

An aerial photograph showing a two-lane asphalt road winding through a lush green forest on the left and a golf course on the right. The road is the central focus, leading the eye from the bottom towards the top of the frame. The golf course features several green fairways and sand traps, with a few people visible in the distance. The overall scene is bright and clear, suggesting a sunny day.

# **AUSEV RETAIL NEW CAR WARRANTY**

**AUSEV<sup>®</sup>**



# AUSEV RETAIL NEW CAR WARRANTY

## **AUSEV provides the Standard New Car Warranty - Ford F-150 Lightning.**

AUSEV vehicles come with guarantees which cannot be excluded under the Australian Consumer Law. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. In the event of a replacement, the goods are to be collected at the owner's expense from the nearest AUSEV Network location.

This warranty:

- a. does not exclude or limit any condition, warranty, guarantee, right or remedy implied by any applicable Federal, State or Territory legislation;
- b. may be in addition to other rights and remedies you may have under any applicable Federal, State or Territory law in relation to the vehicle, including any rights under the Australian Consumer Law;
- c. only applies to the Australian domestic market and not for any overseas markets.

### **Standard New Car Warranty - Ford F-150 Lightning**

AUSEV warrants that the vehicle will be free from defects in materials and factory workmanship under conditions of normal use and service within Australia during the period commencing on the date the vehicle is first registered and expiring by the years, or until the vehicle has been driven the distance exceeding the km's. Whichever occurs first, except where items are expressly excluded.

- 5 years, unlimited Km's Warranty.

An eligible warranty claim must be made at the time a defect appears prior to the expiry of the time period or distance driven.

The Standard New Car Warranty is subject to the vehicle being serviced in accordance with the service schedule at the specified servicing intervals for the duration of the Standard New Car Warranty.

# AUSEV RETAIL NEW CAR WARRANTY



## Protect Your Warranty

Regular maintenance of your AUSEV vehicle, in accordance with the recommended service schedule at an AUSEV location or a service center approved by AUSEV is the best way to protect your new vehicle. By having your vehicle maintained through our service network, it is being serviced by certified experts. This will ensure that your vehicle and its warranty are protected. Make sure that receipts for completed maintenance work are retained with the vehicle.

## What is Covered

AUSEV warrants that for the designated period (years) or specified distance (kilometres), AUSEV will at its discretion, repair or replace any original equipment components identified as defective in material workmanship except for Tyres. Electric Vehicle Component Coverage with retention of 65% or more of the original High Voltage Battery capacity over that period.

## What is Not Covered

### General Damaged Caused by;

- Accidents, collision or objects striking the vehicle (including driving through a car wash)
- Non Genuine Parts
- Any aftermarket performance enhancing products void the warranty
- Theft, vandalism, or riot
- Fire or explosion
- Using contaminated or improper fluids
- Customer-applied chemicals or accidental spills
- Driving through water deep enough to cause water to be ingested into any component. i.e. powertrain components
- Accessories fitted by a third party not approved by AUSEV.
- Wear and tear, scratch and staining meaning the gradual reduction of operating performance of parts consistent to the age of the vehicle, distance travelled and operating conditions including (but not limited to) steering wheel, gear knobs, door handles and surrounds, interior/exterior trims, carpet, seatbelts, pillar trims, wood-line trims, seats (leather, vinyl and fabric), headlamp lens etc.
- Any repairs or modifications made by unauthorised service providers.
- Repairs, parts replacement, or adjustments required as a result of improper vehicle use or negligence.
- Any abuse, misuse, or neglect of the vehicle contributing to any part of the vehicle to fail or corrode..
- Deterioration of rubber components, interior/exterior trims, paint and appearance items having regard to the age of the vehicle, the operating conditions and the level of care applied.
- Deterioration of paint, interior/exterior trims, acrylic/plastic components, tonneau cover, hard lid, canopy, underbody components, driveline components and panel caused by (including but not limited to) environmental fallout (acid rain, decaying insects, bird droppings, pollen and tree sap, etc), stone chips, hail damage, airborne fallout, UV- damage, oxidisation, deformation, surface corrosion, salt, harsh chemicals or operating conditions
- Items designed for replacement as part of a scheduled service and normal maintenance items.
- Using the vehicle to participate in formal or informal competitive events such as racing, rallying, track days, hill climbing, speed trials and similar events
- Recreational off road use; damage incurred as a result of off-road usage
- Consequential damage that occurs as a result of continuing to operate the vehicle with a defect evident

## WHAT IS NOT COVERED CONTINUED

### High Voltage EV Battery Components Damage caused by

- Immersion/flooding of the high voltage battery assembly
- Abuse and/or misuse of the vehicle and/or high voltage battery pack, such as driving over curbs, overloading, racing or using the vehicle as a permanent stationary power source
- Exceeding the vehicle's load limits.
- Failure to observe and resolve vehicle warnings and indications of battery concerns within 30 days
- Failure to complete Ford Power-Up software updates within 30 days
- The use of incompatible charging devices or methods
- Modifications to the high voltage battery assembly, high voltage system, or associated wiring
- Exposure to direct and/or intense heat sources outside of normal use, such as collision repairs that subject the vehicle to paint booth conditions that exceed Ford's recommendations
- Allowing the high voltage battery assembly to remain in a fully discharged, or near zero state of charge, for more than 14 days
- Repairs performed by facilities and personnel not authorised by AUSEV, including repairs which would have otherwise been covered under the manufacturer's warranty,
- Improper vehicle storage resulting in high voltage battery damage (See Owner's Manual for vehicle storage recommendations)

### Limited Life Warranty Items

(Twelve (12) months from date of first registration or 12,000km – whichever occurs first)

Some components in your vehicle are subject to normal wear and tear. The use of your vehicle can influence the life of these components:

- Any component subject to regular servicing
- Shock absorbers/ gas struts
- Brake discs, drums, pads or linings
- Cooling, oil and hoses
- Rubber and plastic components
- Keyless entry transmitter battery
- Wiper blades/inserts
- Floor or luggage compartment mats/ carpets
- Cargo restraints/covers/liners
- Seat Covers

### Auxiliary Battery Warranty (12 Volt)

The original equipment battery is warranted for 12 months commencing from the date the vehicle is first registered regardless of the distance travelled

### Genuine Parts Warranty

AUSEV warrants that genuine parts will be free from defects in materials under the conditions of normal use and service within Australia for 12 months or 20,000km (whichever occurs first) from the date of fitting to the vehicle.

When genuine parts are replaced under the Standard New Car Warranty because of a warrantable defect, those parts are covered for whichever is the greater of:

- 12 months or 20,000km (whichever occurs first) from the date of fitting; or
- the balance of the Standard New Car Warranty (as applicable) except where the warranty exceeds the service life of the component.
- Genuine parts replacement may at times include reconditioned and/or exchange parts.



## **Genuine Accessories Warranty**

AUSEV warrants that all genuine accessories will be free from defects in materials under conditions of normal use and service within Australia. These genuine accessories are fitted prior to taking delivery of the vehicle and are covered under the Standard New Car Warranty.

## **Perforation Corrosion Warranty**

AUSEV warrants that the original equipment metal and sheet metal components of the vehicle will be free from damage formed because of the corrosion of those components under conditions of normal use and service within Australia during the period commencing on the date the vehicle is first registered. The Perforation Corrosion Warranty is subject to the proper care and maintenance standards of the vehicle and to the following conditions:

- This warranty only covers corrosion damage resulting from normal use and exposure to normal environmental conditions. It does not cover corrosion caused by accidents, misuse, neglect, improper maintenance, or unauthorised modifications.
- The vehicle must be regularly maintained according to the manufacturer's recommended maintenance schedule, including but not limited to regular washing, waxing, and inspection for corrosion prevention.
- Any detected corrosion damage resulting from normal use and exposure to normal environmental conditions must be reported to an authorised dealer or repair facility within twenty eight (28) days, being a reasonable time from the date it is first noticed.

### **Limitations:**

This warranty does not cover corrosion damage:

- to non-structural parts, including but not limited to, suspension components, wheels, and cosmetic parts, or surface corrosion or minor cosmetic imperfections that do not affect the structural integrity of the vehicle (which is considered normal wear and tear).
- caused by road salt, sea salt, chemicals, or exposure to harsh or corrosive environments.

### **Remedies:**

- In the event of a valid claim, AUSEV shall, at its discretion, repair or replace any corrosion damaged parts or components.
- AUSEV reserves the right to use refurbished or remanufactured parts of similar quality to fulfill its obligations under this warranty.
- The cost of labour and materials required for the repair or replacement shall be covered by AUSEV, subject to any deductible or limitations stated in the original vehicle purchase agreement.

## **Warranty coverage in case of an Accident**

In the event of an accident involving the covered vehicle, the warranty may be voided by AUSEV at its discretion.

AUSEV will assess the extent of the damage, the cause of the accident, and any other relevant factors to determine if the warranty should be voided. This includes (but not limited to) accidents resulting from driver negligence, reckless driving, improper use, modifications, or any other actions that may compromise the integrity or safety of the vehicle. AUSEV's decision regarding warranty voidance in such cases shall be final and binding.

## **Tyres covered by their manufacturer**

To obtain Tyre warranty service, you must present the vehicle to an AUSEV location only. The customer manager will contact the Tyre manufacturer and assist you with any questions you may have regarding the Tyre warranty

# AUSEV RETAIL NEW CAR WARRANTY



## **Modifications that will VOID Warranties**

AUSMV determines that where a person other than an approved service technician does the following actions, such actions will void the Warranty:

- Disconnecting, tampering with, or altering the odometer; and/or
- Attaching any device that disconnects the odometer; and/or
- Any modifications to vehicles driveline and EV Battery system
- Fitment of any mechanism that lifts the vehicle above the factory ride height unless approved by AUSEV or GB Auto

## **Your Responsibilities**

It is the responsibility of the owner/operator to present the vehicle within the warranty period so that all repairs and concerns can be attended to and finalised prior to the end of the warranty period.

## **How to make a claim**

To make any claim under the Commercial New Car Warranty, the responsibility remains with the owner/ operator to register the problem online via the AUSEV website or to present the vehicle to a location within our service network as soon as a concern becomes evident during normal business hours.

## **Owner responsibility for cost**

The following items are owner/operator cost responsibility when required as part of normal vehicle maintenance or because of wear and tear and deterioration due to normal operating conditions, industrial fallout, abuse or neglect, hail, flood or salt damage, harsh polishes, stone chips, etc

## **Replacement Parts**

- Brake and cooling system flushing
- Cabin Filter
- Brake pads, linings and discs
- Keyless entry transmitter or transmitter battery
- Rectification of body squeaks and rattles (covered for 12 months/12,000 km - whichever comes first)
- General tightening of body components
- Wiper Blades/ Inserts
- Floor or luggage compartment mats/ carpet / seats
- Window Glass front and rear

## **Explanation of Warranty**

The warranties detailed in this website are provided by AUSEV.  
Head Office: 43 Kremzow Rd, Brendale QLD 4500  
Email: [warranty@ausev.com.au](mailto:warranty@ausev.com.au)