

MAN NEW VEHICLE WARRANTY



MAN

Applicable to TG3 vehicles sold in Australia,
in-service on or after the 1st August 2022.



MAN NEW VEHICLE WARRANTY

Penske Australia. (A.B.N. 87 008 416 402) 72 Formation Street, Wacol, Qld 4076, Phone: 07 3271 7777, email: enquiries@man.com.au and the Selling MAN Dealer (collectively called “MAN”) warrant to the first retail purchaser (“the purchaser”) that MAN will either repair or replace, at the option of MAN, any parts of the new MAN vehicle sold by MAN to the purchaser which require repair/replacement during the relevant time period, as set out in this warranty document, due to defects in workmanship or materials in their manufacture or assembly (of which MAN shall be the sole judge).

This warranty does not extend to those components which are warranted directly by their manufacturers or are otherwise excluded from this warranty as set out in this warranty document.

The benefits given under this warranty are in addition to other rights and remedies you may have under a law in relation to the goods.

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Rights of consumers

Under the Australian consumer law

The rights set out in the following paragraph apply to you if:

- a) the amount paid or payable for the goods covered by this warranty does not exceed \$40,000; or
- b) the goods covered by this warranty are of a kind ordinarily acquired for personal, domestic, household use or consumption; or
- c) the goods consist of a vehicle or trailer acquired for use principally for the transport of goods on public roads; and
- d) the goods were not acquired for the purpose of re-supply or the purpose of using them up or transforming them in trade or commerce.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Where sub-paragraph (a) or (c) above applies but the goods are not of a kind ordinarily acquired for personal, domestic or household use or consumption, MAN has limited its liability in a manner permitted by the Australian Consumer Law and your rights are limited to that extent.

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How to claim under this warranty

To make a claim during the relevant time period, as set out in this warranty document, the purchaser must contact an authorised MAN Dealer who will arrange a suitable time to have the vehicle inspected at the Dealer premises. A list of the authorised MAN Dealers and their contact details is set out at the end of this document

The purchaser must, at their own expense and within the relevant time period specified in this warranty, return the truck or part to an authorised MAN Dealer for warrantable repairs.

All warranty claims are handled by the authorised MAN Dealer and MAN directly.

In the event that no fault is found or the failure is not covered under the warranty terms and conditions a labour charge will be payable by the purchaser for time spent by the MAN Dealer in making this assessment. The MAN Dealer will not commence any non-warrantable repairs without prior authority from the purchaser.

Please Note

- Residual warranty may be transferable. Conditions apply. Contact your MAN Dealer for details.
- Once a vehicle has been accepted by the purchaser, it immediately becomes subject to the effects of all operating conditions driver understanding and competence, terrain and road conditions, weather and many others, the effects of which may not be covered by warranty.
- It is important that the purchaser recognises the difference between defects, which are covered by warranty, and failures resulting from normal wear or abuse, which are not.

Warranty schedule

Penske Australia offers two levels of warranty:

Regional – Highway Vehicle Warranty

Vehicles predominately used on sealed road surfaces, travelling more than 20,000 kilometres per annum.

Extreme Vehicle Warranty

Vehicles travelling less than 20,000 kilometres per annum, predominantly used on unsealed road surfaces. Includes vehicles in which the engine runs at idling speeds for long periods or where engine hours exceed 400 hours per annum.

MAN NEW VEHICLE WARRANTY – TG3 MODEL

Regional highway vehicle warranty conditions

Vehicle type/model	Cab/chassis warranty	Driveline warranty
	(whichever occurs first from the warranty start date)	
TGS 6×4 Prime Mover (D26)	12 months/unlimited km	60 months/750,000km
TGS 6×4 Prime Mover (D15 & D20)	12 months/unlimited km	60 months/500,000km
TGX 6×4 (up to 70T)	12 months/unlimited km	60 months/1,000,000km
TGS 4×2 / 6×4 rigid	12 months/unlimited km	60 months/500,000km
TGS/X 6×4 (D26 and D38 70T – 90T GCM)	12 months/unlimited km	48 months/800,000 km
TGS/X 6×4 (> 90T GCM)	12 months/unlimited km	48 months/600,000km
TGL /TGM 4×2	12 months/unlimited km	48 months / 300,000 km
TGS 6×4 / 8×4 fitted with leaf spring suspension	12 months/unlimited km	24 months/ unlimited km
TGM 4×2 / 6×4 fitted with leaf spring suspension	12 months/unlimited km	24 months/unlimited km
TGM 4×4	12 months/unlimited km	24 months unlimited km
TGS 6×6	12 months/unlimited km	24 months unlimited km
TGS 8×8	12 months/unlimited km	24 months unlimited km

Extreme vehicle warranty conditions

Vehicle type/model	Cab/chassis warranty	Driveline warranty
	(whichever occurs first from the warranty start date)	
TGS/X vehicles classified as Extreme Service	12 months/unlimited km	24 months/unlimited km
TGM vehicles classified as Extreme Service	12 months/unlimited km	24 months/unlimited km

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Cab/Chassis warranty

Defects in workmanship or materials in the manufacture or assembly of the following items will be covered by the cab/chassis warranty specified in this document for the relevant time period specified on page 5. This express warranty does not alter the rights of consumers under the Australian Consumer Law and is given in addition to those rights (if applicable).

Aerodynamic Equipment	Guards (Rear Drive Axle)
Air Conditioner and Heater System	Handles
Air Intake System	Instruments and Senders
Air Valves/Controls/Tanks	M-Prop
Air Compressor	Paint warranty for Cab and Chassis* (*Refer to terms below)
Alternator	Power Steering System
Batteries* and Battery Box	Radio/Cassette and CB Radio
Brake Assemblies	Rubber Mounts/Seals/Bushes/ Stops
Brake Chambers	Seats
Cab	Solenoid Valves
Cab Trim	Starter Motor
Cab and Sleeper Water Leaks	Steering Knuckles
Cab/Engine Supports and Frame Brackets	Steering Wheel and Column
Chassis Rails and Crossmembers	Steps
*Clutch (assembly only including release bearing, excludes Clutch disc)	Suspension
Clutch Linkages, Cylinders and Actuator	Wheel and Rims
Cooling System (excluding Inhibitor)	Thermostat and Housing
Dashboard Panels	Windscreen Wiper Motor and Washer
E.C.U.'s (excluding engine)	Turbo Proportion Valves
Engine Switches and Sensors	
*Electrical System	* Batteries – 12 months only and specifically excluded from any extended warranty purchased
Engine Wiring Harness	* Paint delamination – must be reported within the first 6 months from the warranty start date
Exhaust System and Supports	* Degree of gloss shade or colour not in order – must be reported within one month from the warranty start date.
Floor Mats	* Clutch – 12 months only and specifically excluded from any extended warranty purchased
Fuel Tanks/Supports and Straps	* Electrical System – REDARC installed components are only covered for 12 months and specifically excluded from any extended warranty purchased
Fuel System Components	
Gear Box Actuator	
Gear Levers	
Glass	

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Driveline warranty

Defects in workmanship or materials in the manufacture or assembly of the following items will be covered by the driveline warranty specified in this document for the relevant time period specified on page 5. This express warranty does not alter the rights of consumers under the Australian Consumer Law and is given in addition to those rights (if applicable).

Engine

- Cylinder Block
- Cylinder Heads
- Cylinder Liners and Pistons
- Piston Rings
- Valve Mechanism
- Timing Mechanism
- Conrods and Bearings
- Oil Pump and Pick-up Pipes
- Oil Cooler
- Internal Gaskets and Seals
- Front and Rear Crankshaft Seals
- Flywheel and Housing
- Exhaust and Intake Manifolds
- Oil Bypass Valve
- Crankshaft Vibration Damper
- Viscous Fan
- Injectors
(refer to warranty exclusions on page 9 item 2)
- Engine E.C.U.
- Turbocharger
- EGR Manifold
- EGR Coolant Pipes
- Water Pump
- High Pressure Fuel Pump
- Injection Common Rail

Cab

- Cab Shell—Rust Only – Coverage is for rusting through (perforation) from the inside out

Transmission

- Casing
- Shafts and Gears
- Bearings
- Synchro Cones and Hubs
- Sleeves
- Internal Pipes and Seals
- Splitter Unit
- Internal Range Change Mechanism
- Oil Pump
- Transfer Boxes
- Bell Housings

Final drive

- Propeller Shafts
- Universal Joints
- Propeller Shaft Centre Bearing
- Differential Housing
- Crown Wheel and Pinion Sets
- Differential Gears
- Differential Bearings and Lock
- Half Shafts
- Hub and hub Reduction Gears
- Axle Casing
- Hub Bearings
- Hub and Pinion Oil Seals

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Warranty on parts

This express warranty does not alter the rights of consumers under the Australian Consumer Law and is given in addition to those rights (if applicable). MAN agrees to warrant the following:

1. Parts fitted during a warrantable repair will be covered by the balance of the warranty that applies to the original part.
2. Genuine Replacement parts that are retailed to the customer are warranted for 24 months/unlimited km* from date of purchase**
(*Complete Engines, transmissions and powered axles max 200,000 km)
Electrical items are subject to testing prior to replacement.
3. MAN will cover the associated Labour costs to repair or replace the part only if the Genuine replacement part was fitted by a MAN Dealer at the time of purchase. Parts fitted outside the MAN Dealer network have 24 month "part only" warranty, subject to part inspection.

Please note:

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

**Excludes batteries. Battery coverage is 12 months only.

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Exclusions from warranty

Subject to any obligations under applicable laws which cannot be excluded, modified or restricted, man will not be liable for the following matters:

1. Any non-genuine parts or equipment not installed by MAN.
2. Fuel Injection componentry or calibration, adjustments or damage caused by contaminated fuel.
3. Any failure on a vehicle on which the odometer has been altered or disconnected so that the number of kilometres travelled by the vehicle cannot be readily ascertained.
4. Any temporary or unauthorised repairs or modifications.
5. Cab corrosion resulting from bare metal becoming exposed due to damage to the paint or environmental damage (sap, hailstones); harsh cleaning chemicals; or high pressure cleaning devices.
6. Mechanical adjustments eg: brake, clutch, steering, suspension, tappets, door closure, etc.
7. Consequential damage as a result of a failure whether or not of a warrantable failure.
8. Customer supplied equipment including bodies and any subsequent damage they may cause. (Refer to MAN Guide to fitting bodies).
9. Damage or defects which are attributable to the vehicle being engaged in work other than that for which it was designed.
10. Defects as a result of fire, accident damage, misuse or neglect.
11. Freight costs for parts transportation.
12. Maintenance items after the Pre-Delivery Inspection.
13. Air leaks at fittings, rattles, squeaks and vibrations which develop after 90 days from in-service date.
14. Miscellaneous material used in servicing e.g. air, oil and fuel filters, lubricants, air-conditioning gas, cooling additives and cleaners.
15. Overtime labour rates.
16. Repairs to paint, glass, upholstery, trim, and appearance items caused by other than faulty workmanship (e.g. stone chips, use of strong detergents, high-pressure cleaning equipment and abuse).
17. Towing, travelling, telephone, meal or accommodation charges and cost of hire vehicle.
18. Troubleshooting diagnosis and road testing (unless justified by failure description and prior approval from MAN).
19. Costs which are incurred because a body or device restricts or prevents the execution of work on the vehicle.
20. Tyres and wheel alignment and wheel balancing.
21. Failures attributable to the vehicle not being maintained in accordance to MAN guidelines.
22. Fuses.

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Exclusions from warranty (cont.)

23. Bulbs or LED cluster assemblies of any type.
24. Flexible and spiral hoses (Suzi Coil).
25. Tyres and/or separately supplied and installed equipment, including bodies, hoists, power take-off, bull bars, turntables, mixers or agitators, trailers, garbage or refuse bodies and all other such equipment and components that are warranted directly by their manufacturers.
26. Brake discs.

The following items are considered to be part of normal maintenance and therefore excluded from this warranty policy:

1. Clutch and brake adjustments.
2. Wheel bearing adjustments.
3. Drive belts for fan, alternator, freon compressor.
4. Wiper blades.
5. Belt adjustments.
6. Brake and clutch linings.
7. Engine tuning.
8. Filters, oils and grease.
9. Maintenance of the cooling system inhibitor.
10. Exterior panel adjustments.
11. Recharge of the air-conditioner system.
12. Maintenance of compressed air system.
13. Tightening of loose bolts and nuts.
14. Maintenance of the exhaust system.
15. Wheel balance and realignment.
16. Maintenance of air intake systems.

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Limitation of liability

This warranty is expressly given by MAN to the purchaser in lieu of all other warranties, except the consumer guarantees under the Australian Consumer Law which cannot be excluded.

Subject to the consumer guarantees in the Australian Consumer Law which cannot be excluded, Penske Australia shall in no way be liable to the purchaser for expenses related to MAN's performance, loss of profits, production or any other direct or indirect consequences economically or otherwise suffered by the purchaser or any third party.

Any assistance to the purchaser by MAN in repair, replacement, operation or otherwise outside the terms of this warranty shall not constitute a waiver of the terms and conditions of this warranty.

Except as required by law, neither Penske Australia or selling MAN Dealer assumes, or authorises any person to assume for it, any other liabilities than those provided for in this warranty document.

Your MAN dealer network



Go to the QR Code above to find each state's network dealer branch.

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