

MAN NEW VEHICLE WARRANTY



MAN

Applicable to vehicles sold in New Zealand,
in service on or after 1st August 2022.



MAN NEW VEHICLE WARRANTY

Penske New Zealand 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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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 New Zealand 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.

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Regional highway vehicle warranty conditions

Vehicle type/ model	Cab/chassis warranty	Driveline warranty
	(whichever occurs first from the warranty start date)	
TGS/X 4×2	36 months/450,000km	36 months/450,000km
TGS/X 4×4	36 months/300,000km	36 months/300,000km
TGS/X 6×4	36 months/450,000km	36 months/450,000km
TGS/X 6×6	36 months/300,000km	36 months/300,000km
TGS/X 8×4	36 months/450,000km	36 months/450,000km
TGS/X 8×8	36 months/300,000km	36 months/300,000km
TGL 4×2	36 months/300,000km	36 months/300,000km
TGM 4×2	36 months/300,000km	36 months/300,000km
TGM 4×4	36 months/300,000km	36 months/300,000km
TGM 6×2	36 months/300,000km	36 months/300,000km
TGM 6×4	36 months/300,000km	36 months/300,000km
TGM 8×4	36 months/300,000km	36 months/300,000km

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	12 months/ unlimited km
TGM/L vehicles classified as Extreme Service	12 months/ unlimited km	12 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 4. This express warranty replaces any other warranties (express or implied) under New Zealand laws.

Aerodynamic Equipment	Gear Levers
Air Conditioner and Heater System	Glass
Air Intake System	Guards (Rear Drive Axle)
Air Valves/Controls/Tanks	Handles
Air Compressor	Instruments and Senders
Alternator	M-Prop
Batteries* and Battery Box	Paint warranty for Cab and Chassis* (*Refer to terms below)
Brake Assemblies	Power Steering System
Brake Chambers	Radio and stereo system
Cab	Rubber Mounts/ Seals/Bushes/Stops
Cab Trim	Seats
Cab and Sleeper Water Leaks	Solenoid Valves
Cab/Engine Supports and Frame Brackets	Starter Motor
Chassis Rails and Crossmembers	Steering Knuckles
Clutch (assembly only, excludes Clutch disc)	Steering Wheel and Column
Clutch Linkages, Cylinders and Actuator	Steps
Cooling System (excluding Inhibitor)	Suspension
Dashboard Panels	Wheel and Rims
E.C.U.'s (excluding engine)	Thermostat and Housing
Engine Switches and Sensors	Windscreen Wiper Motor and Washer
Electrical System	Turbo Proportion Valves
Engine Wiring Harness	
Exhaust System and Supports	
Floor Mats	
Fuel Tanks/Supports and Straps	
Fuel System Components	
Gear Box Actuator	

* **Batteries** – 12 months only and specifically excluded from any extended warranty purchased

* **Paint delamination** – must be reported within the first 6 months from the warranty start date

* **Degree of gloss shade or colour not in order** – must be reported within one month from the warranty start date.

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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 4. This express warranty replaces any other warranties (express or implied) under New Zealand laws.

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 8 item 2)
Engine E.C.U.
Turbocharger
EGR Manifold
EGR Coolant Pipes
Water Pump
High Pressure Fuel Pump

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 replaces any other warranties (express or implied) under New Zealand law. 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** (**for engines, gearboxes and powered axles, the period of limitation is 24 months as of fitting or delivery (in the first 12 months as of fitting/delivery without mileage limitation, then up to a mileage of a maximum of 200,000km)). 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 12 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.

** Effective for parts sold after 1st January 2017

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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 eg: 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 (eg: 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.
24. Flexible and spiral hoses (Suzi Coil).
25. Tyres and/or separately supplied and installed equipment, including bodies, hoists, power take-off, bullbars, 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.

Exclusions from warranty

Penske New Zealand does not warrant tyres and separately supplied and installed equipment, including bodies, bullbars and all other such equipment and components that are warranted direct by their manufacturers.

Items considered to be part of normal maintenance (and therefore excluded from this warranty policy) are:

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 any consumer guarantees under New Zealand laws which cannot be excluded and MAN will accept no liability in relation to any representations, conditions, descriptions or otherwise, whether express or implied by law or otherwise.

Subject to any consumer guarantees under New Zealand laws which cannot be excluded, Penske New Zealand 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 New Zealand or selling MAN Dealer assumes, or authorises any person to assume for it, any other liabilities than those provided for in this warranty document.

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Your MAN dealer network

NORTH ISLAND

Whangarei	All Trucks Repairs	28 South End Avenue, Whangarei	09 430 0803
Auckland	Penske Auckland	4 Langley Road, Wiri	0800 782 762
Hamilton	White Bros, Panelworks	9 Clow Place, Hamilton	07 843 2929
Tauranga	Penske Tauranga	28-32 MacDonald Street, Mt Maunganui	06 836 6126
Taupo	Dudley Mechanical & Parts Ltd	24 Manuka Street, Taupo	07 377 2411
Gisborne	Cameron Mechanical	129 Aerodrome Road, Gisborne	06 867 9999
Napier	Jim Young Motors	590 Main North Road, Bay View, Napier	06 836 6126
New Plymouth	Taranaki Transport Repairs	45 Henwood Road, Bell Block	027 843 7061
Whanganui	Mobile Mechanical Solutions	367 Heads Road, Whanganui	0800 662 6324
Palmerston North	Mobile Mechanical Services	21 Bisley Street, Palmerston North	06 357 8980
Wellington	Hydradiesel Engineering	75 Port Road, Seaview	04 939 6204

SOUTH ISLAND

Nelson	Lloyd Heslop Motors	7 Kotua Place, Stoke, Nelson	03 543 9400
Christchurch	Penske Christchurch	2 Headquarters Place, Hornby	0800 626 782
Timaru	NJ & DM Repairs	148 Meadows Road, Washdyke	027 455 3135
Dunedin	Commercial Vehicle Centre	12 Strathallan Street, Dunedin	03 455 6449
Queenstown	Queenstown Commercial Vehicle Services	131 Gorge Road, Queenstown	03 442 8203
Invercargill	Commercial Vehicle Centre	120 Bill Richardson Drive, Invercargill	03 215 8250



Click on the QR code for a list of our Dealers network.

The MAN Dealer listing was correct at time of printing.
For the most up to date Dealer Listing visit man.co.nz

PENSKE NEW ZEALAND

4 Langley Road, Wiri, Auckland
PO Box 97941, Manukau City, Auckland 2241
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Fax: +64 9 250 7840

 man.co.nz

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