

ŠKODA General Warranty Terms and Conditions

What your New Vehicle Warranty covers

Our New Vehicle Warranty is for 3 years - unlimited kilometres.

Our Paint Warranty is also for 3 years - unlimited kilometres.

The Corrosion Warranty covers the main steel body structure of your ŠKODA for 12 years - unlimited kilometres.

The warranty for accessories fitted on the vehicle at time of delivery is 3 years - unlimited kilometres.

The warranty for ŠKODA Approved Parts fitted on the vehicle at the time of delivery is 2 years - unlimited kilometres.

The above warranties commence from the day of delivery of your new ŠKODA. It is the responsibility of the selling Dealer to report the correct delivery date into the ŠKODA system 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 Dealer free of charge. For current dealers and locations please see skoda.com.au

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

Under these Warranties, alternative transport is not provided.

Where to have warranty repairs carried out

All authorised ŠKODA Dealers are able to carry out warranty repairs on all ŠKODA vehicles.

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 Dealer as soon as possible. For current dealers and locations please see skoda.com.au

Paint and Corrosion Warranty

Paint and Corrosion Warranty defects must be reported to an authorised ŠKODA dealer 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 (including Bi-Xenon 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.

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 individual tyre suppliers. If a tyre is found to be defective within the new vehicle warranty period, a claim is made from the tyre supplier by your authorized ŠKODA Dealer. 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 (including Bi Xenon 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.