accident that delays the driver, Mitsubishi Motors Roadside Assistance can co-ordinate and rebook pre-planned travel arrangements or make alternative arrangements as directed.

Legal Advice – Mitsubishi Motors Roadside Assistance can provide access to legal advice (verbal only) on all matters arising from traffic and motor vehicle legislation, and matters arising from the use and ownership of a motor vehicle, 24 hours/365 days a year. This is a free service to Mitsubishi Motors customers.

Emergency Personal Assistance – Mitsubishi Motors Roadside Assistance will provide advice on the cancellation of lost or stolen credit cards, cheques, passports and drivers licence.

Medical Referral/Advice – Clients travelling away from their home base and in unfamiliar territory may, from time to time, find themselves in need of medical advice or treatment.

The Mitsubishi Motors Roadside Assistance medical team will give the appropriate advice and refer the caller to the nearest medical centre for treatment. Consultation and treatment fees are the responsibility of the owner.

Travel Directions – Should any owner become lost or require travel directions Mitsubishi Motors Roadside Assistance can provide help and instructions on how to reach the planned destination and advise of delays in arrival by way of a message.

Technical Advice – telephone technical advice can be provided by the Mitsubishi Motors Roadside Assistance operator in regard to vehicle operation, instrument warning indicators, or technical/mechanical information regarding the vehicle.

Exclusions:

- Vehicles used for hire or reward
- Vehicles used in motor racing, rallies, speed or duration testing or any practice there of
- Vehicles modified from standard manufacturing specification
- Vehicles not displaying current WOF and vehicle registration certificate
- Vehicles left unattended
- Any towed vehicle
- Claims arising from the loss or damage to the contents of the vehicle
- Claims arising from damage caused through forceful entry in an attempt to recover locked keys where the owner/driver has been fully briefed on the situation by Mitsubishi Motors Roadside Assistance Staff or the provider in attendance and the owner/driver has subsequently agreed to indemnify Mitsubishi Motors Roadside Assistance, against damage caused during entry.
- Claims arising from a recurring electrical or mechanical limit resulting from improper maintenance or servicing where a known fault or repair has been neglected
- Situations where the vehicle is disabled by floods, snow affected roads, or it is not accessible due to other adverse conditions
- Vehicles bogged in off-road conditions and not easily accessible by normal 2WD recovery vehicles
- Vehicles being located off public road conditions and not easily accessible by normal 2WD recovery vehicles
- Vehicles exceeding 3.0 tonnes in laden weight
- Events as a result of an accident or misuse of the vehicle. All associated costs are the responsibility of the driver
- Costs relating to parts, labour and any associated costs of the repair of the Mitsubishi vehicle under the assistance program, including replacement batteries and/or tyres, shall be at the driver/owners expense.
- If at the time of breakdown the vehicle was towing a caravan, boat or trailer this vehicle will be towed or transported to the nearest Mitsubishi dealer or place of safety. Towing or storage costs will be the responsibility of the owner.
- Mitsubishi Motors Roadside Assistance will endeavour to provide the services described to the best of their ability. Acts beyond the control of Mitsubishi Motors Roadside assistance (including but not limited to adverse weather conditions, industrial disputes, strikes, geographic inaccessibility, the absence and/or availability of suppliers)
- Mitsubishi Motors Roadside Assistance is provided through a qualified third party supplier. Such providers are independent representatives of Mitsubishi Motors NZ Ltd.
- The client/driver renting the vehicle must hold a current (valid) drivers licence and meet the terms, conditions and requirements of the rental car company. Insurance, any traffic violations, damage to the vehicle, additional kilometre charges and petrol are the clients responsibility.
- Mitsubishi Motors Roadside Assistance is provided through a qualified third party supplier. Such providers are independent representatives of the Mitsubishi Motors NZ Ltd.
- The client/driver renting the vehicle must hold a current (valid) drivers licence and meet the terms, conditions and requirements of the rental car company. Insurance, any traffic violations, damage to the vehicle, additional kilometre charges and petrol are the clients responsibility.