

# Mitsubishi Diamond Advantage 20MY & 21MY Outlander PHEV



Service	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
Time (Months)	12	24	36	48	60	72	84	96	108	120
Kilometres	15k	30k	45k	60k	75k	90k	105k	120k	135k	150k
Cost	\$299	\$399	\$399	\$399	\$299	\$799	\$299	\$799	\$399	\$799

Maintain your vehicle in accordance with the above service table. Book your service based on time or kilometres - whichever you reach first.

## CAPPED PRICE SERVICING TERMS & CONDITIONS

**MMAL** means Mitsubishi Motors Australia Limited ABN 53007870395.

**AUTHORISED MITSUBISHI DEALERSHIP** means a dealership appointed by Mitsubishi Motors Australia Limited to sell new and /or demonstrator vehicles of the kind marketed from time to time by Mitsubishi in Australia and / or authorised to perform Mitsubishi warranty service on such vehicles.

**MITSUBISHI SPECIALIST SERVICE CENTRE** means a dealer appointed by Mitsubishi Motors Australia Limited to service PHEV vehicles of the kind, marketed from time to time by Mitsubishi in Australia and / or authorised to perform Mitsubishi warranty service on such vehicles.

**MITSUBISHI VEHICLE(S)** means a Mitsubishi branded vehicle imported by MMAL and distributed in Australia.

**THE PROGRAM** means Mitsubishi Diamond Advantage Capped Price Servicing Program.

**REGULAR SERVICE** means the services listed in the Periodic Inspection and Maintenance Schedule on the Mitsubishi Motors website (<https://www.mitsubishi-motors.com.au/maintenance-schedule>) up to and including those listed at 120 months or 150,000 km.

**CAPPED PRICE SERVICE PRICE** is the advertised capped price for the Scheduled Service Interval for the specific model and model year of the vehicle.

**SCHEDULED SERVICE INTERVALS** are 12 months or 15,000km, whichever occurs first.

### ELIGIBILITY

The Program comes with new vehicles purchased after October 1 2020 and is available to retail customers and nominated business customers. MMAL may vary the terms of the Program from time to time without notice.

### AUTHORISED DEALERS AND MITSUBISHI SPECIALIST SERVICE CENTRES

Eligible vehicles can only be serviced pursuant to the Program at authorised Mitsubishi Dealers. MMAL recommends servicing of specialised PHEV vehicles by a Mitsubishi PHEV Specialist Service Centre.

### WHAT IS COVERED UNDER THE PROGRAM

Eligible vehicles are entitled to receive, up to and including, the first ten Regular Services for no more than the applicable capped price. The final eligible service will be either the 120 month or 150,000km service, whichever occurs first.

### WHAT IS NOT COVERED UNDER THE PROGRAM

Additional service / maintenance items, which are not covered within the services performed under the Program, include (but are not limited to):

- Those items identified as requiring more frequent attention depending on operating conditions (as described in the Service and Warranty booklet.
- Any servicing, maintenance or repair required as a result of the fitment of non-genuine parts or accessories.
- Normal wear and tear and consumable items requiring periodic maintenance (e.g. fuses, brake pads, wiper blades, batteries, tyres, wheel alignment, tyre rotation and balance etc.).
- Fluids, additives and treatments not specified as a normal maintenance requirement.
- Accident damage.
- Adjustments not specified in the Periodic Inspection and Maintenance Schedules.
- Additional maintenance and repairs recommended by a Mitsubishi Dealer to suit particular driving conditions. Customers would be informed of any additional service/maintenance work required that is not covered under the Program (including additional cost if applicable) prior to that work being undertaken.

### EFFECTIVE START DATE FOR THE PROGRAM

From the vehicle's warranty start date recorded in MMAL's vehicle database.

### TERM OF COVERAGE OF THE PROGRAM

Program eligibility will expire upon any of the following three conditions being satisfied:

- The performance or expiry of all Regular Services covered under the Program
- The expiry of 126 months from the original warranty start date
- 157,500km being travelled

### SERVICE TIMING DURING THE PROGRAM

In order to maintain the reliability of your vehicle, regular maintenance as outlined in your Vehicle Service and Warranty Booklet is a must. Regular Service intervals are specified for a given period of time or distance (12 months or 15,000km, whichever occurs first) as shown in the table above. If a vehicle does not complete the nominated distance between service intervals, services should still be performed according to the time interval.

We understand that it is not always possible to bring the vehicle exactly at the required date or distance.

For this reason MMAL encourage customers to service their vehicle within 2000km or 2 Months before or after the specified interval. This will ensure their vehicle is maintained according to MMAL requirements and meet the conditions of the Extended Warranty [where applicable]. It is the customer's responsibility to ensure that the vehicle is presented for servicing at each Scheduled Service Interval. If a customer does not take a service opportunity within the defined service time and kilometre limitations then the service will lapse and the customer will no longer be eligible to take advantage of the service opportunity. When this is the case the customer will need to discuss the servicing options available with the authorised Mitsubishi dealership. If any scheduled service is lapsed, then the conditions of the Extended New Car Warranty would not have been met, and the Extended New Car Warranty would no longer be valid. This would not effect your eligibility for the Standard New Car Warranty (i.e. the 5 year / 100,000km) if it has not expired.

Also, your Roadside Assist eligibility (within the first four years) is subject to servicing the vehicle within our requirements. If a scheduled service is lapsed, then the Roadside Assistance is not renewed.

Where a more comprehensive service has been missed and additional service work is required to ensure vehicle function and durability, such as brake fluid, coolant change or valve clearance adjustment, the customer will be provided with a quote for the additional service items required.

### AMOUNT PAYABLE FOR A CAPPED PRICE SERVICE

Authorised Mitsubishi dealerships will not charge eligible customers more than the capped price for Regular Services pursuant to the Program. Where additional items are performed not forming part of the current scheduled regular service, or as a result of a previous service not having been performed on-time, additional charges may apply.

### TRANSFER OF ENTITLEMENT UNDER THE PROGRAM

Entitlements to the specified capped price for regular services covered under the program that have not yet been performed and have not lapsed will remain with the vehicle if the vehicle is transferred.

