



# MAHINDRA XUV500 AUTOMATIC VEHICLE

New Car Warranty - Powertrain Warranty  
Roadside Assistance - Mahindra Capped  
Price Servicing Program



**Mahindra**  
*Rise.*

# MAHINDRA NEW CAR WARRANTY

## NEW CAR WARRANTY

Subject to the terms and conditions below, Mahindra Automotive Australia Pty Ltd ACN 133 379 218 t/a Mahindra Ag & Auto Australia (**MAA**) is pleased to provide You with a three (3) year or 100,000km warranty (whichever occurs first) (**Mahindra New Vehicle Warranty**) on Your new Mahindra XUV500 Automatic vehicle (Your vehicle) purchased from 1 May 2017.

The **Mahindra New Vehicle Warranty** expires 3 years or 100,000km after the date of the first retail registration of Your vehicle (**Warranty Start Date**) subject to Your vehicle being operated, maintained and serviced in accordance with the owner's handbook supplied to You when Your vehicle was purchased (**Owner's Handbook**).

Should any part of the vehicle require repair or replacement as a result of a manufacturing or material defect within the **Mahindra New Vehicle Warranty** period, the part will be repaired or replaced free of charge by Your authorised Mahindra dealer, regardless of any change of ownership during the **Mahindra New Vehicle Warranty** period covered. Any part so repaired or replaced will benefit from these arrangements for the balance of the **Mahindra New Vehicle Warranty** period applicable to Your vehicle. Any repair to Your vehicle may be carried out using new parts or standard exchange parts at the sole discretion of the manufacturer or authorised Mahindra dealer.

No responsibility will be accepted where the part has required repair or replacement as a direct result of wear and tear, misuse or neglect, accidents, fire, theft, racing or rallying, fitting of non-genuine parts, alterations to vehicle specifications without manufacturer consent, or when the vehicle has not been serviced in accordance with the Owner's Handbook.

Please note that work carried out under the **Mahindra New Vehicle Warranty** does not extend the warranty. In particular, the replacement of a part within the **Mahindra New Vehicle Warranty** period does not extend the **Mahindra New Vehicle Warranty**. The warranty that covers the replaced part expires on the date of expiry of the **Mahindra New Vehicle Warranty**.

The **Mahindra New Vehicle Warranty** does not limit and may not necessarily exceed Your rights under the *Competition and Consumer Act 2010* and other applicable Commonwealth, State and Territory legislation. The warranty does not affect those guaranties, rights or remedies, except to the extent that their application may lawfully be excluded or limited.

MAA offers an additional warranty the specific parts under the terms and conditions of the Powertrain Warranty. Please refer to the terms and conditions included the Powertrain Warranty policy.

## GENUINE PARTS

MAA warrants the Genuine Parts fitted to Your vehicle for:

- a) 6 months or 10,000km, whichever occurs first, from the date that the Genuine was fitted to Your vehicle, (**Genuine Part Warranty**); or
- b) the balance of the **Mahindra New Vehicle Warranty** where the Mahindra New Vehicle Warranty exceeds the **Genuine Part Warranty**.

## GENUINE ACCESSORIES

Genuine Accessories sold:

- a) with the vehicle at the time of purchase, shall be warranted for 12 months or 20,000km (whichever occurs first); or
- b) after vehicle purchase through Dealership Parts Department shall be warranted for 12 months or 20,000km (whichever occurs first) from the date of invoice supplied with Genuine Accessory purchase.

(**Genuine Accessory Warranty**).

# MAHINDRA NEW CAR WARRANTY

## VEHICLE EXCLUSIONS

Unless stated above, all other warranties are expressly negated and excluded.

The **Mahindra New Vehicle Warranty, Genuine Part Warranty** and **Genuine Accessory Warranty** do **not** apply to:

- 1] Your vehicle's battery (12 volt);
- 2] tyres or tyre replacement. Tyres are covered by the tyre manufacturer's warranty;
- 3] service items and wear & tear parts being those items and parts replaced during normal service and maintenance operations and which are subject to wear. These items include bulbs, oil and all filters, sparking plugs, drive belts, wiper blades, brake and clutch linings. These parts will only be replaced free of charge if there is a manufacturing or material defect. Please refer to the Owner's Handbook for a list of these items and their limitations;
- 4] normal deterioration of rubber components, trim, paint and appearance items having regard to the vehicle age, operating conditions and level of care given to Your vehicle;
- 5] normal wear and tear including the gradual reduction of operating performance of a part having regard to the distance travelled and with the age of the vehicle;
- 6] maintenance of Your vehicle's body, trim and paintwork;
- 7] repairs, part replacement or adjustments required due to vehicle misuse or neglect, including but not necessarily limited to the following:
  - a] use of vehicle in formal or informal competitive events such as rallying, racing, track days and hill climbs;
  - b] any speed trials;
  - c] off road use including being driven on a beach when the vehicle is not designed nor marketed in Australia for that purpose;
  - d] driving over kerbs or speed reduction devices exceeding the recommended speed;
  - e] water ingress arising from driving the vehicle through flooded areas or vehicle becoming immersed in a flooded area;
  - f] vehicle overloading (refer to the Owner's Handbook for what vehicle load is permitted for Your Mahindra vehicle);
  - g] consequential damage that occurs because of continual vehicle operation after a fault becomes known;

- 8] repairs or parts replacement required due to improper or inadequate vehicle servicing, including:
  - a] failure to complete vehicle servicing in accordance with the Owner's Handbook;
  - b] fitting non-genuine parts or accessories or add-on equipment not approved by MAA;
  - c] the use of fluids, coolant or oils that do not meet the specifications outlined in the Owner's Handbook;
  - d] any repair or parts required as a result of incorrect, contaminated or poor quality fuels (refer to the Owner's Handbook for fuel type and quality standards); or
  - e] environmental damage.

MAA will not be liable for any cost, expense or damage incurred by you while your vehicle is out of service during the performance of any warranty work other than as remedy for Your rights under the *Competition and Consumer Act 2010* or other applicable Commonwealth, State and Territory legislation.

## OWNER RESPONSIBILITIES

It is Your responsibility to:

- ensure proper use and maintenance of Your vehicle in accordance with the Owner's Handbook;
- have Your vehicle serviced and inspected in accordance with the manufacturer's recommendations;
- retain complete and itemized service invoices to record Your vehicle's service history;
- report any apparent defect in Your vehicle that may give rise to a warranty claim under the **Mahindra New Vehicle Warranty** to an authorised Mahindra Dealer within 30 days of becoming aware of any such issue, circumstance or event;
- use all reasonable means to protect Your vehicle from further damage once the defect becomes apparent;
- present Your vehicle to an authorised Mahindra Dealer as soon as practicable after report any issue, circumstance or event that may give rise to a warranty claim under the **Mahindra New Vehicle Warranty**;
- provide reasonable information to an Authorised Mahindra Dealer as the Authorised Mahindra Dealer's request.

# MAHINDRA POWERTRAIN WARRANTY

## POWERTRAIN WARRANTY

Subject to the terms and conditions contained in the **Mahindra New Vehicle Warranty** policy and the terms and conditions below, after the **Mahindra New Vehicle Warranty** expires and provided Your vehicle has not travelled more than 100,000km, MAA will provide You with an additional warranty against defects in materials, manufacturing and workmanship on Powertrain parts for the Powertrain Warranty Period specified in the table (**Powertrain Warranty**).

The **Powertrain Warranty** commences on the date the **Mahindra New Vehicle Warranty** expires and expires at the end of the Powertrain Warranty Period for the Powertrain Part specified in the table below or when Your vehicle has travelled a total of 100,000km (whichever occurs first).

Powertrain Part	Powertrain Warranty Period
Engine including <ul style="list-style-type: none"> <li>• Engine block and cylinder head and all internally lubricated parts including pistons, piston rings, pins, crankshaft, pulley, main bearings, connecting rods, rod bearings, caps and bolts, camshaft, camshaft bearings, timing gears and timing chain or belt;</li> <li>• rocker arms, rocker arm pivots, rocker cover, shafts and bushings;</li> <li>• intake and exhaust valves, spring guides, adjusters, retainers and seats, water pump, thermostat, oil pump, cover, gears, all internal fasteners, nuts and bolts, seals and gaskets, manifolds, oil pan assembly, High pressure pump, injectors, common rail along with rail pressure sensor and pressure relief valve.</li> </ul>	2 years
Automatic transmission including clutches, brakes solenoids & valve body.	2 years
Transmission PTU and all internally lubricated gears, bearings, bushings, shafts, all internal fasteners, nuts, bolts plus PTU casing.	2 years
Rear Axle and its Internal Components other than normal wear and tear items such as Brake components. AWD Vehicles.	2 Years

The **Powertrain Warranty** does **not** apply:

- 1] if Your Vehicle has reached 100,000km prior to the expiry of the 3 year Mahindra New Vehicle Warranty;
- 2] to any items other than those listed in the above table; and
- 3] to contingent expenses including towing and transportation outside of Mahindra Roadside Assistance policy.

The **Powertrain Warranty** will be void if Your vehicle is misused or neglected in the ways listed under paragraphs 7 and 8 of the **Mahindra New Vehicle Warranty** policy.

Nothing in this **Powertrain Warranty** policy is intended to exclude, restrict or modify any consumer rights under the *Competition and Consumer Act 2010* or any other legislation, which may not be excluded, restricted or modified by agreement.

MAA excludes all liability (including negligence), for any personal injury, or any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way out of a defect in a Powertrain Part.

# MAHINDRA ROADSIDE ASSISTANCE

## SUMMARY OF MAHINDRA ASSIST - ROADSIDE ASSISTANCE

Mahindra offers you the Mahindra Assist roadside assistance program (**Mahindra Assist**) for a period of five years from the date of Your vehicle's first registration. The services offered by Mahindra Assist are provided nationally through over 900 service centres using Australia's state motoring organisations.

Should you experience any mechanical breakdown, Mahindra Assist is available to you Australia wide, 24 hours a day, 365 days a year.

To access this service call **1800 241 467** and assistance will be provided through the motoring organisation in Your state. Every effort will be made to mobilise Your vehicle and get You back on the road as soon as possible.

For the full set of terms and conditions that apply, please refer to the document "Mahindra Assist - Service Benefits" available at:

**[www.mahindra.com.au/brochures](http://www.mahindra.com.au/brochures)**

and provided to You when You purchased Your vehicle.

If you have any further questions, please call Mahindra Customer Service on (07) 3213 1211.



# MAHINDRA CAPPED PRICE SERVICING PROGRAM

## SUMMARY OF THE MAHINDRA CAPPED PRICE SERVICING PROGRAM

Mahindra offers the Mahindra Capped Price Servicing Program (the **Program**) to servicing on Your vehicle during the period that commences on the Warranty Start Date and expires on the earlier of:

- a] 3 years from the Warranty Start Date; or
- b] the date on which the aggregate distance travelled by the Eligible Vehicle reaches 60,000 kilometres.

**The Program applies to your “Scheduled Services” being** all maintenance and service items listed under section 14.16 “Maintenance Schedule Chart” in Your Owner’s Handbook.

The Scheduled Services covered by the Program are set out in the table below. Subject to the paragraph below and the “Mahindra Capped Price Servicing Program - Terms and Conditions - XUV500”

**(Terms)**, the first Scheduled Service (5,000 kilometres/3 months) is free.

For the full set of terms and conditions that apply, please refer to the document “Mahindra Capped Price Servicing Program - Terms and Conditions - XUV500” available at:

**[www.mahindra.com.au/cars/xuv500](http://www.mahindra.com.au/cars/xuv500)**

or **CLICK HERE to view PDF online.**

and provided to You when You purchased Your vehicle.

#	Kilometres	Months
1	5,000 kilometres	3 months
2	10,000 kilometres	6 months
3	20,000 kilometres	12 months
4	30,000 kilometres	18 months
5	40,000 kilometres	24 months
6	50,000 kilometres	30 months
7	60,000 kilometres	36 months

To receive the benefit of:

- a] the free Scheduled Service at 5,000 kilometres/3 months; and
- b] the Capped Price under the Program for any other Scheduled Service,

You must ensure that the Scheduled Service is performed within the Service Period for that Scheduled Service. It is Your sole responsibility to ensure that the Scheduled Service is performed within the Service Period.

If first service is presented outside of the service window the first service becomes a chargeable service.



# PEACE-OF-MIND NOW COMES STANDARD

## Dealer Details:

[www.mahindra.com.au](http://www.mahindra.com.au)

**Mahindra Automotive Australia Pty. Ltd.**

**4/20 Buttonwood Place, Willawong, Brisbane QLD 4110 Australia.**

**Phone: (07) 3213 1211 Fax: (07) 3213 1215 Email: [info@mahindra.com.au](mailto:info@mahindra.com.au)**

All features and colours mentioned or shown are not available on all models. • Accessories shown are not part of standard equipment.  
• Vehicle body colour and interiors may differ from the printed photographs • In view of our policy of continuously improving our products, we reserve the right to alter specifications or designs without prior notice and without liability. • Please check model details with our nearest dealer.