



**WITH YOU
FOR THE
LONG HAUL**

**NEW VEHICLE
WARRANTY
POLICY**



We look after our own

DELIVERY PROCEDURE

The Purchaser and the Dealer are both requested to sign below as acknowledgement that the vehicle has been delivered in accordance with this Delivery Procedure.

THE DEALER

- Has conducted new vehicle preparation as stipulated by Fuso New Zealand Ltd.
- Has completed the Owner's Certificate and advised the customer of the importance of the 5,000km first service.
- Has explained the terms of the New Vehicle Warranty including extended warranty terms and conditions.
- Has explained the owner's responsibilities in respect to proper servicing, care and maintenance of the vehicle.
- Has demonstrated and explained the operation of the vehicle, all options and accessories.
- The Purchaser has been informed that any non-factory modifications to the vehicle; fitment of any equipment or accessories; and use of any additives, lubricants or corrosion inhibitors/antifreeze that are not approved by Fuso New Zealand Ltd will affect the New Vehicle Warranty, if damage, failure or excessive wear is caused as a result of any such modification or use.

Signature for Dealership:

Date:

Signature for Owner:

Date:

OWNER'S CERTIFICATE

Owner's Name:

Street:

Suburb: PO Box:

City: Post Code:

Contact Name:

Phone Number () Mobile ()

VIN: Model:

Engine Number:

Ignition Key Number:

Registration Number:

Dealer:

Address:

Phone Number: After Hours:

Service Manager:..... After Hours:

Parts Department:..... After Hours:

FUSO ROADSIDE
ASSISTANCE

0800 FUSO 007

24 HOURS A DAY, 365 DAYS A YEAR



FUSO NEW ZEALAND NEW VEHICLE WARRANTY

- The Fuso New Zealand New Vehicle Warranty for the vehicle, described on pg4, commences on the date of the first registration and will expire based on either time or kilometre based parameters, whichever occurs the sooner; eg, in the case of Canter or Rosa, 36 months or 100,000km – whichever occurs the sooner.
- The authorised FUSO service dealer will, during the warranty period specified below, repair or replace at no charge for parts and labour, any part of the vehicle as originally installed which proves defective in normal use and maintenance as a result of faulty workmanship or materials used during manufacture.
- The Fuso New Zealand New Vehicle Warranty (FNZ Warranty) extends to any subsequent owner during the new vehicle warranty period, with the exception of paint, panel and trim.
- The FNZ Warranty will be honoured by any authorised FUSO service dealer in New Zealand.
- The FNZ Warranty is in addition to all rights conferred by law.

WARRANTY POLICY FOR FUSO NEW ZEALAND LTD

IMPORTANT NOTICE TO OWNER:

Please present this booklet to an authorised FUSO service dealer for warranty service on the vehicle described on pg4. The warranties contained in this booklet shall accompany and apply to all trucks or buses listed on pg6 manufactured by or for Fuso New Zealand Ltd, bearing the name 'FUSO' and distributed in New Zealand by Fuso New Zealand Ltd.

Information contained in this book is applicable to the New Zealand market and supersedes information in the manual.

NEW VEHICLE WARRANTY PERIODS

VEHICLE	STANDARD NEW VEHICLE WARRANTY	FIVE YEAR EXTENDED WARRANTY
Canter	36 months/100,000km ⁴	5 Years/200,000km
eCanter	72 months/180,000km ³	
Enduro FA, FI models	36 months/150,000km ⁴	N/A
Enduro FJ, FO & FZ models	36 months/200,000km ⁴	N/A
Fighter FK	36 months/150,000km ⁴	5 Years/300,000km ¹
Fighter FM, FN & FU models	36 months/200,000km	5 Years/300,000km ¹
Shogun	36 months/250,000km	5 Years/500,000km
Rosa	36 months/100,000km	5 Years/200,000km ²

¹Applicable to all Fighter advanced safety feature models. ²Applicable to all Rosa advanced safety feature models. ³All scheduled eCanter service and maintenance must be completed by an authorised FUSO service dealer. ⁴Ready-to-go tipper models and curtainside models: All tipper and body equipment 12 months / unlimited km.

Headlamps, batteries and exhaust components 12 months – all models.

FUSO NEW ZEALAND 5 YEAR EXTENDED WARRANTY

The FNZ 5-Year Extended Warranty is available for selected FUSO models as listed in the table above.

These models are now covered for a total of five years from the date of the first registration or until the vehicle has travelled the maximum applicable distance, whichever occurs sooner and are subject to the following conditions;

- All scheduled maintenance services including intermediate safety inspections have been completed by an authorised FUSO service dealer.
- In the event an authorised FUSO service dealer is not used for all servicing, the standard FNZ 3-Year Warranty will remain.
- All standard FNZ 3-Year Warranty conditions continue to apply.
- Is not transferrable to any subsequent owner.

FUSO NEW ZEALAND NEW VEHICLE WARRANTY CONDITIONS

THE FUSO NEW ZEALAND DEALER WILL SUPPORT THE NEW VEHICLE WARRANTY PROVIDED:

- The vehicle is maintained and operated in accordance with the vehicle Owner's Handbook and the manufacturer's recommendations.
- All maintenance and repairs to the vehicle must be performed by an authorised FUSO service dealer.
- All eCanter maintenance and repair must be completed by an authorised FUSO service dealer.
- Only fluids, fuels, lubricants and parts approved by Fuso New Zealand Ltd are used.
- The vehicle is not misused or neglected.
- An authorised FUSO service dealer is notified of any defect as soon as it is identified and within the warranty period.
- When a defect is identified, the vehicle is taken to an authorised FUSO service dealer for repair as soon as possible.
- Hourmeters; where a vehicle is operating stationary for long periods of time, with the engine or transmission power take off engaged to provide power, then an hourmeter is required to record the operation hours. 1 hour = 30km.

NEW VEHICLE WARRANTY EXEMPTIONS

THE NEW VEHICLE WARRANTY DOES NOT COVER:

- Maintenance services listed in the vehicle Owner's Handbook.
- Normal service items such as, but not limited to, lubricants, filters, bulbs, engine drive belts, glow plugs, injectors, wheel alignment and wheel balancing (unless a manufacturing defect is evident).
- Repair or replacement necessary as a result of wear and tear, such as, but not limited to, clutches, brake linings and pads, exhaust silencers, carpets, alloy wheel finishes or seat covers (unless a manufacturing defect is evident).
- Financial losses, including consequential loss arising directly or indirectly from any defect or subsequent inability to use the vehicle, damage to property or person, or expenses such as, but not limited to, accommodation, hire, tolls, salvage or travel.
- Damage due to – or the installation of – aftermarket accessories, special equipment, or software not part of the vehicle at the time of manufacture.
- Damage due to insufficient or improper maintenance.
- Damage caused by fire, flood, chemicals, industrial fallout, hail, salt, stones or other environmental elements.
- Damage due to accident, collision or misuse.
- Damage due to contaminated or poor-quality fuel, fluids or lubricants.
- Parts of the vehicle which are not part of the body work, such as, but not limited to, exhaust systems, heat exchangers, bright work and outer trims.
- Damage caused by continued operation after it is known the vehicle is defective.
- Tyres – these may be covered by a separate warranty provided by the tyre manufacturer.

ADDITIONS OR MODIFICATIONS

Any addition or modification made to your vehicle before or after delivery which has not been approved by Fuso New Zealand Ltd, will not be covered by the terms of this New Vehicle Warranty unless Fuso New Zealand Ltd, in its sole judgement, determines otherwise.

If any such addition or modification affects the design, vehicle performance, mechanical operation, safety or structural integrity of your vehicle or causes the failure of a Genuine FUSO Part, any failure resulting from such an addition or modification will not be covered by this FNZ Warranty.

PRODUCTION CHANGES

Fuso New Zealand Ltd and authorised dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

PAINT AND OTHER APPEARANCE ITEMS

Defects in paint, trim or other appearance items are normally noted and corrected during pre-delivery inspection. For your protection, it is suggested that should you find any paint or appearance item which you suspect is a defect, advise your authorised FUSO service dealer without delay, as normal deterioration due to use and exposure is not covered by the FNZ Warranty.

MISCELLANEOUS EXPENSES

Fuso New Zealand Ltd and its authorised FUSO service dealers will not assume responsibility for certain expenses related to the repair of the vehicle – eg, loss of use/time, fuel, travel, telephone calls, lodging expenses and personal property.

NORMAL MAINTENANCE

OWNER RESPONSIBILITY

The provision of the New Vehicle Warranty shall not apply to the following items as they are considered normal maintenance and do not constitute defective material or workmanship. Such items are as follows:

- **Brakes:** Pedal and shoe adjustment. Drum and mechanism cleaning, general tightening of brake lines and cleaning of brake valves.
- **Steering:** Steering adjustment, linkage and wheel bearing adjustment, wheel balancing and front end alignment.
- **Electrical:** Adjustments to head lamps, battery and maintenance of wiring and connections.
- **Fuel System:** Cleaning and tightening of fuel lines, tank connections and service to fuel injection system.
- **Finish:** Any repairs due to causes other than factory responsibility - this applies to both body and glass. Also, adjustments of doors, windows and other body fittings.
- **Tightening:** General tightening of all nuts and bolts, studs, removal of squeaks and rattles etc, made necessary due to normal vehicle operation.
- **Engine and Exhaust:** Tightening of drive belts, service to the fuel injection system, air cleaner, linkage adjustment and general tightening. Cleaning, maintenance and general tightening of exhaust, AdBlue and diesel particulate filter system.
- **Cooling:** Radiator flushing, fan belt adjustment and maintenance of the cooling system.
- **Lubrication:** General lubrication and oil changes including maintenance. Drive shaft lubrication is critical.
- **Clutch and Transmission:** Pedal/mechanism adjustments. Gear shift control linkage adjustment.

FUSO NEW ZEALAND GENUINE PARTS WARRANTY

FUSO Genuine Parts are designed and manufactured to FUSO's exacting standards, will always maintain the integrity of your vehicle and keep your FUSO performing reliably. FUSO Genuine Parts are used throughout the authorised FUSO service dealer network in all service and warranty repairs.

The FUSO Genuine Parts warranties are applicable to all parts manufactured by or for Fuso New Zealand Ltd, and distributed in New Zealand by Fuso New Zealand Ltd.

Fuso New Zealand Ltd warrants to the retail purchaser that FUSO Genuine Parts sold or installed by an authorised FUSO service dealer shall be free, under normal use and maintenance, from defects in material and workmanship, subject to the terms and conditions contained in this document.

- FUSO Genuine Parts installed by an authorised FUSO service dealer are warrantied for 24 months / unlimited kilometres from the date of installation. If a warrantable failure occurs, the part and labour for replacement will be covered under warranty.
- FUSO Genuine Parts installed by other than an authorised FUSO service dealer are warrantied for 12 months / unlimited kilometres from the date of purchase from an authorised FUSO service dealer. If a warrantable failure occurs, warranty will cover the cost of the failed part only.
- FUSO Genuine Parts replaced under the terms of the FUSO Genuine Parts Warranty will be warrantied for the remainder of the warranty applicable to the originally installed parts.

This FUSO Genuine Parts Warranty applies only to FUSO Genuine Parts.

This FUSO Genuine Parts Warranty does not cover an item listed under New Vehicle Warranty Exemptions.

The other terms and conditions stated in the FNZ Warranty also apply to the FUSO Genuine Parts Warranty.

OUR COMMITMENT TO CUSTOMER SATISFACTION

Fuso New Zealand Ltd is proud of the quality and workmanship that is built into every FUSO truck and bus. We are equally proud of our commitment to promote the highest possible degree of customer satisfaction with our products and services, thank you for purchasing a FUSO.

Today's vehicles are extremely complex and are comprised of an enormous number of individual parts. Occasionally, a failure of one of these parts can occur. Should you experience such a failure, your authorised FUSO service dealer has trained personnel, plus the tools, equipment and factory training to provide your complete service needs. In addition, your authorised FUSO service dealer receives up to date technical information on a regular basis and regular visits from technical field service representatives.

The parts department carries a comprehensive stock of approved replacement parts and factory approved accessories. Owners are advised that only approved replacement parts should be used as the use of inferior quality parts could lead to early failure and/or damage. Service parts should only be sourced from an authorised FUSO service dealer.

DELIVERY

To ensure performance and maximum reliability for your new FUSO, we carefully inspect and condition it in accordance with the standard factory instructions, before delivery to you. Your satisfaction is our aim. We urge you to take advantage of our service facilities and consult us when your vehicle needs warranty or normal maintenance services.

FIRST SERVICE

The first service is very important.

The vehicle should be returned to your dealer at 5,000 km for a fluid change (if applicable), inspection and adjustment service to be completed. The 5,000 km first service is provided free of charge for labour – **you will be expected to pay for any fluids, filters, oils and greases that may be used. Please note: the first service is very important**, your New Vehicle Warranty may be compromised should a failure attributable to not completing the first 5,000 km service occur.

TRANSIENT SERVICE

For your convenience, any authorised FUSO service dealer will perform essential services covered by the FNZ Warranty for you free of charge. To show that your vehicle is within its warranty period, we suggest that you retain this New Vehicle Warranty booklet within the vehicle at all times.

Essential services are those which normally involve mechanical attention to ensure safe operation and control of the vehicle, where it would be inadvisable for you to continue your journey. Non-essential items, which do not unduly affect vehicle operation, can be referred to your local authorised FUSO service dealer on your return.

FUSO ROADSIDE ASSISTANCE

FUSO ROADSIDE
ASSISTANCE

0800 FUSO 007

24 HOURS A DAY, 365 DAYS A YEAR



In the event of a roadside breakdown or accident, your FUSO Roadside Assistance team in conjunction with the authorised FUSO service dealer network will provide advice or roadside assistance 24 hours a day, 365 days a year. We deliver emergency support in both city and rural areas, working in partnership with our dealer network to get you back on the road. Look for this label affixed to your vehicle windscreen should you require it.

Note: The vehicle owner is responsible for any cost associated with roadside assistance or vehicle towing if required, as well as the safe wellbeing of the vehicle. For vehicle security and FUSO Roadside Assistance to access the vehicle, we recommend the vehicle is not left unattended at the roadside.

CONTACT YOUR AUTHORISED FUSO DEALER

We recommend that you contact your nearest authorised FUSO service dealer for any vehicle services and repairs you may need. Our authorised FUSO service teams can provide comprehensive specialist advice and are equipped with FUSO diagnostic tools to minimise downtime and ensure the best result.

Contact details for all authorised FUSO service dealers can be found online at fuso.co.nz/dealers or by scanning the QR code below. Simply turn your smartphone camera on and point it at the code to access the web page:





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