



General 5 Year Warranty Terms and Conditions

Warranty Information

The warranties set out in these General Warranty Terms and Conditions are given by Volkswagen Group Australia Pty Limited ABN 14 093 117 876 trading as ŠKODA Australia (ŠKODA Australia) of 24 Muir Road, Chullora NSW 2190.

You may contact us by phone on 1800 607 822 or by email on info@skoda.com.au.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

Any claim under the terms of these warranties should be referred to an authorised ŠKODA Partner. A consumer must, at its own cost, present the vehicle to an authorised ŠKODA Partner together with the vehicle log book. A list of all authorised ŠKODA Partners and their address and contact details may be found at www.skoda.com.au/dealers.

New Vehicle Warranty:

5 Year/Unlimited Kilometre Warranty for private/general fleet and Government vehicles.

ŠKODA Australia provides a 5 Year/Unlimited Kilometre Warranty against defects arising in materials or manufacture for private/general fleet and Government fleet vehicles sold from 01 January 2017.

ŠKODA Australia warrants the vehicle against defects arising in materials or manufacture except where items are expressly excluded or for which a separate warranty applies.

This 5 Year/Unlimited Kilometre Warranty is subject to the terms and conditions detailed in these Terms and Conditions, including the sections on "What is not Covered" and "What the customer must pay for".

This 5 Year/Unlimited Kilometre Warranty does NOT apply to vehicles used at any time during the warranty period for commercial use, including but not limited to those used as a Rental vehicle, Hire Car, Taxi, Courier vehicle, Driving School vehicle, Security vehicle or Bus and Tour vehicles. Vehicles that are/have been used as commercial use vehicles are limited to a 5 Year/150,000 Kilometre Warranty (whichever occurs first).

The owner may be required to provide service records, evidence of usage history for the owner and previous owner/s and other vehicle records to establish the vehicles warranty status and to establish that the vehicle has not been operated for commercial use.

The Paint Warranty is for 3 years unlimited kilometres.

The Corrosion warranty of the main steel body structure is 12 years unlimited kilometres.



Warranty for accessories fitted on the vehicle at time of delivery is 5 Years/Unlimited Kilometre Warranty.

Warranty for ŠKODA Genuine Parts and Accessories is 2 years unlimited kilometres warranty from date of purchase.

The above warranties commence from the day of delivery of your new ŠKODA vehicle. It is the responsibility of the ŠKODA Partner to report the correct delivery date into the ŠKODA Australia systems to start the warranty.

ŠKODA Australia guarantees that within the relevant warranty periods any part or component of your vehicle that is found to be defective from manufacture in materials or workmanship will be repaired, replaced or adjusted by any authorised ŠKODA Partner free of charge (for current partners and locations please refer to www.skoda.com.au/dealers).

The owner/customer/agent of the vehicle is responsible to present the vehicle to an authorised ŠKODA Partner at their expense and to collect the vehicle at their expense, in the case of all warranty repairs.

It is not a requirement of these warranties to be provided with alternative transport.

Where to have Warranty Repairs carried out

When a warranty repair is required, it is the responsibility of the owner/customer /agent of the vehicle to report the defect to an authorised ŠKODA Partner (for current partners and locations please refer to www.skoda.com.au/dealers).

All authorised ŠKODA Partners are able to carry out warranty repairs on all ŠKODA vehicles. All warranty defects must be reported to an authorised ŠKODA Partner as soon as possible and within a suitable time.

Paint and Corrosion Warranty

Paint and Corrosion Warranty defects must be reported to an authorised ŠKODA Partner as soon as possible and within a suitable time. These repairs may require the vehicle to be inspected by a representative of ŠKODA Australia. Once approval is given after the submission of a Paint defect report, the repair must be commenced within 30 days. If this cannot be carried out approval must be sought from ŠKODA Australia.

What is not covered by Warranty

Repairs that do not fall under the term “defects from manufacture” such as:

Wear and tear. Any parts that wear out as part of their normal operation (e.g. clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (excluding Bi Xeon and LED), fuses, trims brakes, diesel particulate filters, catalytic converters, all belts, tyres, wiper blades, spark plugs, filters, Satellite Navigation update disks and all other parts of your vehicle that have been subject to normal wear and tear).

Motorsport. Any parts that have been influenced by any form of motorsport such as racing, track days, hill climbing and rallying or similar activities.



Modifications. (i) Any modifications or repairs or dismantling that have not been approved by ŠKODA Australia, including but not limited to changes to original equipment and the fitment of non approved parts or accessories. (ii) The changing of ECUs or the upgrading of software within any ECUs in the vehicle relating to any systems. (iii) Non approved rust treatments and paint or fabric protection and window tinting. (iv) Any alterations that have changed the design or performance from that originally supplied from ŠKODA Australia.

Misuse. (i) Any defects resulting from driver negligence, misuse or abuse. (ii) Towing beyond the specified load and capacity. (iii) Driving the vehicle after the loss of fluid such as coolant, oil, refrigerants or after warnings systems have advised the driver to stop the vehicle. (iv) Driving the vehicle in off road conditions beyond the designed or intended use of the vehicle.

Damage. Any defects resulting after an accident, impact, fire or illegal use or malicious or accidental damage to your vehicle (including damage by a third person).

Fuel and Oil. (i) Any defects resulting from the use of non-approved fuel or oil, including the use of the incorrect octane rated fuel. (ii) Any defects resulting from dirt or water in fuel, oil, coolant or other fluids.

Environmental conditions. Any defects resulting from airborne industrial pollutants including acid rain, industrial fall out, salt, sand, stones, tree sap, bird and animal droppings, windstorm, hail, flood, lightning or other Acts of nature.

Car care. Failure to maintain and care for your vehicle including the body paint and trim in accordance with ŠKODA Australia's recommendations, or improper maintenance including incorrect cleaning agents.

Reporting. Failure to report warranty defects within a timely manner and then have them repaired quickly, including paint and corrosion repairs.

Servicing. Failure to have your vehicle serviced within the times and recommendations of ŠKODA Australia, including the use of ŠKODA approved parts.

Tyres. Tyres are covered by the warranty from the individual tyre suppliers. This is claimed from the tyre suppliers by your authorised ŠKODA Partner if a tyre is found to be defective within the new vehicle warranty period. Tyres will be assessed on the percentage of wear and the customer reimbursed the amount remaining.

What the customer must pay for

The ŠKODA New Vehicle Warranty does not cover the costs of routine maintenance of your vehicle. You must pay for:

- (i) Prescribed maintenance and service adjustments to your vehicle and parts or fluids used in connection with these.
- (ii) Wheel alignments, wheel balancing and other adjustments relating to normal wear and tear.
- (iii) Any parts that wear out as part of their normal operation (e.g. clutch linings, brake discs and



pads, brake linings, wiper blades, globes of all types (excluding Bi Xeon and LED), fuses, trims, brakes, diesel particulate filters, catalytic converters, all belts, tyres, wiper blades, spark plugs, filters, Satellite Navigation update disks and all other parts of your vehicle that have been subject to normal wear and tear).

(iv) Damage to DVD /Navigation units caused by misuse or using copied CDs or DVDs.