



KGM NEW ZEALAND WARRANTY

KGM® New Zealand congratulates you on considering of one of our cars and wishes you many years of happy and enjoyable motoring.

Our rebrand from KGM New Zealand comes with a new design philosophy 'Powered by Toughness' and we understand that our reputation and success depend on your complete satisfaction with the reliability and safety of the KGM® vehicle you have purchased. Therefore, we urge you to read and follow the recommendations made in this document. It contains details of KGM's products and services to maintain full warranty coverage and 'peace of mind' checks to ensure your KGM gives maximum performance throughout its life.

We recommend that you take advantage of the service facilities available at all KGM dealerships and Service Agents throughout New Zealand. All KGM Service Agents have access to KGM service information, service tools and electronic diagnostic equipment. KGM technicians are specifically trained to service your KGM vehicle efficiently and economically. Nobody else is better equipped to take care of your new KGM. Should you have any queries on the operation of your KGM, please contact your nearest KGM Service Agent, who will be happy to assist you.

As the owner of a new KGM®, during the warranty period (5 years), Breakdown Assistance is provided free (except as noted) anywhere in New Zealand. To access KGM Roadside Assistance please call 0800 883 883 toll free anywhere in New Zealand.

Benefits of KGM Roadside Assistance includes:

- Mechanical breakdown (including flat battery)
- Emergency lockout and key assistance
- Emergency petrol delivery (at owner's cost)
- Tow to the nearest KGM approved service provider
- Emergency windscreen assistance

NEW VEHICLE GENERAL WARRANTY

The following warranty is available to the first and subsequent owners of each vehicle during a period commencing with KGM models imported after May 2017 then activated on the date of vehicle delivery to the first purchaser, and terminating five calendar years after that date (100,000kms for Korando C200 imported after May 2017, Tivoli Imported after May 2017, Rhino, Korando and 150,000kms for Rexton G4), at any authorised KGM automotive Service Agent, provided the vehicle is maintained in the warranty period as per the KGM New Zealand recommendations.

G4 Rexton Paint five years unlimited mileage

The new vehicle general warranty is designed to protect customers from defective material or workmanship. Repair or replacement is at the discretion of KGM New Zealand. The defective material or workmanship shall be completed free of charge, including parts and labour, but excluding normal service wear and tear items.



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Batteries, clutch discs and brake discs have a 2 -year or 40,000km warranty cover (whichever occurs first on new vehicles) Tivoli, Korando, G4 Rexton and Rhino.

Any part of the vehicle repaired or replaced free of charge under the warranty will continue to have the benefit of such warranty during the balance of the warranty period. A second or subsequent purchaser of the vehicle will also be entitled to the warranty during the balance of such period. The following terms apply wherever the Consumer Guarantees Act 1993 does not apply to this warranty, or where the following terms are inconsistent with the Consumer Guarantees Act 1993:

- The warranty does not extend to consequential loss or damage to either persons or property, or expenses such as (but not limited to) recovery or towing charges, hire or loss of use charges, travelling expenses or re-delivery charges.
- In order to obtain the benefits of the warranty any defect must be reported to a KGM Service Agent immediately after discovery, (but within the warranty period) and your vehicle delivered to the 's place of business as soon as possible.

KGM New Zealand and its Principals advise that the vehicle is not designed to withstand certain use or conditions other than private or commercial use of the purchaser on public roads.

Furthermore, the warranty offered over and above the Consumer Guarantees Act 1993 will not apply where:

- The vehicle has been used for any form of competition, racing, record attempts, or off-road use.
- The vehicle has been abused in any way or damaged by neglect, accident, or improper use, or corrosion, such as that caused by, but not confined to sand, salt, chemicals, hail or stones.
- The repair or replacement is necessary as a result of normal wear and tear.
- Any repair as a consequence of lack of maintenance in accordance with the manufacturer's minimum recommendations.
- The vehicle has been altered by changing the manufacturer's specifications, or by removal, or change of the manufacturer's identification number or marks.
- Towing in excess of the manufacturer's recommendations.
- The odometer installed in the vehicle has been modified, adjusted or replaced except as a warranty repair

WARRANTY EXCLUSIONS

The following items are not covered under the terms of the warranty:



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- **Damage:** Resulting from/or from use of: a. Parts not approved by the manufacturer; or b. Fuel, lubricant and fluid not recommended by the manufacturers or c. Unavoidable natural disasters, fire, collision, theft etc.
- **Normal phenomena:** Such as noise, vibration or oil seepage which do not affect the quality, function, or performance of the vehicle.
- **Repair/adjustment:** Performed by a non-franchised agent or damage resulting from this. However, in a case of unavoidable emergency the agent concerned can submit a claim for the work involved which will be considered on its merits.
- **Items:** Of proprietary equipment nature will be subject to the respective manufacturer's own warranty conditions.
- **Engine:** Cleaning or adjustment of spark plugs, valve clearances, drive belts, fuel systems. Normal replacement of spark plugs. Decarbonisation except where due to defective parts.
- **Electrical:** Adjustment of head lamps, bulb replacement, fuses, cleaning/charging of battery and/or terminals and leads.
- **Brakes:** Adjustment of brakes or pedals, replacement of lining/pads, brakes bleeding or flushing except where required due to defective parts.
- **Steering:** Wheel balance, steering geometry or steering wheel adjustment.
- **Tyres:** Puncture or abnormal wear except where warranted by the manufacturer concerned.
- **Materials:** Oil, lubricant, fuel, cleaning materials, oil, fuel and air filter elements.
- **Additional Equipment:** The removal and fitment of additional equipment (accessories etc).

ROUTINE MAINTENANCE

Having your car serviced by KGM will help to ensure your KGM remains in excellent running condition. This is recommended throughout the vehicle's life and is particularly important during the warranty period. Regular maintenance together with the exclusive use of KGM approved parts and fluids is the key to safety and reliability for your KGM. KGM Service Agents stock genuine approved parts and fluids. Their technicians are trained and equipped to undertake all the maintenance needs required to achieve the maximum possible service life from your KGM vehicle. These items are considered vital to the ongoing reliability and safety of your vehicle. If you travel more than 15,000 kilometres in less than one year, we recommend that you service your vehicle every 15,000 kilometres as advised by your local KGM Service Agent.

If service is over 15000km, the next service is still due at the next scheduled 15000km period i.e. 15k, 30k, 45k, 60k, 75k, etc, not 33000km because the customer had it serviced at 17000km. Any service over 2000km above recommendation must be warned that this can void the mechanical warranty. Failure to use genuine approved parts voids the KGM warranty.

Please note the very first service for all KGM vehicles is required at 5,000kms.



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When ordering a KGM service, you give authority to the KGM Service Agent to carry out the agreed operations. Should additional service work or parts replacement be found necessary, these will only be carried out with your prior approval.

OPERATION OF WARRANTY

If your KGM requires attention under the warranty you should: Notify the nearest KGM Service Agent immediately when a defect becomes apparent. Please provide the Agent with full information about the nature of any difficulty as accurately as possible. Where a defect is of a minor nature and your KGM may be operated safely and without risk of further damage, an appointment should be arranged for the repair to be undertaken at a date convenient to both you and the Agent concerned. Where the defect is considered severe, please arrange to have your vehicle delivered to the Agent immediately Call KGM 24hr roadside assist 0800 883 883. Warranty work, of any nature, can only be carried out by one of the nationwide KGMs.

KGM Service Agents' contact details are available on the KGM New Zealand website <https://www.kgm.co.nz/>

YOUR RESPONSIBILITIES

To retain full warranty please ensure that:

- Your vehicle is serviced regularly in accordance with KGM New Zealand's recommendations.
- KGM genuine parts are used for any repair or service of your vehicle.
- If a failure does occur, all reasonable effort is made to protect your vehicle from further damage. Vigilance in monitoring your vehicle's warning systems is required.