

# Customer Warranty Manual



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## INTRODUCTION

Your new Mitsubishi vehicle has been manufactured from the finest materials using the latest automobile engineering techniques and the most advanced methods of quality control to ensure trouble free motoring and enjoyment for years to come.

To keep your vehicle in the best condition possible, it is recommended that you have your vehicle serviced and maintained by an Authorised Mitsubishi Motors Dealership as described in the Maintenance section of your Vehicle Service Booklet.

### 1. BASIC WARRANTY ITEMS

The 'Basic Warranty Items' consist of all items in a new Mitsubishi vehicle, with the exception of the special transacted items, non-warranted items and other items noted below.

### 2. BASIC WARRANTY COVERAGE

The 'Basic Warranty Items' of the new vehicle shall remain 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 Authorised Mitsubishi Motors Dealership.

### 3. VEHICLE WARRANTY PERIOD

Your new vehicle has 5-years\* warranty cover, the first 24 months with unlimited mileage, the remaining 36 (25-60) months with a limitation of 62,500 miles, whichever comes first, after the warranty start date (date of first registration).

Outlander PHEV (From 16 Model Year onwards) also benefits from an 8 Year/100,000 miles\* Warranty Coverage on the main traction battery only.

*\*Note: Specific Warranty coverage will depend on the model year, date and type of registration and territorial scope. Please ask your Authorised Mitsubishi Motors Dealership for more details.*

### 4. NON-WARRANTED ITEMS

The following items are not warranted by the new car warranty (except for defects in material or manufacturing process):

#### EXPENDABLE ITEMS

- Air cleaner element
- Oil filter element
- Fuel filter element
- Pollen filter elements
- Drive belts for:
  - Alternator

- Water pump
- Power steering pump
- Air-conditioning
- Clutch centre plate facing and pressure plate
- Brake pads, brake discs and brake shoe lining materials
- Wiper blades
- Fuses
- Bulbs (for all lamps, except Xenon and LED lamps)

#### **FLUIDS & LUBRICANTS**

- Engine oil
- Manual transmission oil
- Automatic transmission fluid
- Transfer gear oil
- Differential gear oil normal and LSD
- Steering gear oil and/or fluid
- Brake and clutch fluid
- Grease
- Engine coolant (anti-freeze)
- Battery electrolyte
- Refrigerant
- Window washer fluid
- Fuel (gasoline or diesel)

#### **SPECIAL TRANSACTED ITEMS**

The special transacted items listed below are not warranted by the new car warranty, but by the respective manufacturer:

- Tyres
- Any other non-factory fitted equipment

#### **TOTAL LOSS/INSURANCE WRITE OFF**

Vehicle warranties will be invalidated (except safety recalls) on any vehicle that has been declared a total loss by an insurance company.

### **5. SPECIAL WARRANTY CONDITIONS**

The following items are excluded from the 5-year warranty coverage and benefit from a 3 year warranty coverage (first 2 years unlimited mileage / 3rd year max 62,500 miles whichever comes first):

- 12V Battery, O<sub>2</sub> sensor (All models)
- Condenser fan motor (only for Shogun and L200)
- Injector, Glow plug (only for Diesel engine)

## 6. OTHER ITEMS/AREAS NOT COVERED

This Warranty does not cover:

- Fair wear and tear of any part, normal maintenance items and parts and material used in connection with such maintenance (as described and specified in the Vehicle Service Booklet) under the Care of your Mitsubishi.
- Normal deterioration or damage to plated parts, paint coat, rubber parts, upholstery 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 which 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 Vehicle Service Booklet and the Owner's Manual issued with your new vehicle.
- Damage caused by using non-genuine parts whether the replacement was by an Authorised Mitsubishi Dealership 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 Manual, misuse of the vehicle, use of the vehicle under unusual conditions i.e. racing or rallying or competition use, modifications of or to the vehicle and/or components/parts thereof not recommended or approved.
- Damage caused by external influences, i.e. 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 natural calamities etc.
- Damage to the cargo body or cargo cabin from loading or incorrectly secured goods during transit.
- Charges incidental to breakdowns, i.e. loss of use of vehicle, loss of time, expenses for fuel, 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.

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

## 7. VEHICLE PERIODIC MAINTENANCE

In order to maintain the reliability of your vehicle, regular maintenance as outlined in your Vehicle Service Booklet is a must. Your Vehicle Service Booklet is your vehicle's own log of all maintenance that is carried out and should remain in your vehicle at all times.

When your vehicle is first delivered to the original owner a Pre-Delivery Inspection (PDI) is carried out to ensure that the vehicle is delivered in pristine condition. A signed copy of this check by a Mitsubishi-trained technician can be found in the Vehicle Service Booklet.

It is accepted that it is not always possible to have scheduled maintenance carried out at the exact time/mileage as recommended. To reflect this, a tolerance + 1 month or + 1,000 miles (whichever occurs first) for each scheduled service will ensure that the warranty remains valid for any service related failures. Should these tolerances be exceeded, then the new vehicle warranty will be compromised and claims for service related failures could be denied.

## **7.1. CARE OF YOUR MITSUBISHI**

### **VEHICLES FITTED WITH A TURBO CHARGER**

It is essential when the engine is started from cold that it runs for 30-60 seconds prior to driving. After the engine has been running at high speed or under load, i.e. towing a caravan or trailer, allow the engine to idle for 1 or 2 minutes prior to switching off. This will allow the turbo charger to cool down and avoid potential damage.

### **DO IT YOURSELF CHECKS**

As the owner, it is possible for you to carry out many inspections and maintenance items on your vehicle yourself. Some of these checks can be carried out daily, weekly and monthly. For these items, please refer to the Do It Yourself section of the Owner Manual.

### **ENGINE LUBRICATION REQUIREMENTS**

Use of the correct grade of engine oil in your engine is essential. Refer to your Vehicle Service Book for further information.

## **7.2. ALTERNATIVE FUELS**

### **GASOLINE (EN 228)**

Only refuel using unleaded premium-grade petrol with at least 95 RON/98 RON (see details in the tank cap label), which conforms to European standard EN 228 or an equivalent specification.

All gasoline powered Mitsubishi vehicles (excluding GDI) can use maximum 10% vol ethanol blended gasoline specified EN 228 (E10).

- GDI vehicles with direct injection are not allowed to use E10
- GDI vehicles can use maximum 5% ethanol blended gasoline specified EN 228 (E5)

Damage caused as result of using Bio-ethanol that does not satisfy this condition, cannot be rectified via the new car warranty.

For FFV (Flex-Fuel-Vehicles) E85 (petrol with max. 85% ethanol) specified DIN 51625 can also be used.

Other alternative fuels are not released by Mitsubishi and repairs to correct the effects of using a fuel for which your vehicle was not designed may not be covered by your warranty.

### **DIESEL (EN 590, EN 14214)**

Only refuel with diesel that conforms to European standard EN590.

The European standard currently releases the amount of FAME (Fatty Acid Methyl Ester) in Bio-diesel up to 5.5%. In some countries the amount of FAME in Bio-diesel is already 7% which is also suitable for our cars. Nevertheless the quality of the FAME has to conform to European standard EN 14214.

Damage caused as result of using Bio-diesel that does not satisfy the above mentioned conditions is not covered by Mitsubishi Motors Europe warranties.

## **8. SEVERE USAGE**

For all vehicles that are used under severe conditions, the maintenance schedule should be performed more frequently at lower intervals; half of the normal annual requirement. For example, if a normal service interval is 12 months/12,500 miles, a severe usage schedule will be reduced to 6 months/6,250 miles.

Severe Operating conditions include the following cases:

- Driving in a dusty area
- Driving on rough roads, on submerged roads or hilly areas
- Driving in cold climates
- Engine idling for a long time, or short-distance travel during cold weather
- Frequent sudden application of brakes
- Towing of a trailer
- Use as a taxi or as a rent-a-car
- When more than 50% of the driving is in heavy city traffic and the ambient temperature is 32C (90F) or more
- When more than 50% of the driving is at 75MPH (120 km/h) and the ambient temperature is 30C (86F)

If you are in doubt, please discuss the type of usage of your vehicle with your nearest Authorised Mitsubishi Motors Dealership.

## **9. ANTI-CORROSION PERFORATION WARRANTY**

Subject to the following terms and conditions, it is warranted that if any body-sheet metal panel work of your new vehicle, which has been 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 12 years, regardless of mileage, from the warranty start date it will be repaired or replaced free of charge.

**Note:** *Rust/corrosion other than perforation (rust through) on sheet metal panels and paint defects are covered under the 'Basic Warranty Coverage' for a period of 5 years or 62,500 miles.*

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

- Corrosion due to accident damage, abuse or vehicle modification.
- Corrosion due to 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 etc.
- Corrosion due to failure to perform minor repairs.

- Corrosion due to failure to perform the repair and maintenance as described in the Owner Manual.
- Charges incidental to the warranty repair, i.e. loss of use of vehicle, loss of time, expenses for fuel, telephone, travel or lodging, commercial loss or loss of revenue.
- Other cases of corrosion of which the causes are not attributable to the manufacturing process.

## **9.1. CORROSION PREVENTION**

### **WASHING**

The best way to preserve your vehicle's finish and to avoid rust is to wash the vehicle frequently. When hand washing, use lukewarm or cold water together with a good quality car wash shampoo. Do not use strong cleaning agents or chemicals. Any cleaning agents used should be washed off immediately and not allowed to dry on the painted or bright work surfaces. When washing, all due care should be taken to avoid personal injury which may be caused by any protruding objects.

### **FOREIGN MATERIAL DEPOSITS**

Ice melting agents such as Calcium Chloride and other salts, road oil and tar, metal particles, tree sap, bird droppings, chemicals from industrial areas and other foreign matter may damage the paint finish if left for any length of time. Even prompt washing may not remove some of these deposits. Therefore additional cleaners may be required, however, care should be taken that they are safe for use on painted or bright work surfaces.

### **UNDER BODY MAINTENANCE**

Corrosive material used for de-icing the road surfaces during the winter periods can collect on the underside of the vehicles body surfaces. If these materials are not removed, accelerated rusting can occur on the under body parts such as chassis, floor pan, side sills, brake and fuel lines and exhaust system. The underside of the vehicle and areas where mud and other debris can collect, should be thoroughly washed with plain water to flush out these materials on a regular basis.

### **OUTER SURFACE DAMAGE**

Stone chips, paint damage and scratches in the painted surfaces should be repaired promptly. Bare metal will corrode quickly and can develop into a major expense. Minor chips and scratches can be repaired with touch-up materials that are available from your nearest Authorised Mitsubishi Motors Dealership.

## **9.2. 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 Vehicle Service Booklet. Please ensure that a technician check sheet is fully**

**completed and attached to the service book to support any future Anti-Corrosion Perforation claim.**

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.

### **9.3. ACCIDENT DAMAGE**

Should your vehicle be involved in an accident and require sheet metal repair or replacement, ensure that the body repair shop applies the correct anti-corrosion material to the replaced parts and adjacent areas in accordance with Mitsubishi specifications. Always use an Authorised Mitsubishi Motors Dealership/Body shop for any repairs.

Vehicle warranties will be invalidated (except safety recalls) on any vehicle that has been declared a total loss by an insurance company.

## **10. SAFETY RELATED RECALL/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 The Colt Car Company Ltd to take your vehicle to your nearest Authorised Mitsubishi Motors Dealership to have the necessary remedial work carried out free of charge.

When the rectification work has been carried out, please ensure that the Service/Recall Record section of the Vehicle Service Booklet has been properly completed and stamped by the Authorised Mitsubishi Motors Dealership.

Charges incidental to recalls/service campaigns, e.g. loss of use of vehicle, loss of time, expenses for fuel, telephone, travel, lodging, transportation loss or damage to personal property, commercial loss or loss of revenues, are not covered by Mitsubishi Motors Europe.

## **11. PARTS AND ACCESSORIES WARRANTY**

All Mitsubishi "Genuine Parts" and Mitsubishi "Service Parts" are covered by a 2 year unlimited mileage warranty from the date of purchase or until next scheduled replacement is due, whichever occurs first.

Mitsubishi Motors in the UK approved Accessories that are fitted before new vehicle delivery and included on the vehicle sales invoice are covered by a 3 year/62,500 mile warranty. Accessories fitted subsequently are covered by a 2 year/62,500 mile warranty.

Mitsubishi Motors in the UK Value Parts are subject to a 12 month warranty from date of purchase or until next scheduled replacement is due, whichever occurs first, with

the exception of Value Parts batteries which have a 36 month (part only, no labour) warranty.

In order to prove 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.

The warranty for Mitsubishi Genuine Parts, Accessories and Mitsubishi Service Parts covers defects in the manufacture of that specific part or other parts that may be damaged due to its failure. This Warranty does not cover incorrect fitment or damage caused during fitment.

An Authorised Mitsubishi Motors Dealership will either repair or replace any parts to rectify a problem covered by this warranty. If the parts were installed by an Authorised Mitsubishi Motors Dealership then they will be repaired/replaced with no charge for parts or labour. If another party installed the parts, then these will be repaired/replaced at no cost, but the labour will be chargeable.

## **12. TERRITORIAL SCOPE**

The valid territorial scope of the new vehicle warranty and the Genuine Mitsubishi Parts, Accessories and Service Parts warranties consist of the countries as listed below.

Albania, Andorra, Austria, Belarus\*, 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, Russia\*, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Turkey, Ukraine\*, United Kingdom and Vatican City.

When you take your vehicle to any country as listed in the Territorial Scope, you are entitled to obtain warranty repairs at any Authorised Mitsubishi Motors Dealership. To receive this warranty, please ensure that your Vehicle Service Booklet is in your vehicle as the Authorised Mitsubishi Motors Dealership 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 may have to pay for the repair. In this event, please retain the invoice, and ask your nearest UK Authorised Mitsubishi Motors Dealership 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.

## **13. SECOND OR SUBSEQUENT OWNERS**

If you are the second or subsequent owner and your vehicle is still within the new car warranty period, please visit [www.mitsubishi-cars.co.uk/owners/transfer-of-ownership](http://www.mitsubishi-cars.co.uk/owners/transfer-of-ownership)

**Warrantor**

The 5 year/62,500 new car warranty is provided by Mitsubishi Motors Europe B.V and administered by Mitsubishi Motors in the UK.

\*Shogun Sport 5 year/62,500 new car warranty is provided in the UK by AWP Assistance UK Ltd.

**Warranty Providers:**

MITSUBISHI MOTORS EUROPE  
Mitsubishi Avenue 21  
6121 DH Born  
The Netherlands

AWP Assistance UK Ltd  
T/A Mitsubishi Warranty Services  
102 George Street  
Croydon  
CR9 6HD

**Warranty Administrator:**

MITSUBISHI MOTORS IN THE UK  
The Colt Car Company Ltd  
Watermoor  
Cirencester  
Gloucestershire  
GL7 1LF

**Note:** For general enquires please refer to the warranty administrator. For legal matters please refer to the warranty provider.