

# IVECO TRUCKS NEW VEHICLE WARRANTY

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**IVECO**

Your partner for sustainable transport

Congratulations on purchasing your new IVECO commercial vehicle (the **Vehicle**). To ensure the Vehicle performs at its best, our IVECO Dealer's specially trained technicians have carried out a Pre-Delivery Inspection.

IVECO Trucks Australia Limited (IVECO) warrants the Vehicle will be free from defects in materials and workmanship (the Warranty). Please read the important information set out in this document to familiarise yourself with the Warranty coverage.

You and all operators of the Vehicle should fully acquaint yourselves with the Operator's Manual as it sets out the Vehicle's service requirements along with instructions for its correct and safe operation.

IVECO looks forward to servicing your needs now and into the future.

## DURATION OF WARRANTY

The Warranty commencement date for the Vehicle is the earlier of either the date of delivery or the date of registration. The Warranty expires when the applicable date, kilometres or hours (whichever occurs first) is reached. Please refer to the table below for the relevant vehicle model.

MODEL	DURATION	KM	HOURS	COVERAGE
Daily including *Minibus	36 months	200,000	2,500	100% Parts and Labour
Eurocargo	36 months	250,000	3,000	100% Parts and Labour
ACCO E6	24 months	500,000	6,000	100% Parts and Labour
X-Way	24 months	500,000	6,000	100% Parts and Labour
TRAKKER	24 months	500,000	6,000	100% Parts and Labour
ASTRA HD9 and HHD9	12 months	150,000	3,000	100% Parts and Labour
HD Bus	24 months	500,000	6,000	100% Parts and Labour

## Note

- Vehicles used off-highway for 10% or more of total usage by kilometres will be covered by a 12-month duration warranty only.
- Vehicles operating on and in mine sites require upgrades as mandated for the individual site and are covered by a 12-month duration warranty only.
- Vehicles operating with high idle time/low load history may not be covered for oil consumption and catalyst failures attributable to this type of operating condition.
- \*Applies to Minibus sold on or after 1/1/2021

## YOUR RESPONSIBILITIES

In the case of a fault affecting the safe operation of the Vehicle, you must immediately stop operating the Vehicle and notify an authorised IVECO Dealer without delay.

You must:

- arrange for the required maintenance at the recommended intervals specified in the Operator's Manual. While the minimum maintenance requirements are listed in the Operator's Manual, climatic and operating conditions or driving habits may require the performance of additional or more frequent maintenance services. An authorised IVECO dealer (**Dealer**) can advise you on these matters.
- ensure the Vehicle is operated in the application for which it was intended and within its rated capacity.
- use genuine parts and lubricants for maintenance and repairs.
- notify a Dealer of a claim under the Warranty within 14 days of becoming aware of the defect giving rise to the claim.
- make the Vehicle available for repairs under the Warranty within 30 days of notifying of the claim subject to the Dealer's availability.
- transport the Vehicle at your own risk to a Dealer location or accept and pay any costs incurred by a Dealer in travelling to the Vehicle to carry out investigation or repair.
- perform normal maintenance on the following:

<b>AXLES / STEERING</b>	<ul style="list-style-type: none"> <li>Adjustment (Wheel alignment)</li> <li>Linkage and bush or pin wear</li> </ul>
<b>BRAKES</b>	<ul style="list-style-type: none"> <li>Adjustment</li> <li>Drums, discs, linings and pad wear</li> <li>Shaft, roller and bush or pin wear</li> </ul>
<b>SUSPENSION</b>	<ul style="list-style-type: none"> <li>Adjustment</li> <li>Replacement of bushes, shock absorbers, springs and height control valves</li> </ul>
<b>CLUTCH / TRANSMISSION</b>	<ul style="list-style-type: none"> <li>Adjustment</li> <li>Clutch disc, pressure plate, release bearing and flywheel wear</li> </ul>
<b>COOLING SYSTEM</b>	<ul style="list-style-type: none"> <li>Replenishing coolant and additives</li> <li>Replacement of hoses, clamps and thermostats</li> </ul>
<b>ELECTRICAL</b>	<ul style="list-style-type: none"> <li>Adjustment of lights</li> <li>Replacement of globes and fuses</li> <li>Battery maintenance</li> </ul>
<b>ENGINE</b>	<ul style="list-style-type: none"> <li>Adjustment of valve clearances, drive belts and linkages</li> <li>Maintenance of air, fuel and exhaust systems</li> <li>Replacement of belts, filters, fluids &amp; lubricants, hoses &amp; tubes</li> </ul>

<b>TYRES</b>	<ul style="list-style-type: none"> <li>• Wear, balancing and rotation</li> </ul>
<b>LUBRICATION</b>	<ul style="list-style-type: none"> <li>• General lubrication and oil/fluid changes</li> </ul>
<b>GENERAL CARE</b>	<ul style="list-style-type: none"> <li>• Tightening of all bolts, nuts, studs and clamps</li> <li>• Rectifying rattles, squeaks and vibrations because of vehicle operation</li> <li>• Cabin finish (paint, trim etc) and glass</li> </ul>

## WHAT'S EXCLUDED GENERALLY

- Replacement and Repair  
Replacement of:

  - non-defective wear items expected to be replaced including but not limited to tyres, fuses, belts, batteries, starter motor, alternator, water pump, turbocharger, air compressor, hoses, wiper blades and globes
  - items otherwise replaced by you or at your request
  - normal maintenance parts and service items including, but not limited to, lubricants, coolants, filters, engine belts and thermostats

Repairs due to:

  - the failure to properly maintain or care for the Vehicle including failure to keep the Vehicle roadworthy and maintained in accordance with IVECO recommended service schedules, use of unsuitable accessories or attachments with the Vehicle.
  - general misuse and abuse of the Vehicle including but not limited to overloading and/or operating the Vehicle beyond its rated capacity or specification.
  - incorrect adjustment of components and/or assemblies.
  - unauthorised repair work generally.
  - unauthorised modifications to the Vehicle and/or Vehicle software (including, but not limited to, alterations made to increase the rated engine speed and/or power, adjustments made to emissions control systems and/or tampering with an odometer or similar meter so that the Vehicle's usage cannot be correctly determined).
  - use of replacement parts or lubricants other than genuine branded service parts & lubricants.
  - damage caused by other elements including, but not limited to, impact with blunt forces, collisions, vandalism, environmental factors, fire events and cabin/bodywork conditions caused by external influences (such as exposure to industrial chemicals, corrosive substances or natural elements).
- Products Not Manufactured by IVECO  
These will be items which are warranted by their respective manufacturer including, without limitation, tyres, batteries, Cummins branded engines, Allison branded transmissions, drivetrains, fuel injection equipment, starter motors and alternators and attachments or other accessory items.
- Labour Cost of Removing Non-IVECO Accessories  
If it is necessary to remove non-IVECO attachments and accessory items during a warranty repair, you will bear the cost of having the item removed.
- Custom Body Builds  
Any bodywork and/or bodywork component, or any damage due to the fitment of any bodywork and/or bodywork component by a third-party supplier.
- Consequential Losses for Vehicles Not Purchased for Personal, Household or Domestic Use  
Economic loss including loss of profits, equipment downtime, equipment rental, towing or other cost.

## LIMITATIONS

**Subject to the following, the Warranty is your sole remedy.**

**To the fullest extent permitted by law, all express or implied warranties of merchantability or fitness for a particular purpose (or fitness for any other purpose) and liability which may be imposed at common law (including but not limited to negligence) are excluded from the Warranty. Nothing in the Warranty will be taken as excluding, restricting or modifying any condition, guarantee, warranty, right or liability which cannot by law be excluded restricted or modified by the Warranty.**

Where a condition, warranty, right or liability cannot be excluded by law, then to the extent permissible by law, IVECO's liability for a breach of the condition, warranty or right is limited to, at IVECO's option:

1. Replacement of the Vehicle or the cost of replacing; or
2. Repair of the Vehicle or payment of the cost of having the Vehicle repaired.

The benefits provided under this Warranty are in addition to other rights and remedies you have at law if the Vehicle has been purchased for personal, household or domestic use. Those additional rights and remedies are set out in the statutory warranty below:

*Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

IVECO may, from time to time, make design changes across its range and other modifications to improve the performance of its vehicles. Should the Vehicle be part of a range which has been subject to such a change, IVECO shall not be obliged to update/upgrade the Vehicle to reflect the change. IVECO can make such changes at its sole discretion and will only be obliged to make changes to the Vehicle as part of an authorised Product Improvement Program (PIP) or otherwise as a product recall.