



## AUTOMOBILE SERVICE WARRANTY

### YOUR CONSUMER RIGHTS

The benefits given to you in this manufacturer's warranty are in addition to, and do not detract from, any rights and remedies that you may have under Australian consumer protection laws. Our goods come with certain 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.

This manufacturer's warranty is not intended to:

- Change or exclude any statutory consumer rights that cannot be lawfully changed or excluded; or
- Limit or exclude any right you have against the person who sold the Suzuki product to you if that person has breached their sales contract with you.

### 1. Warranty Provider

This warranty is provided by Mayfairs W'Sale Pty Ltd trading as Suzuki Auto Co. (ABN 23 009 693 592) ("Suzuki Auto Co.") of 23 Chapman Place Eagle Farm QLD 4009, telephone 07 3623 4900 or email [suzuki@suzukiqld.com.au](mailto:suzuki@suzukiqld.com.au)

### 2. Warranty Policy

Suzuki Auto Co. warrants that if any part of a vehicle is found to be defective due to Suzuki's faulty materials or manufacturing during the warranty period and the defect is disclosed immediately to an Authorised Suzuki Dealer, the defect will, at Suzuki Auto Co.'s option, be rectified or parts replaced free of charge by an Authorised Suzuki Dealer, subject to the conditions and exclusions set out in this warranty.



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All repairs under this warranty must be carried out by an Authorised Suzuki Dealer. This warranty applies only to vehicles supplied or distributed by or through Suzuki Auto Co. and only while a vehicle resides in Australia or its Territories.

Parts or components which are ascertained by Suzuki Auto Co. to be defective due to a manufacturing defect will be replaced without cost to the vehicle owner for labour or the part or component itself. All parts or components removed under this warranty shall become the property of Suzuki Auto Co.

Please note goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Repair of the goods may result in loss of data contained in the goods and Suzuki Auto Co. takes no responsibility for the loss of such data.

### 3. Warranty Period

This warranty shall begin from the date of registration of sale ("ROS") recorded on the Suzuki Auto Co. warranty system indicating the vehicle has been sold to the first retail purchaser (or in the case of a Dealer demonstrator model, when the Dealer first placed it into service) and shall continue for 60 months with unlimited kilometres ("Warranty Period"). The recorded date of the ROS may be earlier than the date of delivery. Please contact your Authorised Suzuki Dealer if you have any questions. Traction Battery Warranty 8 years/160,000 Kilometres. If an Authorised Suzuki Dealer replaces or repairs any parts under this warranty, the warranty will be extended to cover those parts for the remainder of the original Warranty Period.

Any unexpired portion of this warranty will be transferred to subsequent owners upon the resale of the vehicle during the Warranty Period provided that the procedure for transfer of warranty to a subsequent owner in the Warranty and Service Record Booklet is followed.

### 4. What is not covered

This warranty is subject to a number of exclusions as listed below:

- (a) Wheel balancing and alignment after 1,500kms or one month from commencement of the Warranty Period.
- (b) Any repair/adjustment performed by a non-authorized Dealer or damage resulting there from.
- (c) Normal wear and tear and service adjustments, including maintenance services such as engine tune-up, general tightening.
- (d) The replacement of consumables, including but not limited to: brake linings, tyres, clutch plates, cables, bulbs, window glass, filters, lubricating oil, fluids, spark plugs, fuses, brushes, remote transmitter batteries.



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- (e) Environmental conditions including but not limited to stone-chipping, tree sap, leaf litter, salt, hail, storm damage, airborne pollutant fallout, bird, bat, and insect droppings and oxidation. Vehicles damaged by Storm, hail, flood before initial registration and subsequently sold through salvage and or public auction are not warranted by Suzuki Auto Co.
- (f) Accident, theft, fire, acts of God, war or terrorism.
- (g) Damage resulting from misuse, negligence, immersion in water, water ingress, damage from salt and sand. Alteration, accident, competition, racing, operation other than in accordance with Suzuki Auto Co's recommendations or failure to follow Suzuki Auto Co's recommended routine maintenance procedures prescribed in the Owner's Manual. Degradation of trim items may also be excluded.
- (h) Paintwork, brightwork or finishing repairs due to causes beyond the control of Suzuki Auto Co.
- (i) The introduction of non-approved modifications, including but not limited to engine modification, suspension modifications specification adjustment, wheel/tyre installation, exterior surface treatments and glass films.
- (j) Damage caused by continuing to operate a vehicle while a fault or defect is known to exist.
- (k) Parts and accessory items other than parts and accessories approved by Suzuki including, but not limited to, radio, towbar, tyres, etc. Such items may be subject to the warranty conditions of the respective manufacturer. Please contact your Authorised Suzuki Dealer for further advice.
- (l) Diminished shock absorber efficiency after 50,000kms from registration.
- (m) Interior trim noises, squeaks and rattles or misalignment after 3,000kms or 3 months from commencement of the Warranty Period.
- (n) Odours arising from the heater/air conditioning system due to build up of contaminants and/or bacteria.
- (o) Remote transmitter defects - remote control units that have been subject to external damage due to impact are not covered.
- (p) Vehicle Traction battery are covered by warranty for 8 years/160,000 Kilometres whichever comes first. Extended warranties do not apply.

**Note:** Even though this warranty does not apply in the circumstances set out above, you may still have rights under Australian laws, including the Australian Consumer Law in such circumstances.

### 5. What you must do to obtain warranty service

Return the vehicle to an Authorised Suzuki Dealer at your own expense together with proof of ownership and the Warranty and Service Record Booklet.

To find current contact information for your nearest Authorised Suzuki Dealer, please consult the dealer list or visit our website at [www.suzukiqld.com.au](http://www.suzukiqld.com.au)

When all warranty repairs have been completed, you must at your expense collect the vehicle from the Authorised Suzuki Dealer.



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### 6. Other conditions

There are a number of things you can do to assist in maintaining the appearance and value of your vehicle and ensuring the requirements for application of this warranty are met:

- (a) Routine scheduled maintenance is the Owner's responsibility. Always operate and maintain your vehicle according to the instructions in the Owner's Manual and Warranty and Service Record Booklet.
- (b) You should retain evidence that maintenance has been performed according to Suzuki Auto Co's recommendations by appropriately qualified persons. Claims made under the warranty will not be met if they result from a lack of or improper maintenance, repairs, or maintenance performed by non-qualified persons or use parts and accessories not approved by Suzuki Auto Co for warranty service, rather than from defective materials.
- (c) If your vehicle is subject to use under severe driving conditions, you should follow the special maintenance requirements specified by your Authorised Suzuki Dealer and outlined in the Owner's Manual and Warranty and Service Record Booklet.
- (d) You are required to take the following additional action should your vehicle be used in any conditions described below:
  - (i) After running in sand or salt water, the whole vehicle including the underside must be washed thoroughly with fresh water.  
Note: Excessive sand and/or salt water ingress may lead to severe mechanical damage. It is advised to consult your Authorised Suzuki Dealer promptly after significant exposure to these conditions.
  - (ii) After running in deep mud, inside of brake drums must be washed clean.
  - (iii) After running in water at axle height, gear and differential oil must be changed.
  - (iv) Stone chips and exposed sharp edges should be repainted. All ambient conditions cause metal surfaces to corrode, so close attention to this will help to keep deterioration to a minimum.
- (e) Suzuki Auto Co shall not be liable under this warranty for any consequential loss, damage, injury or expense arising out of any defect of any nature in any vehicle or part thereof or in connection with the fulfillment of any obligation under this warranty. Suzuki Auto Co is not liable for any cost, expense, loss or damage incurred by an owner while their vehicle is unavailable during the performance of any services in connection with this warranty.
- (f) **IMPORTANT NOTICE: All warranty transactions must be completed within the warranty period.**  
Departure from any of the above conditions could invalidate this warranty.  
**Note:** Even though this warranty does not apply in the circumstances set out above, you may still have rights under Australian laws, including the Australian Consumer Law in such circumstances.