



# Mitsubishi Motors Ireland Warranty

Customer Terms and Conditions





# Mitsubishi Motors 5 Year / 150,000km Warranty Programme

Warranty in years 1 to 5 up to 100,000km is provided by Mitsubishi Motors Corporation. Please refer to the Pan-European Services booklet for terms and conditions.

Warranty in years 3, 4 and 5 with mileage between 100,000km and 150,000km is provided by Mitsubishi Motors Ireland and the terms and conditions of this warranty are set out hereunder, this warranty is in addition to the manufacturer's warranty. The provision by Mitsubishi Motors Ireland of the additional mileage warranty does not affect an owner's statutory rights under consumer legislation. The terms and conditions set out hereunder must be complied with to keep the guarantee in force.

In order to safeguard and protect your warranty for the maximum duration, Mitsubishi Motors Ireland recommend that you should have your vehicle serviced and maintained by an Authorised Mitsubishi Motors Service Dealer in the Republic of Ireland. You should also use Mitsubishi Motors genuine spare parts which are manufactured to the highest standard and tested to ensure precise fitting in a Mitsubishi vehicle for maximum safety and reliability.

# Summary of Terms and Conditions of Mitsubishi Motors Ireland Warranty

- This warranty only applies to Mitsubishi light commercial vehicles purchased new from authorised Mitsubishi Motors Sales Dealers in the Republic of Ireland from the 1st of January 2015, which are supplied by Mitsubishi Motors Ireland and registered in the Republic of Ireland only. Mitsubishi passenger car vehicles, electric cars, plug-in hybrid cars (up to MY16), public service vehicles, taxis and rental cars are excluded from this warranty.
- This warranty applies up to a maximum of 150,000 kilometres during the total 5 year period covered by warranty. This warranty does not cover any vehicle with a recorded mileage in excess of 150,000 kilometres.
- Free Annual Vehicle Health Check is **compulsory**, please refer to clause 1 for details.
- Mitsubishi Assistance Program (MAP) is not included in the Mitsubishi Motors Ireland warranty. A breakdown recovery service is included, please refer to clause 6 hereof for details.
- Please refer to clauses 4 and 5 hereof for details of non-warranty items.
- Servicing of your vehicle must be carried out in accordance with the manufacturer's guidelines as set out in the Pan-European Services booklet from pages 1-3 to 1-19. See clause 2 hereof for specific service requirements of the Mitsubishi Motors Ireland warranty. Your warranty may be invalidated if servicing is not undertaken in accordance with the manufacturer guidelines and the provisions of clause 2 hereof.
- Invoices for each service must be retained and placed in the vehicle booklets holder detailing the work carried out and the individual components replaced. It is imperative that all services are recorded on pages 1-20 to 1-25 of the Pan-European Services booklet.
- Any subsequent owner of the vehicle can avail of the 5 year warranty, subject to the provisions set out in clause 3.
- Any disputes in relation to the warranty provided with the vehicle are subject to arbitration, see clause 7 for details.

## Your Copy

I confirm that I have read and understand the terms and conditions of the warranty provided by Mitsubishi Motors Ireland, and agree to comply with my obligations thereunder.

(Print Name or Company)

Registered Owner's Name

(Owner's signature **or** Authorised signatory for and on behalf of the Company)

Authorised Signature

Date   /   /    
D D M M Y Y

(Print Name)

Name of Signatory

(Print Name)

Sales Dealer

Vehicle Identification Number

Vehicle Registration

## Dealer's Copy

I confirm that I have read and understand the terms and conditions of the warranty provided by Mitsubishi Motors Ireland, and agree to comply with my obligations thereunder.

(Print Name or Company)

Registered Owner's Name

(Owner's signature **or** Authorised signatory for and on behalf of the Company)

Authorised Signature

Date   /   /    
D D M M Y Y

(Print Name)

Name of Signatory

(Print Name)

Sales Dealer

Vehicle Identification Number

Vehicle Registration



# Terms and Conditions of Mitsubishi Motors Ireland Warranty

## 1. Free Annual Vehicle Health Check.

Your Mitsubishi Motors Ireland warranty is strictly subject to the presentation of your vehicle to an authorised Mitsubishi Motors dealer in the Republic of Ireland at least once every year, or every 15,000 Kms / 20,000 Kms, whichever comes first. The dealer must be given the opportunity to complete the mandatory Mitsubishi Motors vehicle health check when your vehicle is presented. The free annual vehicle health check can be completed independently of a service or it can be performed in conjunction with a scheduled service. Any essential works identified by the dealer following the free annual vehicle health check must be carried out within 1 month of the vehicle health check, and an invoice in respect of the works must be retained and presented upon request and / or at the next free annual vehicle health check.

## 2. Service and Maintenance of the Vehicle.

Periodic maintenance ("servicing") must be carried out every 12 months  $\pm$  1 month **or** 15,000 Kms / 20,000 Kms\*\*  $\pm$  2,000 Kms (\*\*Service interval is dependent on the Mitsubishi model). Services performed outside of these tolerances cannot be considered valid for the terms of this warranty agreement. Your "Vehicle Maintenance Records" in the Pan-European Services Booklet from pages 1-20 to 1-25, is the vehicle's own log of all

maintenance and must be kept in the vehicle at all times. These records must be kept up-to-date, with service dealer stamp, date and correct mileage at the time of servicing.

## 3. Change of Vehicle Ownership.

The Mitsubishi Motors Ireland warranty supplied with your Mitsubishi vehicle is transferable to subsequent owners, provided the terms and conditions have been adhered to up to the point of the change of ownership and continue to be adhered to by the subsequent owner. **In order for the warranty to remain valid the new owner must present the vehicle at an Authorised Mitsubishi Motors Dealer along with the completed "Transfer of Warranty Request Form" supplied at the back of this booklet.**

Without presenting the vehicle and the completed form, the warranty cannot be transferred so please ensure you inform the person to whom you are selling the vehicle of this information. The new owner will require this document and the completed Pan-European Services booklet, and should also be provided with the details of the service and maintenance work carried out on the vehicle before the change in ownership. The free annual vehicle health check reports up to the change of ownership date should also be provided to the new owner in order to protect the warranty.

## 4. Items Excluded from Warranty.

Your warranty does not cover the following:

- Air, oil, fuel and pollen filter elements.
- Drive belts for: alternator, water pump, power steering pump, air-conditioning.
- Spark plugs (on or after the first scheduled replacement).
- Clutch centre plate facing, pressure plate and flywheel.
- Brake pads, brake discs and brake shoe lining materials.
- Tyres.
- Timing Chain and Related Components.
- Wiper blades, fuses, bulbs (for all lamps).
- Engine oil, manual transmission oil, automatic transmission fluid, transfer gear oil, EV oil and coolant, front transaxle oil and rear transaxle oil.
- Differential gear oil normal and LSD, steering gear oil and/or fluid.
- Brake and clutch fluid, grease.
- Air-conditioning equipment (non-factory fitted units only), in-car entertainment systems, any other non-factory fitted equipment.
- Fair wear and tear of any part, normal maintenance items and parts and material used in connection with such maintenance (see clause 5 hereunder for further details).

- 12V Battery, O2 sensor (All models), Injector, Glow plug (only for Diesel engine), Diesel Particulate Filter, Catalytic Converter, NOx Trap.
- Normal deterioration or damage to plated parts, paint coat, rubber parts, bushings, mountings, hoses, upholstery and soft trim caused by daily use, wear and exposure or adjustment of any parts which is caused by normal usage.
- Minor irregularities not affecting quality, performance or function of the vehicle or parts thereof, e.g. noises or vibrations that appear in particular usage or abnormal operations. Noises including rattles, squeaks and wind noises.
- Damage caused by insufficient or improper maintenance, e.g. negligence of daily and/or periodic inspections and maintenance as described in the Pan-European Services booklet and the Owner Manual issued with your new Mitsubishi vehicle.
- Damage caused by using non-genuine parts whether the replacement was by an Authorised Service Dealer or independent repairer or servicing/repairs by the vehicle owner.
- Damage caused by traffic accidents, abuse or negligence of proper handling of the vehicle as set forth in the Owner Manual, misuse of the vehicle, use of the vehicle under unusual conditions i.e. racing or rallying or competition use, modifications of or to the vehicle and/or components/parts thereof not recommended or approved by Mitsubishi Motors.

- Damage caused by external influences, i.e. chemical pollution, bird lime, acid rain, hail, sand, salt, de-icing agents, stones, fires, falling objects and natural disasters or attributed to human fault, negligence, civil uprisings or natural calamities improper repair methods, theft or larceny, vandalism, fuel contamination etc
- Charges incidental to breakdowns, i.e. loss of use of vehicle, loss of time, expenses for fuel, telephone, travel, lodging, transportation loss or damage to personal property, commercial loss or loss of revenues, personal injury, legal fees.
- Any vehicle on which the odometer reading has been altered so that the mileage cannot be readily determined or confirmed.

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## Genuine Mitsubishi Accessories.

- Genuine Mitsubishi Accessories fitted to a vehicle pre-registration carry a 5 year / 100,000km warranty with the exception of in-car entertainment and navigation systems, canopies and hardtops. Genuine Mitsubishi Accessories fitted post registration carry a two year warranty.

## Additional Items Excluded from Warranty up to year 5 with mileage between 100,000km and 150,000km.

- Non-manufacturer recommended alterations made to the vehicle before or after the warranty effective date.
- This includes, but is not limited to, exhaust headers, non-original equipment, wheels and tyres, body or suspension lift/lowering kits, chassis modification and fuel component/system enhancements.
- Mitsubishi passenger car vehicles, electric vehicles, plug-in hybrid electric vehicles (up to MY16), public service vehicles, taxis and rental vehicles are excluded from this warranty.
- Failures caused by towing in excess of the Manufacturers recommendation.
- On-Street charging cable and Home (CCID) charging cables for PHEVs

## 5. Wear and Tear.

As the vehicle's age and mileage increases, some components will reach the end of their serviceable life due to normal wear and tear. These components will require replacement at your cost and will not be covered under the warranty. Some wear and tear components are covered under warranty but are limited to certain mileages. These components and their corresponding mileage limits are summarised as follows: wheel bearings, prop shaft universal joints and centre bearings, CV joints - up to one hundred thousand kilometres; suspension upper/lower arms, ball joints, steering links and joints, shock absorbers - up to eighty thousand kilometres.

## 6. Breakdown Recovery Service.

Up to year 5 with mileage between 100,000km and 150,000km, Mitsubishi Motors Ireland provide a breakdown recovery service within the Republic of Ireland to transport your vehicle to the nearest Authorised Mitsubishi Motors Dealer in the event of mechanical breakdown failures only. The breakdown recovery service is available by contacting Mitsubishi Motors Ireland nominated agent number on 1890 989 861. This service is only available for vehicles which fully adhere to the terms and conditions of the warranty. For the details of the Mitsubishi Assistance Program (MAP) available from years 1 to 5 please refer to pages 3-1 to 3-8 in the Pan-European Services booklet.

## 7. Disputes.

Any dispute or difference whatsoever which arises or occurs in relation to the terms and conditions of the warranty shall be referred to arbitration, pursuant to the provisions of the Arbitration Act 2010. The appointment of an arbitrator will be made by the Chartered Institute of Arbitrators, Irish branch. The vehicle owner consents to such a referral to arbitration.

## 8. Limitations and Exclusions.

The warranty provided by Mitsubishi Motors Ireland has no cash equivalent value.

Mitsubishi Motors Ireland shall not be obliged to continue the provision of any warranty in respect of Mitsubishi vehicles in the event of the following:

1. Mitsubishi Motors Ireland cease to be the importers of Mitsubishi Motors vehicles and spare parts;
2. Natural disasters including earthquakes, hurricanes, floods, wars, riots or other major upheavals or any other event outside the control of Mitsubishi Motors Ireland;
3. The vehicle owners' failure to comply with any of the terms and conditions of the warranty;
4. The terms and conditions of the warranty ceasing to comply with relevant legislation and regulatory requirements.
5. Mitsubishi Motors Ireland reserve the right to amend or vary the terms and conditions set out herein without notice. Please visit **[www.mitsubishi-motors.ie](http://www.mitsubishi-motors.ie)** for details of any such variations / amendments.

## 9. Data Protection.

Mitsubishi Motors Ireland may process your personal data in the course of providing this warranty to you. Mitsubishi Motors Ireland complies with the General Data Protection Regulation in respect of processing of such personal information. Full details of how your personal information is processed together with any rights you may have in respect of that personal information is set out in our privacy policy which is available at **[www.mitsubishi-motors.ie](http://www.mitsubishi-motors.ie)**

## Change of Address Form

Please enter new address and details below (in Block Letters).

**Vehicle VIN/chassis number**

**Vehicle registration number**

**Title** (Please tick appropriate box)  **Mr.**  **Mrs.**  **Miss**  **Other**

**First name**

**Surname**

**Company Name**

**New address**

**County**

**Telephone number**

**E-mail address**

I confirm that the details provided are correct.

**Your signature**   
(Owner's signature **or** Authorised signatory for and on behalf of the Company)

**Date**   /   /      
D D / M M / Y Y Y Y

**Please send to:**  
Mitsubishi Motors Ireland Warranty Programme,  
Mitsubishi Motors Ireland, JFK Drive, Naas Road, Dublin 12

## Change of Address Form

Please enter new address and details below (in Block Letters).

Vehicle VIN/chassis number

Vehicle registration number

Title (Please tick appropriate box)  Mr.  Mrs.  Miss  Other

First name

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Date  /  /   
D D M M Y Y Y Y

**Please send to:**  
Mitsubishi Motors Ireland Warranty Programme,  
Mitsubishi Motors Ireland, JFK Drive, Naas Road, Dublin 12

## Transfer of Warranty Request Form (needs to be presented at an Authorised Mitsubishi Motors Ireland Dealer)

If your car is sold, the remaining warranty cover may be transferred to the new owner providing that:

1. The car is still covered by warranty;
2. The new owner is in possession of the warranty documentation, the completed Pan-European Services booklet, the invoices for the servicing and maintenance work carried out on the vehicle, and the Free Annual Vehicle Health Check reports up to the change of ownership date.
3. The new owner presents the vehicle at an Authorised Mitsubishi Motors Dealer along with the documentation listed at point 2 above and the completed "Transfer of Warranty Request Form" supplied, **within a period of one month** of becoming the new owner.

Please note that the form below must be signed by the existing vehicle owner in addition to the new owner. The new owner must comply with the terms and conditions hereof, for the continued validity of the Mitsubishi Motors Ireland warranty.

By signing the form and requesting the benefit of the transfer of the unexpired warranty period, the new owner undertakes to comply with the terms and conditions of the Mitsubishi Motors 5 Year Warranty Programme. Please enter new address and details below (in Block Letters).

Vehicle VIN/chassis number

Vehicle registration number

Title (Please tick appropriate box)

 Mr.  Mrs.  Miss  Other

First name

Surname

Company Name

Address

County

Signature of existing owner

(Owner's signature or Authorised signatory for and on behalf of the Company)

Date

D D / M M / Y Y Y Y

Telephone number

E-mail address

Mileage at Transfer

Existing owner's name

(Print Name)

New owner's name

(Print Name)

Signature of new owner

(Owner's signature or Authorised signatory for and on behalf of the Company)

Date

D D / M M / Y Y Y Y

If you consent to your personal information being used for marketing purposes by Mitsubishi Motors Ireland by way of post, text, email or other digital media please **tick here.**   
This consent can be withdrawn at any time free of charge. Please contact [dataenquiry@mitsubishi-motors.ie](mailto:dataenquiry@mitsubishi-motors.ie) to withdraw consent. For details on how we process your personal data including for marketing purposes please see our privacy policy at [mitsubishi-motors.ie](http://mitsubishi-motors.ie).



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Vehicle VIN/chassis number

Vehicle registration number

Title (Please tick appropriate box)

 Mr.  Mrs.  Miss  Other

First name

Surname

Company Name

Address

County

Signature of existing owner

(Owner's signature or Authorised signatory for and on behalf of the Company)

Date

D D / M M / Y Y Y Y

Telephone number

E-mail address

Mileage at Transfer

Existing owner's name

(Print Name)

New owner's name

(Print Name)

Signature of new owner

(Owner's signature or Authorised signatory for and on behalf of the Company)

Date

D D / M M / Y Y Y Y

If you consent to your personal information being used for marketing purposes by Mitsubishi Motors Ireland by way of post, text, email or other digital media please **tick here.**   
This consent can be withdrawn at any time free of charge. Please contact [dataenquiry@mitsubishi-motors.ie](mailto:dataenquiry@mitsubishi-motors.ie) to withdraw consent. For details on how we process your personal data including for marketing purposes please see our privacy policy at [mitsubishi-motors.ie](http://mitsubishi-motors.ie).



**Mitsubishi Motors Ireland**

Mitsubishi House, JFK Drive,

Naas Road, Dublin 12

Phone: 00 353 1 419 2300

**[mitsubishi-motors.ie](http://mitsubishi-motors.ie)**