



## CUPRA 5 Year New Car Warranty

### Terms and Conditions

The following warranties are given by:

Volkswagen Group Australia Pty Ltd, ABN: 14 093 177 876 trading as CUPRA Australia  
(CUPRA Australia)

895 South Dowling Street, Zetland NSW 2017

You may contact us by phone on: 1800 607 822 or by email: [hello@mycupra.com.au](mailto:hello@mycupra.com.au)

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

1. to cancel your service contract with us; and
2. to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the services and obtain a refund for any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

### CUPRA 5 Year New Car Warranty

CUPRA Australia warrants that:

If despite proper driver treatment and proper prescribed maintenance defects in original material or manufacture occur in this vehicle during a period of 5 years (60 months) unlimited kilometres from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the CUPRA Agent for demonstrator vehicles, then any authorised CUPRA Service Partner will rectify such defects free of charge upon obtaining approval from CUPRA.

CUPRA Australia does not accept liability for any item which failed due to normal wear and tear, driver abuse or unauthorised modifications nor for any defect in material or manufacture, or from the non-professional repair or maintenance of the vehicle. Not all repair, adjustments and replacements result from defects in materials or manufacture. There are other circumstances which may make a repair necessary and for which a charge maybe made by an authorised CUPRA Service Partner. This depends mainly on where and how the vehicle is used and includes weather and atmospheric conditions, road surfaces, your driving habits, vehicle usage and frequency of servicing.

### CUPRA new vehicle warranty explanations

In accordance with the warranty terms & explanations set out in this document for new CUPRA vehicles a 5 year warranty against defects in original materials or manufacture is provided from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the Agent for demonstrator vehicles. Natural wear and damage caused by abnormally rough or improper use, or unauthorised modifications which cause damage are not covered by this warranty.

Should your CUPRA require repairs please contact the nearest authorised CUPRA Service Partner. A list of authorised CUPRA Service Partners can be found at: [www.cupraofficial.com.au](http://www.cupraofficial.com.au) or by calling: 1800 607 822

Your rights under the new vehicle manufacturer warranty are separate and additional to your rights under the Australian Consumer Law.



### **High-voltage battery warranty for CUPRA Australia PHEV<sup>1</sup> and BEV<sup>2</sup> vehicles**

The additional warranty for high-voltage batteries for new CUPRA PHEV or CUPRA BEV vehicles will be voided if the high-voltage battery is removed permanently from the new CUPRA PHEV or the CUPRA BEV vehicle and is no longer operated in combination with the new CUPRA PHEV or CUPRA BEV vehicle.

2. The additional warranty for high-voltage batteries for the new CUPRA PHEV or CUPRA BEV vehicle will no longer be in place if and to the extent that a malfunction, a loss of net battery energy capacity, or damage to the high-voltage battery is the result of an accident.

3. CUPRA Australia consents to the assignment of any claim arising from the warranty for high-voltage batteries for the new CUPRA PHEV or CUPRA BEV vehicle in the event of the sale of the new CUPRA PHEV or CUPRA BEV vehicle by the warranty to a new purchaser. Upon such assignment, to the extent permitted by law, the original warrantee will not be able to make any new claims arising from the warranty. The new purchaser acquires such claim, insofar as it still exists at the time of assignment.

4. All provisions published in these terms and conditions in relation to the CUPRA Australia New Vehicle Warranty also apply accordingly to the warranty for high-voltage batteries for PHEV and BEV vehicles, apart from the duration of the warranty.

### **Additional warranty for high-voltage batteries for CUPRA Australia PHEV vehicles**

In addition to the CUPRA Australia new vehicle warranty, CUPRA Australia will offer, for the benefit of the purchaser of a CUPRA PHEV vehicle and in relation to the components of the high-voltage battery as listed below, a warranty for a period of eight years from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the CUPRA Agent for demonstrator vehicles or for the first 160,000 km of the vehicle, whichever occurs first. The above CUPRA Australia warranty declaration comprises exclusively and definitively all defects relating to material and labour of the following components in the high-voltage battery:

- Cell modules
- Battery housing
- Cooling elements
- Connectors for battery modules

A reduction in the net battery energy capacity during the warranty period is component-related and does not constitute a defect within the meaning of this warranty.

### **Additional warranty for high-voltage batteries for CUPRA Australia BEV vehicles**

CUPRA Australia provides additional warranty for the components of the high-voltage battery listed below.

This warranty will apply for a period of eight years from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the CUPRA Agent for demonstrator vehicles or for the first 160,000 km of the vehicle, whichever occurs first.

The above CUPRA Australia warranty declaration includes exclusively and definitively all defects relating to material and labour of the following components in the high-voltage battery:

- Cell modules
- Battery housing
- Cooling elements
- Connectors for the battery modules

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<sup>1</sup> Plug-in hybrid electric vehicle

<sup>2</sup> Battery electric vehicle



Regardless of any defect in the above components of the high-voltage battery, the additional warranty mentioned also covers the case where the net residual energy capacity of the battery falls below 70% relative to the energy capacity at the time of initial delivery or registration. In this case there is an entitlement to have the energy capacity of the high-voltage battery increased, as described below.

**Net Battery Energy Capacity:** The battery energy capacity in kWh (proof provided by measuring energy capacity) and therefore the performance of a lithium-ion high-voltage battery, will decrease over the period of use for technical reasons (natural wear and tear).

If the energy capacity measurement, carried out at an authorised CUPRA Agent within the warranty period (8 years/160,000 km, whichever occurs first), shows that the net battery energy capacity at a point in time as set in the following table is below 70% of the net battery energy content upon delivery/registration to the first purchaser (“initial value”) and depending on the elapsed period of use/performance of the battery, the energy content will be increased once again to the values set out below.

**Note:** The net battery energy content corresponds to the usable battery energy content (specified in kWh) and is different from the gross battery energy content. The nominal or gross energy content of the battery is higher than the net battery energy content due to the technical nature of the system. The net battery energy content is determined by the CUPRA Agent by measuring the usable capacity (in Ah) during a qualified charging stroke and multiplying it by the nominal voltage of the battery.

3 years/ 60,000km	78% of the initial value
5 years/ 100,000km	74% of the initial value
8 years/ 160,000km	70% of the initial value

The specified values are based on values determined at an authorised CUPRA Agent using diagnostic protocol as per manufacturer’s specifications.

Any such loss in net battery energy capacity will be repaired free of charge for the purchaser within the warranty period, with replacement HV battery components (new or reconditioned), such that the relevant warranty value is once again in place.

**Additional exclusions and restrictions for high-voltage batteries:** The warranty for the high-voltage battery will not apply if; the defect or damage including excessive loss of capacity has resulted from unapproved modification to parts and or vehicle software from original specification, improper use, handling or maintenance of the battery, including a traffic accident or if the battery has come into contact with open flames or liquids such as high-pressure water or steam cleaning. This also comprises the failure to follow instructions applying to the operation, treatment and care of the charging or state of charge of the high-voltage battery described in the Owner’s manual supplied with the vehicle. Exclusions also apply if the high-voltage battery has been permanently removed or is no longer operated in conjunction with the vehicle.

Notwithstanding the duration of the warranty, all general warranty conditions explained in this pages also apply.



### **Body and Paintwork**

In addition to the standard warranty terms for new vehicles, body and paintwork are also warranted subject to conditions and explanations (outlined from page 3) for:

- 5 years from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the Agent for demonstrator vehicles against paint defects.
- 12 years from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the Agent for demonstrator vehicles against perforation rusting, occurring on the body due to defects in original materials or manufacture.

Should this type of damage occur, it will be repaired free of charge for parts and labour by any authorised CUPRA Service Partner anywhere in Australia.

Warranty claims will not be accepted if:

- The damage is due to external influence, non-genuine paint products or insufficient care of the vehicle, or
- Any damage to the body or paint is not repaired promptly and appropriately in accordance with the instructions of the manufacturer's requirements, or
- Perforation rusting was caused using non-genuine parts for body repairs, or by the body repairs themselves

### **Warranty Validation**

The warranty conditions outlined are only valid for vehicles sold and used in Australia. Any authorised CUPRA Service Partner can attend to any defect in original material or manufacture within the warranty period.

However, the owner of the vehicle is responsible to ensure that the vehicle is serviced in accordance with the Service Schedule. Damage of defects relating to improper service or lack of service will not be accepted under the terms of this warranty. Any consequential, direct, or incidental loss or damage is not covered under the terms of this warranty. It is your responsibility to provide the vehicle for repairs.

Warranty may not apply if the following conditions exist at any time:

- If the vehicle has not been serviced and maintained as per the manufacturer's recommendations.
- If the defects are due to modifications not approved by CUPRA.
- If the defects are caused by abuse or negligence.
- If the vehicle has been written off by any insurance company.
- Accidents. Defects caused by work carried out by repairers other than authorised CUPRA Service Partners or approved repairers.
- If the defects are due to installation or use of non-genuine parts.
- If the vehicle has been loaded beyond the manufacturer's specifications.
- If the defect is due to the vehicle being used for purposes for which it was not designed, such as rallying, racing, hill climbing, speed trials or similar activities, towing beyond weight limits recommended by the company or all terrain use.
- Deterioration due to use and exposure and or damage/corrosion from environmental conditions such as fall-out, salt, stones, tree sap, bird droppings, hail, rain debris, flood or acts of God.
- Any defects resulting from (i) the use of inappropriate fuel, oil or lubricants, including the use of the incorrect octane rated fuel; and (ii) dirt or water in fuel, oil, coolant or other fluids.



## What is Covered

**Coverage:** This warranty covers repairs to correct a defect in original material or workmanship. This warranty does not cover wear and tear.

**Tyres:** Tyre warranty is provided by the tyre manufacturer. Defects in tyres should be brought to the attention of your authorised CUPRA Service Partner who will contact the nearest tyre manufacturer's agent, for further instructions. A charge may be applied to the vehicle owner by the tyre manufacturer if a tyre is replaced due to a defect. This charge may be calculated by the tyre manufacturer on a pro-rata basis.

**Procedure for claiming under the warranty:** To claim under this warranty, you must, at your expense, present your vehicle together with the service documents to an authorised CUPRA Service Partner in Australia. A list of authorised CUPRA Service Partners can be found at [www.cupraofficial.com.au](http://www.cupraofficial.com.au) or by calling: 1800 607 822

**Free-of-Charge repair:** Repairs under this warranty are free of charge. Your authorised CUPRA Service Partner will repair the defective part or replace it with a new or remanufactured Genuine CUPRA Part.

**Emergency repairs:** If an emergency repair was performed by a non-CUPRA service Partner, keep all receipts, repair orders and parts removed from your CUPRA. If possible, your authorised CUPRA Service Partner should be advised of any emergency repair work before it commences.

You will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your CUPRA to the nearest authorised CUPRA Service Partner. A statement on the circumstances that prevented you from getting to an authorised CUPRA Service Partner, together with the paid receipts, repair orders and replaced parts, must be submitted to your authorised CUPRA Service Partner for reimbursement processing.

**Minor adjustments:** Adjustments are minor repairs not usually associated with the replacement of parts, such as but not limited to rattles and headlight adjustments. These repairs are only covered for 6 months or 10,000 km, whichever occurs first.

## What is not Covered

**Maintenance services and service adjustments:** This warranty does not cover the cost of parts and labour involved in any scheduled maintenance service.

This warranty does not cover the replacement of filters, lubricants, or fluids unless their replacement is a necessary part of a warranty service on a covered component.

The warranty does not cover wheel alignments and balancing, brake adjustments or mechanical repairs which become necessary as a result of normal wear and tear.

**Wear and tear items:** (for example / including but not limited to) This warranty does not cover the replacement of clutch linings, brake discs, windshield wiper blades, incandescent bulbs, fuses, worn seat covers and other trim and appearance items that wear out through normal use or deterioration.

**Damage or malfunction due to misuse, negligence, alteration, accident, or fire:** This warranty does not cover improper repair of the vehicle, intentional or unintentional misfueling, or use of the vehicle in competitive events.

**Damage or malfunctions due to lack of maintenance:** This warranty does not cover failure to follow recommended maintenance requirements as set forth in the Service Schedule.



**Damaged caused by the environment:** This warranty does not cover damage caused by airborne industrial pollutants (eg: acid rain), bird droppings, tree sap, stones, floodwater, windstorms, hail and acts of God. **Other expenses:** This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings and out-of-pocket expenses for substitute transportation or lodging.

### **Corrosion Perforation**

Your CUPRA is corrosion-protected during production. You do not need to purchase rustproofing when you buy your CUPRA in order to keep this warranty in effect.

**Coverage:** This warranty covers any repair or replacement of body sheet metal parts that have been perforated by rust.

**Procedure for claiming under the warranty:** In order to claim under this warranty, you must, at your expense, present your vehicle to an authorised CUPRA Service Partner in Australia. A list of authorised CUPRA Partners can be found at: [www.cupraofficial.com.au](http://www.cupraofficial.com.au) or by calling: 1800 607 822.

**Free-of-Charge repair:** Repairs under this warranty are free of charge. Your authorised CUPRA Service Partner will repair the defective part or replace it with a new or remanufactured CUPRA Genuine Part®.

**Surface corrosion without perforation:** Repairs are covered under this warranty only if the sheet metal is rusted through.

### **What is not Covered**

Perforation of sheet metal due to accident, impact, lack of care or failure to repair: This warranty does not cover corrosion perforation resulting from unrepaired collision damage, improper collision repairs, or the use of any inferior rust-proofing agent or method. In addition, this warranty does not cover damage due to failure to wash or otherwise regularly care for the vehicle as prescribed in the Owner's Manual.

**Corrosion perforation from failure to rust-proof after collision repairs:** Vehicle body parts that have been repaired or newly installed after a collision must be treated with a rust proofing agent that is compatible with CUPRA's own factory corrosion protection. Failure to have the vehicle treated for corrosion after a collision may leave you responsible for the repair of any resulting rust.

### **CUPRA Genuine Parts and Accessories**

The warranty for CUPRA Genuine Parts® and accessories fitted:

- (a) on your new CUPRA vehicle at the time it is delivered to you is 5 years unlimited kilometres from the date of initial delivery or date of first registration; or
- (b) after your new CUPRA vehicle has been delivered to you is 2 years unlimited kilometres from the date the CUPRA Genuine Parts® and accessories were purchased.

The warranty extends to subsequent replacements of the first replacement but only for the balance of the warranty period for the first replacement Genuine Part® or accessories. Warranty claims for CUPRA Genuine Parts® or accessories can be submitted by any authorised CUPRA Service Partner. You should therefore keep the invoice from your CUPRA Service Partner as your proof of warranty cover.