



## WARRANTY COVERAGE, TERMS AND CONDITIONS

Subject to the following terms and conditions, MITSUBISHI MOTORS Europe B.V. (hereinafter called “MME”) warrants that any of the “BASIC WARRANTY ITEMS” of the new MME Electric Vehicle manufactured by or for MME (hereinafter called the “new MME Electric Vehicle”) shall be free from any defects in material or workmanship under normal use and provided that correct maintenance has been carried out.

Any of THE BASIC WARRANTY ITEMS covered by this NEW VEHICLE WARRANTY **will be repaired or replaced free of charge** by any MME Authorised EV Mitsubishi National Distributor or Mitsubishi Authorised EV Service Point (hereinafter called “MME authorised EV National Distributor or Service Point”)

### Basic Warranty Items

THE BASIC WARRANTY ITEMS consist of all items in a new MME Electric Vehicle. Except THE SPECIAL TRANSACTED ITEMS, NON-WARRANTED ITEMS and other items noted below.

#### Vehicle Warranty Period:

Your new MME Electric Vehicle has 3 years unlimited mileage warranty cover from when this vehicle is first delivered to the first registered owner.

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### Exception:

Electric Vehicle (EV) components\* Warranty Period has 5 year warranty coverage. The first 36 months has unlimited mileage warranty, the remaining 24 months (37-60 months) with a limitation of 100,000 Kms (62,500 Miles) whichever comes first after the warranty start date as shown in your Memorandum of Registration in the Pan-European Maintenance Record section, pages 1-1 and 1-2, when this vehicle is first delivered to the first registered owner.

\*EV components:

- Traction Battery;
- Electric motor unit;
- Inverter;
- On board charger & DC/DC convertor;
- Electric motor unit cooling system;
- EV-ECU;
- Charging connection for regular charging cable/ for quick charging cable (NOT including external charging cable);
- Battery Management Unit;
- Transmission.

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Normal wear and tear on Traction Battery is not covered by this warranty.

In case of disassembled the Traction Battery is not covered by this warranty.

### Special Transacted Items:

THE SPECIAL TRANSACTED ITEMS listed below are not warranted by MME but the respective manufacturer:

- Tyres
- In-car entertainment systems (Non-factory fitted units only)
- Any other non-factory fitted equipment



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## Non-Warranted Items

The following items are not warranted by MME (except for defects in material or manufacturing process):

### Expendable Items:

- Air purifier filter
- Brake pads, Brake Discs and Brake Shoe lining materials
- Wiper Blades
- Fuses
- Bulbs (for all lamps, except Xenon Lamps)

### Fluids & Lubricants:

- Transmission Fluid
- Brake Fluid
- Grease
- Coolant (Anti-Freeze)
- Battery Electrolyte, Auxiliary Battery
- Refrigerant
- Window Washer Fluid
- Differential Gear Oil normal and LSD



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### Other Items / Areas Not Covered:

This Warranty does not cover:

- Fair wear and tear of any part including Traction Battery, normal maintenance items and parts and material used in connection with such maintenance (as described and specified in the Pan-European Maintenance Record section) under the Care of your Mitsubishi, page 1-6.
- Normal deterioration, discoloration, fading, flawing, ageing or damage to plated parts, paint coat, rubber parts, upholstery, leatherette 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. slight noises or vibrations that appear in particular usage or abnormal operations.
- Damage caused by insufficient or improper maintenance, e.g. negligence of daily and/or periodic inspections and maintenance as described in the Pan-European Maintenance Record section and the Owner's Manual issued with your new MME Electric Vehicle.
- Damage caused by using non-genuine parts where the replacement was by an Authorised EV Service Point 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's Manual, misuse of the vehicle, use of the vehicle under unusual conditions i.e. racing or rallying, modifications of or to the vehicle and/or components/parts thereof not recommended or approved by MME.
- Damage caused by external influences, e.g. chemical pollution, bird lime, acid rain, hail, sand, salt, de-icing agents, stones, fires and disasters or attributed to human fault, negligence, civil uprisings or Acts of God.
- Damage to the cargo body or cargo cabin from loading or incorrectly secured goods during transit.
- Charges incidental to breakdowns, e.g. loss of use of vehicle, loss of time, expenses for electricity, telephone, travel, lodging, transportation loss or damage to personal property, commercial loss or loss of revenues.
- Any vehicle on which the odometer reading has been altered so that the mileage cannot be readily determined or confirmed.



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## Right to Inspect Vehicle

We reserve the right to inspect the vehicle and/or any damaged or replaced parts (whether before or after any work is carried out).

## 8-Year Anti-Corrosion Perforation Warranty

Subject to the following terms and conditions, MME warrants that if any body sheet metal panel work of this new MME Electric Vehicle and properly maintained, is found to have developed corrosion perforation (rusting through) from the inside of the panel due to defects in material or workmanship within 8 years, depending on model, regardless of mileage, from the WARRANTY START DATE, any Mitsubishi Authorised EV Service Point will repair or replace free of charge the perforated body panel.

### Note:

Rust/corrosion other than perforation (rust through) on sheet metal panels and paint defects are covered under the "BASIC WARRANTY COVERAGE".

The 8-year Anti-Corrosion Perforation Warranty does not cover the following items:

- Corrosion due to accident damage, abuse or vehicle modification.
- Chemical pollution, bird lime, acid rain, traffic accidents, hail, sand, salt, de-icing agents, stones, fires and disasters or attributed to human fault, negligence, civil uprisings or Natural Calamities.
- Corrosion due to failure to perform minor repairs.
- Corrosion due to failure to perform the repair and maintenance as described in the Owner's Manual.
- Damages incidental to the warranty repair, i.e. loss of use of vehicle, loss of time, expenses for electricity, telephone, travel or lodging, commercial loss or loss of revenue.
- Other cases of corrosion of which the causes are not attributable to MME.



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### Owner's Responsibilities

The body sheet metal work and the underside of the vehicle must be inspected every 12 months from the warranty start date and re-treated if necessary at the owner's expense.

When the inspection has been completed, the body inspection record must be completed and stamped by the inspecting company. This record can be found in the Pan-European Maintenance Record section on pages 1-19 ~ 1-21.

Any minor repairs for stone chips, scratches and damage etc., must be repaired at the owner's expense.

If the vehicle has been involved in an accident or for whatever reason the sheet metal panels have been repaired or replaced, repairs must be performed in accordance with the procedures laid down in the appropriate repair manuals.

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### Safety Related Recalls/Service Campaigns

There are occasions when the manufacturer has to recall vehicles for safety related items. Should this take place, you will be notified in writing by your Country's Mitsubishi Distributor to take your vehicle to your Mitsubishi Authorised EV Service Point to have the necessary remedial work carried out free of charge.

When the remedial work has been carried out, please ensure that the Service/Recall Record of the Pan-European Maintenance Record section, page 1-23, has been properly completed and stamped by your Mitsubishi Authorised EV Service Point.

Charges incidental to campaigns, e.g. loss of use of vehicle, loss of time, expenses for electricity, telephone, travel, lodging, transportation loss or damage to personal property, commercial loss or loss of revenues, are not covered by MME.



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### Parts and Accessories Warranty

#### Mitsubishi Genuine Parts:

All Mitsubishi “Genuine Parts” are covered by a 2 year unlimited mileage warranty from the date of purchase.

In order to prove that these parts have this warranty, the necessary invoice for supply and/or fitment will be required as proof of purchase for the warranty claim. Please keep these documents in a safe place.

#### Mitsubishi Genuine Accessories:

All Mitsubishi “Genuine Accessories” are covered by a 2 year unlimited mileage warranty from the date of purchase.

In order to prove that these accessories have this warranty, the necessary invoice for supply and/or fitment will be required a proof of purchase. Please keep these documents in a safe place.

#### Mitsubishi Service Parts:

All Mitsubishi “Service Parts” are covered by a 2 year unlimited mileage warranty from the date of purchase.

In order to prove that these Mitsubishi Service Parts have this warranty, the necessary invoice for supply and/or fitment will be required a proof of purchase for the warranty claim. Please keep these documents in a safe place.



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The warranty for Mitsubishi “Genuine Parts and Accessories” and Mitsubishi “Service Parts” only covers defects in the manufacture of that specific part or other parts that may be damaged due to its failure.

Warranty does not cover incorrect fitment or damage caused during fitment.

For Mitsubishi “Genuine Parts and Accessories” and Mitsubishi “Service Parts” the same exclusions apply as described on page 2-4.

### Territorial Scope:

The valid territorial scope of the NEW ELECTRIC VEHICLE WARRANTY and the Genuine Mitsubishi Parts, Accessories and Service Parts warranties consists of the following countries:

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Andorra, Austria, Belgium, Bosnia-Herzegovina\*, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Eire), Israel\*, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Macedonia\*, Malta, Monaco, Montenegro, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Turkey\*, United Kingdom and Vatican City.

\* For these countries the covered warranty only relates to NON EV related repairs.



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## Legal Rights

Nothing herein this Warranty affects the statutory rights of the consumer.

Warrantor:

**mitsubishi**  
**MITSUBISHI MOTORS Europe B.V.**  
**Op de Baan 8**  
**6121 SG Born**  
**The Netherlands**

## Warranty Repairs when Travelling in Foreign Countries

When you take your car to any country as listed in the Territorial Scope, you are entitled to obtain warranty repairs at any Mitsubishi Authorised EV Service Point.

To receive this warranty, please ensure that your Pan-European Maintenance Record section is in your vehicle as the Mitsubishi Authorised EV Service Point will require the details contained in the Memorandum of Registration for completion of the claim on your behalf.

Failure to have this information will mean that you have to pay for the repair. To obtain reimbursement you will have to keep the invoice and ask your local Mitsubishi Authorised EV Service Point to make the claim on your behalf.

It is important to point out that the parts required for your particular vehicle/model may not be readily available in the country in which you are travelling if it is not sold in that Country.

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### Mitsubishi Motors Assistance Package

Information on the new Mitsubishi Motors Assistance Package (MAP) for emergency roadside assistance is contained in a separate section which details the full programme when you are travelling within your own country or abroad.

Should you have the misfortune of your Mitsubishi breaking down, the Mitsubishi Motors Assistance Package is available for your convenience within the Mitsubishi Territorial Scope, page 2-8 of this booklet with the exception of the following countries:

Iceland and Israel

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### Transfer of Warranty

If you are the second or subsequent owner and your vehicle is still within the manufacturer's warranty period, please complete the transfer of warranty card, which is at the end of this booklet.

These cards are pre-addressed and can be sent freepost to your Country's Distributor.