

Warranty Binder	Published by: VGA Warranty	Release Date: 01/07/11	Revised Date: Jun2017
24mth Spare Parts Warranty	Insert: 1.2.4.1	Version: 1.0	Page: 1 of 2

MT	UD	VT	VB
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Fitted-Parts warranty – 24mths/500,000kms (MT, VT, VB, UD)

General Information

The warranty conditions for spare parts, exchange units and accessories constitutes a 24 months/500,000kms Fitted-Parts Warranty (whichever occurs first) and is valid from date of purchase (irrespective if the part breaks down again).

The purchase of all applicable parts must be fitted by authorised VGA Dealer / Workshop / CSC (Customer Service Centre).

Standard Parts Warranty <i>(as per Binder Insert 1.2.4)</i>	Parts-Fitted in VGA Workshop <i>(Additional to Standard Parts Warranty)</i>
<p>Mack Trucks</p> <ul style="list-style-type: none"> • 0-12months / Unlimited kms <p>UD Trucks</p> <ul style="list-style-type: none"> • 0-12months / Unlimited kms <p>Volvo Trucks</p> <ul style="list-style-type: none"> • 0-12months / Unlimited kms <p>Volvo Buses</p> <ul style="list-style-type: none"> • 0-12months / Unlimited kms 	<p>Mack Trucks</p> <ul style="list-style-type: none"> • 13-24months / 500,000 kms <p>UD Trucks</p> <ul style="list-style-type: none"> • 13-24months / 500,000kms <p>Volvo Trucks</p> <ul style="list-style-type: none"> • 13-24months / 500,000 kms <p>Volvo Bus</p> <ul style="list-style-type: none"> • 13-24months / 500,000kms

Fitted-Parts when Replaced/Repaired By VGA Authorised Dealer / Workshop

To make a claim under this Warranty, the customer must present their **invoice** to a VGA authorised workshop / dealer / CSC requesting rectification under the truck spare part warranty conditions. **Proof of Purchase Invoice** is a **mandatory requirement** and copy of invoice is required to be submitted with all parts warranty claims.

- The **invoice** from the VGA authorised workshop / dealer / CSC **must be used as warranty certificate** for the work carried out.
- The **labour cost for the repair or replacement** of the faulty part will also **be reimbursed** only if the part was originally fitted by an authorised VGA workshop / dealer / CSC.
- The **invoice must contain the following information...**



<p> Invoice must contain:</p> <ul style="list-style-type: none"> • Serial number (if stated on part) • Purchase date • Part Number (reference to the part concerned) • Chassis ID and Claim Reference Number
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Subject to the above conditions being met, VGA authorised workshops / dealers / CSC's will repair, replace or adjust free of charge any applicable part, having regard to the Limitations. The spare parts warranty only applies to parts purchased by the end user **

Note: ** End User can be defined as the Purchaser of the part (e.g. can be customer / repairer).
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Transfer of Parts Warranty

In extenuating circumstances and subject to the absolute discretion of VGA, **parts warranty can be transferable** with a vehicle but it is still mandatory to provide the "initial proof-of-purchase" from the original Purchaser of the part and it would also greatly assist any subsequent "Sale of vehicle" documentation, for any parts warranty to be supported.

Vehicle covered by Service Contract – Parts Warranty

Vehicles covered by a service contract or special coverage (paid by the customer) can be entitled to parts warranty.

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Limitations

24 months/500,000kms warranty (whichever occurs first) on parts-fitted by authorised VGA Dealer / Workshop / CSC.

The spare part warranty **does not include extra reimbursement for indirect losses**, costs or damage (including but not limited to load, lodging, phone calls, meals, express deliveries (VOR) etc.) which might have arisen as a consequence of material and/or manufacturing fault on the part in question.

The spare part warranty **does not apply to damage caused by** incorrect assembly or adjustment of the part, or if the part was fitted with other abnormally worn parts and is consequently wearing out faster than normal.

The spare part warranty is **not valid if the part has been subjected to** negligence, abuse, misuse, theft, traffic accident, modified, rebuilt, repaired or serviced outside VGA Authorised Repairer Network or changed in any way where it is deemed not compliant with the recommendations of VGA and in accordance with good engineering practice.

No parts warranty (except accessories) is provided for **parts replaced during a Campaign** or during normal vehicle warranty.

Spare parts are subject to wear & tear and maintenance limitations. **Maintenance items and wear & tear items are normally not subject to warranty** coverage unless it can be clearly proven that a manufacturing fault is evident. For guidelines to wear and tear and maintenance items, refer to Warranty Binder (insert 1.2.1.1)

The term "parts" also refers to exchange units and accessories.



Note: 24 months fitted-parts warranty **does not apply** if the part was **fitted by a non-VGA authorised Dealer / Workshop or service provider.**

Damage to Other Parts

The spare part warranty includes cover for mechanical damage to other parts which directly result from the failure of the applicable faulty parts including the labour costs associated with repairing and replacing the other part.

Towing – Roadside Assistance

Not included with this 24mths/500,000kms fitted-parts warranty.

Vendor Parts Warranty

Vendor Parts warranty remains the same - covered by Vendor Warranty only.

Parts Warranty – failed part included in a kit (local kits)

In the event of a parts claim is for a component failure where the part that failed was sold to a customer as part of a 'service kit', **only genuine VT / UT / MT / VB kits** can be used as Causal Part Number (CPN) in the Parts Warranty Claim.

- If the kit **sold is a local kit**, please ensure that the part number/s and the serial numbers/ of the included components are listed / available on the local invoice (includes the causal part also).
- **Serial Number/s** on the local invoice is **mandatory** for parts warranty to be recognised (to be used as supporting evidence of the parts warranty process).

If the serial number and the included parts are **listed on the local invoice**, there is the possibility to use the included part as a causal part number in a future claim/s.



Note: Local kit numbers cannot be used as CPN in a warranty claim

Questions and Further Information

This Warranty is provided by Volvo Group Australia Pty Limited, ACN 000 761 259 of 1/20 Westgate Street, Wacol, QLD 4076. If you have any questions regarding this Warranty please call us on 07-3718 3500 or email us at: vga.warranty@volvo.com or vga.warranty@macktrucks.com.



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