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Our ref SDV:GJL:4529907

5 November 2020

**andrew.mahony@accg.gov.au**

Mr Andrew Mahony  
Analyst, Adjudication  
Australian Competition and Consumer Commission

**Electronic**

Dear Sir

**Mitsubishi Motors Australia Limited – Notification of Exclusive Dealing**

We refer to your information request dated 9 October 2020.

Mitsubishi Motors Australia Limited (**MMAL**) sets out its responses to the information request below. In this letter, defined terms take their meaning from MMAL's notification lodged on 11 September 2020 (**Notification**), unless the contrary intention appears.

Certain information in this letter is confidential to MMAL. MMAL requests that the Australian Competition and Consumer Commission (**ACCC**) not disclose the confidential information in this letter and its enclosures to any other person, except on the following basis:

- 1 there is no restriction on the internal use, including future use, that the ACCC may make of the information consistent with its statutory functions
- 2 the information may be disclosed to the ACCC's external advisors and consultants on the condition that each such advisor or consultant is informed of the obligation to treat the information as confidential; and
- 3 the ACCC may disclose the information to third parties (in addition to its external advisors or consultants) if compelled by law, or in accordance with section 155AAA of the *Competition and Consumer Act 2010* (Cth) (**CCA**).

To the extent that the ACCC considers that it is necessary to disclose the information in this letter to third parties, MMAL requests that the ACCC consult with it prior to any such disclosure.

**1 Please outline the process a business must go through to become a MMAL dealer or service centre**

Prior to responding to this question, it is convenient to first briefly describe the geographic areas allocated by MMAL to its Dealers, and to reiterate MMAL's preference for full service Dealers.

**1.1 Prime Marketing Areas**

When MMAL appoints a Dealer, it assigns that Dealer a 'Prime Marketing Area' (**PMA**). A PMA is a geographic area with defined boundaries (usually defined by reference to particular postcodes).

While nothing prevents a Dealer from marketing to, and supplying, vehicles and services to customers outside their PMA, MMAL does not generally appoint other Dealers within the PMA of an existing area, unless there is some sound commercial reason for doing so.

For example, MMAL may appoint a new Dealer within the PMA of an existing Dealer where increase demand for Mitsubishi Vehicles within that area makes it clear that there is scope for the creation of a new PMA.

Where there is a geographic area not covered by an existing Dealer (referred to internally as an 'open point'), and MMAL considers that there is sufficient demand for Mitsubishi Vehicles (or services) to justify the appointment of a Dealer, MMAL will consider new applicants for that geographic area.

## 1.2 Preference for Dealers

As noted in paragraph 3.2 of the Notification, MMAL's preference is to appoint 'full service' MMAL Dealers, who are able to both supply Mitsubishi Vehicles, and also provide servicing and repair services to customers.

In line with the above, MMAL will generally only appoint a Service Centre where MMAL is unable to find a party willing and able to become a full Dealer, and MMAL deems it important to provide a service point for its customers at that location.

## 1.3 Application for appointment as Dealer or Service Centre

Subject to its comments above, where a party expresses interest in becoming a Dealer or Service Centre, MMAL will provide an application template to that party to complete. MMAL **encloses** a sample application template at **Confidential Annexure 1**. The same application form is completed for Dealer or Service Centre appointments (with Service Centre applicants simply ignoring the parts of the template not relevant to their application).

An application for appointment as a Dealer or Service Centre is considered by an internal MMAL committee. Key selection criteria include:

- (a) the experience and demonstrated capabilities of the applicant;
- (b) evidence that the applicant possesses sufficient financial resources;
- (c) whether the applicant has adequate human resources;
- (d) whether the applicant has an adequate site location, and/or acceptable plans to develop an appropriate facility in accordance with MMAL guidelines; and
- (e) evidence of a viable plan to develop and service the local market.

## 2 Please outline the costs involved for independent service/repair businesses to service a Mitsubishi vehicle, including any necessary training or technology investments (including but not limited to software licences) and the amount and structure of any MMAL fees (including whether these costs are one-off or ongoing)

- (a) **How much does MMAL charge independent businesses for access to data/information required to service Mitsubishi vehicles? How frequently does MMAL make software and other necessary technology and information updates available to independent businesses?**
- (b) **Does MMAL intend that access, cost, and/or frequency of updates to data/information required to service Mitsubishi vehicles currently provided to independent businesses will change under the extended warranty?**

MMAL provides workshop service manuals for each model of Mitsubishi Vehicle that it supplies, which manuals can be purchased through any MMAL Dealer.

The price of each manual varies, and is set by MMAL Dealers. The recommended price for each manual ranges from between about \$155 and \$220 (including GST). In addition to these manuals, MMAL provides periodic maintenance and inspection tables for each model of Mitsubishi Vehicle that it supplies. These tables are available without charge from MMAL's website.

With the exception of the above manuals and tables, no other technical information or training is required for an independent repairer or service centre to service Mitsubishi Vehicles specifically (as distinct from motor vehicles more broadly), and there are no other charges imposed by MMAL in relation to the servicing of Mitsubishi Vehicles.

MMAL does not intend to alter the above arrangements under the new warranty program.

**3 Paragraph 3.2 of the application states that MMAL does not expect any significant increase in the wholesale prices charged to MMAL dealers arising from the extended warranty. Please provide MMAL's calculation of the anticipated wholesale price increases to dealers for each vehicle type.**

**(a) Please outline any modelling undertaken by MMAL to factor the cost of the extended warranty into the marketed price for new vehicles.**

MMAL sets out below its calculation of the anticipated charges attributable to the extended Warranty below, together with the recommended retail price of the relevant Mitsubishi Vehicles for comparison purposes.

For the avoidance of doubt, the charges set out below are those attributable to years 6-10 of the Warranty, and are in addition to charges associated with the five year Warranty (which remain unchanged). There are no additional charges associated with years 1-5 of the 10 year Warranty.

Vehicle	Charge	Recommended Retail Price
Mirage	[CONFIDENTIAL] █████	\$14,990 to \$17,490
ASX	[CONFIDENTIAL] █████	\$23,990 to \$33,490
Eclipse Cross	[CONFIDENTIAL] █████	\$29,990 to \$39,490
Outlander	[CONFIDENTIAL] █████	\$29,990 to \$47,490
Outlander PHEV	[CONFIDENTIAL] █████	\$47,990 to \$56,490
Pajero Sport	[CONFIDENTIAL] █████	\$46,990 to \$57,190
Pajero	[CONFIDENTIAL] █████	\$54,490 to \$62,990
Triton	[CONFIDENTIAL] █████	\$22,990 to \$52,740
Express	[CONFIDENTIAL] █████	\$38,490 to \$44,490

MMAL also encloses at **Confidential Annexure 2** a sample methodology of its calculation of the charge for the Triton. Similar methodologies exist for the other Mitsubishi Vehicles identified above.

- 4 **Paragraph 6.13 of the application states ‘MMAL expressly markets its vehicles by reference to whole of life costs, including servicing costs.’ Please provide examples of this marketing that demonstrate how information about the whole of life cost is communicated to consumers and an explanation of how MMAL calculates ‘whole of life’ costs (by reference to a real example if possible).**

MMAL **encloses** sample marketing at **Annexure 3**. As is apparent from that sample marketing:

- (a) MMAL advertises the competitive nature of its capped price servicing to purchasers of new Mitsubishi Vehicle (including, relevantly, both the pricing and service intervals associated with this capped price servicing).
- (b) MMAL publishes, from time to time, cost of ownership studies published by third parties.

MMAL does not otherwise attempt to calculate the ‘whole of life’ costs that may be paid by any given consumer, as these costs will naturally vary from consumer to consumer.

- 5 **Would MMAL implement any adjustments to account for purchasers based in regional/remote areas that do not have nearby MMAL service centres or dealers?**

MMAL does not intend to implement adjustments to account for purchasers based on regional or remote areas that do not have nearby MMAL Service Centres or Dealers. The notified conduct is therefore incapable of affecting competition in relation to these purchasers.

While a number of submissions have expressed concern that regional or remote purchasers may not be able to take advantage of the 10 year Warranty, the submissions themselves (together with MMAL’s own internal data) suggest that the proportion of purchasers who do not have nearby MMAL Service Centres or Dealers is likely to be very small.

- (a) As at the date of this notification, MMAL has been able to identify physical addresses for 99 persons who have made submissions in relation to the Notification. We **enclose** a table identifying these addresses at **Annexure 4**.
- (b) An MMAL Dealer or Service Centre is within 20 kilometres of 90 (91%) of these addresses, and within 40 kilometres of 83 (98%) of these addresses.
- (c) Similarly, in the past year:
  - (i) 86% of purchasers of new Mitsubishi Vehicles lived within 20 kilometres of an MMAL Dealer or Service Centre; and
  - (ii) 94% of purchasers of new Mitsubishi Vehicles lived within 40 kilometres of an MMAL Dealer or Service Centre.

- 6 **Would MMAL dealers provide a discount on the price of a new vehicle if a purchaser wanted to opt out of the extended warranty offer at the time of purchase?**

As noted in section 3 above, any price increases caused by the introduction of the 10 year warranty are negligible.

The pricing of Mitsubishi Vehicles sold by MMAL Dealers is otherwise a matter for those Dealers. It is open to an MMAL Dealer to discount the price of a Mitsubishi Vehicle on any basis (including on the basis that the purchaser of the Mitsubishi Vehicle does not ascribe any value to the 10 year warranty).

For the avoidance of doubt, even where an MMAL Dealer discounts the price of a Mitsubishi Vehicle on the above basis, it will remain open to the purchaser to subsequently take advantage of the 10 year warranty.

- 7 **In Annexure 1 of the application, the Limited Life Warranty Items include 'any component subject to regular servicing'. Please clarify whether this effectively gives MMAL dealers and service centres discretion to choose which parts they replace over the duration of the warranty period, beyond the 12 months or 20,000km limits**

No.

These components are determined by MMAL itself. The intent of the statement is to clarify that, where a component is expected to be replaced as part of routine servicing and vehicle maintenance, the replacement of that component is not considered a warranty issue (unless, of course, the component has failed due to a defect or similar).

MMAL notes that the wording of this item of the Limited Life Warranty is unchanged from MMAL's previous warranty terms.

- 8 **Please provide any documents/manuals that:**

- (a) **MMAL has or will use to communicate or promote the extended warranty to prospective purchasers/the public**

Please see enclosed at **Annexure 5.**

- (b) **MMAL has or will use to instruct or guide MMAL dealers in relation to the promotion of the extended warranty to prospective purchasers and the communication of the extended warranty at the point of sale**

Please see enclosed at **Confidential Annexure 6.**

Please contact us if you have any questions regarding the above.

Yours faithfully  
**THOMSON GEER**



**Stephen Voss**

Partner

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M

E



**George Lukic**

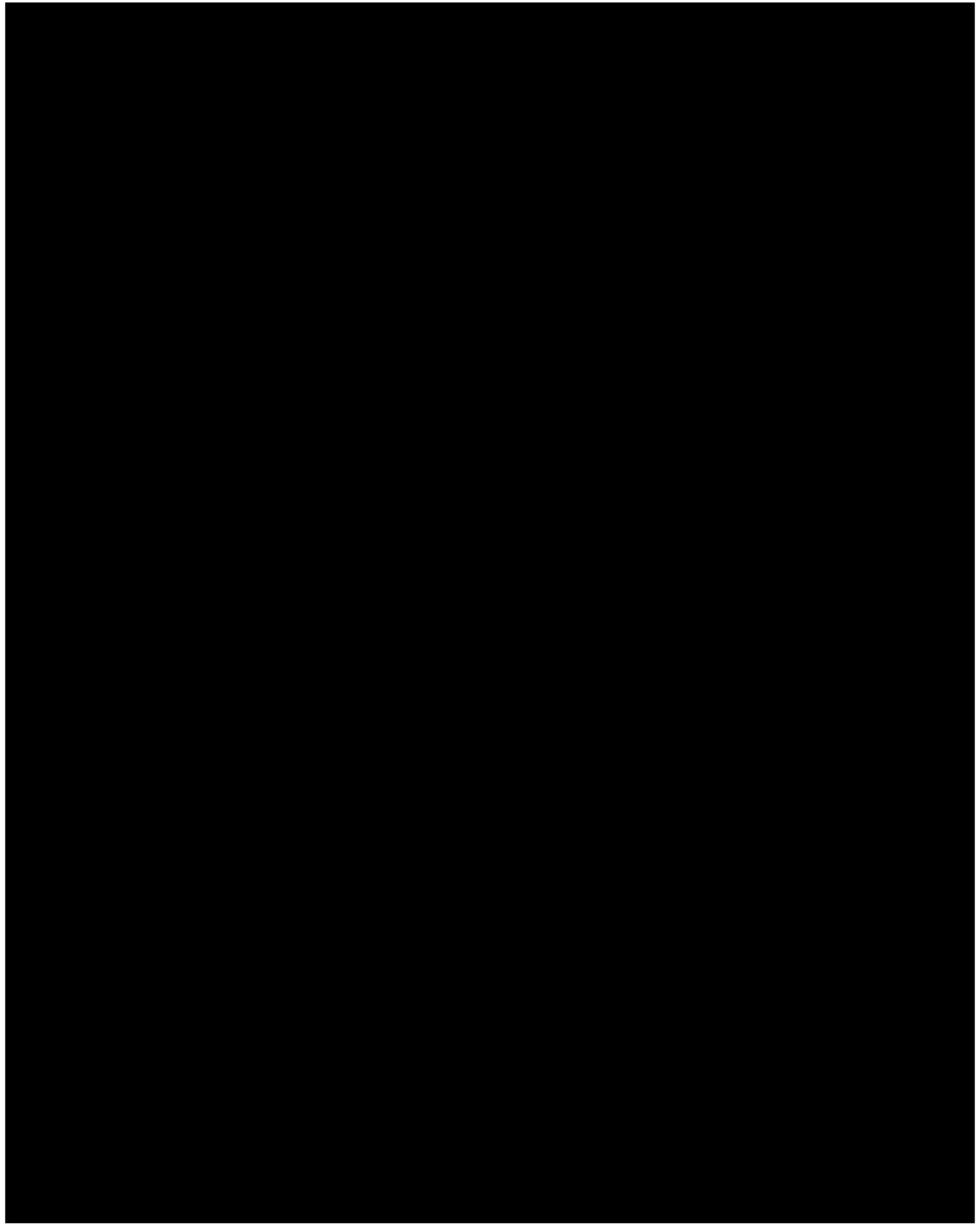
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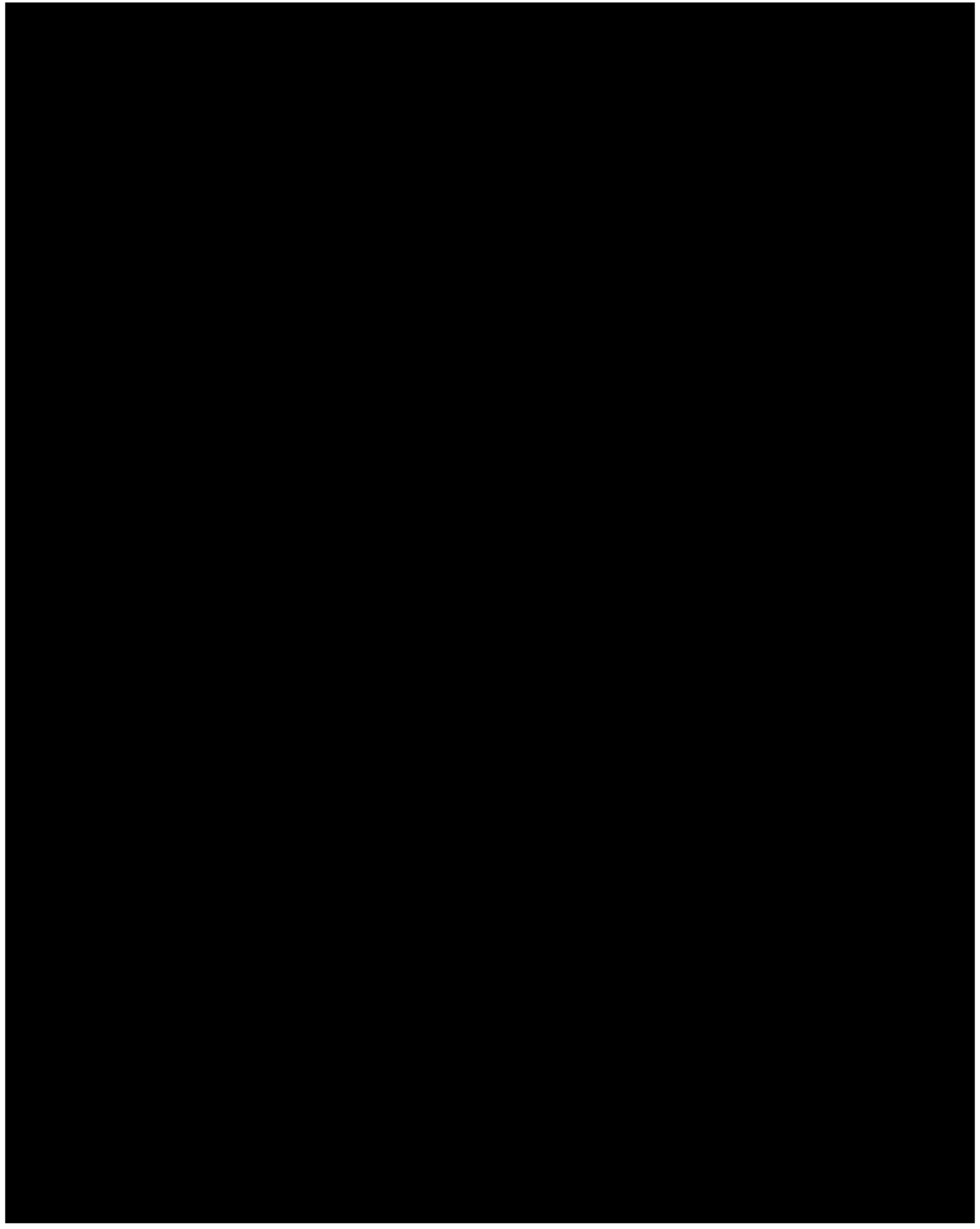
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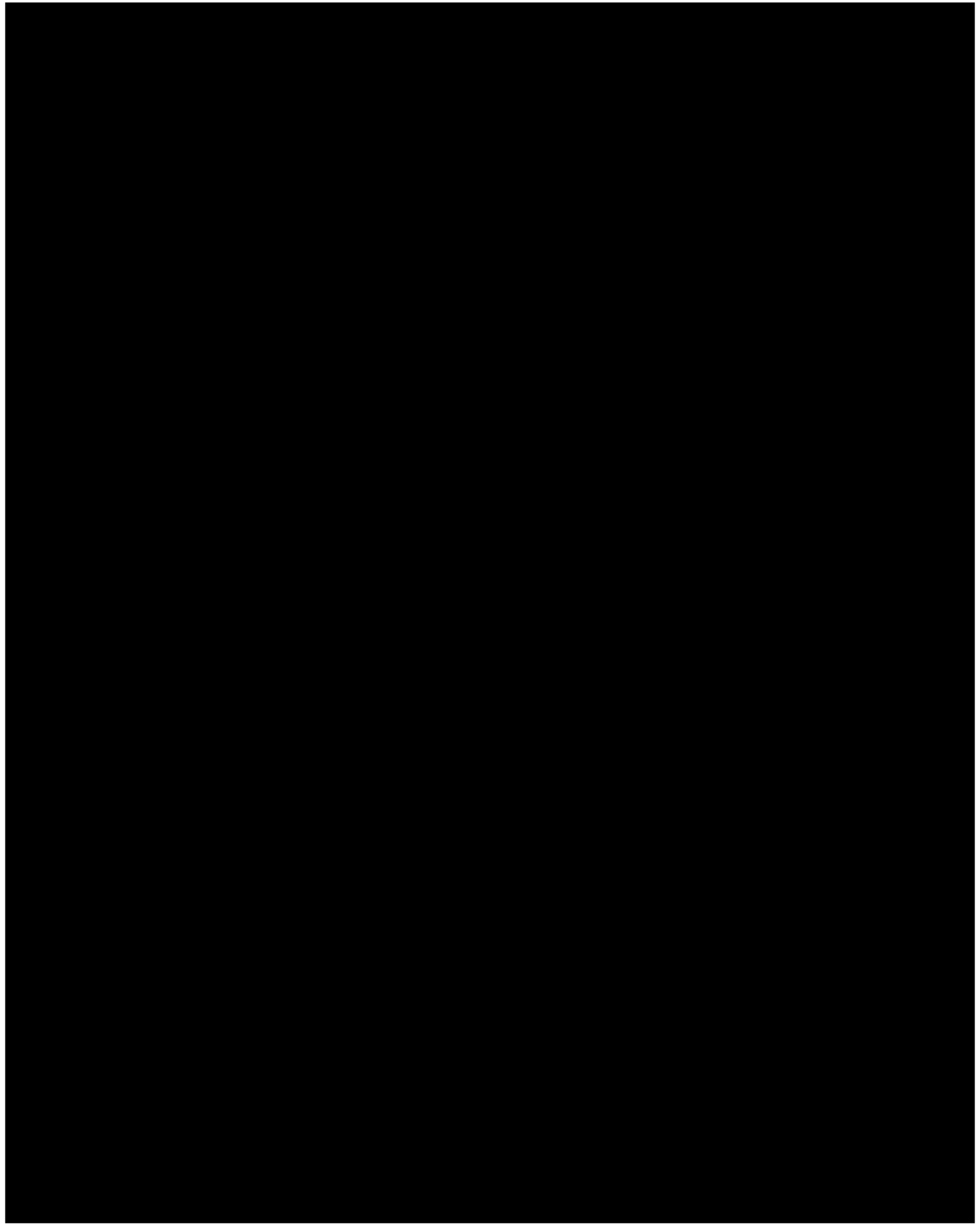
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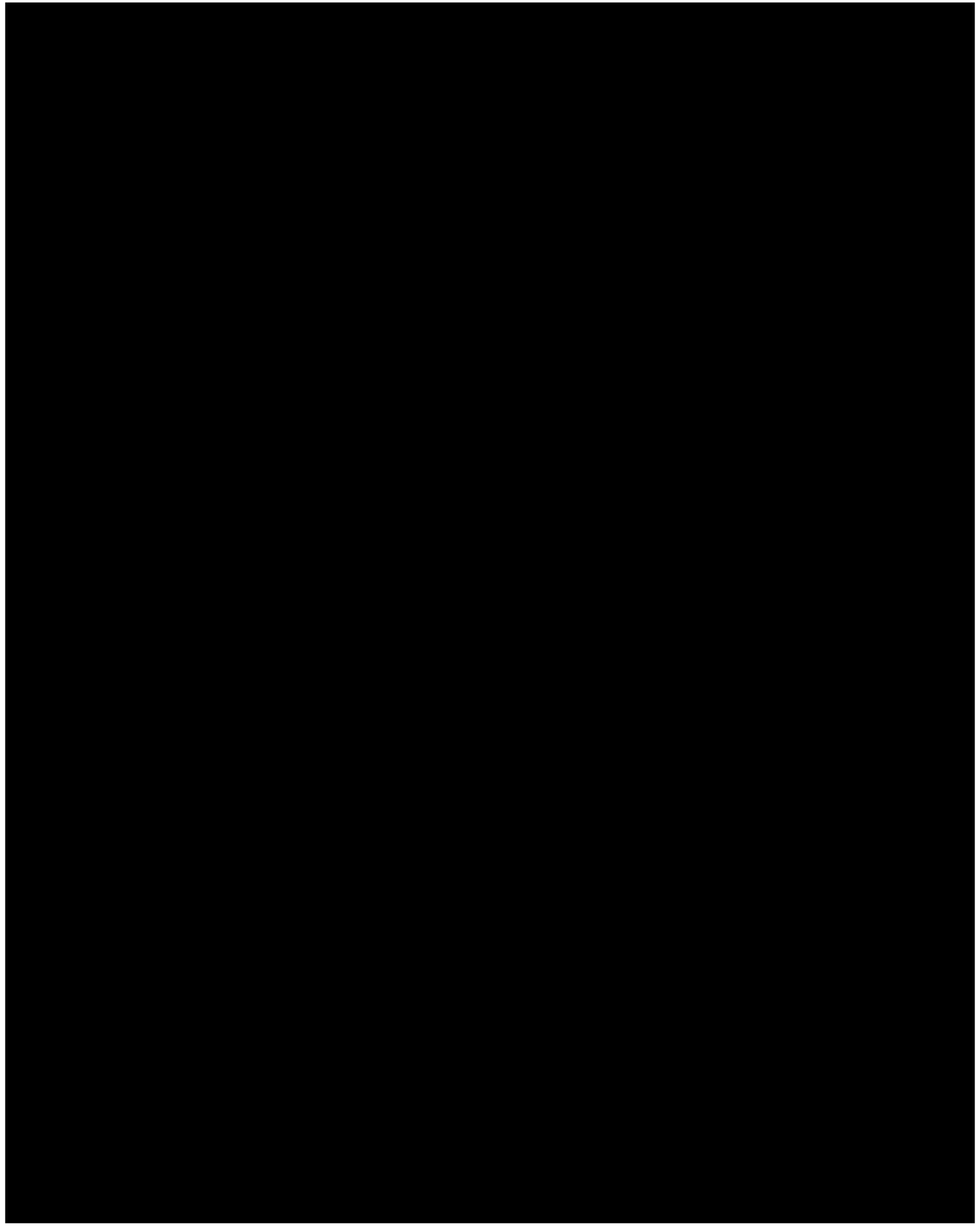


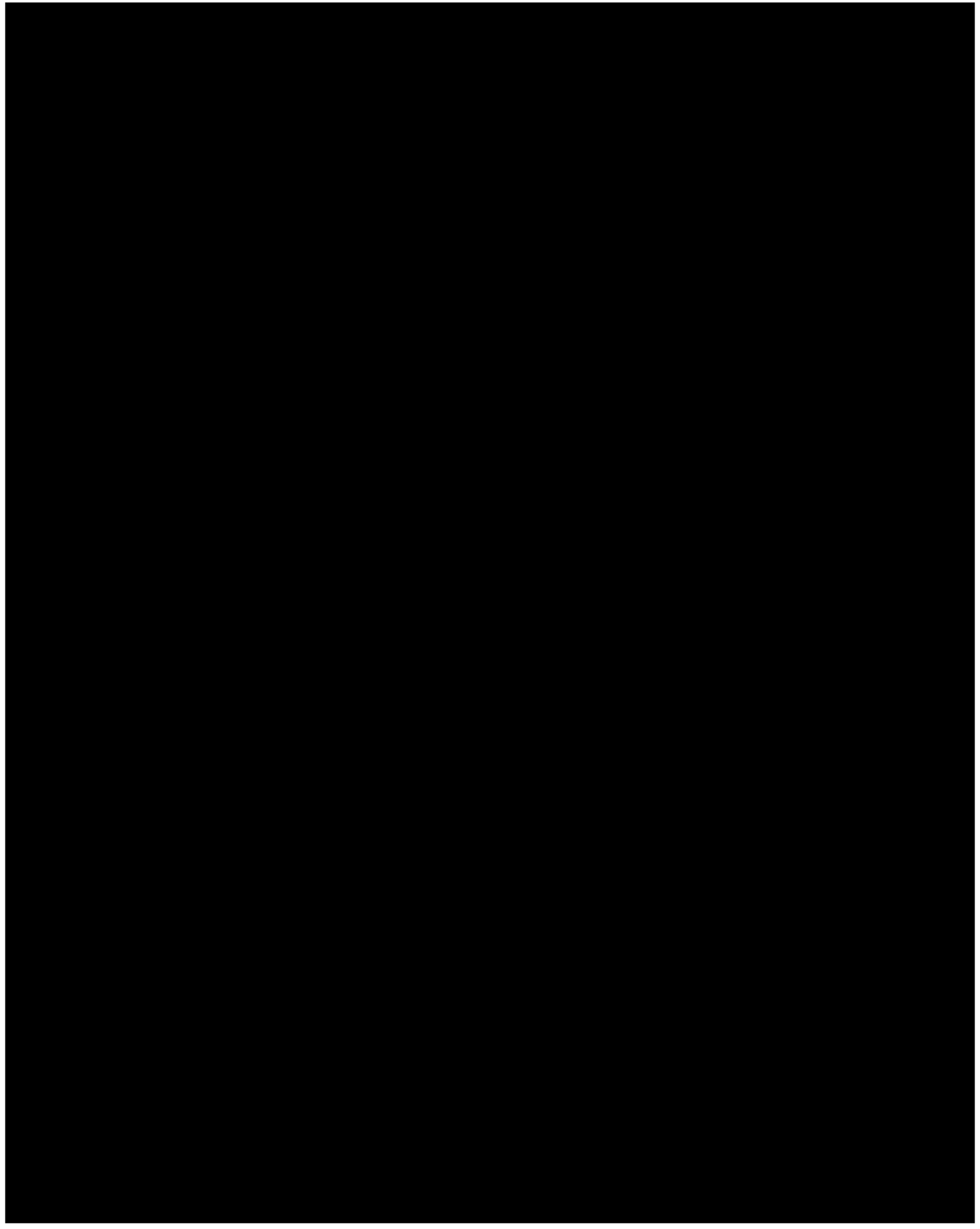


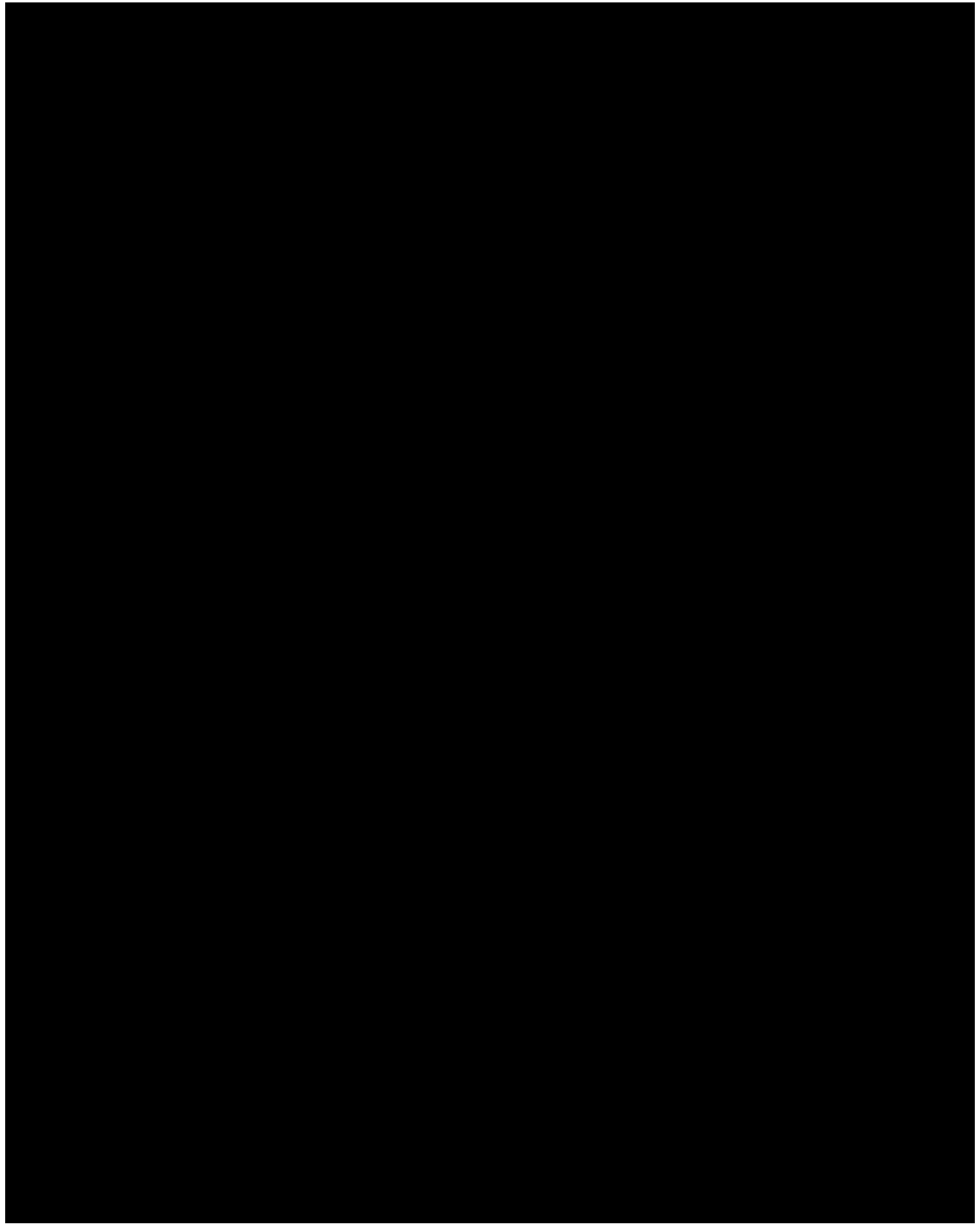


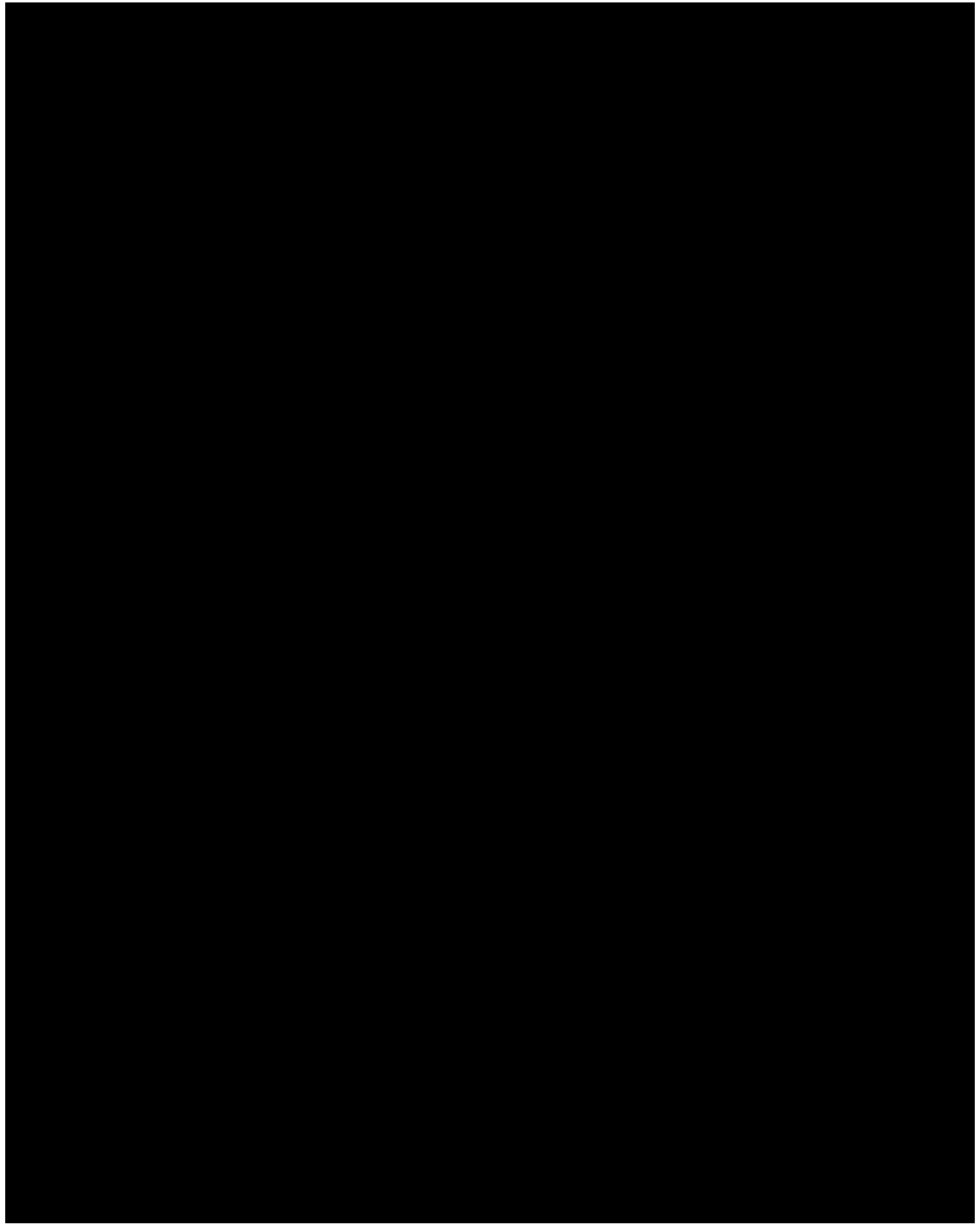


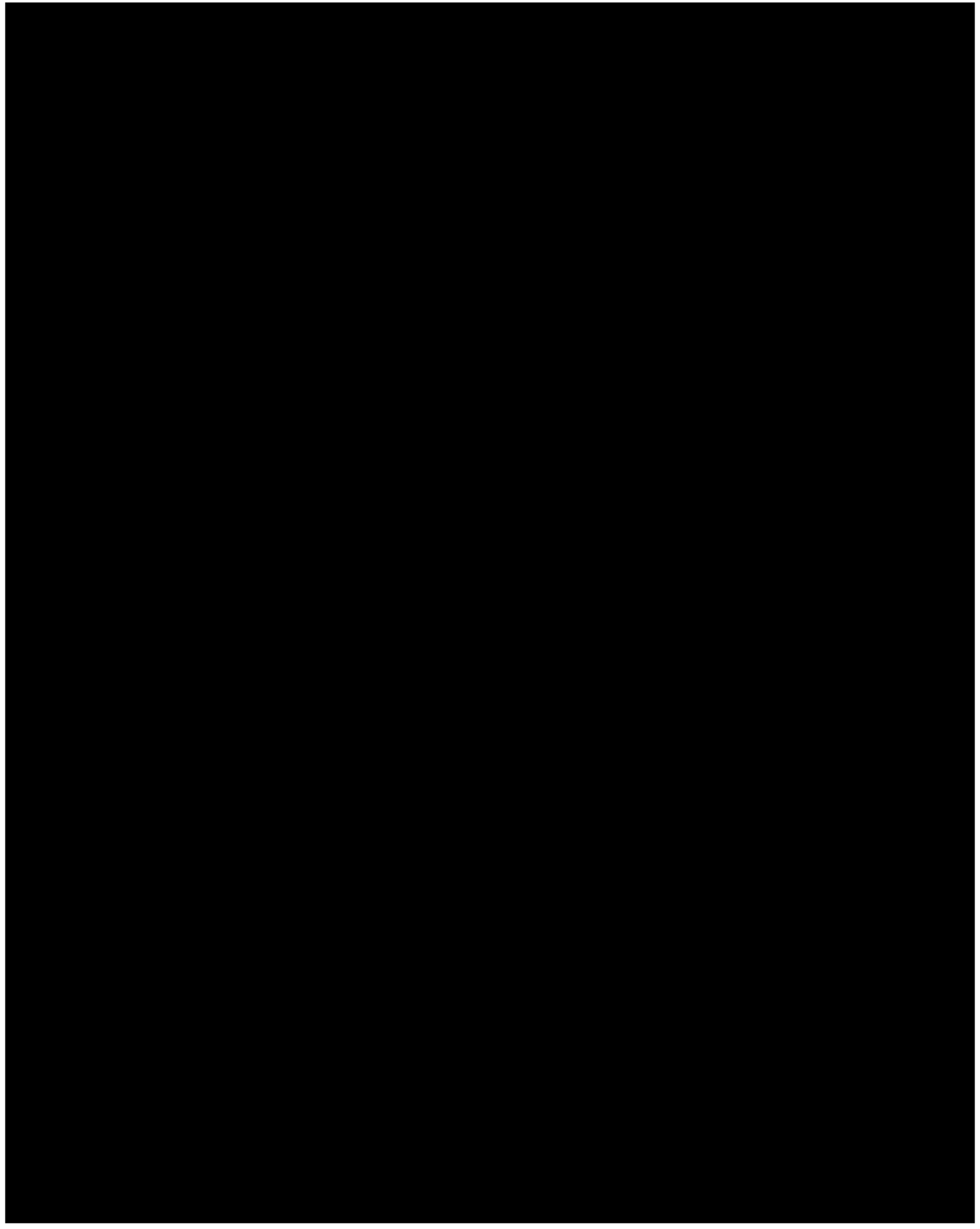


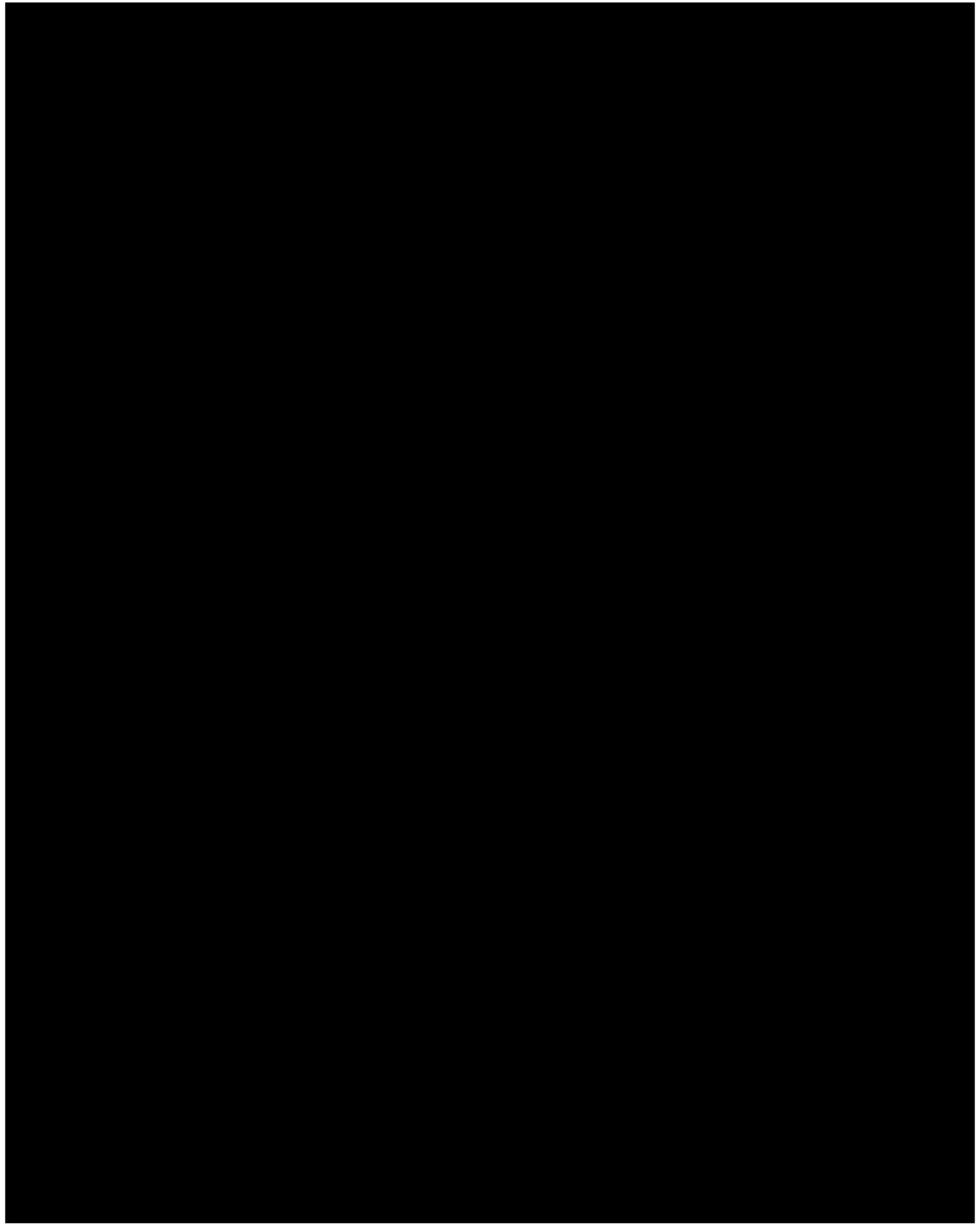


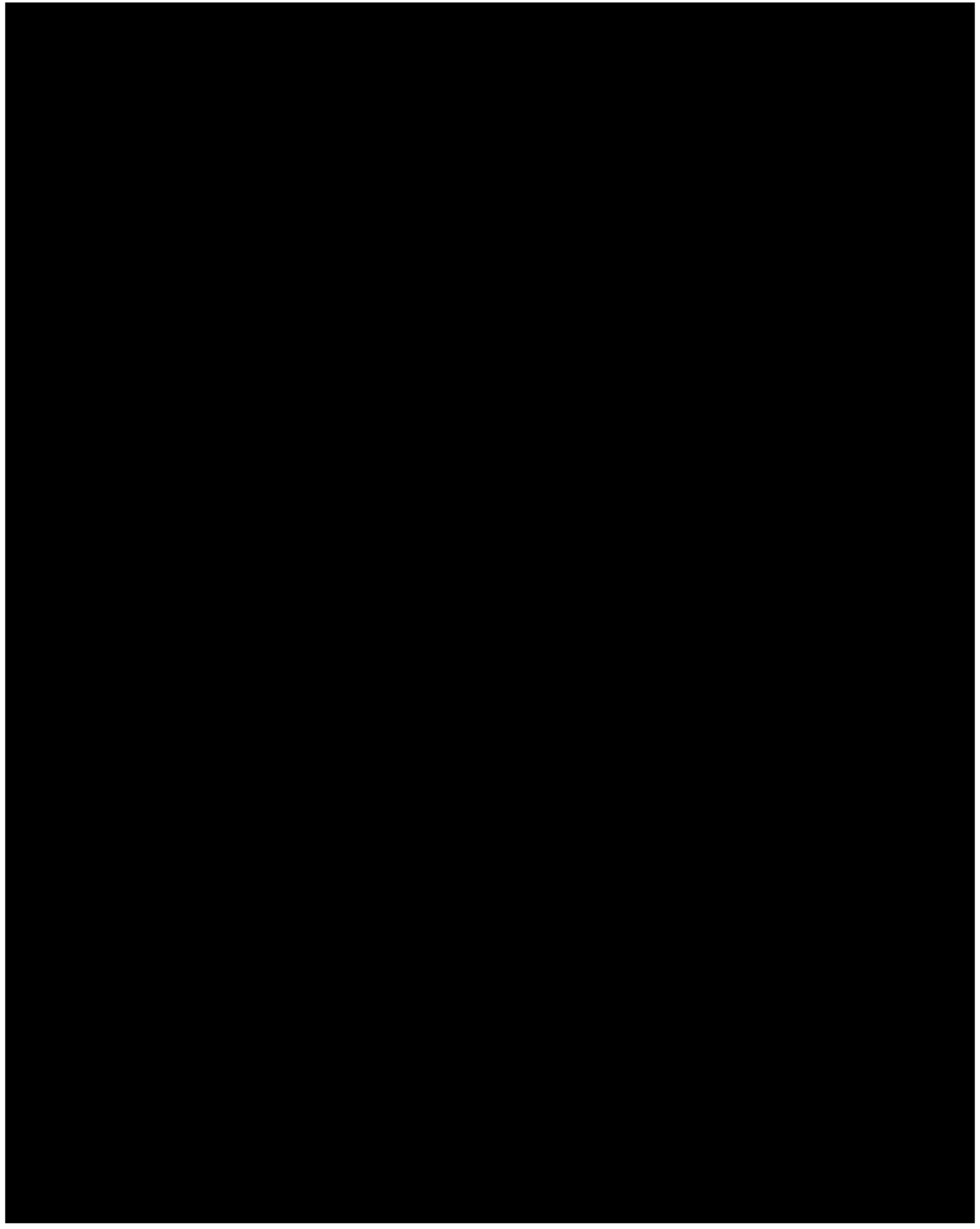


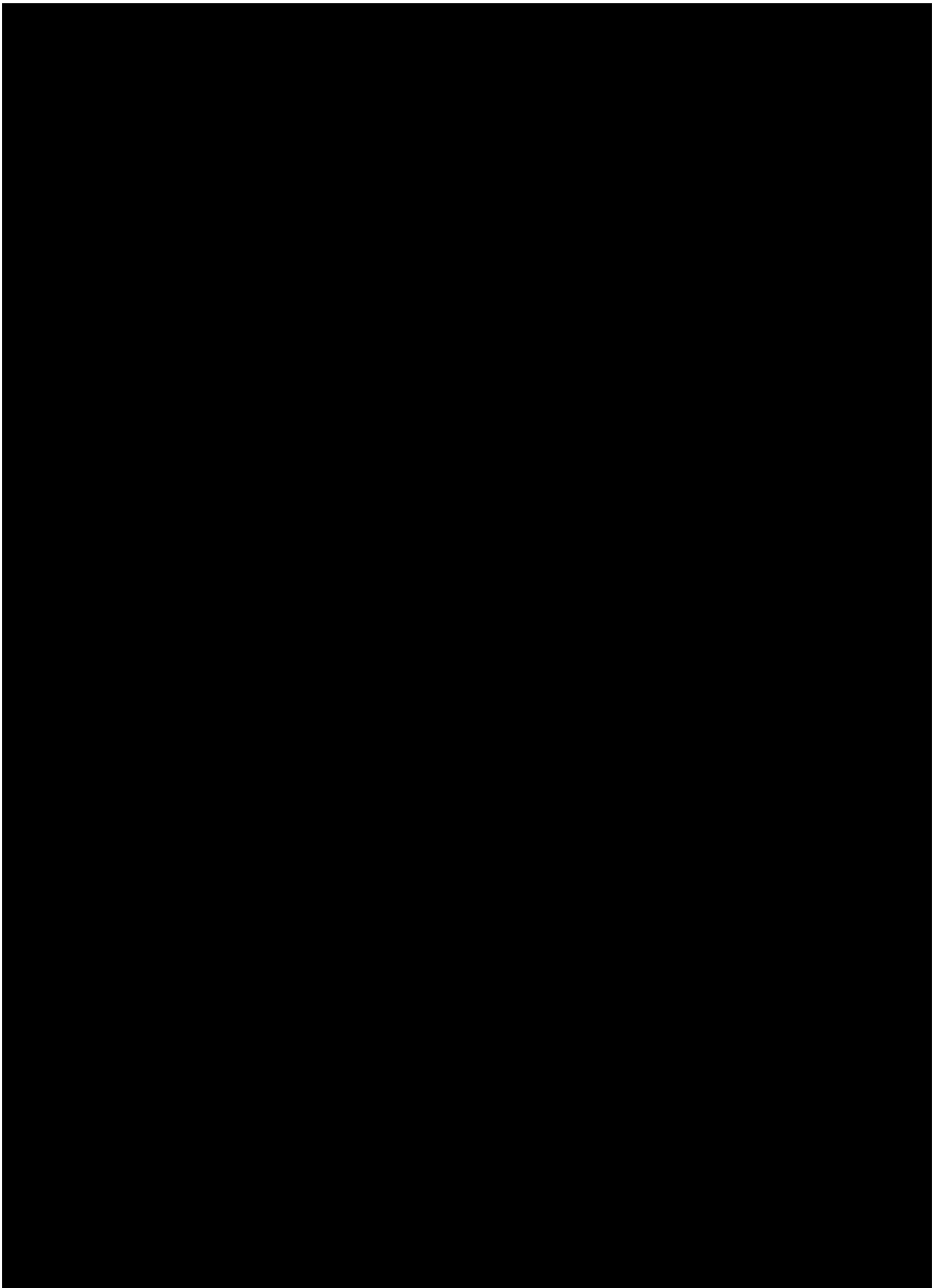




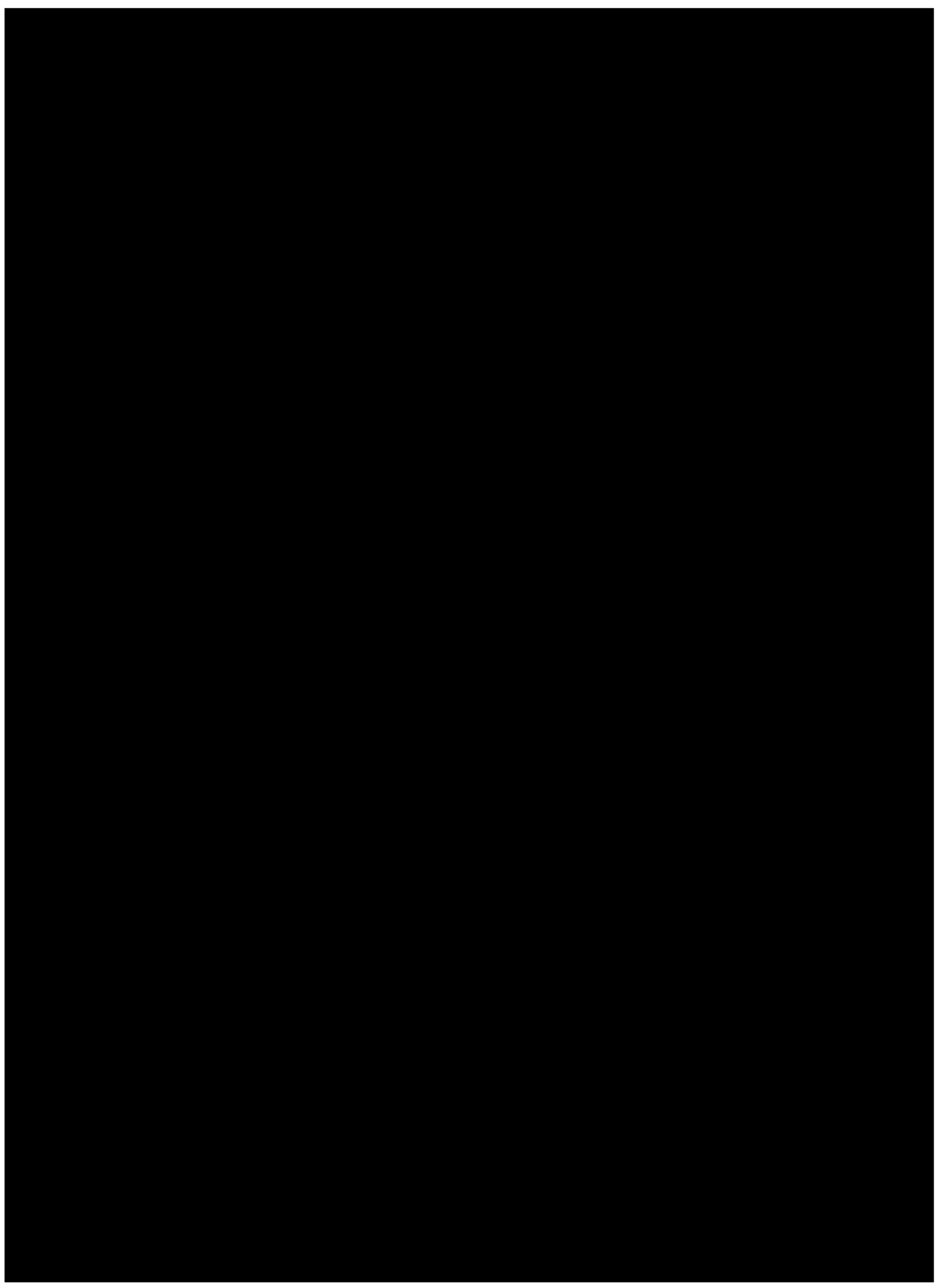


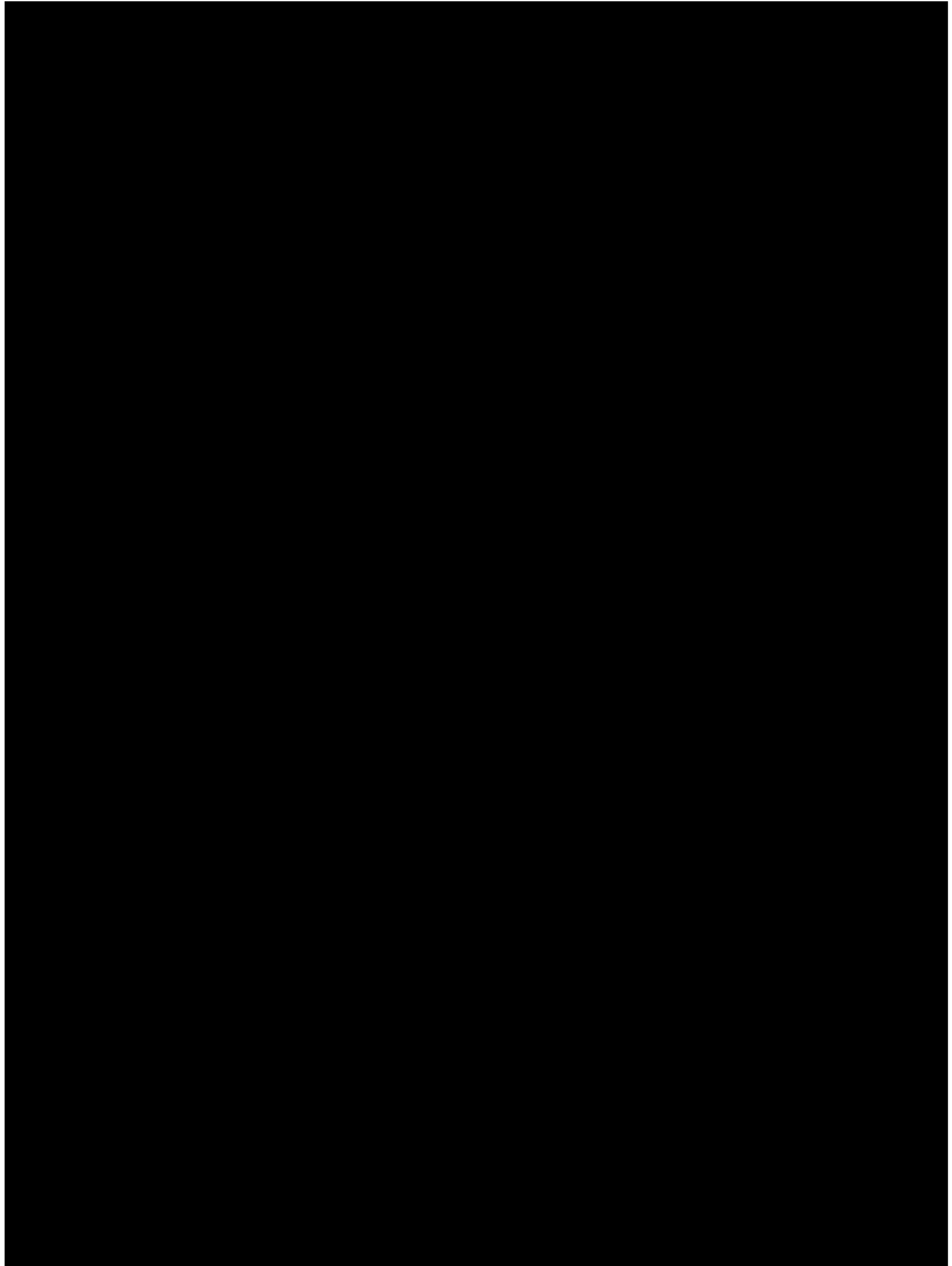


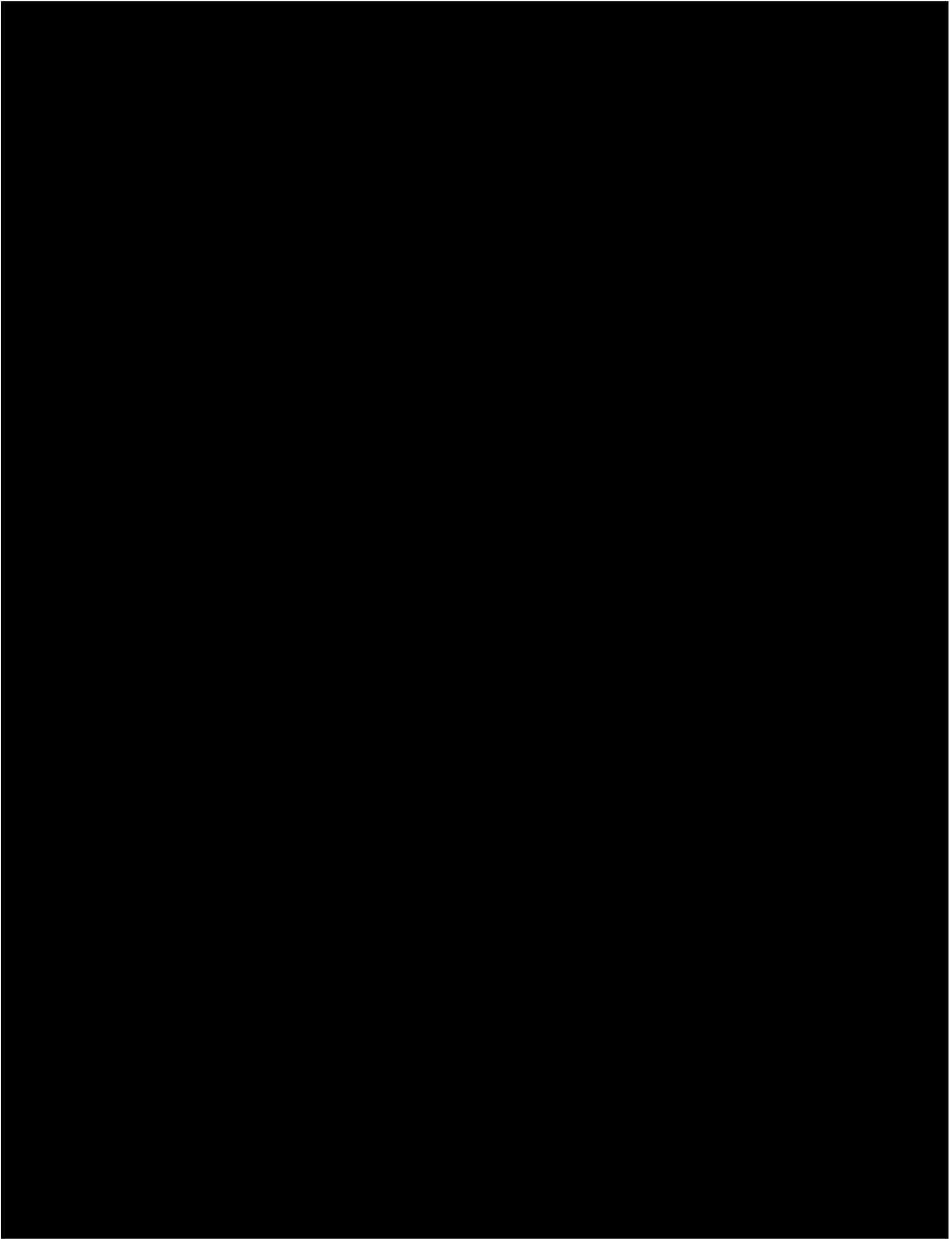


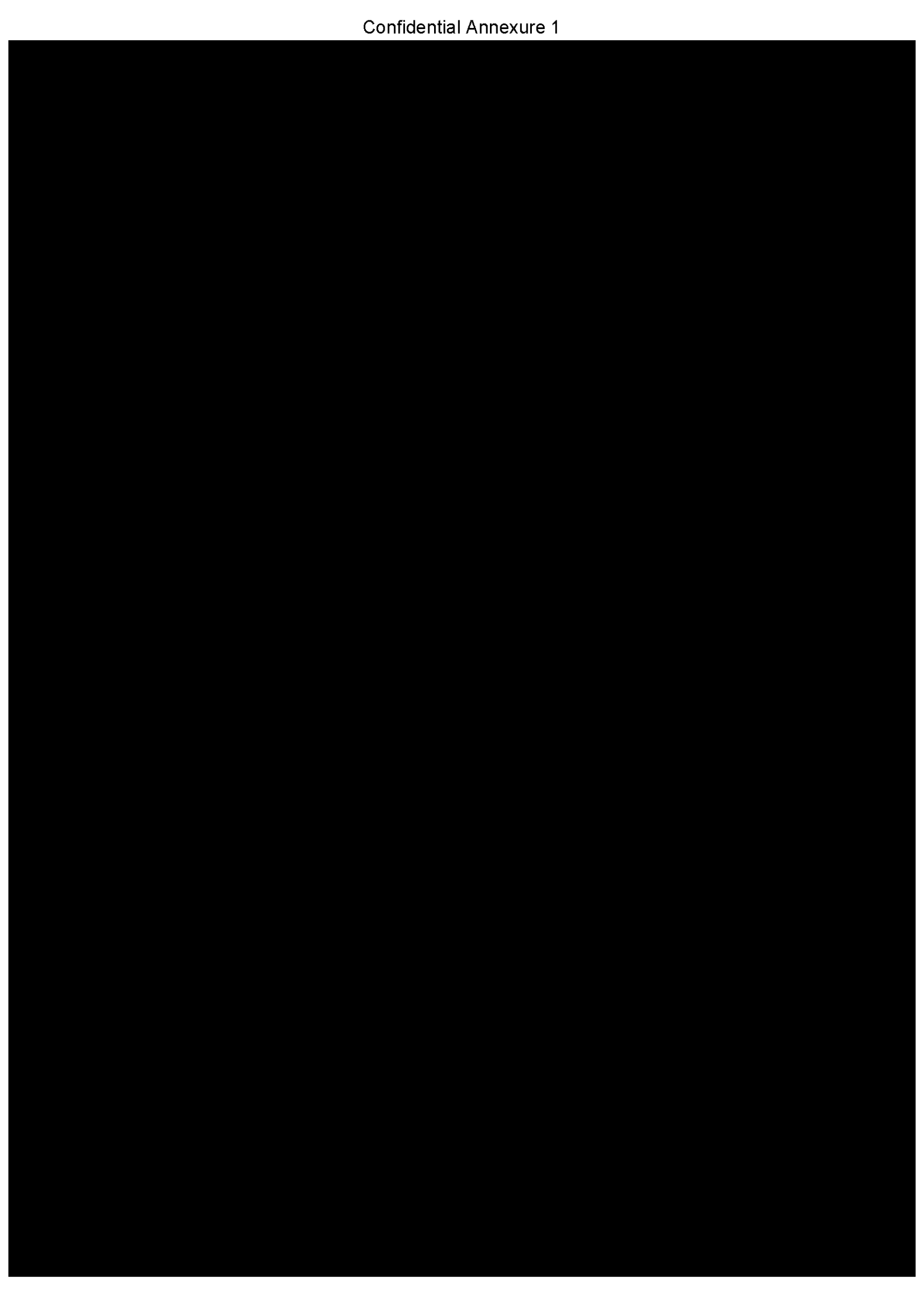


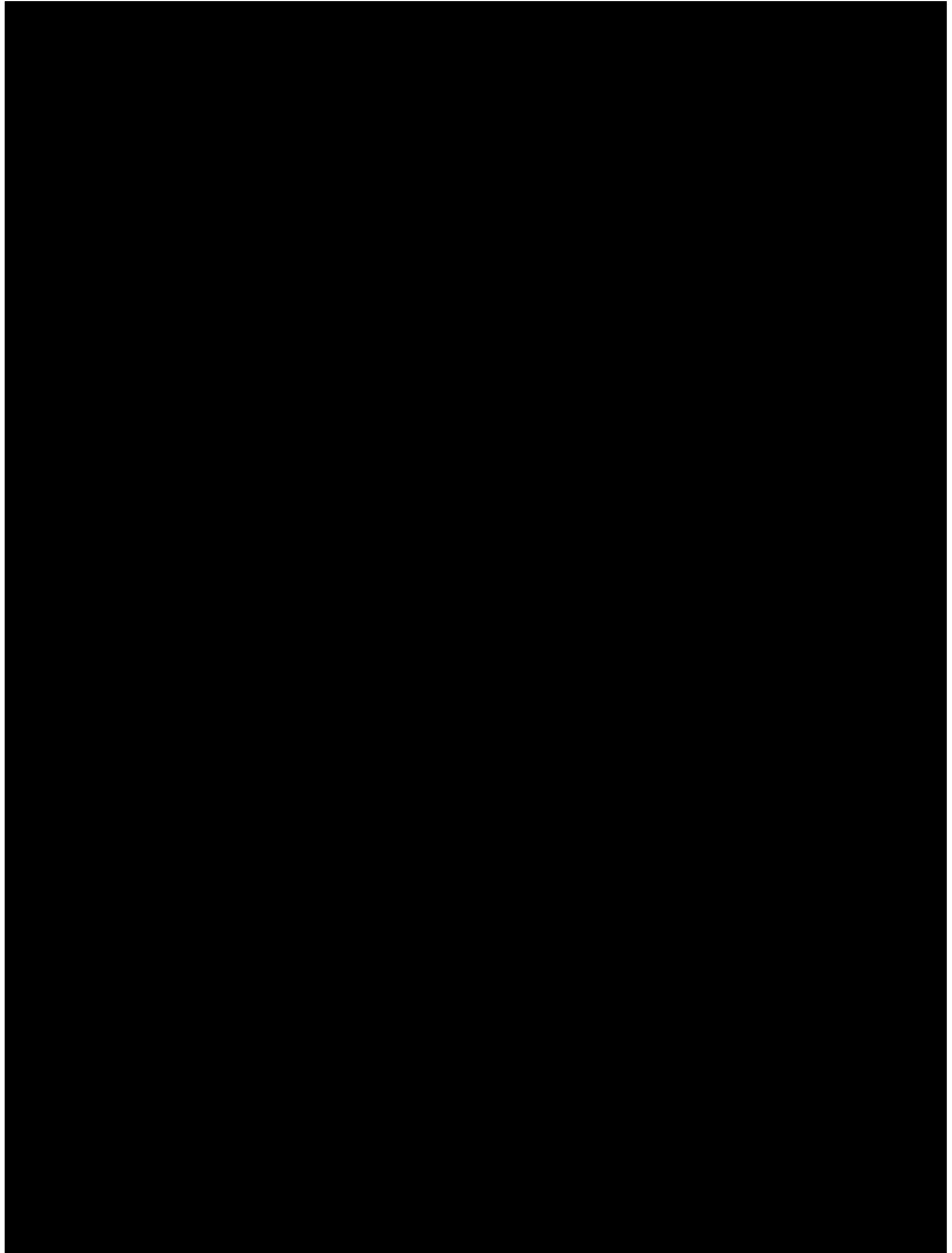


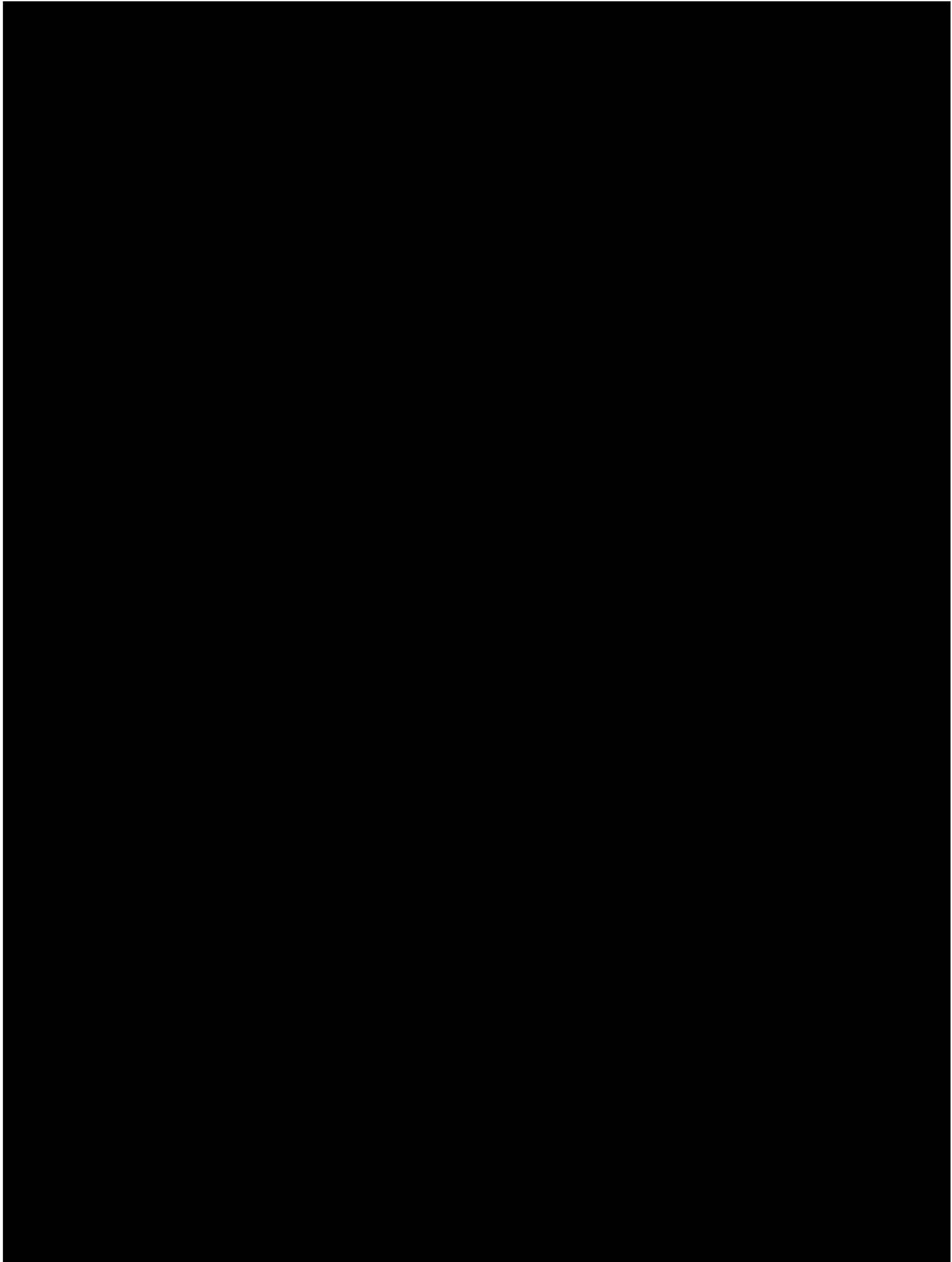


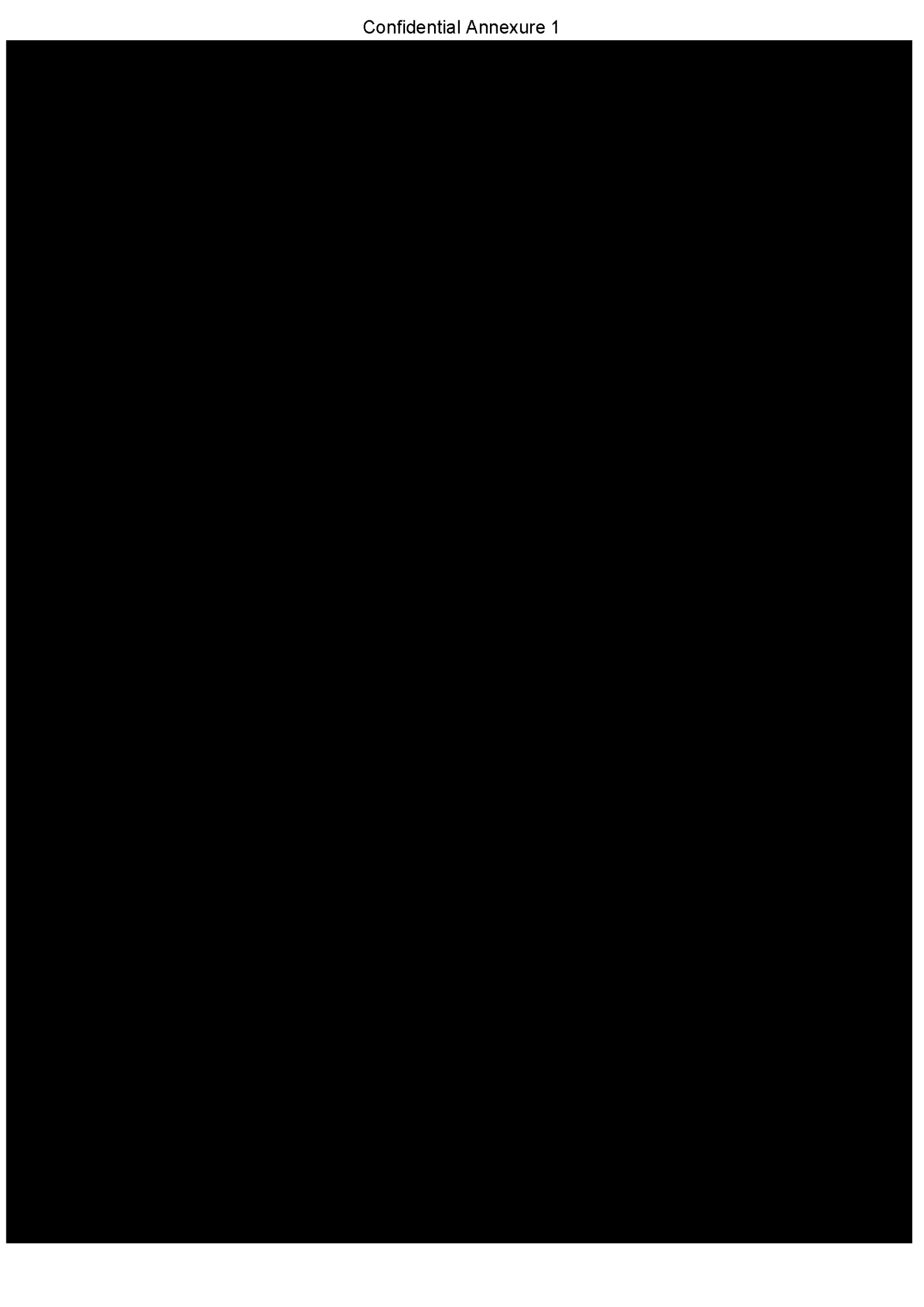


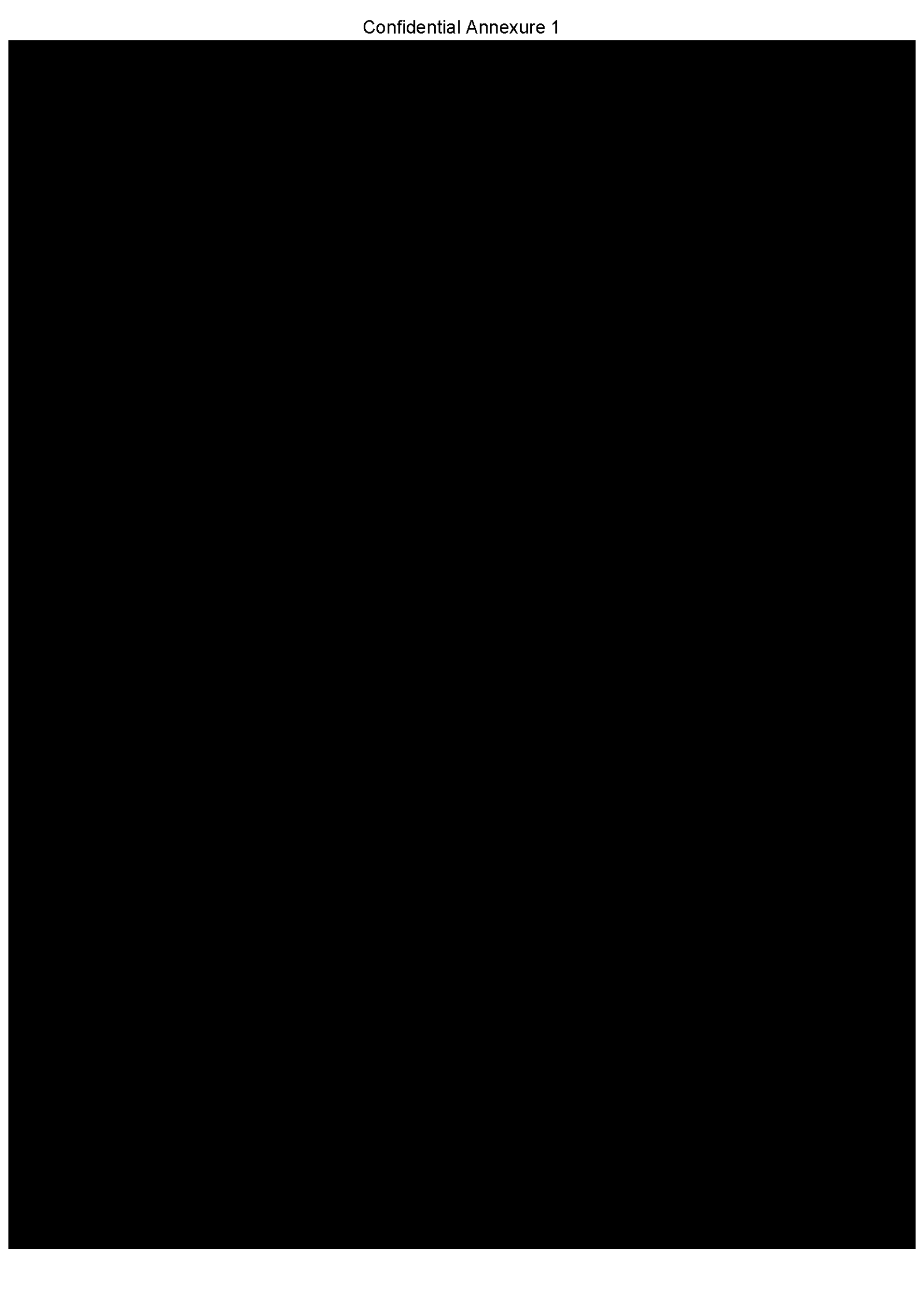




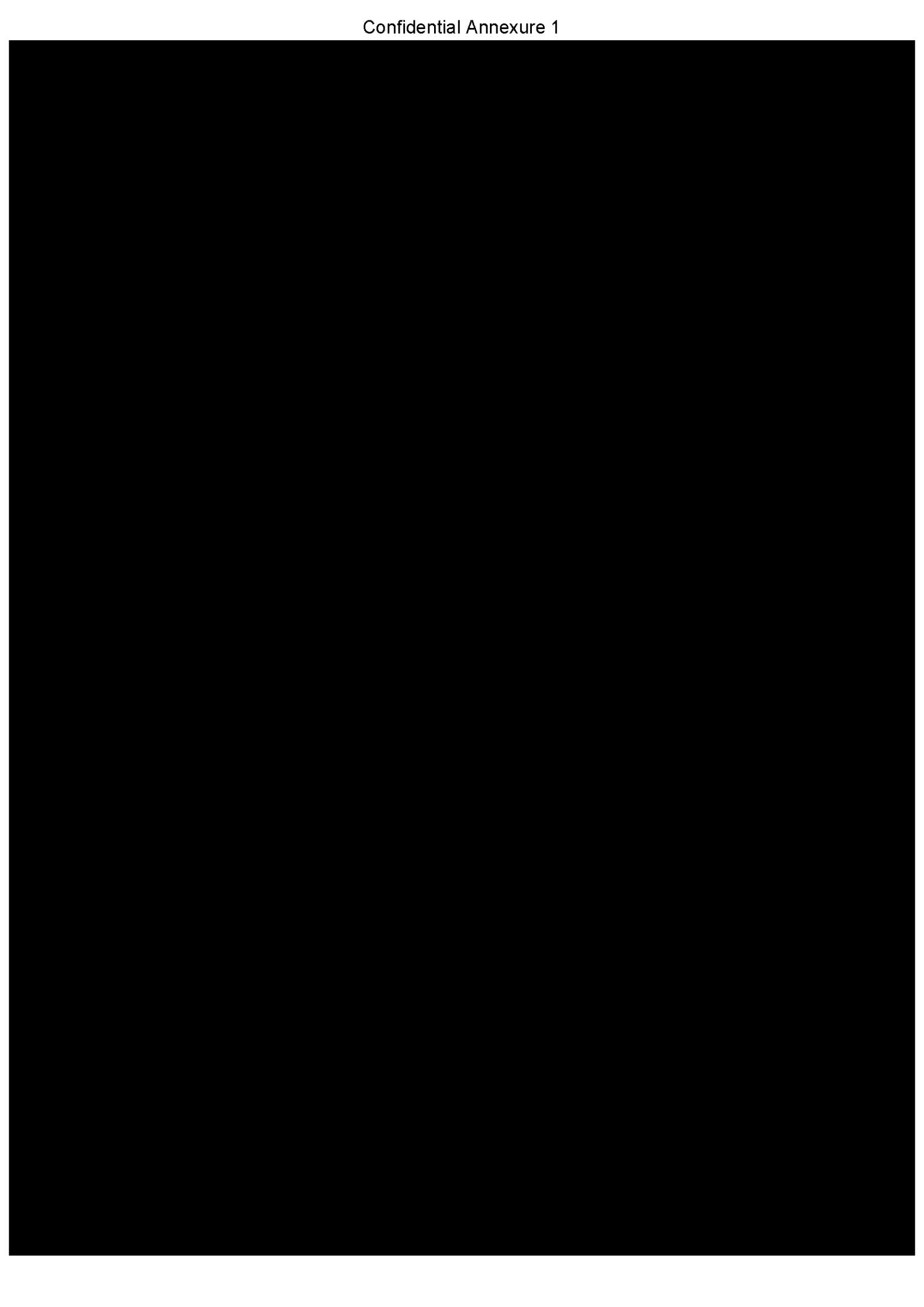


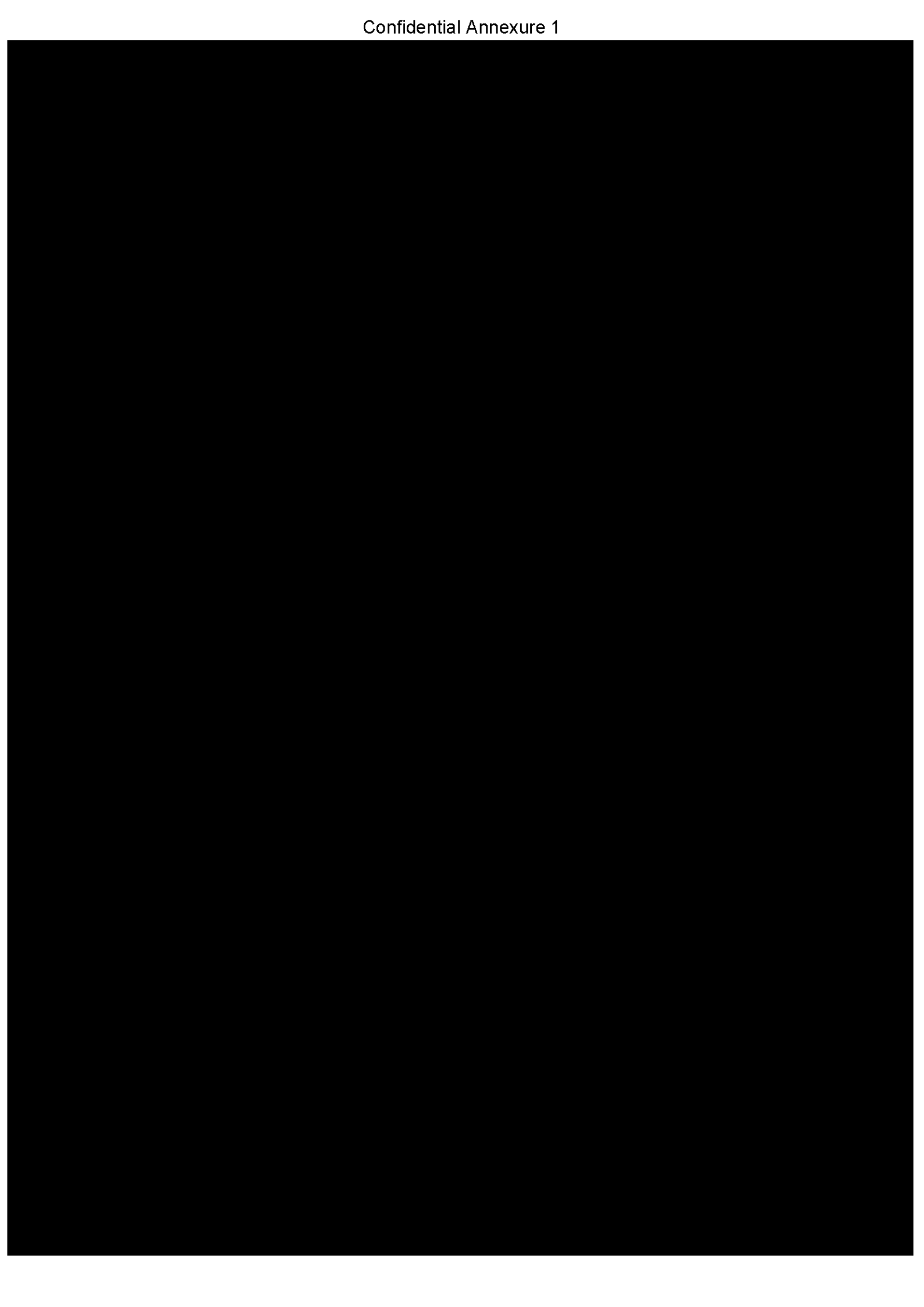


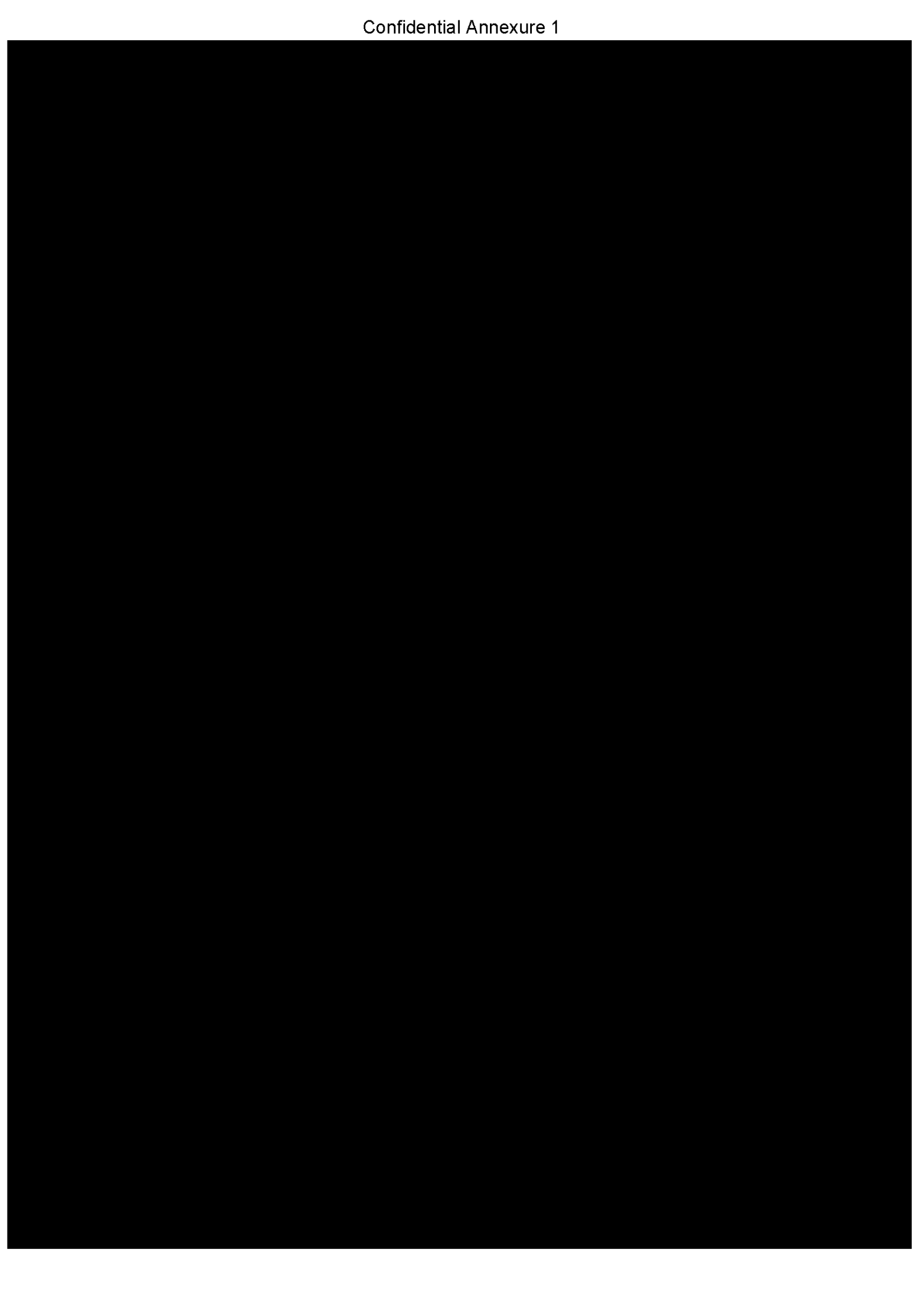


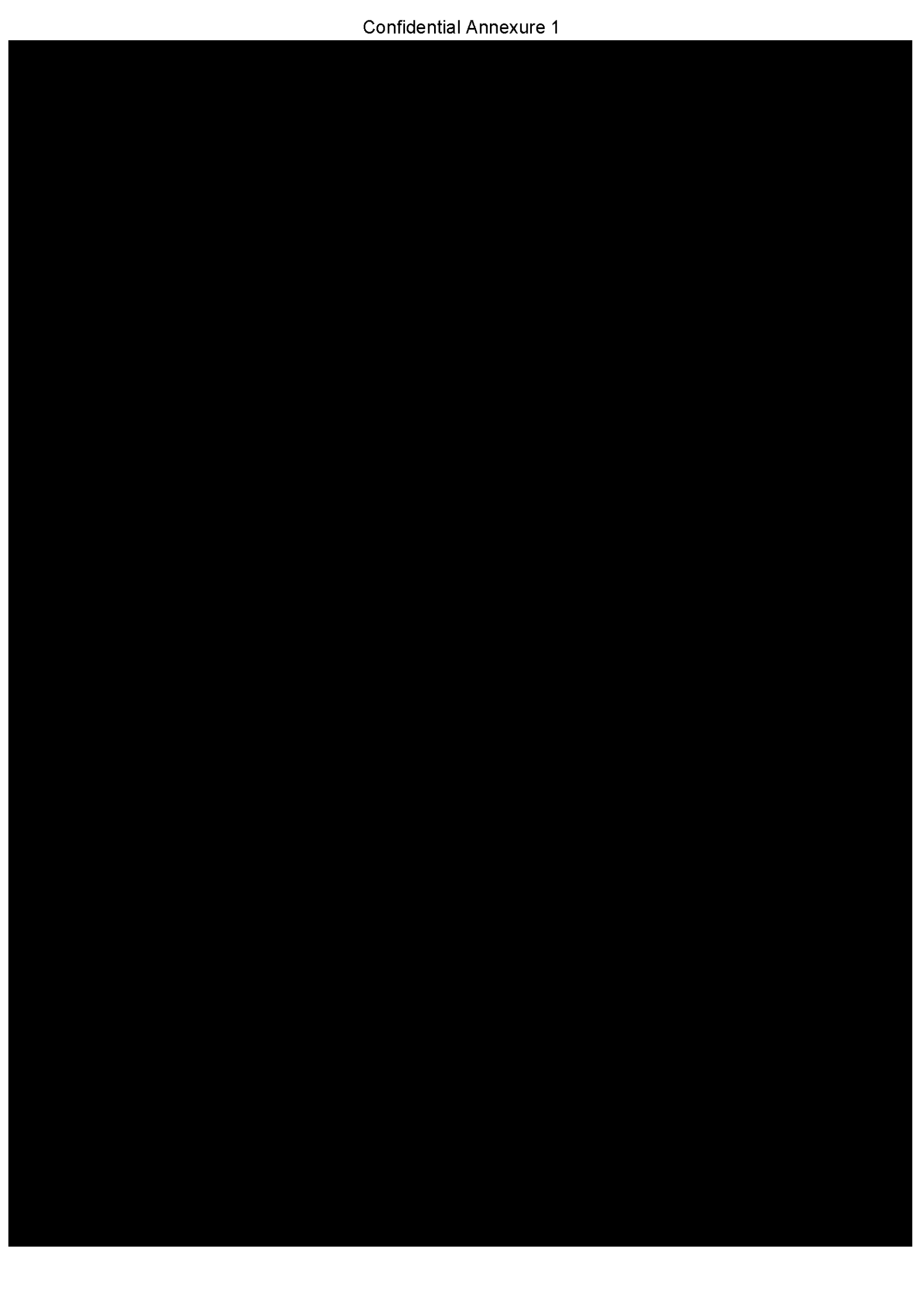


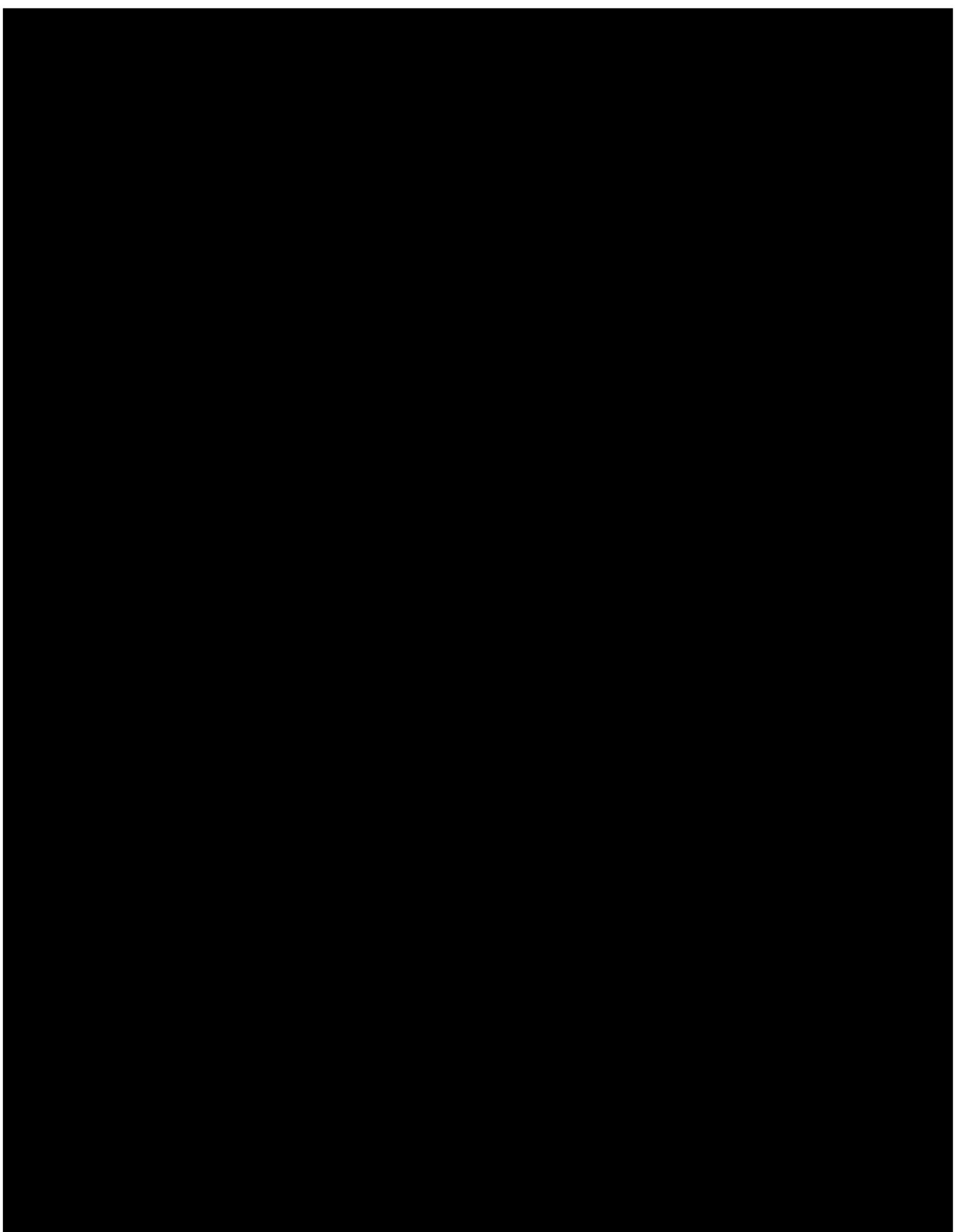


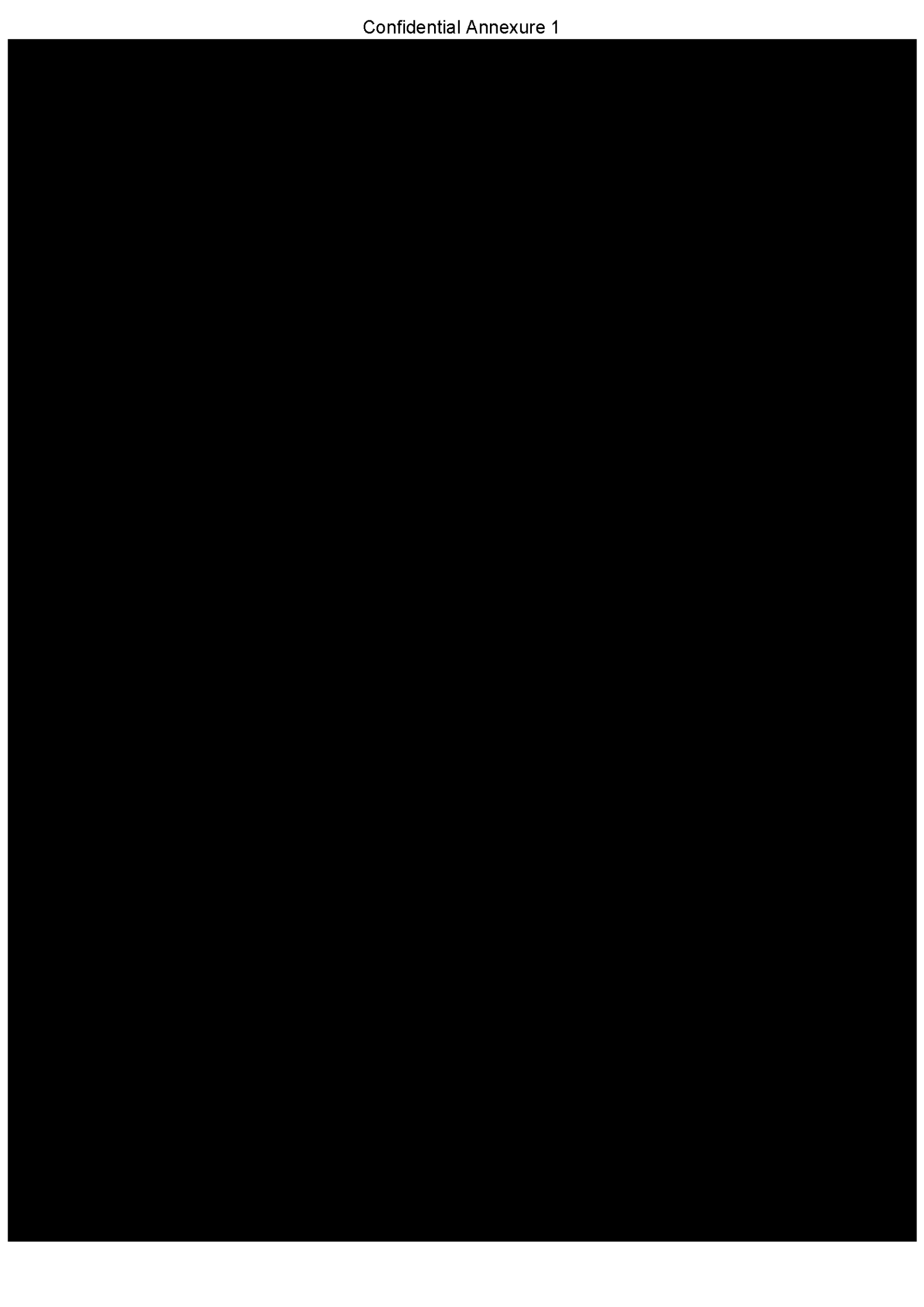


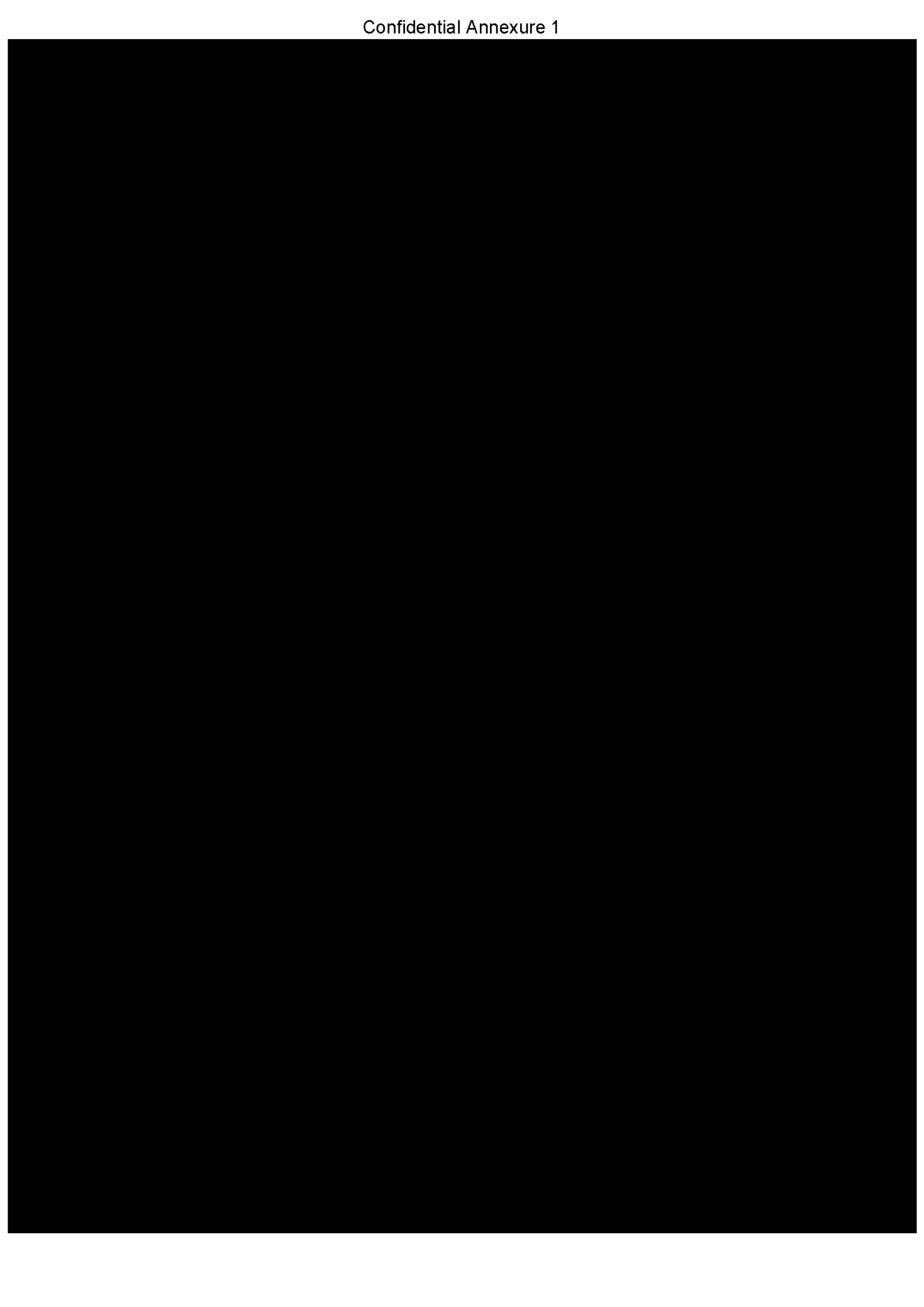


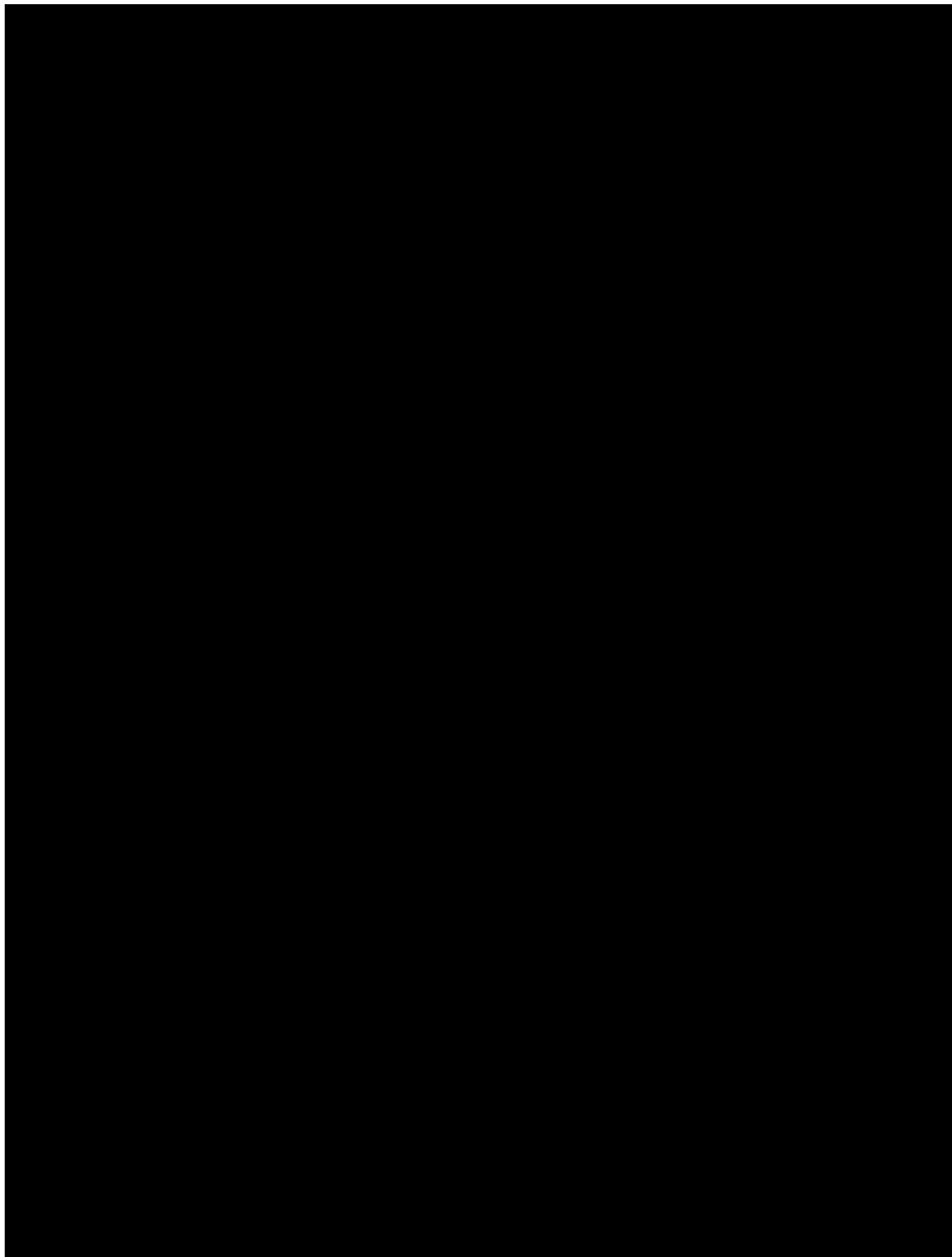




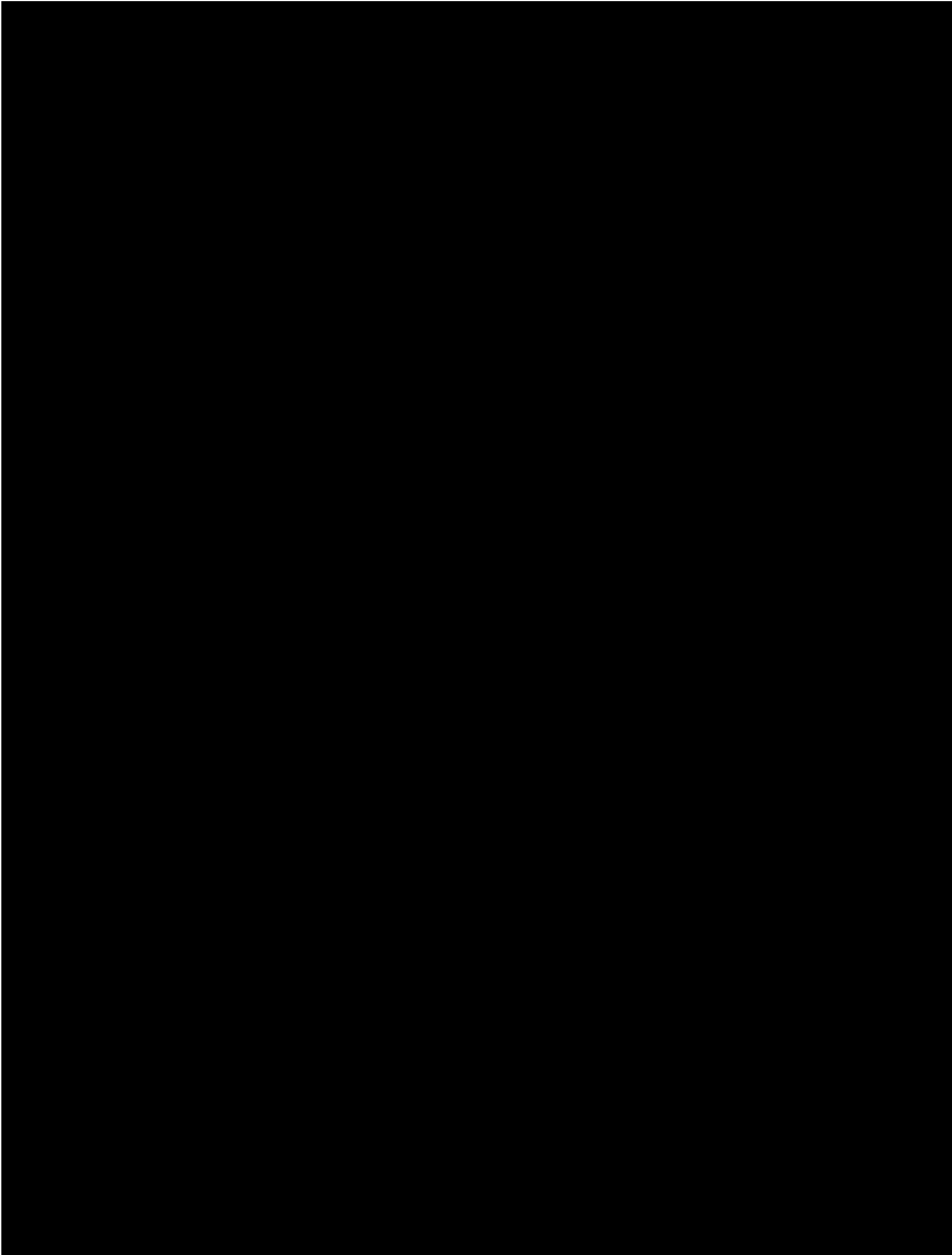


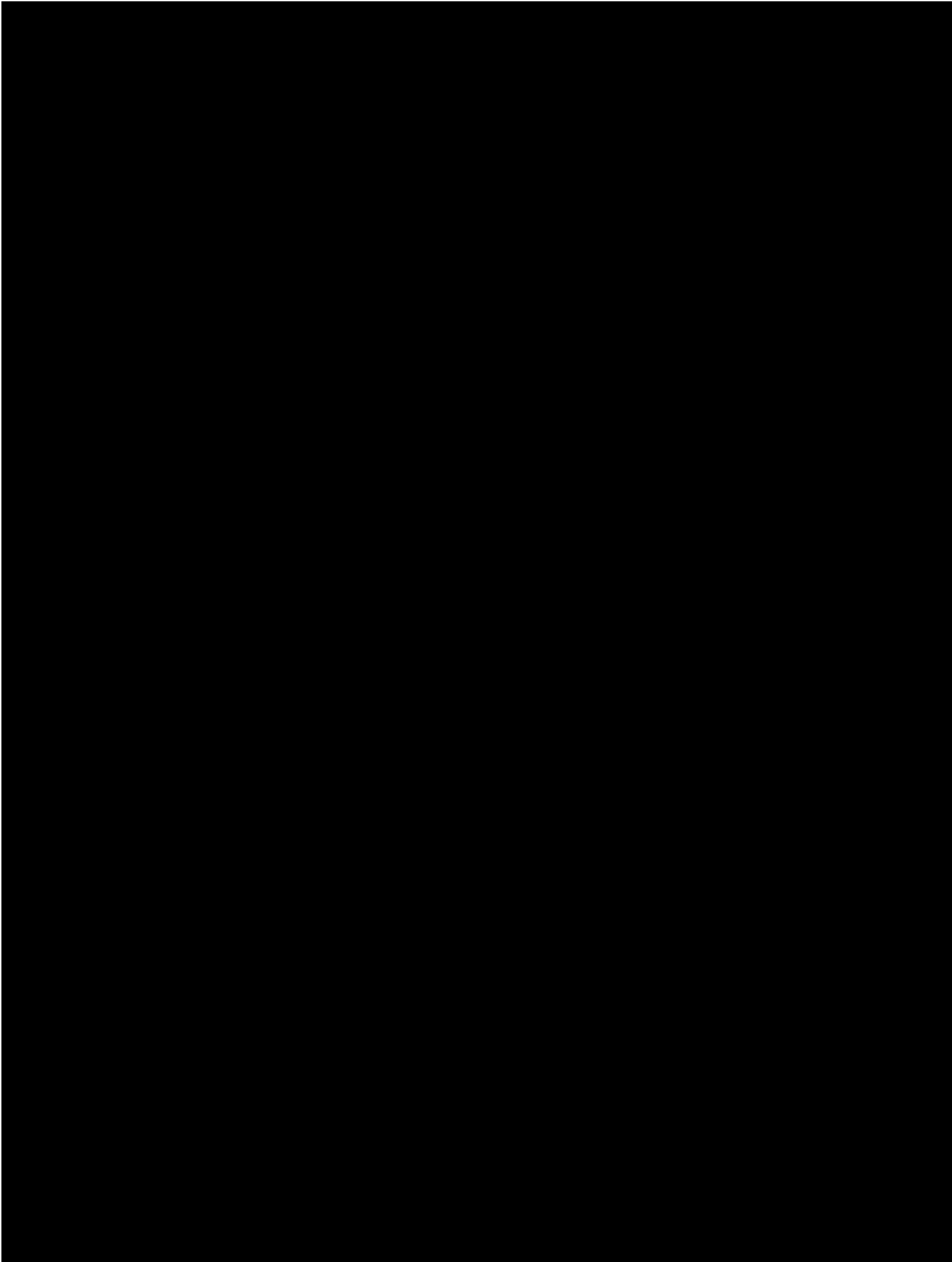


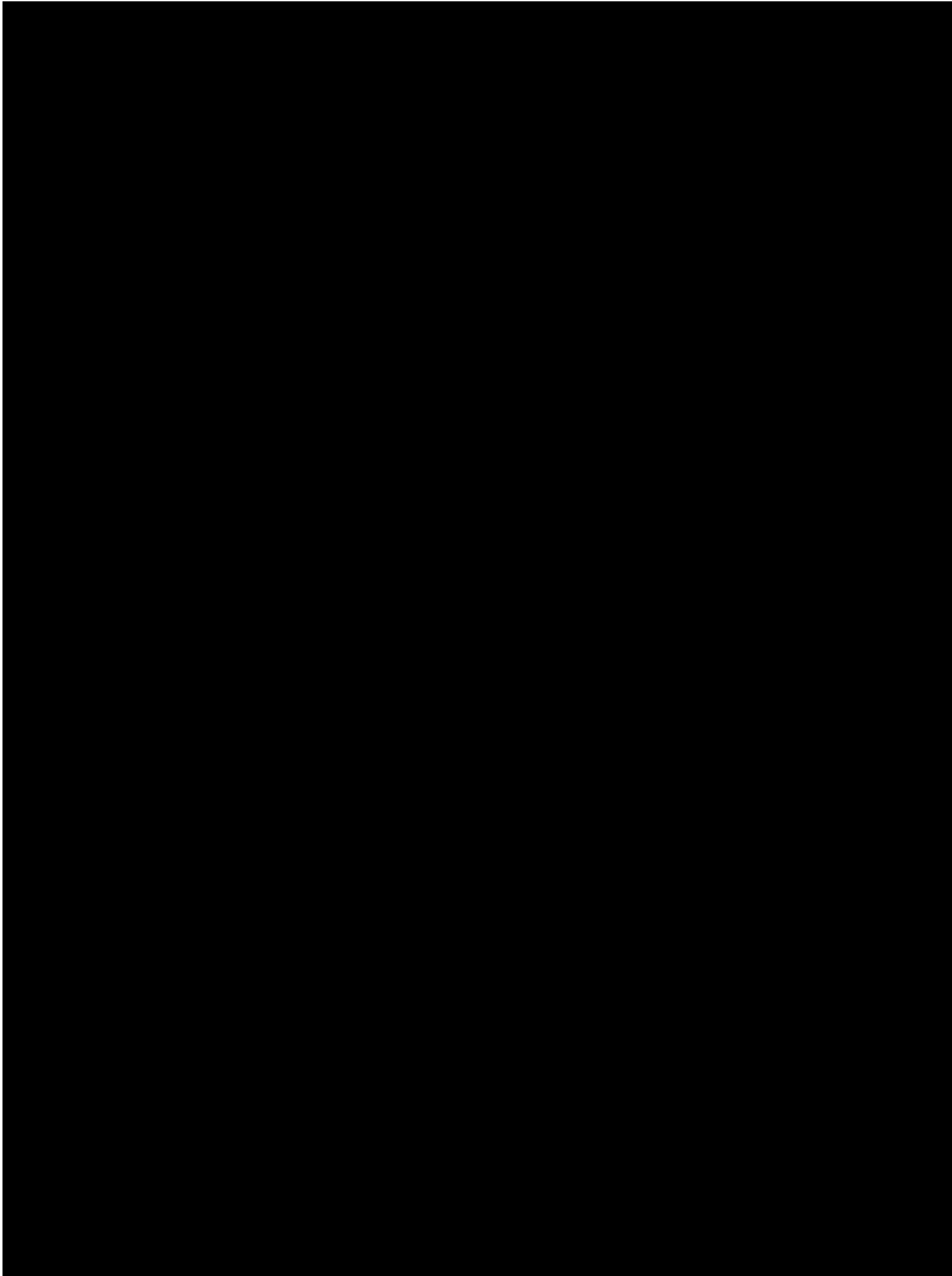


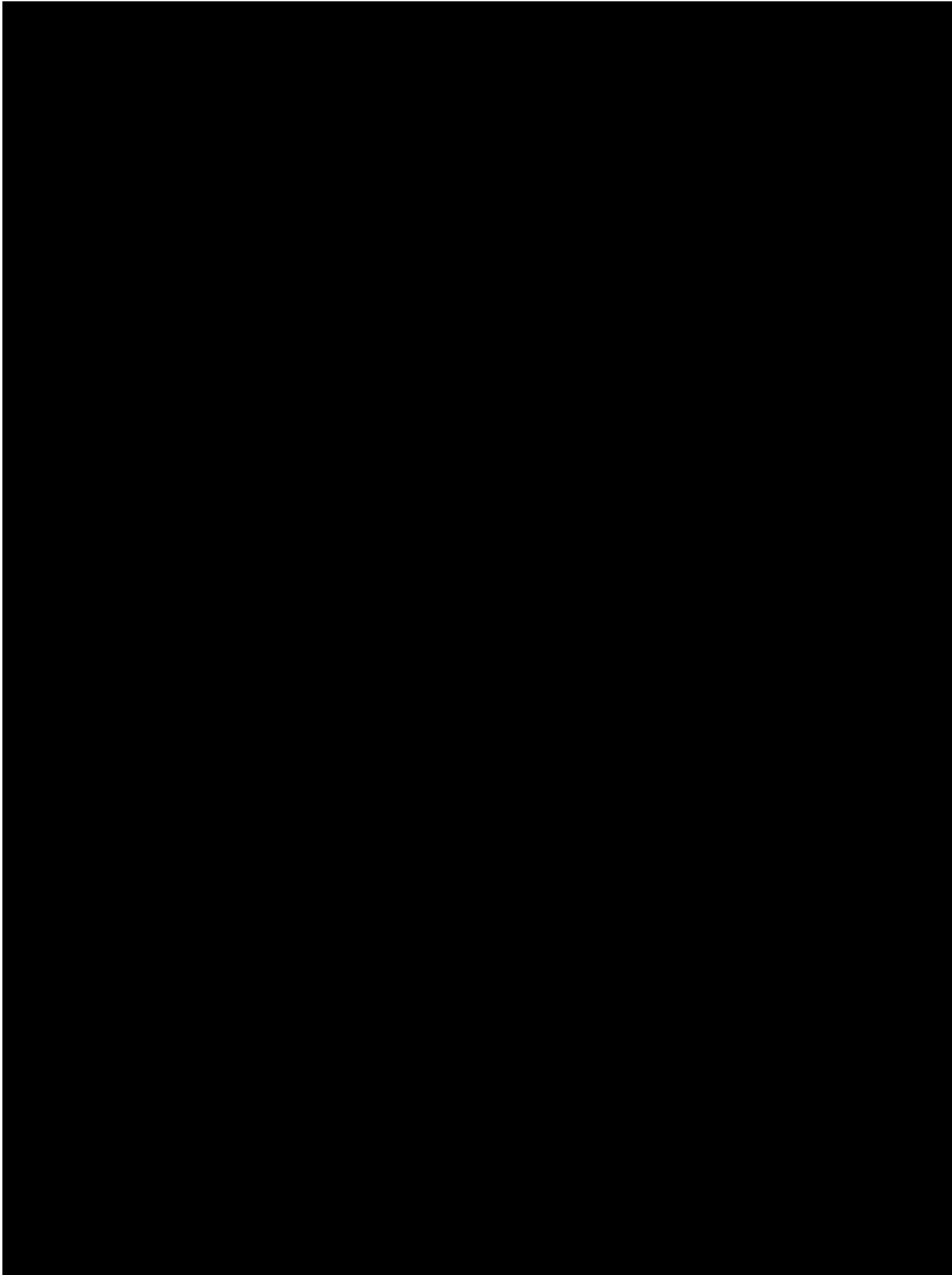


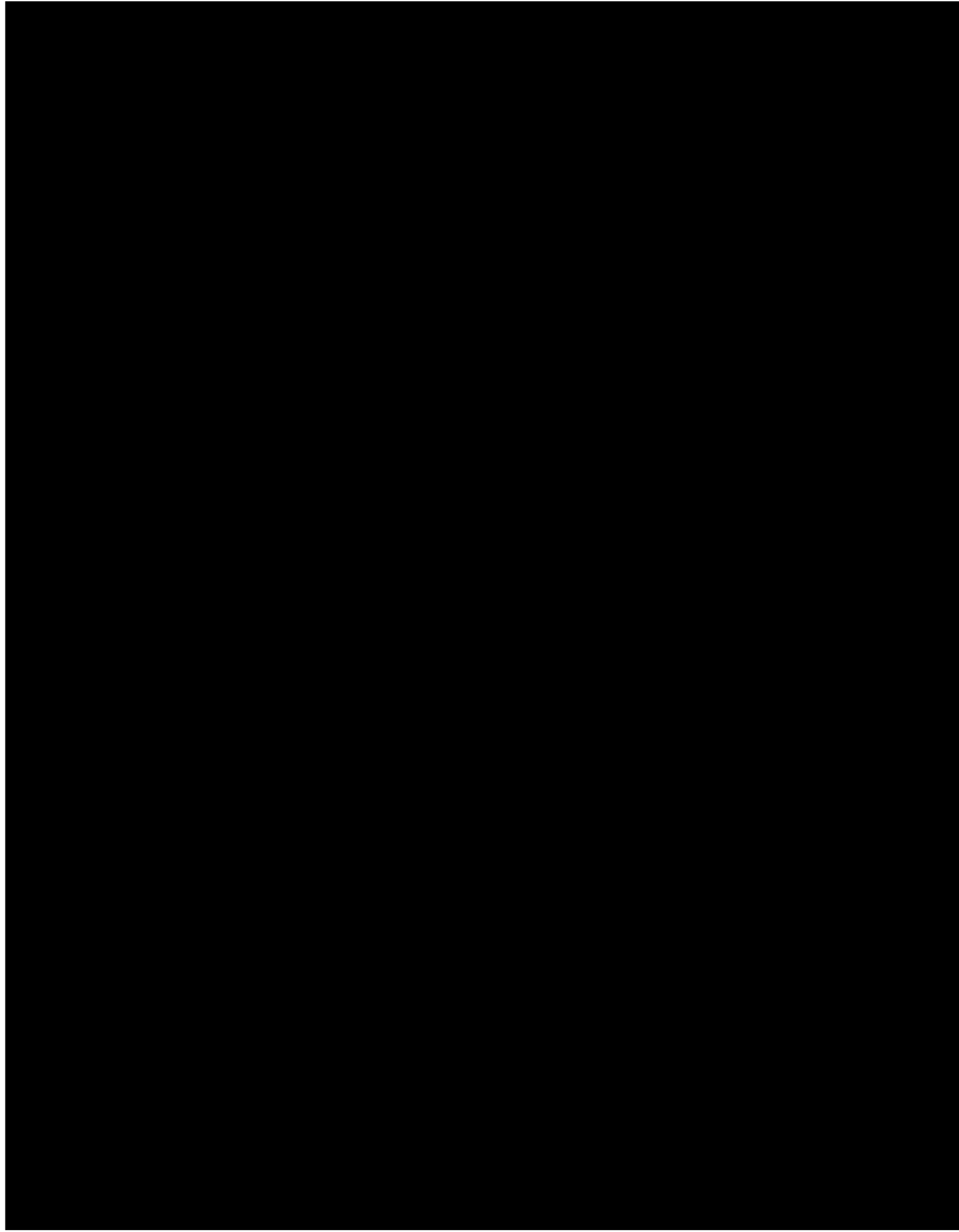


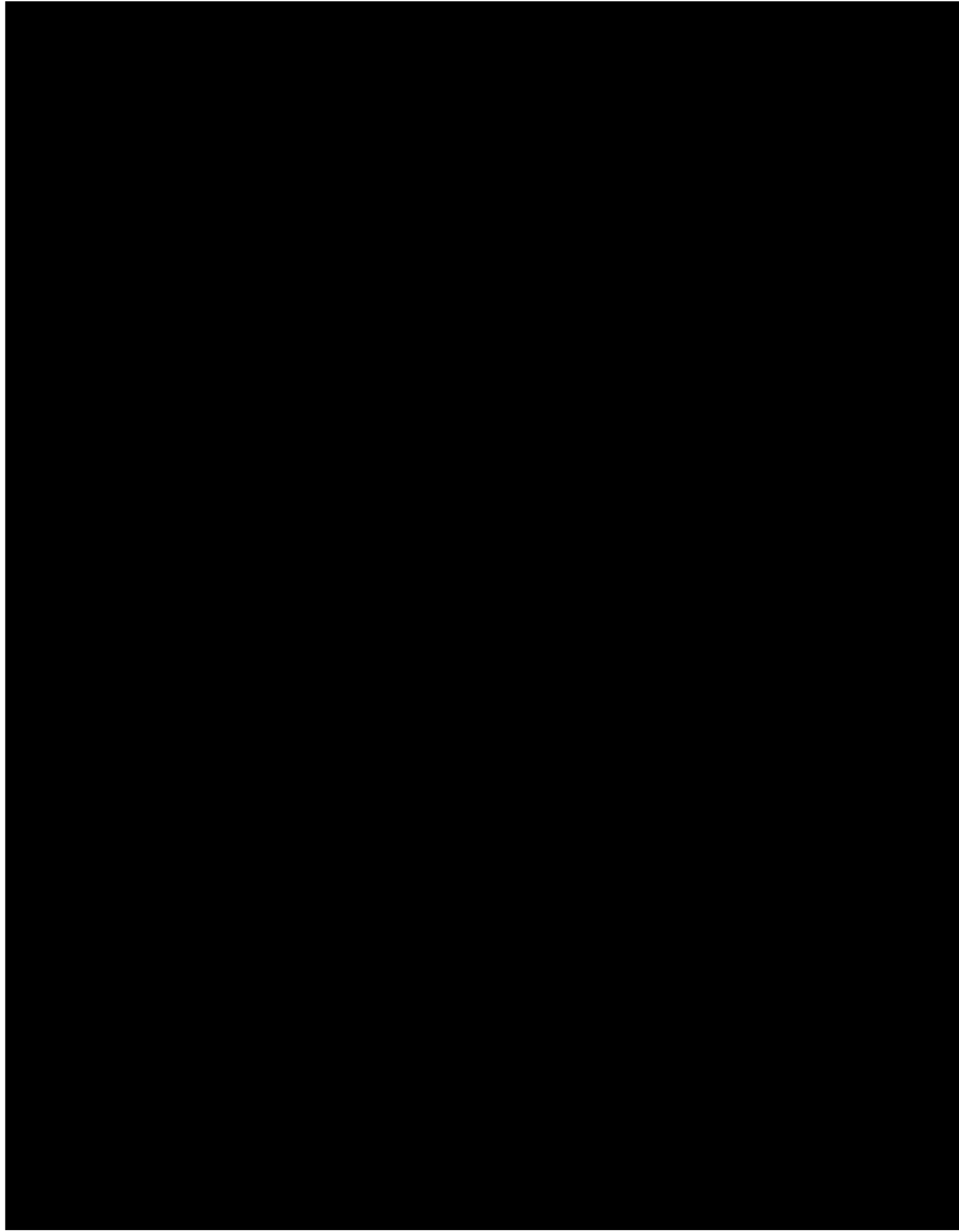


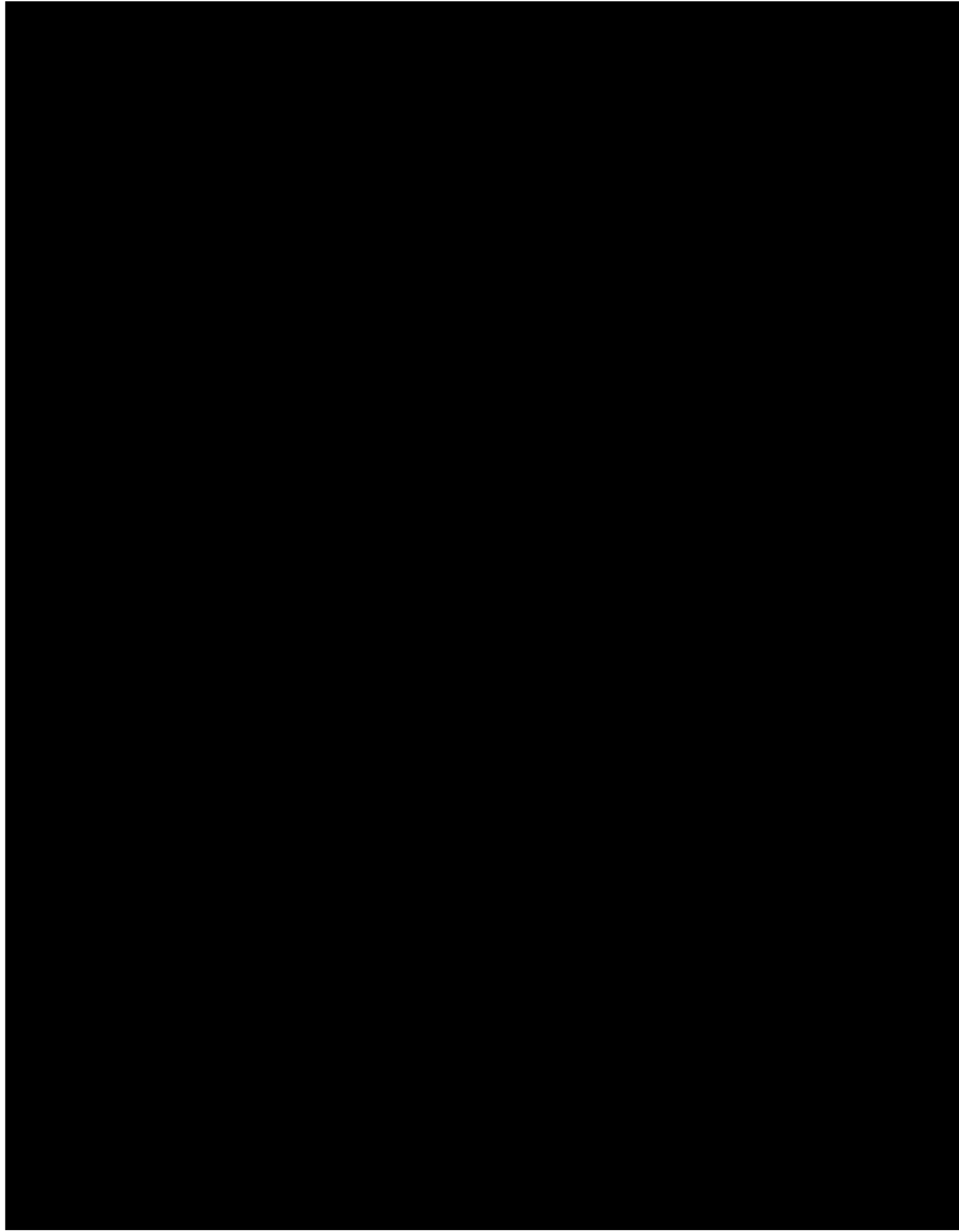


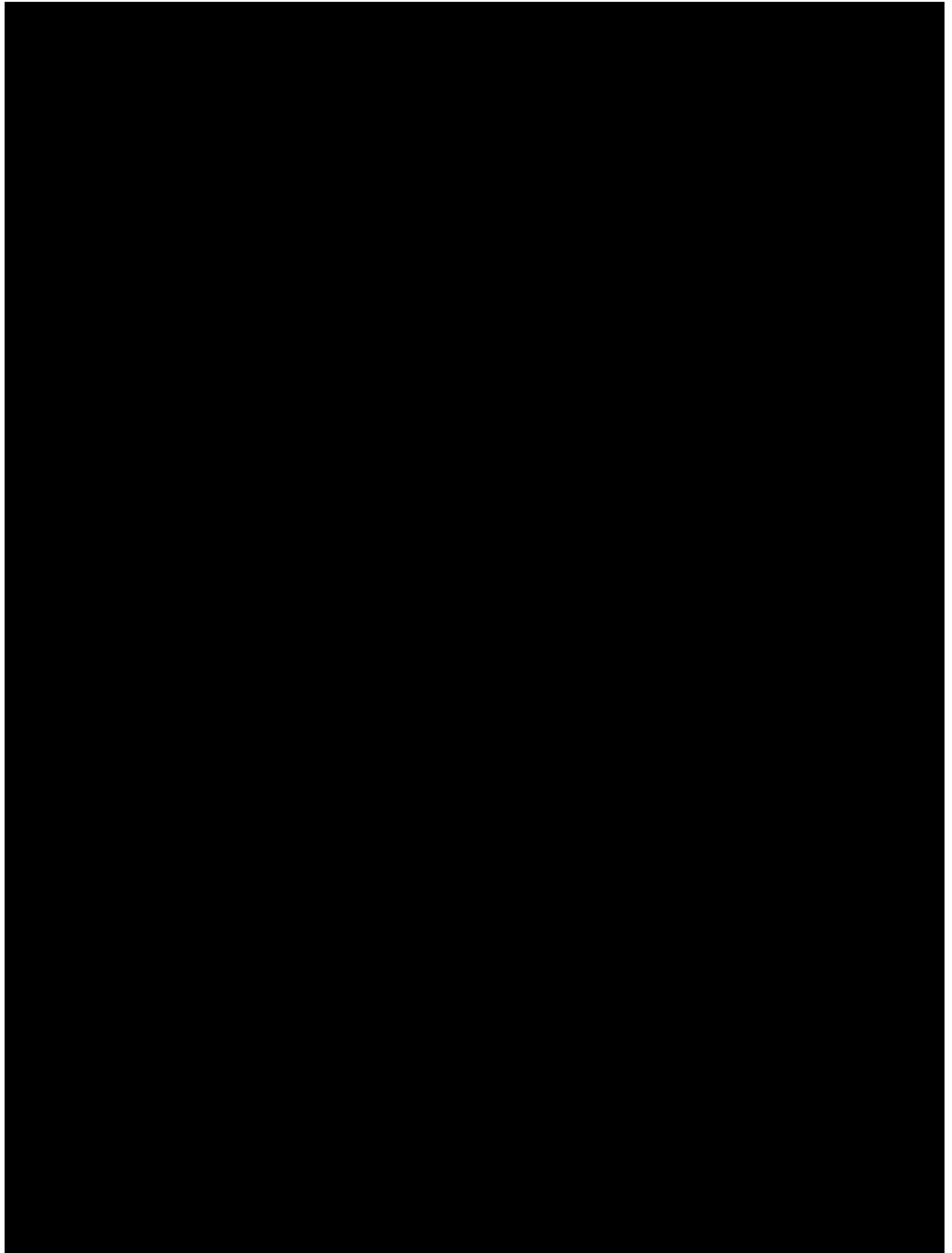




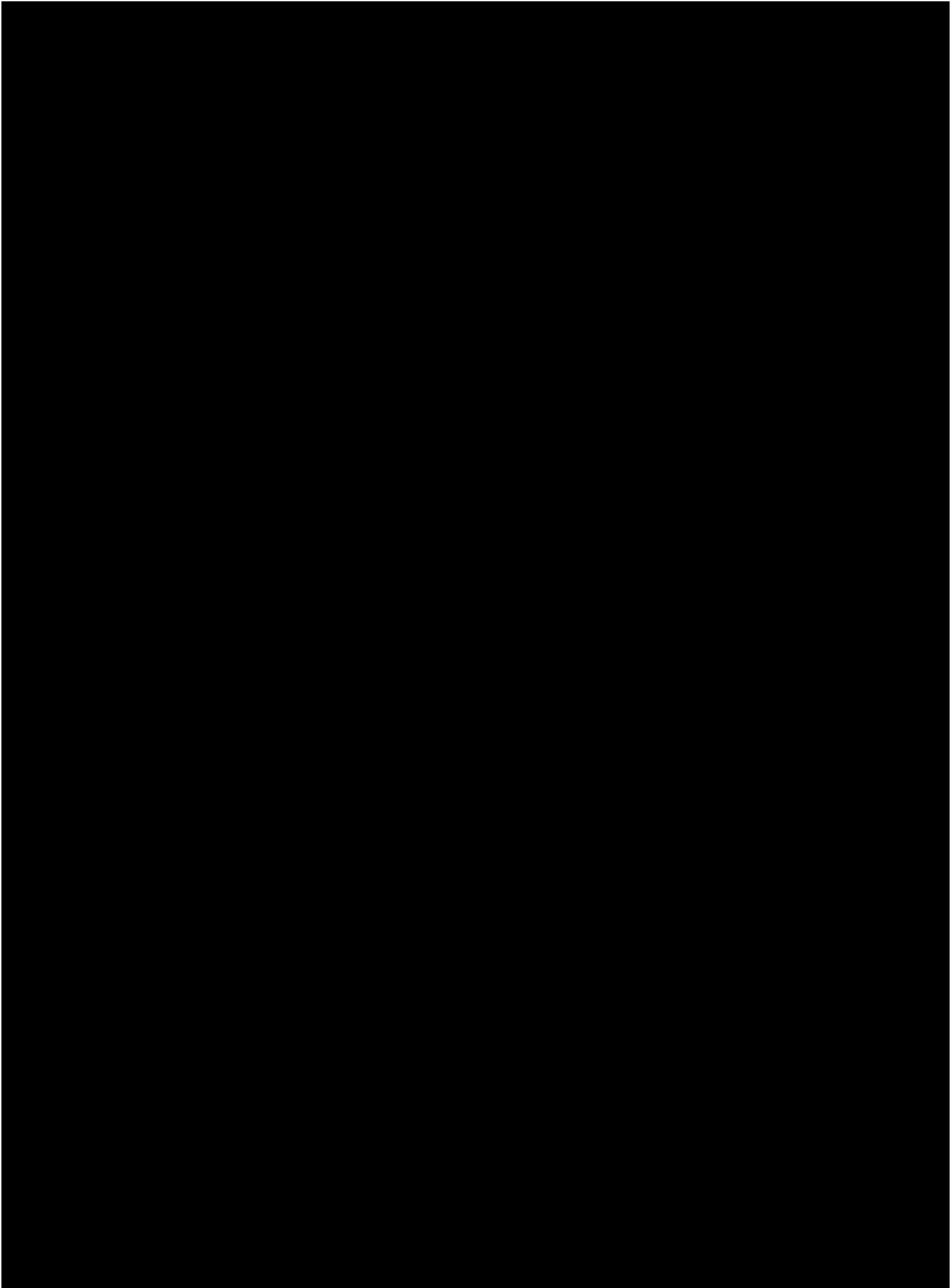


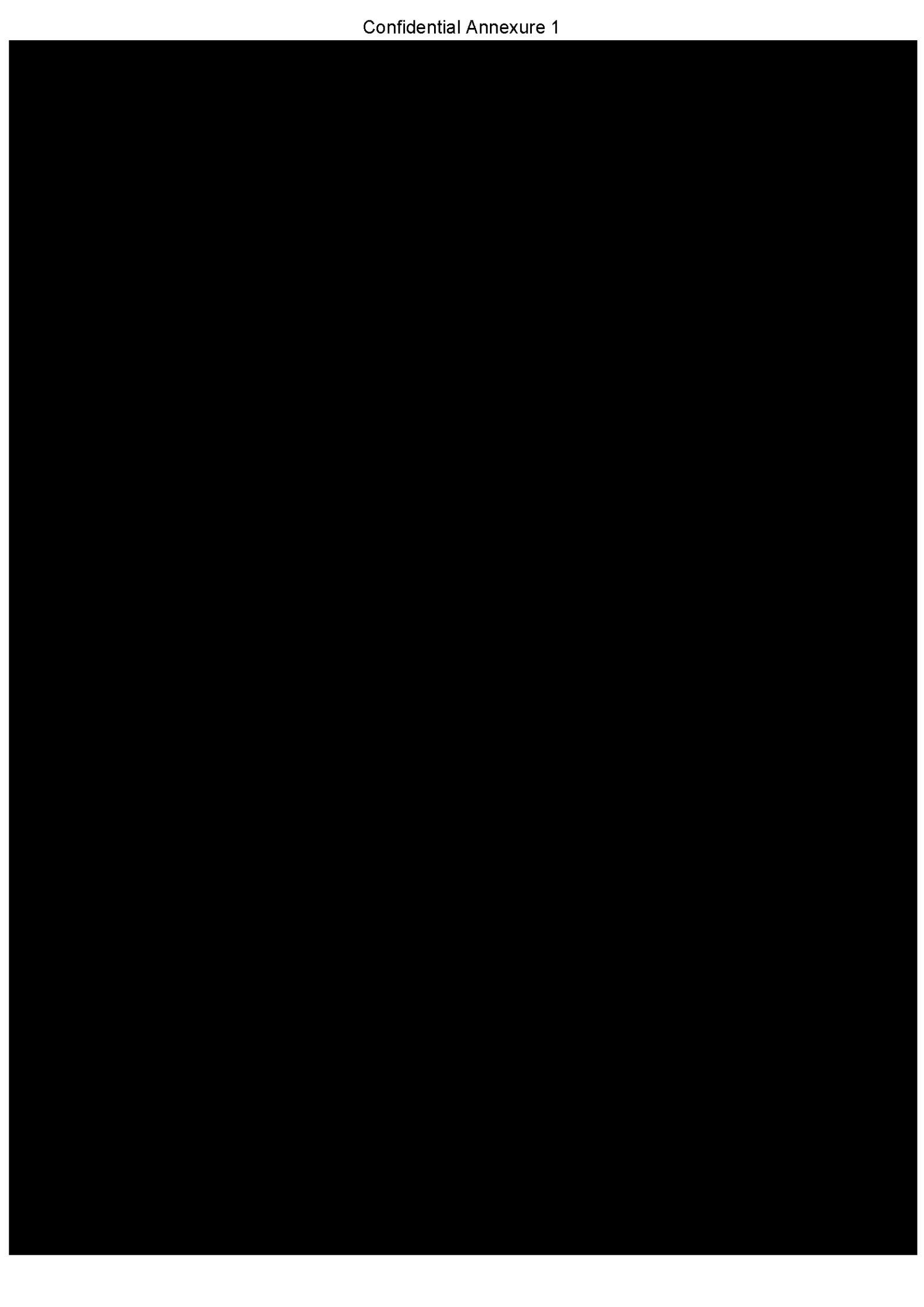


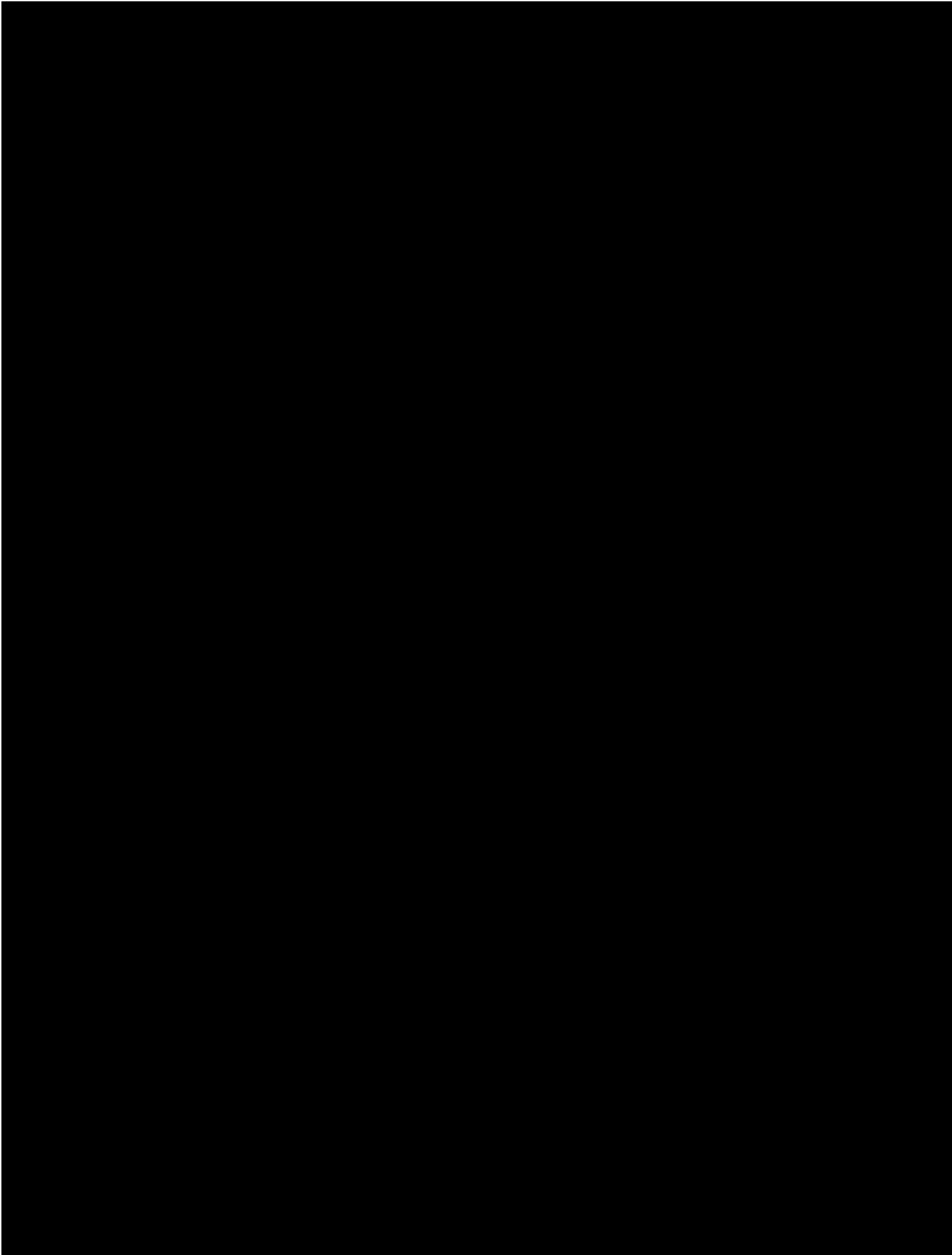


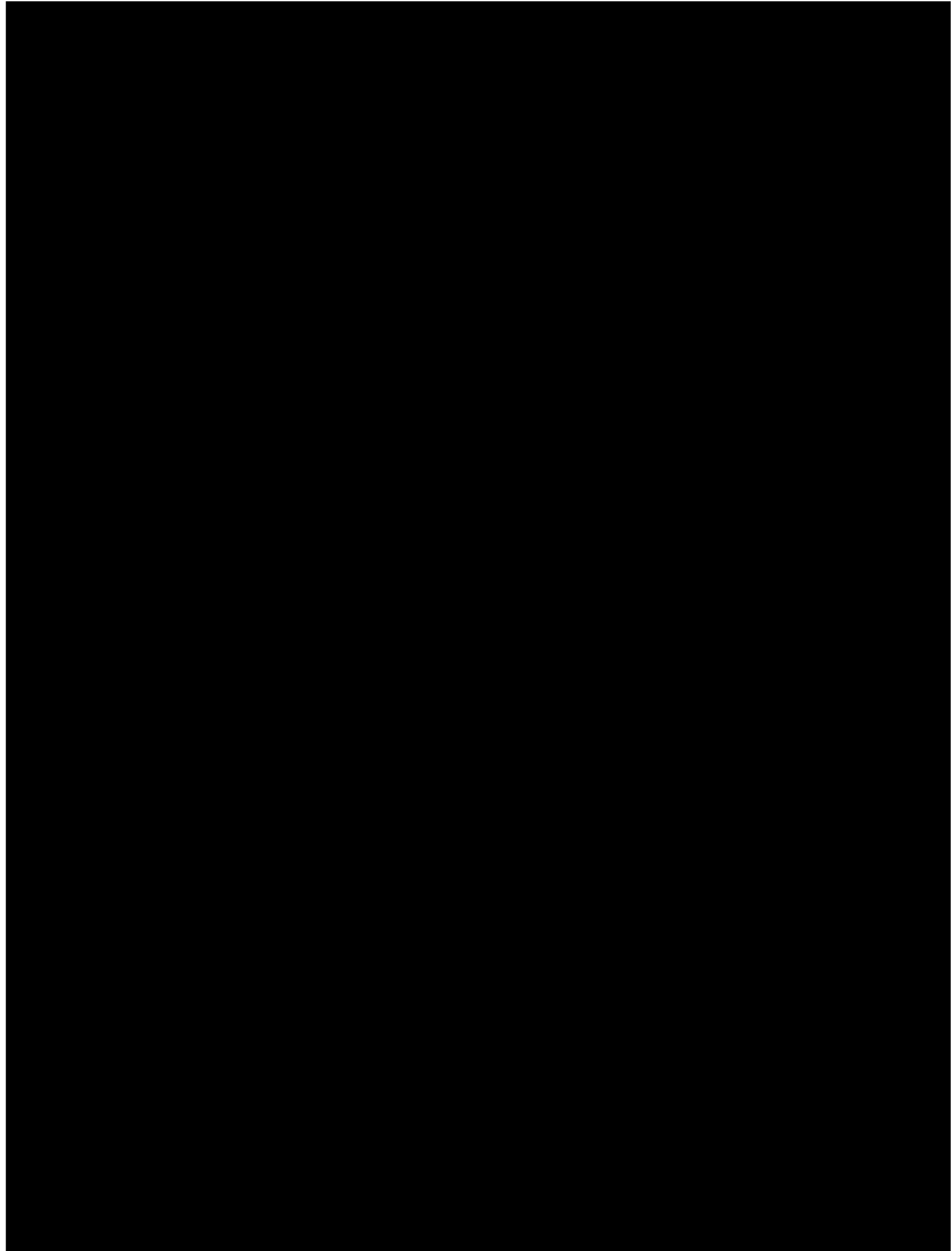


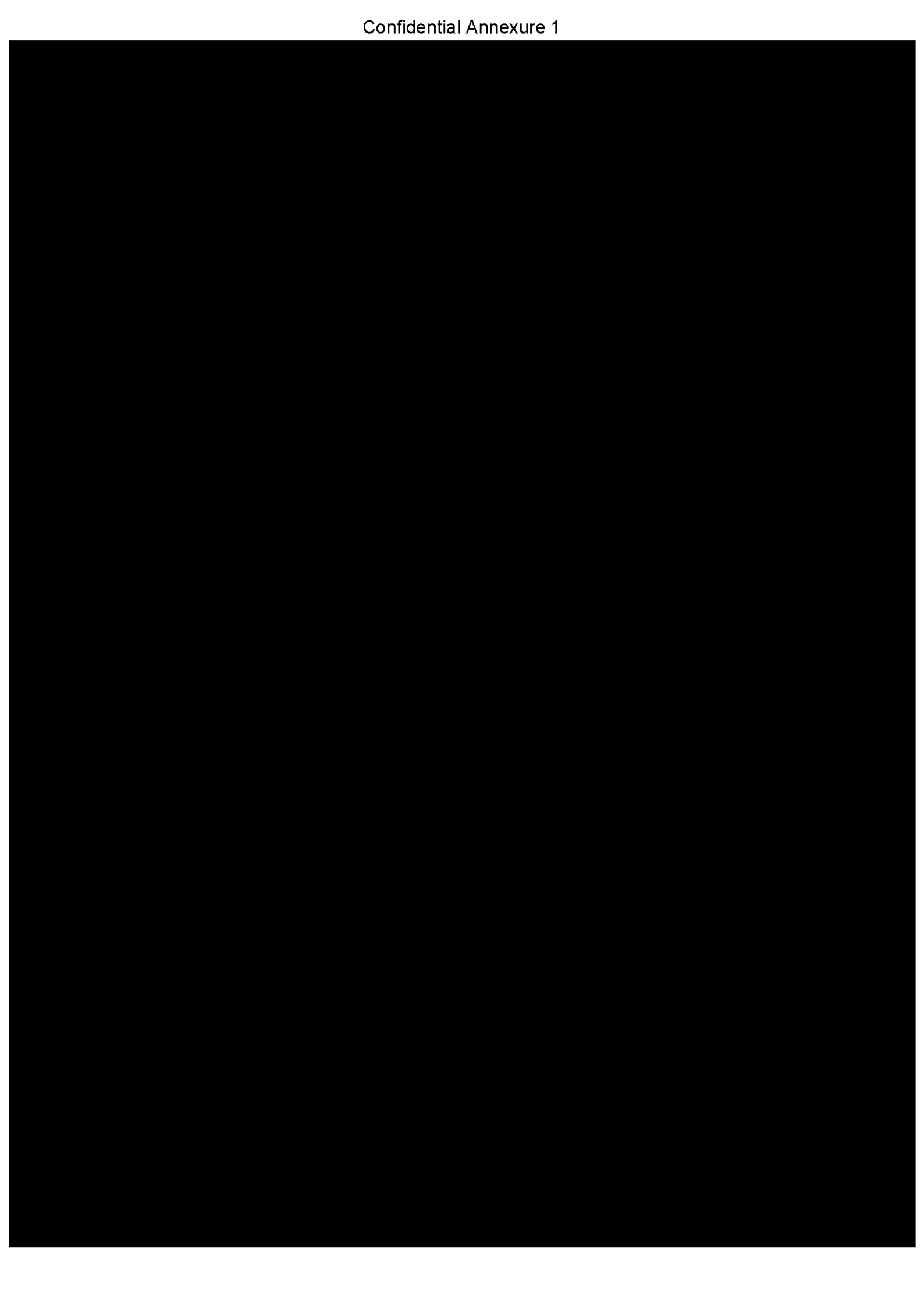


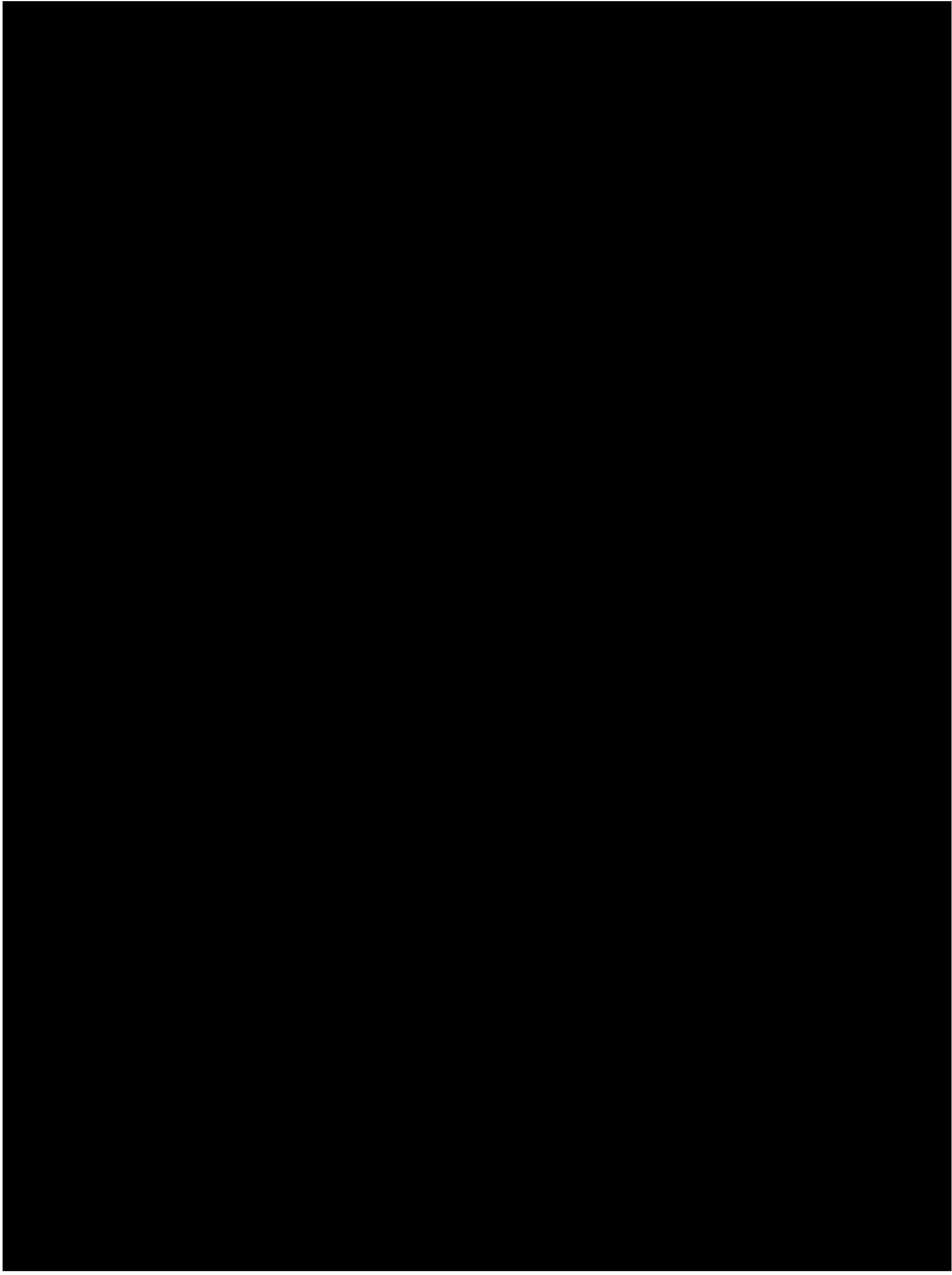


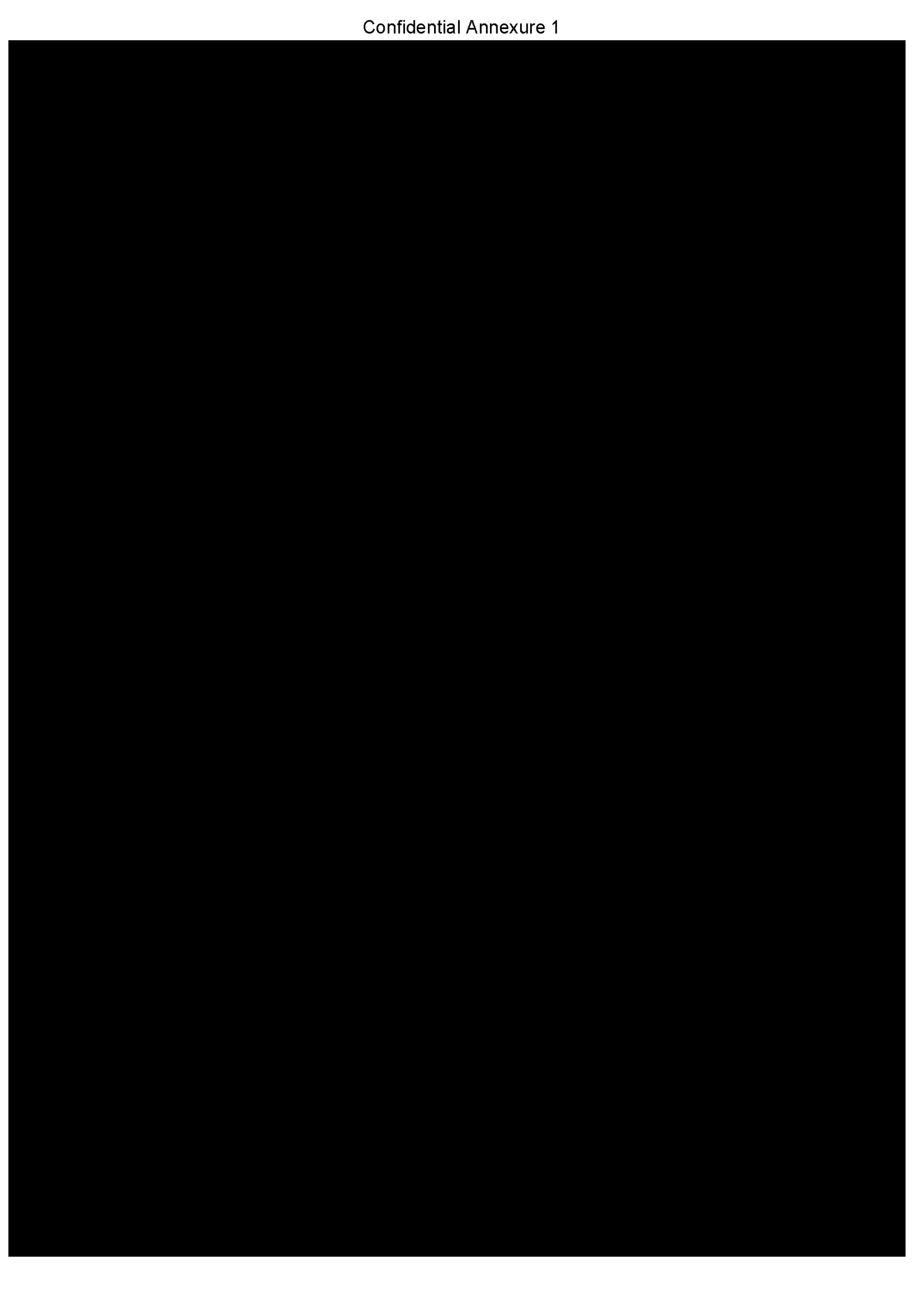


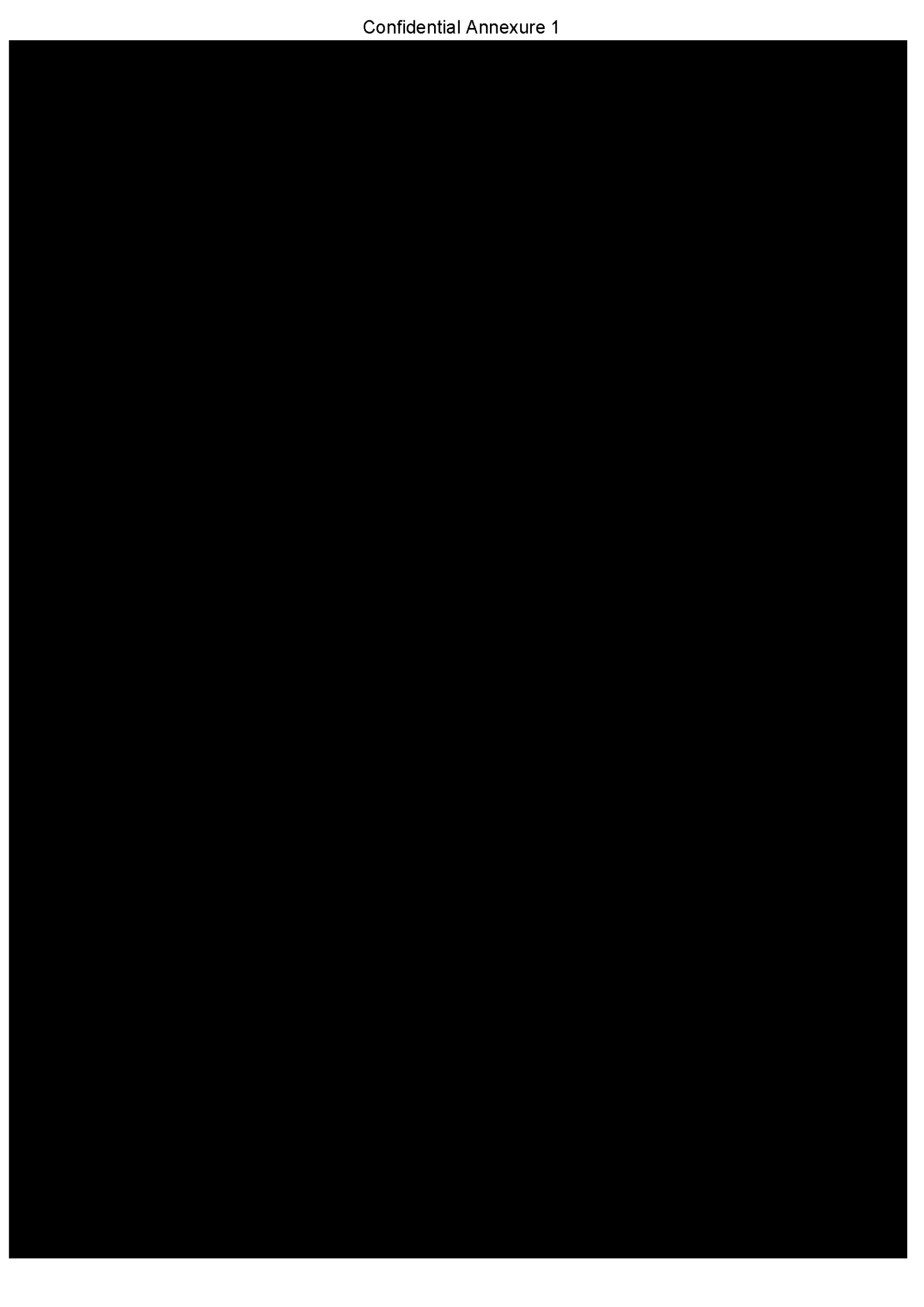




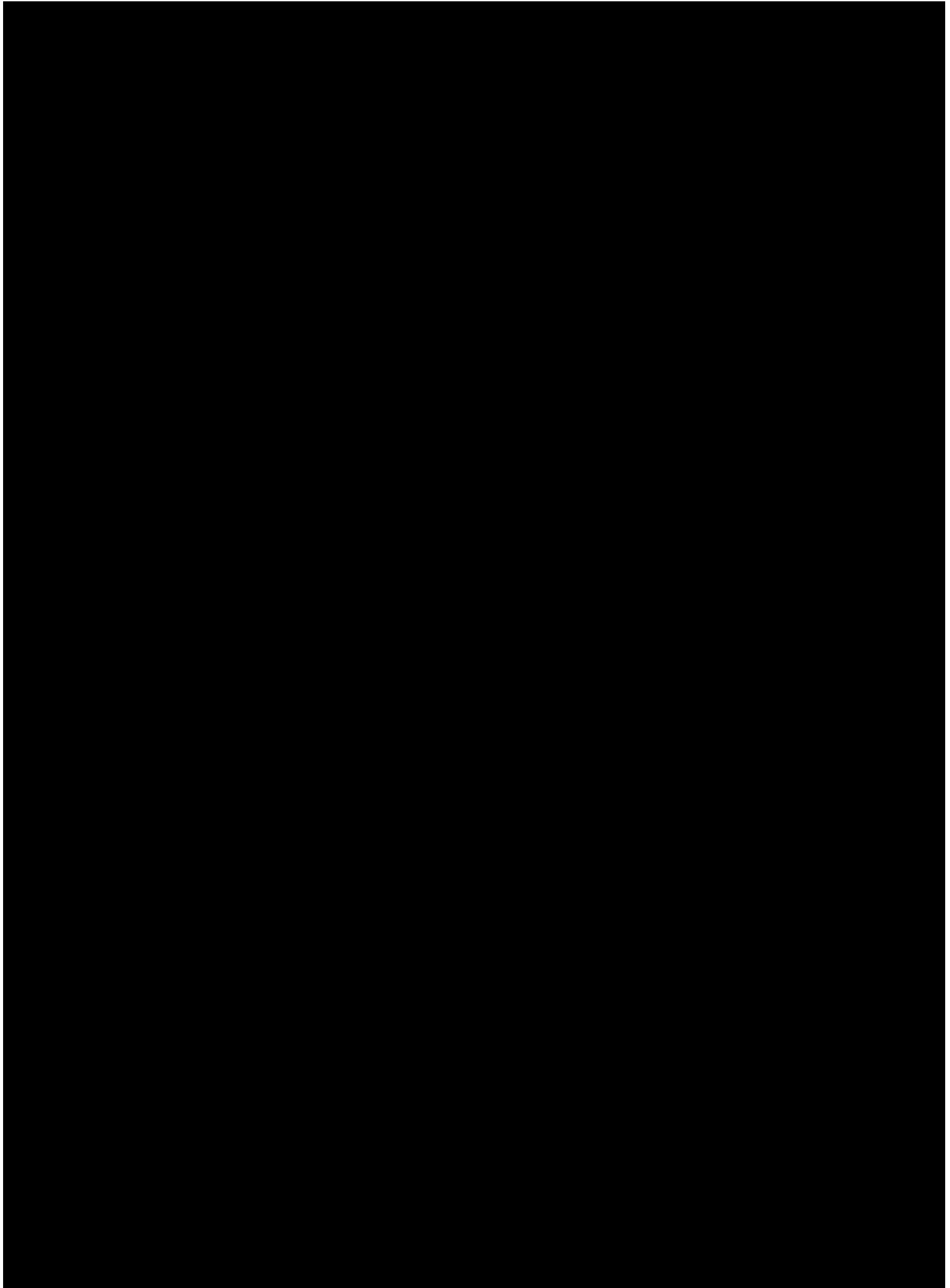


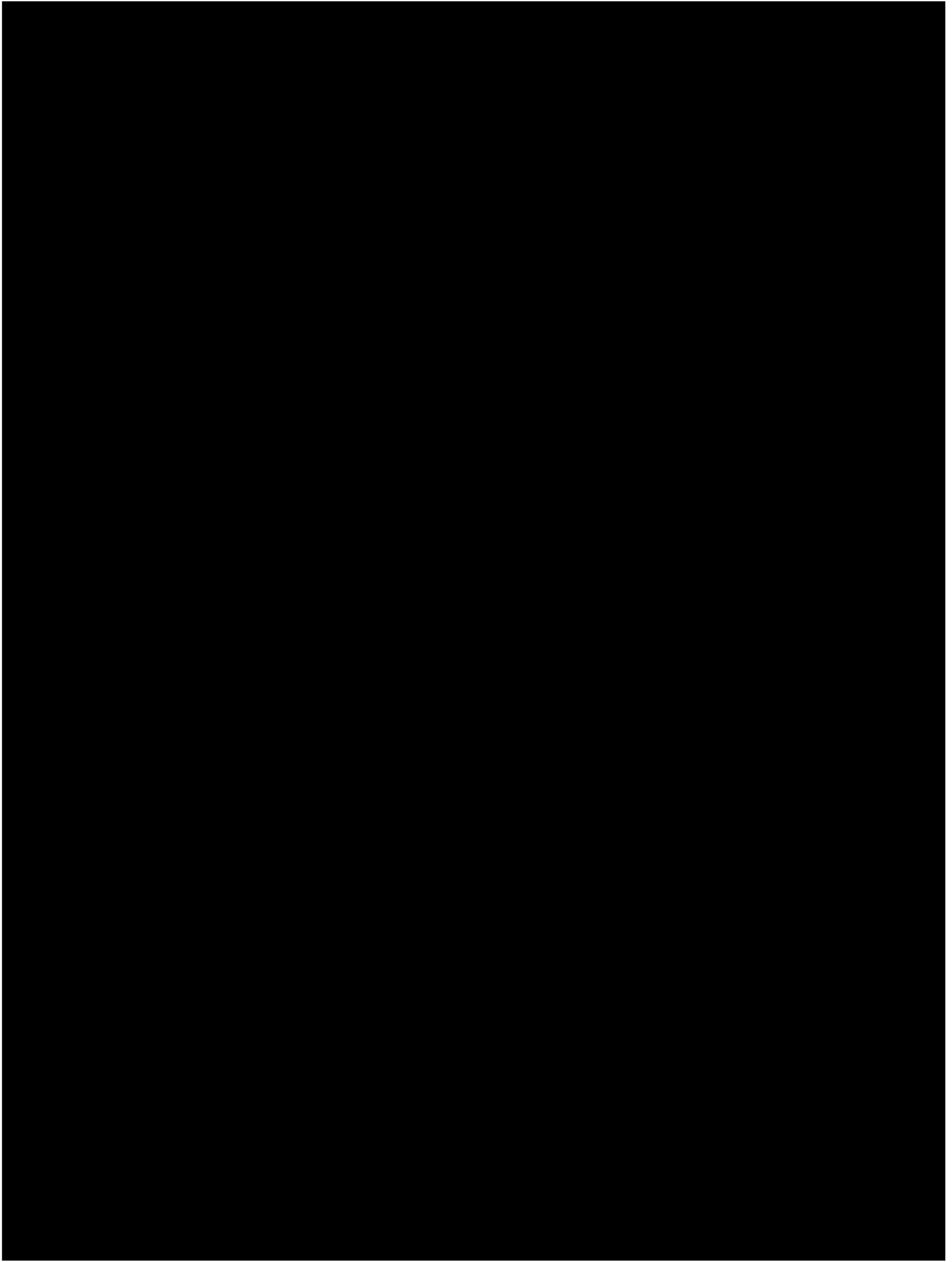


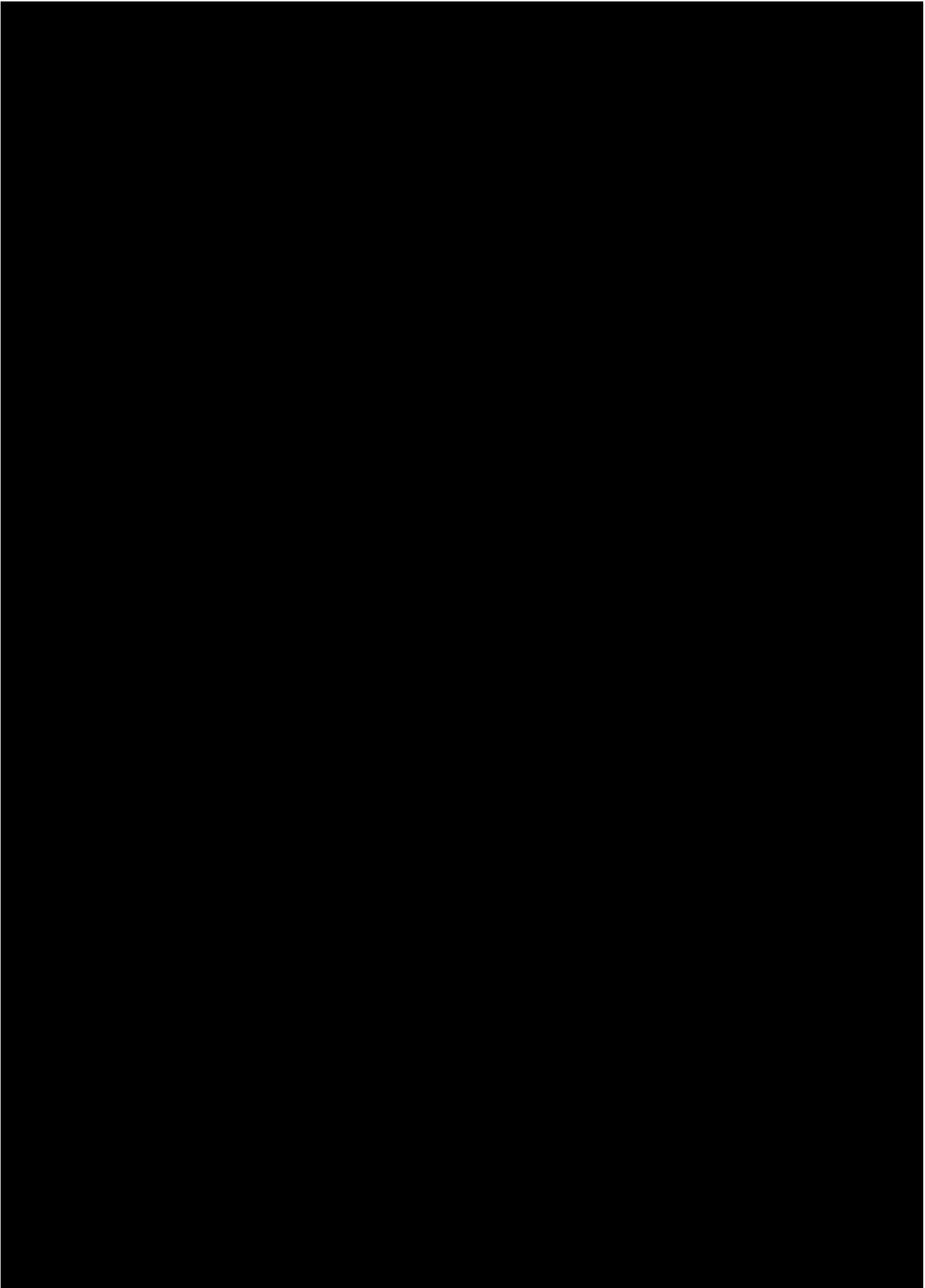


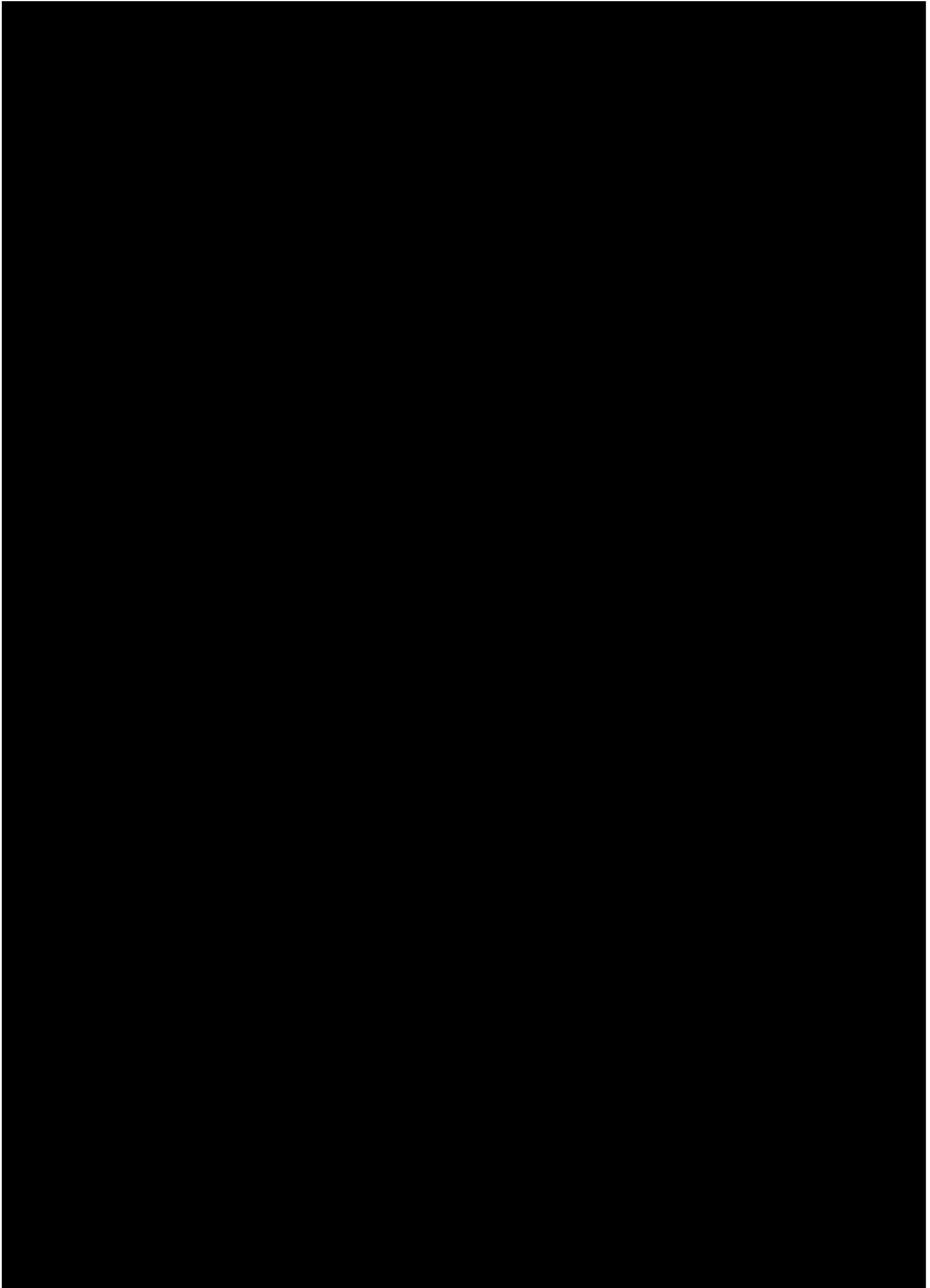


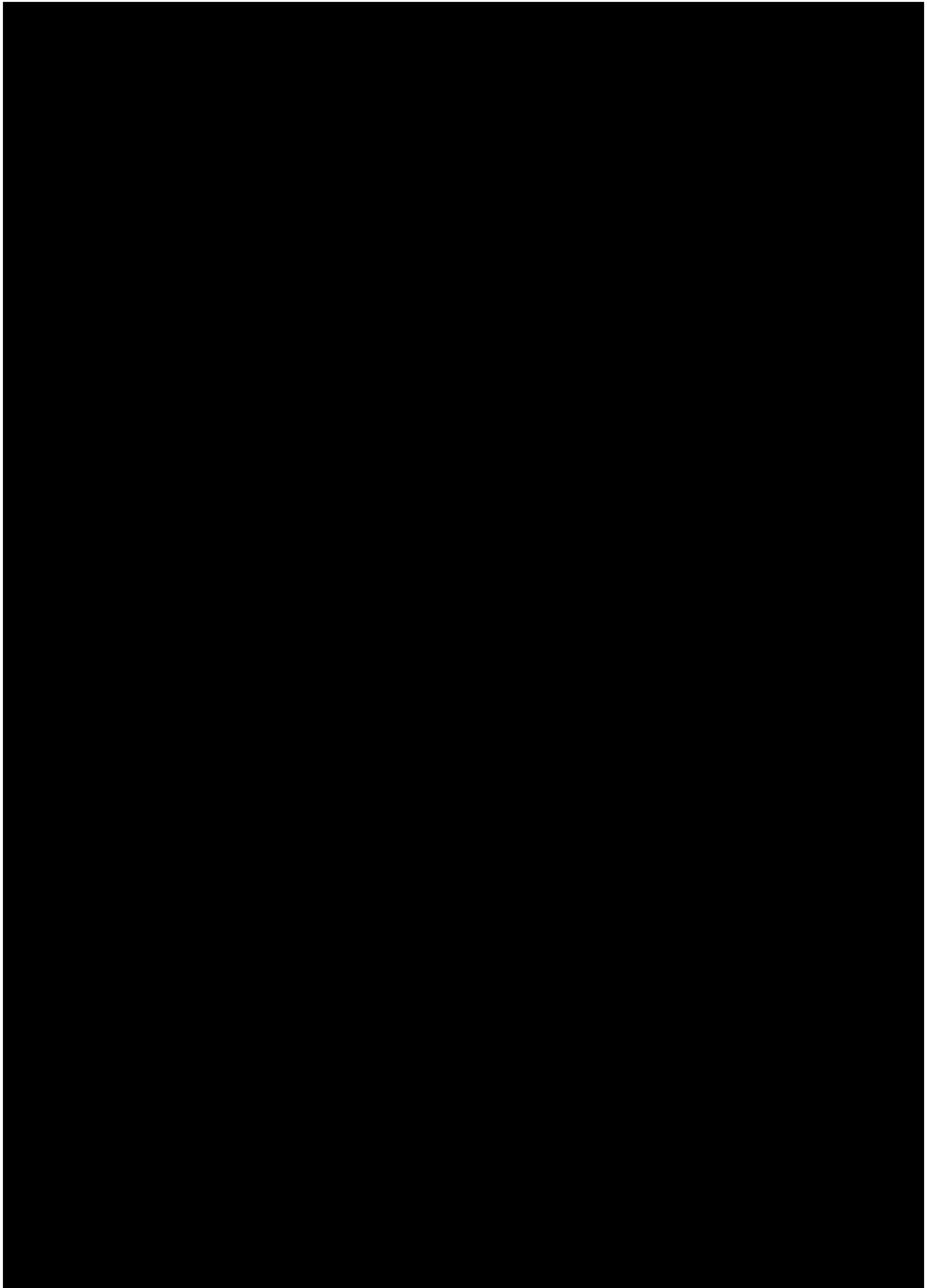


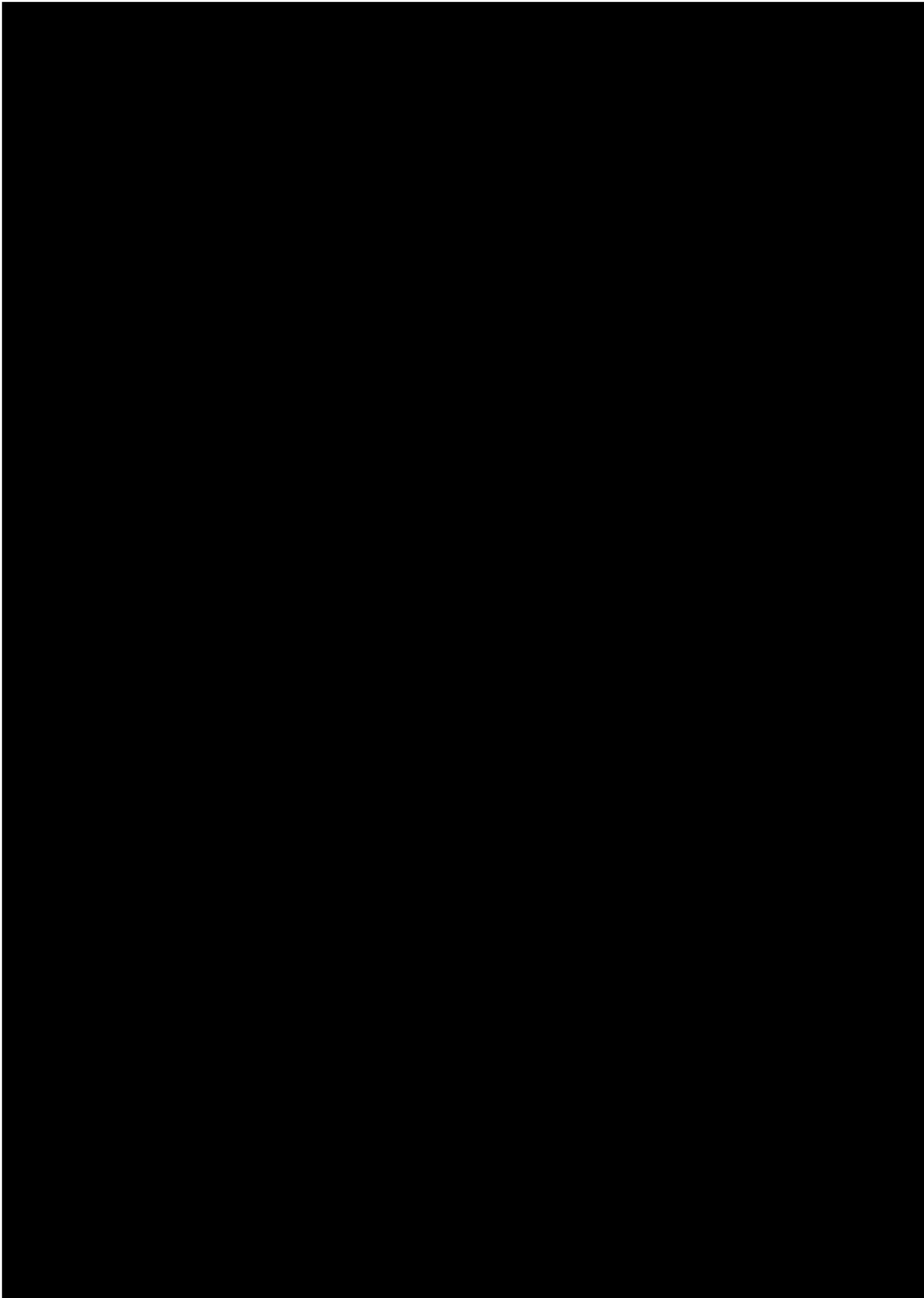


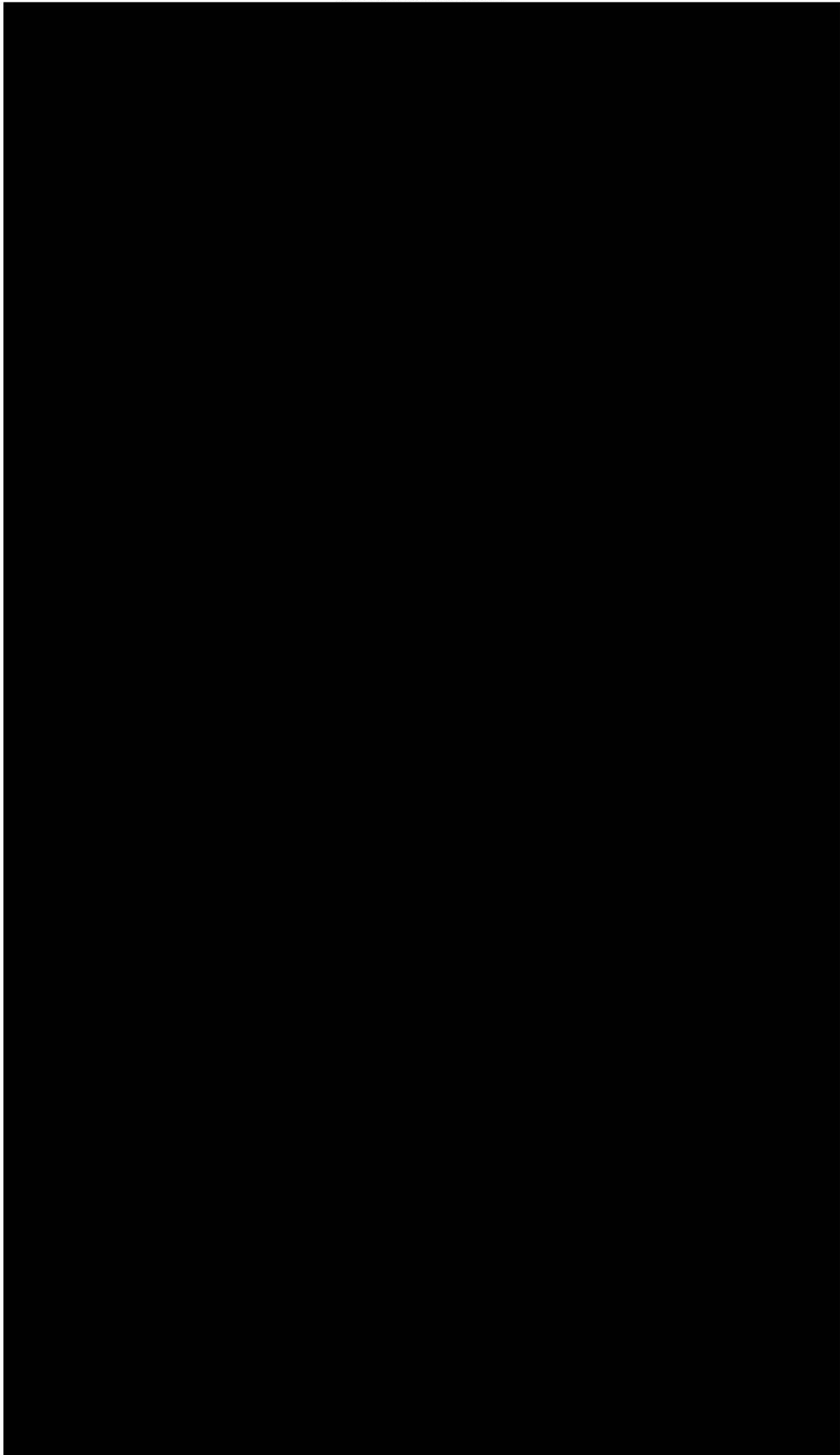


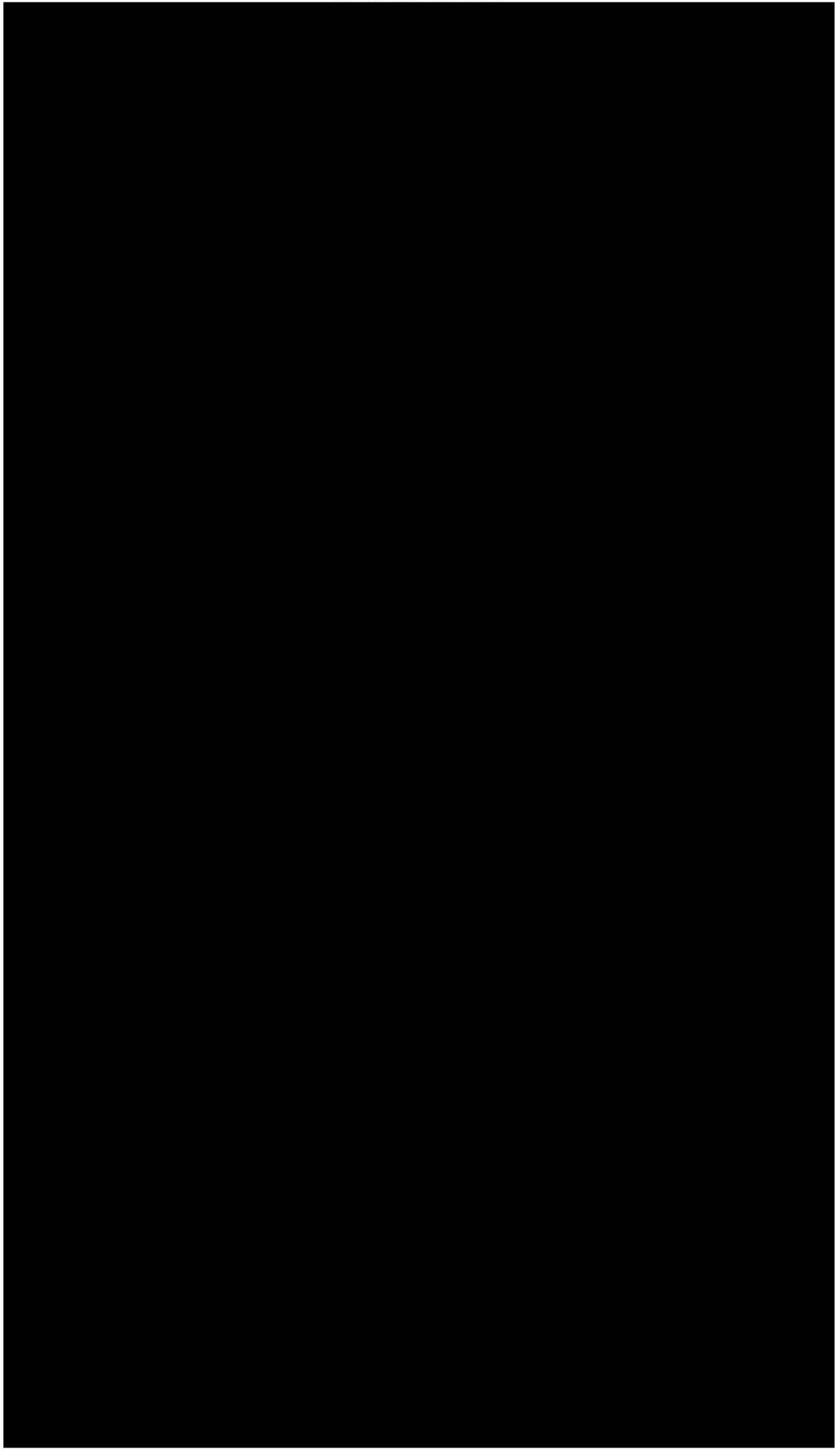




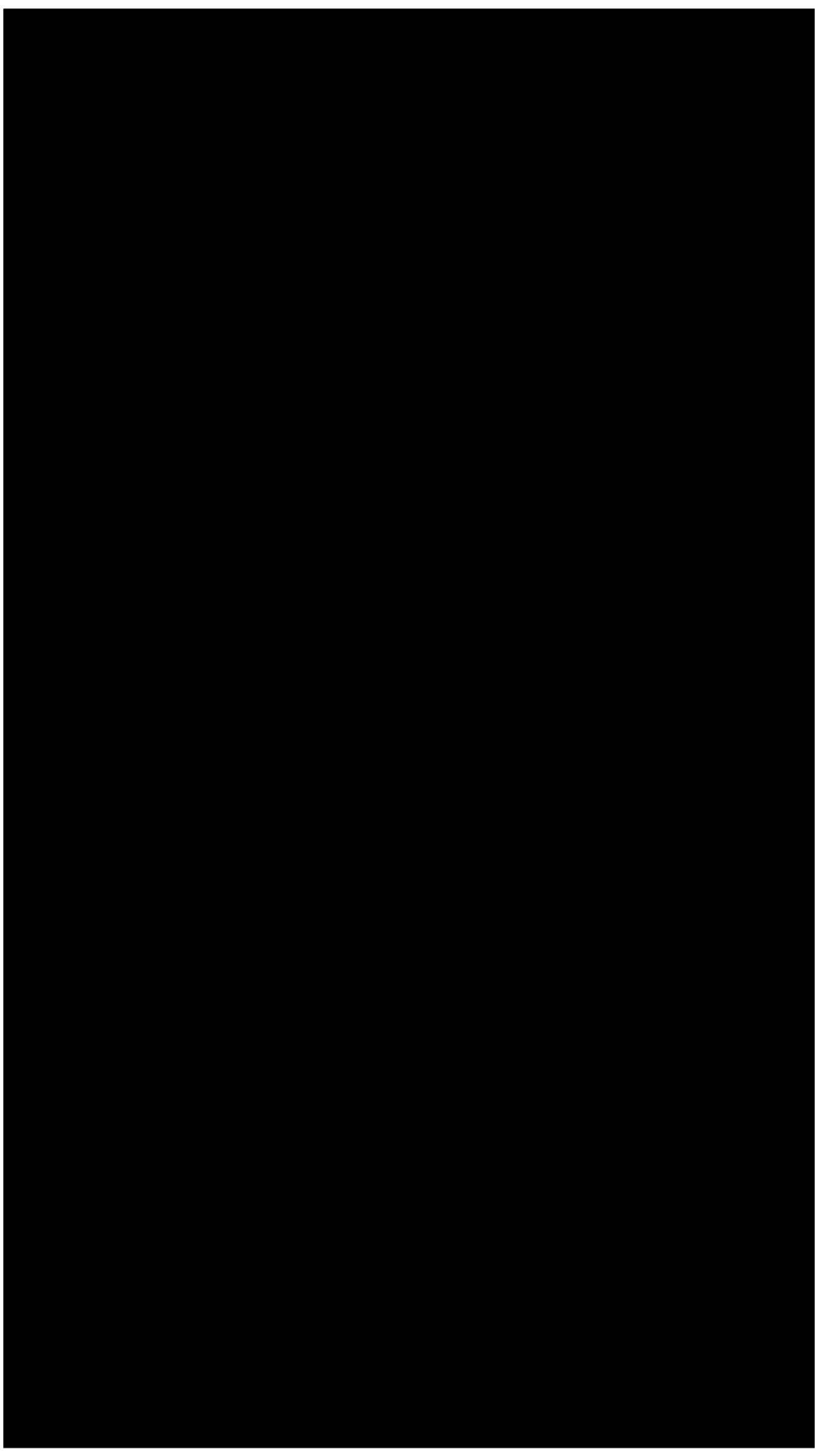


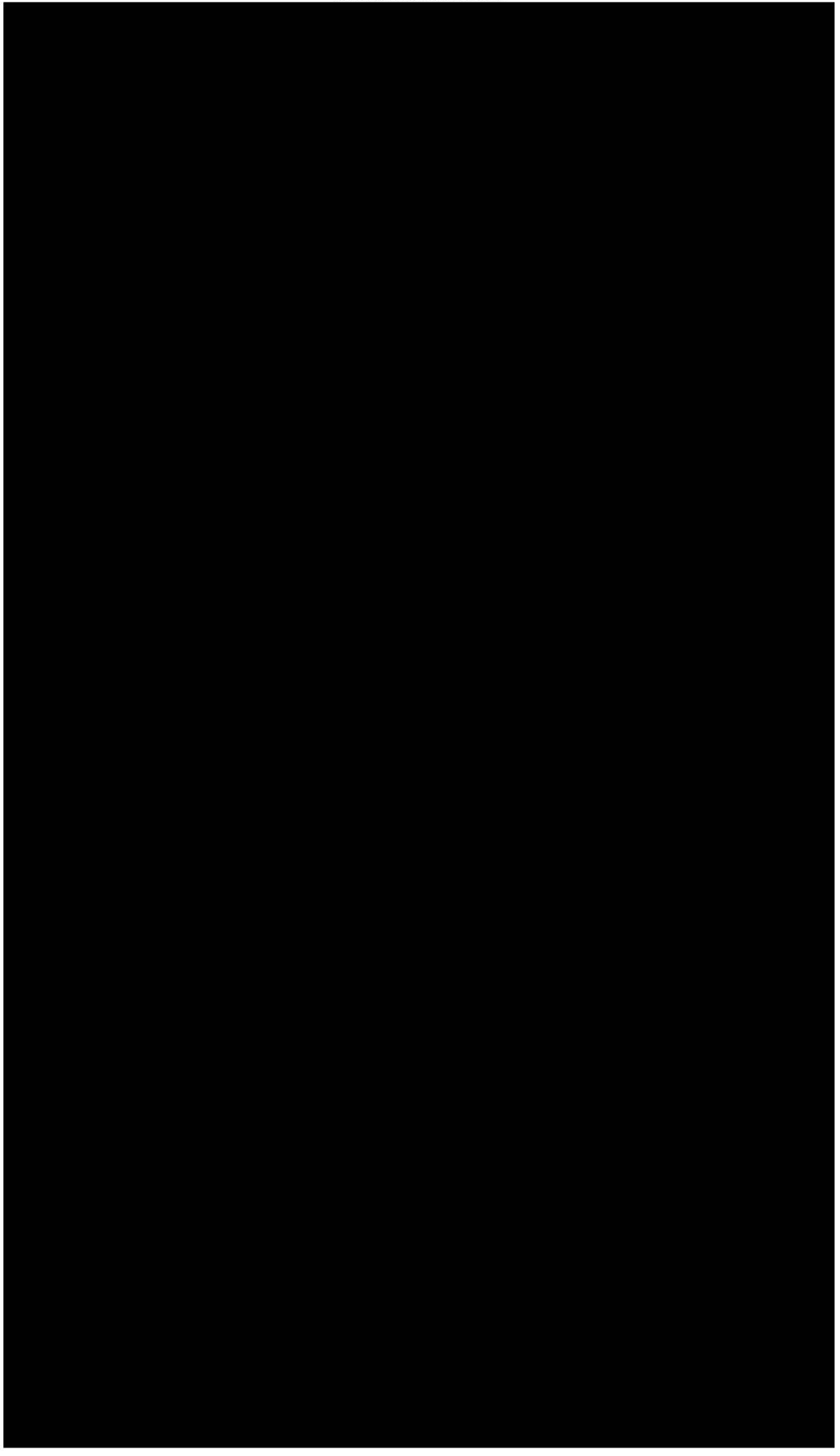












# WE'VE CAPPED THE PRICE. NOT THE SERVICE.

Annexure 3

**MITSUBISHI  
DIAMOND  
ADVANTAGE**  
5 YEAR NEW CAR WARRANTY  
4 YEAR CAPPED PRICE SERVICE  
5 YEAR ROADSIDE ASSIST

## **CAPPED PRICE SERVICING MEANS REAL PEACE OF MIND.**

- You'll enjoy more than a capped price, with a range of benefits exclusive to you as a Mitsubishi owner:
  - Competitively priced service program with one of Australia's best service intervals of 15,000km or 12 months (whichever occurs first).<sup>\*</sup>
  - Our fully trained Mitsubishi technicians use only genuine Mitsubishi tools and diagnostic equipment, developed especially for your vehicle.
  - Know in advance how much you will pay for your regular scheduled service.
- Ensures the long-term safety, reliability and re-sale value of your Mitsubishi.
- Better value-for-money thanks to the Mitsubishi Diamond Advantage customer care package.
- We only use genuine Mitsubishi parts, which are designed, engineered and manufactured to ensure a perfect fit and optimal performance.



love that car

\*Rallent and Lancer Evolution service intervals of 5,000km or 6 months (whichever comes first). More frequent servicing is required on some specialist vehicles and vehicles operated under certain operating conditions. DIAMOND ADVANTAGE: 15 year or 100,000km New Vehicle Warranty (whichever comes first). Service conditions apply. 4 year or 60,000km Capped Price Servicing (whichever occurs first). Covers all items specified under the standard "Maintenance for normal operating conditions" scheduled detailed in the service warranty booklet. Additional service/repair items (if required) are at additional cost. 1 year Roadside Assist (Service conditions apply). For full base of new Mitsubishi vehicles after 1st October 2012, your initial 12 month roadside assist will be extended for a period of 12 months from the date of the most recent eligible Capped Price Service for the vehicle performed at an authorised Mitsubishi dealer. Road side assist, if extended in accordance with these items, is available for a maximum of up to 5 years. Conditions apply. Once a schedule of capped price servicing costs are set for a model/year, they are not changed for the life of the model. Excludes Government, Rental and National Fleet customers. MM60117

# CAPPED PRICE SERVICING TERMS & CONDITIONS

MMAL means Mitsubishi Motors Australia Limited  
ABN 53007870395.

**AUTHORISED MITSUBISHI DEALER** means a dealer appointed by Mitsubishi Motors Australia Limited to sell new and/or demonstrator vehicles of the kind marketed from time to time by Mitsubishi in Australia and/or authorised to perform Mitsubishi warranty service on such vehicles.

**MITSUBISHI SPECIALIST SERVICE CENTRE** means a dealer appointed by Mitsubishi Motors Australia Limited to service Ralliant, Lancer Evolution, Outlander PHEV or i-MiEV vehicles of the kind marketed from time to time by Mitsubishi in Australia and/or authorised to perform Mitsubishi warranty service on such vehicles.

**SERVICE AND WARRANTY CUSTOMER INFORMATION BOOKLET** means the official Mitsubishi Service and Warranty Customer Information booklet supplied with the vehicle at the time of purchase, which includes warranty and maintenance records.

**MITSUBISHI VEHICLE(S)** means a Mitsubishi branded vehicle imported by MMAL and distributed in Australia.

**THE PROGRAM** means MMAL Capped Priced Servicing.

**WARRANTY START DATE** is the corresponding warranty start date recorded in the Mitsubishi vehicle database.

**REGULAR SERVICE** means the services listed in the regular service table in the Mitsubishi service and warranty customer information booklet, up to and including those listed at 48 months or 60,000km (40,000km for Ralliant and Lancer Evolution), whichever occurs first.

**CAPPED PRICE SERVICE PRICE** is the advertised capped price for the scheduled service interval for the specific model and model year of the vehicle. Once the capped price servicing costs are set, they are not changed for the life of the model.

**SCHEDULED SERVICE INTERVALS** 12 months or 15,000km, whichever occurs first, or 6 months or 5,000km, whichever occurs first, for Ralliant and Lancer Evolution vehicles.

## ELIGIBILITY – GENERAL

The program is available to retail customers and nominated fleet and business customers. The program is not eligible to rental and government purchasers. MMAL may add or remove vehicles from the program, or vary terms of the program, from time to time, without notice.

## ELIGIBILITY – TIMING

The program applies to all eligible new Mitsubishi vehicles with a warranty start date after 1st October 2012.

## AUTHORISED DEALERS AND MITSUBISHI SPECIALIST SERVICE CENTRES

Eligible vehicles can only be serviced pursuant to the program at authorised Mitsubishi Dealers. MMAL recommends servicing of specialised i-MiEV, Outlander PHEV, Ralliant and Lancer Evolution vehicles by a Mitsubishi specialist service centre.

## WHAT IS COVERED UNDER THE PROGRAM

Eligible vehicles are entitled to receive up to and including the first four regular services (eight regular services for Ralliant and Lancer Evolution vehicles) for no more than the applicable capped price. The final eligible service will be either the 48 month or 60,000km service (40,000km for Ralliant and Lancer Evolution), whichever occurs first.

## WHAT IS NOT COVERED UNDER THE PROGRAM

- Additional service/maintenance items, which are not covered within the services performed under the program, include (but are not limited to):
- Those items identified as requiring more frequent attention depending on operating conditions (as described in the service and warranty customer information booklet).
  - LPG additional maintenance items.
  - Any servicing required as a result of the fitment of non-genuine parts or accessories.
  - Normal wear and tear and consumable items requiring periodic maintenance (e.g. fuses, brake pads, wiper blades, batteries, tyres, wheel alignment, tyre rotation and balance etc.).

- Fluids, additives and treatments not specified as a normal maintenance requirement.

- Accident damage to any body, chassis or driveline components.

- Adjustments not specified in the regular service tables.

- Additional maintenance and repairs recommended by a Mitsubishi Dealer to suit particular driving conditions.

If any additional service/maintenance work is required or recommended, the customer will be informed prior to that additional work being undertaken, that the additional service/maintenance work is not covered under the program. The customer will also be informed of any additional cost for performing that additional service/maintenance work prior to it being undertaken.

## EFFECTIVE START DATE FOR THE PROGRAM

From the original warranty start date.

## TERM OF COVERAGE OF THE PROGRAM

An eligible vehicle's participation in the program will expire upon any of the following three conditions being satisfied:

- A. The performance or expiry of all regular services covered under the program.

- B. The expiry of 54 months from the original warranty start date (excluding Ralliant and Lancer Evolution vehicles) or 51 months from the original warranty start date for Ralliant and Lancer Evolution vehicles.
- C. 67,500km being travelled (excluding Ralliant and Lancer Evolution vehicles) or 40,000km being travelled for Ralliant and Lancer Evolution vehicles.

## SERVICE TIMING DURING THE PROGRAM

Scheduled service intervals are for a given period of time or distance whichever occurs first (12 months or 15,000km, except for Ralliant and Lancer Evolution vehicles, which are 6 months or 5,000km). Even if a vehicle does not complete the nominated distance between service intervals, services should still be performed according to the time period shown in the regular service tables located in the Mitsubishi service and warranty customer information booklet.

Where a vehicle is presented early for a regular service the program intervals apply from the lower time or distance to ensure compliance with the above requirement. This will bring all future intervals forward by time and/or distance.

It is the customer's responsibility to ensure that the vehicle is presented for servicing at each scheduled service interval.

If a customer does not take a service opportunity within the defined service time and kilometre limitations then the service will lapse and the customer will no longer be eligible to take advantage of the lapsed service opportunity.

When this is the case the customer will need to discuss with the authorised Mitsubishi Dealer the servicing options available to them.

Where a more comprehensive service has been missed and additional service work is required such as brake fluid or coolant change or valve clearance adjustment to ensure vehicle function and durability, the customer will be provided with a quote for the additional service items required.

Failure to have the additional items of service performed may affect the customer's warranty coverage.

Note: The Capped Price Service cannot be claimed for both a specified kilometre service and the corresponding time interval service separately.

## AMOUNT PAYABLE FOR A CAPPED PRICE SERVICE

Authorised Mitsubishi Dealers will not charge eligible customers more than the Capped Price Service Price for regular services pursuant to the program.

Where additional items are performed, not forming part of the current scheduled regular service, additional charges may apply.

## TRANSFER OF ENTITLEMENTS UNDER THE PROGRAM

Entitlements remain with the vehicle until they expire pursuant to the terms and conditions of the program. Remaining benefits of the program may be realised by the next owner if the vehicle is sold within the term of the program. Entitlements cannot be transferred to any other vehicle.

# VEHICLE SERVICE CAPPED PRICING - 2017MY

Outlander 4x2	15,000km/12 Month	\$200
	30,000km/24 Month	\$260
	45,000km/36 Month	\$260
	60,000km/48 Month	\$470

Pajero	15,000km/12 Month	\$450
	30,000km/24 Month	\$800
	45,000km/36 Month	\$550
	60,000km/48 Month	\$800

Outlander 4x4	15,000km/12 Month	\$200
	30,000km/24 Month	\$280
	45,000km/36 Month	\$280
	60,000km/48 Month	\$470

Outlander 4x4 Diesel	15,000km/12 Month	\$300
	30,000km/24 Month	\$480
	45,000km/36 Month	\$700
	60,000km/48 Month	\$480

Lancer	15,000km/12 Month	\$210
	30,000km/24 Month	\$240
	45,000km/36 Month	\$240
	60,000km/48 Month	\$240

ASX 2WD Petrol	15,000km/12 Month	\$265
	30,000km/24 Month	\$265
	45,000km/36 Month	\$265
	60,000km/48 Month	\$265

ASX 4WD Diesel	15,000km/12 Month	\$360
	30,000km/24 Month	\$490
	45,000km/36 Month	\$490
	60,000km/48 Month	\$490

# VEHICLE SERVICE CAPPED PRICING – 2016MY

Outlander 4x2	15,000km/12 Month	\$355	Triton 4x2 Diesel	15,000km/12 Month	\$350
	30,000km/24 Month	\$355		30,000km/24 Month	\$580
	45,000km/36 Month	\$355		45,000km/36 Month	\$580
Outlander 4x4	60,000km/48 Month	\$355	Triton 4x4 Diesel	60,000km/48 Month	\$580
	15,000km/12 Month	\$375		15,000km/12 Month	\$350
	30,000km/24 Month	\$375		30,000km/24 Month	\$580
Outlander 4x4 Diesel	45,000km/36 Month	\$375	Triton 4x2 Petrol	45,000km/36 Month	\$580
	60,000km/48 Month	\$375		60,000km/48 Month	\$265
	15,000km/12 Month	\$450		15,000km/12 Month	\$235
Outlander 4x4 Diesel	30,000km/24 Month	\$550	Mirage	30,000km/24 Month	\$265
	45,000km/36 Month	\$550		45,000km/36 Month	\$265
	60,000km/48 Month	\$550		60,000km/48 Month	\$230
Pajero	15,000km/12 Month	\$450	Pajero Sport	15,000km/12 Month	\$350
	30,000km/24 Month	\$800		30,000km/24 Month	\$580
	45,000km/36 Month	\$550		45,000km/36 Month	\$580
Pajero	60,000km/48 Month	\$800	Lancer	60,000km/48 Month	\$580
	15,000km/12 Month	\$200		15,000km/12 Month	\$200
	30,000km/24 Month	\$240		30,000km/24 Month	\$240
Lancer	45,000km/36 Month	\$240	Lancer	45,000km/36 Month	\$240
	60,000km/48 Month	\$240		60,000km/48 Month	\$240

# VEHICLE SERVICE CAPPED PRICING – 2015MY & 2015.5MY

Mirage	15,000km/12 Month	\$290	ASX 2WD Petrol (2015MY)	15,000km/12 Month	\$265	Pajero	15,000km/12 Month	\$450
	30,000km/24 Month	\$290		30,000km/24 Month	\$265		30,000km/24 Month	\$800
	45,000km/36 Month	\$290		45,000km/36 Month	\$265		45,000km/36 Month	\$550
Lancer	60,000km/48 Month	\$290	ASX 4WD Diesel (2015MY)	60,000km/48 Month	\$265	Triton 4x2	60,000km/48 Month	\$800
	15,000km/12 Month	\$260		15,000km/12 Month	\$350		15,000km/12 Month	\$255
	30,000km/24 Month	\$260		30,000km/24 Month	\$490		30,000km/24 Month	\$255
Lancer Rallart/ Evolution	45,000km/36 Month	\$260	ASX 2WD Petrol (2015.5MY)	45,000km/36 Month	\$490	Triton 4x2 Diesel	45,000km/36 Month	\$255
	60,000km/48 Month	\$260		60,000km/48 Month	\$490		60,000km/48 Month	\$255
	5,000km/6 Month	\$180		15,000km/12 Month	\$270		15,000km/12 Month	\$315
Lancer Rallart/ Evolution	10,000km/12 Month	\$300	ASX 4WD Diesel (2015.5MY)	30,000km/24 Month	\$270	Triton 4x4 Diesel	30,000km/24 Month	\$575
	15,000km/18 Month	\$180		45,000km/36 Month	\$270		45,000km/36 Month	\$515
	20,000km/24 Month	\$300		60,000km/48 Month	\$270		60,000km/48 Month	\$515
Lancer Evolution Final Edition	25,000km/30 Month	\$180	ASX 4WD Diesel (2015.5MY)	15,000km/12 Month	\$360	Triton 4x4 Diesel	15,000km/12 Month	\$295
	30,000km/36 Month	\$300		30,000km/24 Month	\$490		30,000km/24 Month	\$595
	35,000km/42 Month	\$180		45,000km/36 Month	\$490		45,000km/36 Month	\$530
Lancer Evolution Final Edition	40,000km/48 Month	\$300	ASX 4WD Diesel (2015.5MY)	60,000km/48 Month	\$490	Triton 4x4 Diesel	60,000km/48 Month	\$530
	5,000km/6 Month	\$150		15,000km/12 Month	\$150		15,000km/12 Month	\$150
	10,000km/12 Month	\$285		15,000km/18 Month	\$150		15,000km/18 Month	\$150
Lancer Evolution Final Edition	20,000km/24 Month	\$285	ASX 4WD Diesel (2015.5MY)	20,000km/24 Month	\$285	Triton 4x4 Diesel	20,000km/24 Month	\$285
	25,000km/30 Month	\$150		25,000km/30 Month	\$150		25,000km/30 Month	\$150
	30,000km/36 Month	\$285		30,000km/36 Month	\$285		30,000km/36 Month	\$285
Lancer Evolution Final Edition	35,000km/42 Month	\$150	ASX 4WD Diesel (2015.5MY)	35,000km/42 Month	\$150	Triton 4x4 Diesel	35,000km/42 Month	\$150
	40,000km/48 Month	\$285		40,000km/48 Month	\$285		40,000km/48 Month	\$285
	40,000km/48 Month	\$285		40,000km/48 Month	\$285		40,000km/48 Month	\$285

# VEHICLE SERVICE CAPPED PRICING - 2014MY & 2014.5MY

## Annexure 3

Mirage	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
	45,000km/36 Month	\$250
Lancer	60,000km/48 Month	\$250
	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
Lancer Evolution	45,000km/36 Month	\$250
	60,000km/48 Month	\$250
	5,000km/6 Month	\$180
Lancer Rallart/ Evolution	10,000km/12 Month	\$300
	15,000km/18 Month	\$180
	20,000km/24 Month	\$300
Pajero Diesel	25,000km/30 Month	\$180
	30,000km/36 Month	\$300
	35,000km/42 Month	\$180
ASX 4x2	40,000km/48 Month	\$300
	15,000km/12 Month	\$395
	30,000km/24 Month	\$645
ASX 4x4	45,000km/36 Month	\$645
	60,000km/48 Month	\$645
	15,000km/12 Month	\$250
ASX 4x4 Diesel	30,000km/24 Month	\$250
	45,000km/36 Month	\$250
	60,000km/48 Month	\$250
Outlander 4x2	15,000km/12 Month	\$360
	30,000km/24 Month	\$360
	45,000km/36 Month	\$360
Outlander 4x4	60,000km/48 Month	\$360
	15,000km/12 Month	\$510
	30,000km/24 Month	\$510
Outlander 4x4 Diesel	45,000km/36 Month	\$510
	60,000km/48 Month	\$510
	15,000km/12 Month	\$360
Outlander PHEV	30,000km/24 Month	\$470
	45,000km/36 Month	\$470
	60,000km/48 Month	\$470
Challenger 4x4	15,000km/12 Month	\$315
	30,000km/24 Month	\$595
	45,000km/36 Month	\$595
Triton 4x2	60,000km/48 Month	\$595
	15,000km/12 Month	\$255
	30,000km/24 Month	\$255
Triton 4x2 Diesel	45,000km/36 Month	\$255
	60,000km/48 Month	\$255
	15,000km/12 Month	\$315
Triton 4x4 Diesel	30,000km/24 Month	\$575
	45,000km/36 Month	\$515
	60,000km/48 Month	\$515
Triton 4x4 Diesel	15,000km/12 Month	\$295
	30,000km/24 Month	\$595
	45,000km/36 Month	\$530
Triton 4x4 Diesel	60,000km/48 Month	\$530



# VEHICLE SERVICE CAPPED PRICING - 2013MY POST OCTOBER 1ST 2012

## Annexure 3

F-MIEV	15,000km/12 Month	\$280
	30,000km/24 Month	\$480
	45,000km/36 Month	\$280
60,000km/48 Month	\$480	
Mirage (2014MY)	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
	45,000km/36 Month	\$250
	60,000km/48 Month	\$250
Lancer	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
	45,000km/36 Month	\$250
60,000km/48 Month	\$250	
Lancer Rallart/ Evolution	5,000km/6 Month	\$180
	10,000km/12 Month	\$300
	15,000km/18 Month	\$180
	20,000km/24 Month	\$300
	25,000km/30 Month	\$180
	30,000km/36 Month	\$300
35,000km/42 Month	\$180	
40,000km/48 Month	\$300	
ASX 4x2	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
	45,000km/36 Month	\$250
60,000km/48 Month	\$250	
ASX 4x4	15,000km/12 Month	\$280
	30,000km/24 Month	\$280
	45,000km/36 Month	\$280
60,000km/48 Month	\$280	
ASX 4x4 Diesel	15,000km/12 Month	\$315
	30,000km/24 Month	\$465
	45,000km/36 Month	\$465
60,000km/48 Month	\$465	
Outlander 4x2	15,000km/12 Month	\$340
	30,000km/24 Month	\$340
	45,000km/36 Month	\$340
60,000km/48 Month	\$340	
Outlander 4x4	15,000km/12 Month	\$360
	30,000km/24 Month	\$360
	45,000km/36 Month	\$360
60,000km/48 Month	\$360	
Outlander 4x4 Diesel	15,000km/12 Month	\$510
	30,000km/24 Month	\$510
	45,000km/36 Month	\$510
60,000km/48 Month	\$510	
Challenger 4x2/ Challenger 4x4	15,000km/12 Month	\$315
	30,000km/24 Month	\$595
	45,000km/36 Month	\$595
60,000km/48 Month	\$595	
Pajero Petrol	15,000km/12 Month	\$300
	30,000km/24 Month	\$465
	45,000km/36 Month	\$555
60,000km/48 Month	\$555	
Pajero Diesel	15,000km/12 Month	\$395
	30,000km/24 Month	\$645
	45,000km/36 Month	\$645
60,000km/48 Month	\$645	
Triton 4x2	15,000km/12 Month	\$255
	30,000km/24 Month	\$255
	45,000km/36 Month	\$255
60,000km/48 Month	\$255	
Triton 4x2 Diesel	15,000km/12 Month	\$315
	30,000km/24 Month	\$575
	45,000km/36 Month	\$515
60,000km/48 Month	\$515	
Triton 4x4 Diesel	15,000km/12 Month	\$295
	30,000km/24 Month	\$595
	45,000km/36 Month	\$530
60,000km/48 Month	\$530	
Egpress Van	15,000km/12 Month	\$255
	30,000km/24 Month	\$295
	45,000km/36 Month	\$295
60,000km/48 Month	\$295	

# VEHICLE SERVICE CAPPED PRICING – 2013MY PRE OCTOBER 1ST 2012

## Annexure 3

Lancer	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195
Lancer Rallart/ Evolution	7,500km/6 Month	\$130
	15,000km/12 Month	\$260
	22,500km/18 Month	\$130
	30,000km/24 Month	\$260
	37,500km/30 Month	\$130
	45,000km/36 Month	\$260
	52,500km/42 Month	\$130
	60,000km/48 Month	\$260
ASX 4x2	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195
ASX 4x4	15,000km/12 Month	\$225
	30,000km/24 Month	\$225
	45,000km/36 Month	\$225
	60,000km/48 Month	\$225
ASX 4x4 Diesel	15,000km/12 Month	\$250
	30,000km/24 Month	\$350
	45,000km/36 Month	\$350
	60,000km/48 Month	\$350

# VEHICLE SERVICE CAPPED PRICING – 2012MY POST OCTOBER 1ST 2012

## Annexure 3

i-MiEV	15,000km/12 Month	\$280
	30,000km/24 Month	\$480
	45,000km/36 Month	\$280
Lancer	60,000km/48 Month	\$480
	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
Lancer Evolution	45,000km/36 Month	\$250
	60,000km/48 Month	\$250
	5,000km/6 Month	\$180
Lancer Ralliart/ Evolution	10,000km/12 Month	\$300
	15,000km/18 Month	\$180
	20,000km/24 Month	\$300
ASX 4x2	25,000km/30 Month	\$180
	30,000km/36 Month	\$300
	35,000km/42 Month	\$180
ASX 4x4	40,000km/48 Month	\$300
	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
ASX 4x4 Diesel	45,000km/36 Month	\$250
	60,000km/48 Month	\$250
	15,000km/12 Month	\$280
Outlander 4x2	30,000km/24 Month	\$280
	45,000km/36 Month	\$280
	60,000km/48 Month	\$280
Outlander 4x4	15,000km/12 Month	\$280
	30,000km/24 Month	\$280
	45,000km/36 Month	\$280
Outlander 4x4 V6	60,000km/48 Month	\$300
	15,000km/12 Month	\$295
	30,000km/24 Month	\$365
Challenger 4x2/ Challenger 4x4	45,000km/36 Month	\$365
	60,000km/48 Month	\$365
	15,000km/12 Month	\$315
Pajero Petrol	30,000km/24 Month	\$595
	45,000km/36 Month	\$595
	60,000km/48 Month	\$595
Pajero Diesel	60,000km/48 Month	\$300
	15,000km/12 Month	\$465
	30,000km/24 Month	\$465
Triton 4x2 Diesel	45,000km/36 Month	\$555
	60,000km/48 Month	\$555
	15,000km/12 Month	\$295
Triton 4x4 Diesel	30,000km/24 Month	\$295
	45,000km/36 Month	\$515
	60,000km/48 Month	\$515
Express Van	60,000km/48 Month	\$255
	15,000km/12 Month	\$255
	30,000km/24 Month	\$255
Triton 4x2	45,000km/36 Month	\$255
	60,000km/48 Month	\$255
	15,000km/12 Month	\$255
Pajero Diesel	30,000km/24 Month	\$645
	45,000km/36 Month	\$645
	60,000km/48 Month	\$645
Triton 4x2 Diesel	60,000km/48 Month	\$255
	15,000km/12 Month	\$255
	30,000km/24 Month	\$255
Triton 4x4 Diesel	45,000km/36 Month	\$255
	60,000km/48 Month	\$255
	15,000km/12 Month	\$295
Express Van	30,000km/24 Month	\$595
	45,000km/36 Month	\$530
	60,000km/48 Month	\$530

# VEHICLE SERVICE CAPPED PRICING – 2012MY PRE OCTOBER 1ST 2012

## Annexure 3

i-MiEV	15,000km/12 Month	\$260
	30,000km/24 Month	\$460
	45,000km/36 Month	\$260
Lancer	60,000km/48 Month	\$460
	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
Lancer Evolution	45,000km/36 Month	\$195
	60,000km/48 Month	\$195
	7,500km/6 Month	\$130
Lancer Ralliart/ Evolution	15,000km/12 Month	\$260
	22,500km/18 Month	\$130
	30,000km/24 Month	\$260
ASX 4x2	37,500km/30 Month	\$130
	45,000km/36 Month	\$260
	52,500km/42 Month	\$130
ASX 4x4	60,000km/48 Month	\$260
	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
ASX 4x4 Diesel	45,000km/36 Month	\$195
	60,000km/48 Month	\$195
	15,000km/12 Month	\$250
Outlander 4x2	30,000km/24 Month	\$350
	45,000km/36 Month	\$350
	60,000km/48 Month	\$350
Outlander 4x4	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
Outlander 4x4 V6	60,000km/48 Month	\$195
	15,000km/12 Month	\$230
	30,000km/24 Month	\$230
Challenger 4x2/ Challenger 4x4	45,000km/36 Month	\$230
	60,000km/48 Month	\$230
	15,000km/12 Month	\$230
Pajero Petrol	30,000km/24 Month	\$300
	45,000km/36 Month	\$300
	60,000km/48 Month	\$300
Pajero Diesel	15,000km/12 Month	\$230
	30,000km/24 Month	\$230
	45,000km/36 Month	\$230
Express Van	60,000km/48 Month	\$230
	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
Express Van	45,000km/36 Month	\$250
	60,000km/48 Month	\$250
	15,000km/12 Month	\$215
Triton 4x2 Diesel	30,000km/24 Month	\$215
	45,000km/36 Month	\$215
	60,000km/48 Month	\$215
Triton 4x2	15,000km/12 Month	\$215
	30,000km/24 Month	\$215
	45,000km/36 Month	\$215
Pajero Diesel	60,000km/48 Month	\$215
	15,000km/12 Month	\$215
	30,000km/24 Month	\$215
Express Van	45,000km/36 Month	\$580
	60,000km/48 Month	\$580
	15,000km/12 Month	\$580
Express Van	30,000km/24 Month	\$580
	45,000km/36 Month	\$580
	60,000km/48 Month	\$580

# VEHICLE SERVICE CAPPED PRICING – 2011MY

Colt	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195

Lancer	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195

Lancer Ralliart/ Evolution	7,500km/6 Month	\$130
	15,000km/12 Month	\$260
	22,500km/18 Month	\$130
	30,000km/24 Month	\$260
	37,500km/30 Month	\$130
	45,000km/36 Month	\$260
	52,500km/42 Month	\$130
	60,000km/48 Month	\$260

ASX 4x2	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195

ASX 4x4 Petrol	15,000km/12 Month	\$225
	30,000km/24 Month	\$225
	45,000km/36 Month	\$225
	60,000km/48 Month	\$225

ASX 4x4 Diesel	15,000km/12 Month	\$250
	30,000km/24 Month	\$350
	45,000km/36 Month	\$350
	60,000km/48 Month	\$350

Outlander 4x2	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195

Outlander 4x4	15,000km/12 Month	\$230
	30,000km/24 Month	\$230
	45,000km/36 Month	\$230
	60,000km/48 Month	\$230

Outlander 4x4 V6	15,000km/12 Month	\$230
	30,000km/24 Month	\$300
	45,000km/36 Month	\$300
	60,000km/48 Month	\$300

Challenger 4x2/ Challenger 4x4	15,000km/12 Month	\$250
	30,000km/24 Month	\$580
	45,000km/36 Month	\$580
	60,000km/48 Month	\$580

Pajero Petrol	15,000km/12 Month	\$265
	30,000km/24 Month	\$340
	45,000km/36 Month	\$340
	60,000km/48 Month	\$340

Pajero Diesel	15,000km/12 Month	\$300
	30,000km/24 Month	\$580
	45,000km/36 Month	\$580
	60,000km/48 Month	\$580

Triton 4x2 Petrol	15,000km/12 Month	\$215
	30,000km/24 Month	\$215
	45,000km/36 Month	\$215
	60,000km/48 Month	\$215

Triton 4x2 Diesel	15,000km/12 Month	\$250
	30,000km/24 Month	\$590
	45,000km/36 Month	\$590
	60,000km/48 Month	\$590

Triton 4x4 Diesel	15,000km/12 Month	\$250
	30,000km/24 Month	\$590
	45,000km/36 Month	\$590
	60,000km/48 Month	\$590

Express Van	15,000km/12 Month	\$215
	30,000km/24 Month	\$215
	45,000km/36 Month	\$215
	60,000km/48 Month	\$215

# VEHICLE SERVICE CAPPED PRICING – 2010MY

Colt	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195

Lancer	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195

Lancer Ralliart/ Evolution/ Colt Ralliart	7,500km/6 Month	\$130
	15,000km/12 Month	\$260
	22,500km/18 Month	\$130
	30,000km/24 Month	\$260
	37,500km/30 Month	\$130
	45,000km/36 Month	\$260
	52,500km/42 Month	\$130
	60,000km/48 Month	\$260

Grandis	15,000km/12 Month	\$195
	30,000km/24 Month	\$195
	45,000km/36 Month	\$195
	60,000km/48 Month	\$195

Outlander 4x4	15,000km/12 Month	\$250
	30,000km/24 Month	\$250
	45,000km/36 Month	\$250
	60,000km/48 Month	\$250

Outlander 4x4 V6	15,000km/12 Month	\$250
	30,000km/24 Month	\$300
	45,000km/36 Month	\$300
	60,000km/48 Month	\$300

Challenger 4x2/ Challenger 4x4	15,000km/12 Month	\$250
	30,000km/24 Month	\$580
	45,000km/36 Month	\$580
	60,000km/48 Month	\$580

Pajero Petrol	15,000km/12 Month	\$265
	30,000km/24 Month	\$340
	45,000km/36 Month	\$340
	60,000km/48 Month	\$340

Pajero Diesel	15,000km/12 Month	\$300
	30,000km/24 Month	\$580
	45,000km/36 Month	\$580
	60,000km/48 Month	\$580

Triton 4x2 Petrol	15,000km/12 Month	\$235
	30,000km/24 Month	\$235
	45,000km/36 Month	\$235
	60,000km/48 Month	\$235

Triton 4x2 Diesel	15,000km/12 Month	\$250
	30,000km/24 Month	\$550
	45,000km/36 Month	\$550
	60,000km/48 Month	\$550

Triton 4x4 Diesel	15,000km/12 Month	\$250
	30,000km/24 Month	\$590
	45,000km/36 Month	\$590
	60,000km/48 Month	\$590

Express Van	15,000km/12 Month	\$215
	30,000km/24 Month	\$215
	45,000km/36 Month	\$215
	60,000km/48 Month	\$215



## MITSUBISHI MODELS DOMINATE COST OF OWNERSHIP STUDY

Three Mitsubishi models have been tested and proven to be the most affordable cars to own and operate in their class, according to an independent comprehensive study carried out by state motoring clubs\*.

For the second year running, the [Mitsubishi Pajero Sport](#) GLX and the [Mitsubishi Triton](#) 4x4 GLX Double Cab Pick Up topped the All Terrain SUV and Four Wheel Drive Ute categories respectively.

The [Mitsubishi Outlander PHEV](#) has taken first place in the Electric category, proving itself to be considerably more affordable, not to mention, practical and spacious, than the other contenders in its class.

A front runner in the Two Wheel Drive Ute category is the [Mitsubishi Triton](#) 4x2 GLX Double Cab Pick Up, finishing a very narrow second, but scoring better than the winner when taking into account weekly fuelling costs and costs associated with registration, on-roads and insurance.

The thorough annual study looks at the running costs of more than 125 vehicles in all categories during the first five years of ownership, encompassing the on-road purchase price, registration costs, fuel, insurance, depreciation, servicing and other ownership expenses.

Thanks to the RACV, the full reports for each category can be viewed and downloaded below:

- [All Terrain SUV](#)
- [Four Wheel Drive Ute](#)
- [Two Wheel Drive Ute](#)
- [Electric](#)

Specific costs relevant to your state of operation or residence can be viewed below:

- [Queensland – RACQ](#)
- [Victoria – RACV](#)
- [Tasmania – RACT](#)
- [South Australia – RAA](#)
- [Western Australia – RAC](#)

*RACV 2017 Motoring Cost Report; RACQ Private Vehicle Expenses 2017; RACT 2017 Vehicle Operating Costs; RAA 2017 Vehicle Running Costs; RAC 2017 Vehicle Running Costs; Four Wheel Drive Ute category, Mitsubishi Triton Double Cab Pick-Up 4x4; SUV All Terrain category, Mitsubishi Pajero Sport GLX; Electric category, Mitsubishi Outlander PHEV.*

### Small Cars

Mirage Hatch

### Family Cars

### SUV & 4x4

ASX

Eclipse Cross

Outlander

Pajero Sport

Pajero

### Utes

Triton

### Hybrid and electric vehicles

Outlander PHEV

Vanf

### Shopping

🔍 Special Offers

💰 Build & Price

📍 Locate a Dealer

🚗 Book a Test Drive

📄 Request a Brochure

📁 Fleet Information

📄 Warranty

📄 Finance

🚗 Compare Vehicles

MITEC MITEC

### Customer

📞 Contact Us

📍 Locate a Service Centre

✖ Vehicle Recalls

✖ Book a Service

🛡 Airbag Recall

🛡 Capped Price Servicing

📄 Diamond Advantage

📁 Genuine Parts and Accessories

🛡 Maintenance Tips

🛡 Alternate Fuels

📄 Maintenance Schedule

🏆 Survey Competition

### About Us

👤 Company Profile

📰 News & Reviews

📄 Ambition to Explore Blog

👤 Partners

📱 Smartphone Link Display Audio

🌱 Sustainability

❓ FAQs

📞 Contact Us

👤 Careers

🎉 100 Years of Innovation


📄 Disclaimer

📄 Privacy Policy

# Annexure 3

MM

Express

 Credit Information Policy



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## Ambition to explore



WRITTEN BY  
Mitsubishi Motors Australia



## 5 reasons why servicing your Mitsubishi with our specialists is the only way to go

JULY 2, 2019

Mitsubishi Motors Australia has one of the best service intervals, meaning that you can spend less time off the road, less money on servicing and you'll be protecting your investment by ensuring that your Mitsubishi gets the specialist care that only a Mitsubishi genuine service can deliver.

We can think of hundreds of benefits to having your Mitsubishi serviced at a certified Mitsubishi dealership, but we don't want to keep you all day... so we have picked our top 5 reasons to get your vehicle serviced with us. Because why wouldn't you want anything but the best for your vehicle?!

1. You can choose from over 200 Mitsubishi authorised service centres across Australia with our National Network, meaning that we can fit into your busy schedule as seamlessly as possible

Mitsubishi offers the convenience of a dealer network with over 200 dealers, meaning you're never too far away from your Mitsubishi service centre. Adding to this, it's important to remember that all Mitsubishi Authorised Service Centres have access to Specialist tools and diagnostic equipment, ensuring that our dealerships are best placed to fully maintain your vehicle.

2. Peace of mind wherever you are, because servicing with us ensures that your Roadside Assist membership will be carried over to the next year

As you are most likely aware, under the Mitsubishi Capped Price Servicing Program, your vehicle is eligible for Mitsubishi Diamond Advantage Roadside Assistance. What you may not know is that if you decide to get your car serviced somewhere other than a Mitsubishi Motors servicing centre, you will no longer be eligible for

## Annexure 3

Roadside Assistance... that's not something you want to miss out on!

*Benefits of Roadside Assist include:*

- 12 months Roadside Assist, providing coverage anywhere in Australia, 24 hours a day, 365 days a year through their State/Territory Auto Club
- Coverage for 12 months and renewed free of charge for a further 12 months after the completion of each scheduled Capped Price Service event, for up to a maximum of 4 years from the vehicle's warranty start date
- Towing to nearest authorised Mitsubishi Dealership to breakdown site.
- Battery replacement where battery warranty is still valid.
- Emergency assistance for mechanical and non-mechanical failure, or towing if needed.
- Access to a huge range of offers and discounts through their State/Territory Auto Club's Show Your Card and Save program.



3. There will be no nasty surprises when it comes to servicing costs. We'll cap the price of your service for a set number of years, meaning that you will never have to dip into that holiday fund to cover the cost of a car service

Mitsubishi's Diamond Advantage Capped Price Servicing Program provides a calendar of services well into the future, so each time you need to have your vehicle serviced, it won't take you by surprise and it won't break the bank. The service requirements of your vehicle are identified in the Periodic Inspection and Maintenance Schedule and only available from approved Mitsubishi Motors dealerships within Australia, meaning that it's exclusive to you and your vehicle.

4. Absolutely nobody (and we're not exaggerating here) knows your Mitsubishi like our highly skilled, qualified and passionate team

Our Mitsubishi Factory Technicians are trained specifically to understand the Mitsubishi brand range and will ensure that your vehicle is correctly serviced in accordance with the maintenance schedule. Your Mitsubishi Dealer will also advise you of any additional maintenance work required due to vehicle operating conditions.



## Annexure 3



5. Your beloved Mitsubishi will be given the best care there is with only genuine parts being used during the service

Mitsubishi dealers will only be using Genuine Parts to service your vehicle and with 12 month/20,000km nationwide warranty it's a no brainer – don't risk your vehicle being damaged by a service using parts not specific to the make and model of your Mitsubishi.



To find your nearest Mitsubishi Dealership and book your car in for a service with one of our qualified, friendly and passionate technicians, hit the link and get servicing!

<http://bit.ly/findmitsubishidealership>

### RELATED POST

## Safety first: learning new habits and forgetting old ones

When you've been driving for a long time, it can become second nature. While it's great to barely have to think about what you're doing, you don't want to end up falling into bad habits. Staying safe on the roads is all about developing good habits – so why not use these tips to help you switch any negative habits into positive ones.





**Team Triton Stun in  
Stellar Performance in  
Townsville**



**Team Triton Take on  
Winton and Win Big in  
Victoria**

Stay updated on all the latest news from Mitsubishi Motors Australia.

**SUBSCRIBE**

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**Annexure 4**

<b>Submission</b>	<b>Date</b>	<b>Address</b>	<b>Nearest Dealer or Service Centre</b>	<b>Distance (km)</b>	<b>Comments</b>
Berwick Auto Electrics and Mechanical	9/10/20	29/31 Enterprise Ave, Berwick VIC 3806	Berwick Mitsubishi	0.25	
Future Auto Service Centres Pty Ltd	8/10/20	8 Thorne St, Wynnum QLD 4178	Bartons Mitsubishi	0.4	
Major Auto Technics	8/10/20	6 Elgee Rd, Bellevue WA 6056	Midland Mitsubishi	0.55	
Ultra Tune Capalaba	9/10/20	8, 42 Smith St, Capalaba QLD 4157	Capalaba Mitsubishi	0.6	
Luke Phillips	6/10/20	6/8 Rosella St, Frankston VIC 3199	Frankston Mitsubishi	0.65	
Ultra Tune Bundaberg	8/10/20	8 Lillian Crescent OFF, Johanna Blvd, Kensington QLD 4670	Ross Gray Mitsubishi	0.85	
Stop & Go Brake and Service Centre	7/10/20	15 Wells Rd, Seaford VIC 3198	Frankston Mitsubishi	0.95	
Auto Europe	7/10/20	7 Runyon Rd, Midvale WA 6056	Midland Mitsubishi	1.3	
Autoplus WA	7/10/20	3 Artello Bay Rd, Midvale WA 6056	Midland Mitsubishi	1.5	

**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Driveway Mobile Mechanics	8/10/20	Parramatta NSW 2150	Thomson Mitsubishi	1.5	Driveway Mobile Mechanics provides service to all areas of Sydney; however, their website appears to indicate that they are located in Parramatta.
South Coast Auto Services	7/10/20	989 Raglan Parade, Warrnambool VIC 3280	Callaghan Mitsubishi	1.5	
A-One Mechanics	7/10/20	31 Priest St, Ciccone NT 0870	Peter Kittle Mitsubishi	1.8	
First Class Automotives	7/10/20	2 Claude St, Burswood WA 6100	John Hughes Mitsubishi	1.8	
NYP Car Fix	8/10/20	80 Port Rd, New Town SA 5554	Rosewarne Mitsubishi	1.8	
Steve Sorensen Mechanical	2/10/20	1/7-11 St Jude Ct, Browns Plains QLD 4118	Motorama Mitsubishi Hillcrest	1.9	
Woodward's Auto Repairs	8/10/20	20A Bullivant St, Wangaratta VIC 3677	Wangaratta Mitsubishi	1.9	
Ultra Tune Tuggerah	9/10/20	2/42 - 44 Gavenlock Rd, Tuggerah NSW 2259	Tuggerah Mitsubishi	2	
A.D.M. Motors	7/10/20	530 Hawthorn Rd, Caulfield South VIC 3162	Brighton Mitsubishi	2.3	
Daniello's Automotive Centre	8/10/20	23 Stephen Rd, Dandenong South VIC 3175	Dandenong Mitsubishi	2.3	

**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Andrew Brown	8/10/20	108 Ryot St, Warrambool VIC 3280	Callaghan Mitsubishi - Warrambool	2.4	
Anthony's Car & Head Centre	12/10/20	5 John St, Bega NSW 2550	Tarra Mitsubishi	2.6	
Auto Leaders	8/10/20	113 Minjungbal Dr, Tweed Heads South NSW 2486	Cricks Mitsubishi	2.6	
Southern Service Centre	7/10/20	37 Rodeo Dr, Dandenong South VIC 3175	Dandenong Mitsubishi	2.6	
Ultra Tune Carlisle	9/10/20	48 Raleigh St, Carlisle WA 6101	John Hughes Mitsubishi	2.6	
Ultra Tune Fortitude Valley	7/10/20	5/8 Leopold St, Newstead QLD 4006	Brisbane City Mitsubishi	2.7	
Continental Bestdrive Wanneroo	7/10/20	633 Wanneroo Rd Wanneroo W.A. 6065	Wanneroo Mitsubishi	2.8	
GPD Automotive Pty Ltd	9/10/20	39 Toombul Rd, Northgate QLD 4013	Nundah Mitsubishi	2.9	
Twin Cities Automotive	7/10/20	110 Bayswater Rd, Pimlico QLD 4812	Pickerrings Mitsubishi	2.9	
Underwood Car Care	7/10/20	15-17 Kingston Rd, Woodridge QLD 4114	Motorama Mitsubishi Slacks Creek	2.9	

## THOMSON GEER

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Adrad Pty Ltd and Natra Pty Ltd	7/10/20	26-50 Howards Road BEVERLEY SA 5009	Portside Mitsubishi	3	
Ultra Tune Kingsway	9/10/20	Kingsway S/C, 158 cnr Wanneroo Rd & Hepburn Ave, Madeley WA 6065	Wanneroo Mitsubishi	3	
BestDrive Ferrtree Gully	7/10/20	704 Burwood Hwy, Ferrtree Gully, Victoria, 3156	Knox Mitsubishi	3.1	
Chris Albertini Automotive	7/10/20	150 Terania St, North Lismore NSW 2480	Quayside Mitsubishi	3.3	
Ultra Tune Belmont	8/10/20	135 Great Eastern Hwy, Belmont WA 6104	John Hughes Mitsubishi	3.3	
Ultra Tune Milton	9/10/20	10 Heussler Terrace, Milton QLD 4064	Toowong Mitsubishi	3.3	
Warragul Automotive	8/10/20	118 North Rd, Warragul VIC 3820	Warragul Mitsubishi	3.3	
Port Adelaide Auto Repairs	8/10/20	21 Liddon Pl, Port Adelaide SA 5015	Portside Mitsubishi	3.4	
Nunawading Engine Clinic	8/10/20	6A Beech St, Nunawading VIC 3131	Eastside Mitsubishi	3.5	
Gary Homan	30/9/20	68 Frederick St, Northgate QLD 4013	Nundah Mitsubishi	3.6	



**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Ultra Tune Toowoomba West	8/10/20	189 Anzac Ave, Harristown QLD 4350	Toowoomba Mitsubishi	3.7	
Ultra Tune Rockingham	8/10/20	3/6 Acute Ct, Rockingham WA 6168	Rockingham Mitsubishi	3.8	
Ultra Tune Essendon	9/10/20	107 Keilor Rd, Essendon VIC 3040	Essendon Mitsubishi	3.9	
Highton Automotive Service	7/10/20	96 Barrabool Road, Highton, Victoria 3216	Kings Mitsubishi - Geelong City	4	
Auto Stop Pty Ltd	7/10/20	45 Flanders Street Salisbury 4107	Motorama Mitsubishi	4.1	
Brendan van Prooyen	6/10/20	9 Garden Dr, Tullamarine VIC 3043	Essendon Mitsubishi	4.2	
Geraldton 4WD Service and Repair	7/10/20	146 Flores road Geraldton 6530	Youngs Mitsubishi	4.4	
Prodyno	2/10/20	301 Bolsover St, Depot Hill QLD 4700	Tropical Mitsubishi	4.4	
Power Drive Automotive	7/10/20	1/45 Rushdale St, Knoxfield VIC 3180	Knox Mitsubishi	4.6	
Ultra Tune Malvern East	9/10/20	290 Waverley Rd, Malvern East VIC 3145	Chadstone Mitsubishi	4.7	
Ultra Tune Geebung	8/10/20	Cnr Bilsen & Robinson Road East, Geebung QLD 4034	Zupps Mitsubishi (Aspley)	5.4	

**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Continental Bestdrive Subiaco	8/10/20	123 Thomas St Subiaco WA 6008	Paceway Mitsubishi	5.5	
Jackmans Garage Pty Ltd	8/10/20	94-96 Gormanston Rd, Moonah TAS 7009	Hobart Mitsubishi	5.6	
Jeremy Stone	3/10/20	647 North Rd, Ormond VIC 3204	Brighton Mitsubishi	5.7	
Michael J's & Son Mechanical Repairs	8/10/20	168 Grange Rd, Alphington VIC 3078	Ralph D'Silva Mitsubishi	6.1	
Ultra Tune Clayton	8/10/20	1362 Centre Rd, Clayton VIC 3168	Waverly Mitsubishi	6.2	
Easy E's Mechanical	6/10/20	18 Cherry Tree Ln, Narre Warren VIC 3805	Berwick Mitsubishi	6.4	Easy E's Mechanical is a mobile mechanic that services Narre Warren and surrounding suburbs.
Brownbill Automotive	6/10/20	13/21 Power Rd, Bayswater VIC 3153	Knox Mitsubishi	6.5	
Ultra Tune North Ryde	7/10/20	Macquarie Shopping Centre, Cnr Herring & Waterloo Rd, North Ryde NSW 2113	Northshore Mitsubishi	6.5	
Ultra Tune Carindale, Morningside, Macgregor	8/10/20	14 Carindale St, Carindale QLD 4152	Zupps Mitsubishi	6.7	
Ultra Tune Willeri Drive	9/10/20	121 Collins Rd, Willetton WA 6155	Southside Mitsubishi	7.1	

**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Borough Tyre & Auto	8/10/20	330 Eaglehawk Rd, California Gully VIC 3556	Bendigo Mitsubishi	7.2	
Ultra Tune Epping	9/10/20	539 High St, Epping VIC 3076	South Morang Mitsubishi	7.3	
AutoPlus Pty Ltd	5/10/20	419 Warrigal Road, Cheltenham VIC 3189	Chadstone Mitsubishi	7.4	
Macarthur Mobile Mechanical Repairs	2/10/20	8 Ancona Ave, Spring Farm NSW 2570	Camden Valley Mitsubishi	7.4	Macarthur Mobile Mechanical Repairs is a mobile mechanic. The address provided has been obtained from Google searches.
The Garage Miami	8/10/20	18 Pacific Ave, Miami QLD 4220	Von Bibra Robina Mitsubishi	7.6	
MotorActive	7/10/20	Unit 35/2 Slough Ave, Silverwater NSW 2128	Thomson Mitsubishi	7.9	
Let's Torque Automotive	2/10/20	5/13-17 Warraba Road North Narrabeen NSW 2101	Brookvale Mitsubishi	8.2	
Steve Davies	30/9/20	11/29 Timms Rd, Everton Hills QLD 4053	Zupps Mitsubishi Aspley	8.4	
Ultra Tune Croydon	8/10/20	23 Coolstore Rd, Croydon VIC 3136	Lilydale Mitsubishi	8.9	
Rawson Motors	8/10/20	68 Officer S Rd, Officer VIC 3809	Berwick Mitsubishi	9	
BM Tech	7/10/20	295 Canterbury road Canterbury Vic 3126	Eastside Mitsubishi	9.1	

**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Torrisi Automotive	9/10/20	45 Perry Street Matraville 2036	Suttons City Mitsubishi Rosebery	9.1	
D & M Automotive Service Centre	8/10/20	Unit 2/5 Vesper Dr, Narre Warren VIC 3805	Berwick Mitsubishi	9.2	
J&F Motors	9/10/20	160 Church St, Richmond VIC 3121	Brighton Mitsubishi	9.4	
Ultra Tune Glenelg	9/10/20	155 Brighton Rd, Glenelg South SA 5045	Australian Motors Mitsubishi Wayville	9.5	
Ultra Tune Seaford	12/10/20	Unit 4/125 Griffiths Dr, Seaford SA 5169	Australian Motors Mitsubishi McLaren Vale	9.6	
Jerome Harris	22/9/20	North Bondi	Suttons City Mitsubishi Rosebery	9.7	
Ultra Tune Highpoint	9/10/20	2B Williamson Rd, Maribyrnong VIC 3032	Essendon Mitsubishi	9.7	
Ultra Tune Hawthorn	9/10/20	9 Mayston St, Hawthorn East VIC 3123	Chadstone Mitsubishi	10.6	
Blackwood Dyno Tune and Service	8/10/20	2 Stirling Road Blackwood SA 5051	Australian Motors Mitsubishi Wayville	11.2	
Lefevre Auto Repairs	8/10/20	2 Veitch Rd, Osborne SA 5017	Portside Mitsubishi	11.4	
Ultra Tune Greensborough	8/10/20	140-146 Main St, Greensborough VIC 3088	Ralph D'Silva Mitsubishi	11.5	

## THOMSON GEER

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Bob Romano Auto Care & Performance	8/10/20	387 Lytton Rd, Morningside QLD 4170	Zupps Mitsubishi Mt Gravatt	11.6	
Ramz Car Sales & Ramz Automotive	6/10/20	272-280 Lower Dandenong Rd, Mordialloc VIC 3195	Dandenong Mitsubishi	12.1	
Future Auto Service Centres / Hondacare	8/10/20	1/1 Spine St, Sumner Park QLD 4074	Toowong Mitsubishi	12.6	
Mammi Motors	8/10/20	10 Industrial Dr, Somerville VIC 3912	Frankston Mitsubishi	12.6	
Andrews Autos	8/10/20	3/30 Michael St, Pakenham VIC 3810	Berwick Mitsubishi	13.2	
Ultra Tune Beenleigh	7/10/20	131 George St, Beenleigh QLD 4207	Motorama Mitsubishi Slacks Creek	15.1	
Highfields Mechanical & Offroad / HiMech Auto Solutions	2/10/20	1/1 Darian St, Highfields QLD 4352	Toowoomba Mitsubishi	17.6	
Dyer's Auto Engineering	8/10/20	1945 Healesville Rd, Yellingbo VIC 3139	Lilydale Mitsubishi	19	
Westport Automotive Services	8/10/20	4 Lyall St, Hastings VIC 3915	Frankston Mitsubishi	20.7	
Geoff Conley Automotive	7/10/20	21 Weston Street Culburra Beach, NSW 2540	South Nowra Mitsubishi	21.2	

**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
JSI Automotive	6/10/20	Swallow St & Tyack St (Corner, Numurkah VIC 3636	Shepparton Mitsubishi	34.5	
Ultra Tune Morisset	8/10/20	6/50 Alliance Ave, Morisset NSW 2264	Kelly Mitsubishi	34.6	
Harden Bearings & Hardware	8/10/20	20 Station Street HARDEN NSW 2587	Young Mitsubishi	35	
Austin Auto Repairs	8/10/20	11 Hoyle Ct, Kyneton VIC 3444	Castlemaine Mitsubishi	36.4	
Maryborough Service Centre	8/10/20	11 Teddington Rd, Tinana QLD 4650	Wide Bay Mitsubishi	39.9	
Towers Automotive	7/10/20	6 Cassidy Ln, Charters Towers City QLD 4820	Pickering Mitsubishi	134	
Maranoa Mechanical	9/10/20	12 Beardmore Pl, St George QLD 4487	Dalby Mitsubishi	304	
ABS Automotive	9/10/20	N/A			ABS Automotive is a franchisor (with 30 franchisees at various locations).
An Interested Party	13/10/20	N/A			No address details available.
An Interested Party	12/10/20	N/A			No address details available.
An Interested Party	9/10/20	N/A			No address details available.

**THOMSON GEER**

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
An Interested Party	9/10/20	N/A			No address details available.
An Interested Party	9/10/20	N/A			No address details available.
An Interested Party	9/10/20	N/A			No address details available.
An Interested Party	9/10/20	N/A			No address details available.
An Interested Party	1/10/20	N/A			No address details available.
An Interested Party	21/9/20	N/A			No address details available.
Ashraf Abdelmoteleb	2/10/20	N/A			No address details available.
Austen Evans	20/9/20	N/A			No address details available.
Australian Automotive Aftermarket Association (AAAA)	9/10/20	N/A			The AAAA does not provide or acquire vehicle servicing or repair services.
Australian Automotive Dealer Association (AADA)	8/10/20	N/A			The AADA does not provide or acquire vehicle servicing or repair services.
Australian Small Business and Family Enterprise Ombudsman (Ombudsman)	9/10/20	N/A			The Ombudsman does not provide or acquire vehicle servicing or repair services.
Auto One Australia Pty Ltd	13/10/20	N/A			Auto One Australia Pty Ltd operates across 78 locations.

Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Bapcor Limited	9/10/20	N/A			Bapcor Limited does not provide or acquire vehicle servicing or repair services.
Blue Toro Pty Ltd	9/10/20	N/A			Blue Toro Pty Ltd operates across multiple locations.
Bosch Car Service Council AU & NZ	8/10/20	N/A			Bosch Car Service Council AU & NZ operates a franchised network across 125 locations.
Chet Ficker	19/9/20	N/A			No address details available.
CSM Service Bodies	12/10/20	N/A			CSM Service Bodies does not provide or acquire vehicle servicing or repair services.
David Barber	8/10/20	N/A			No address details available.
Davies, Craig Pty Ltd	9/10/20	N/A			Davies, Craig Pty Ltd does not provide or acquire vehicle servicing or repair services.
Disc Brakes Australia	8/10/20	N/A			Disc Brakes Australia does not provide or acquire vehicle servicing or repair services.
Gerard Eljizen	23/9/20	N/A			No address details available.
GPC Asia Pacific	9/10/20	N/A			GPC Asia Pacific operates across multiple locations.
GUD Holdings Limited	9/10/20	N/A			GUD Holdings Limited operates across multiple locations.
Harrier National	7/10/20	N/A			Harrier National does not provide or acquire vehicle servicing or repair services.



Submission	Date	Address	Nearest Dealer or Service Centre	Distance (km)	Comments
Lemon Laws 4 Aus	28/9/20	N/A			Lemon Laws 4 Aus does not provide or acquire vehicle servicing or repair services.
Matt Smith	18/9/20	N/A			No address details available.
mechanic.com.au	9/10/20	N/A			Mechanic.com.au does not provide or acquire vehicle servicing or repair services.
Midas Australia Pty Ltd	9/10/20	N/A			Midas Australia Pty Ltd operates a franchised network at over 70 locations.
Mike Smith	9/10/20	N/A			No address details available.
Motor Trades Association of Australia (MTAA)	9/10/20	N/A			The MTAA does not provide or acquire vehicle servicing or repair services.
MTA Queensland	9/10/20	N/A			MTA Queensland does not provide or acquire vehicle servicing or repair services.
mycar Tyre & Auto	9/10/20	N/A			Mycar Tyre & Auto operates across 264 locations.
Neil Freeman	4/10/20	N/A			No address details available.
Nick Boza	8/10/20	N/A			No address details available.
Pedders Suspension and Brakes	8/10/20	N/A			Pedders Suspension and Brakes operates across 122 locations.
Rapid Tune Pty Ltd	7/10/20	N/A			Rapid Tune Pty Ltd operates across multiple locations.

<b>Submission</b>	<b>Date</b>	<b>Address</b>	<b>Nearest Dealer or Service Centre</b>	<b>Distance (km)</b>	<b>Comments</b>
Rapid Tune Pty Ltd	7/10/20	N/A			Rapid Tune Pty Ltd operates across multiple locations.
Robert Williams	20/9/20	N/A			No address details available.
Ryco Group	9/10/20	N/A			Ryco Group does not provide or acquire vehicle servicing or repair services.
Ultra Tune Australia Pty Ltd	9/10/20	N/A			Ultra Tune Australia Pty Ltd operates across 257 locations.
Uneek4x4 Australia	9/10/20	N/A			Uneek4x4 Australia does not provide or acquire vehicle servicing or repair services.

PEACE OF MIND  
COMES STANDARD  
ACROSS THE RANGE.

**MITSUBISHI**  
**DIAMOND**  
**ADVANTAGE**  
WHEN ALL SCHEDULED SERVICES ARE COMPLETED AT A MITSUBISHI DEALERSHIP



## AUSTRALIA'S FIRST 10 YEAR WARRANTY PROVIDES OWNERS PEACE OF MIND.

No matter which Mitsubishi you choose, Mitsubishi Motors is committed to offering high quality vehicles that are both reliable and dependable.

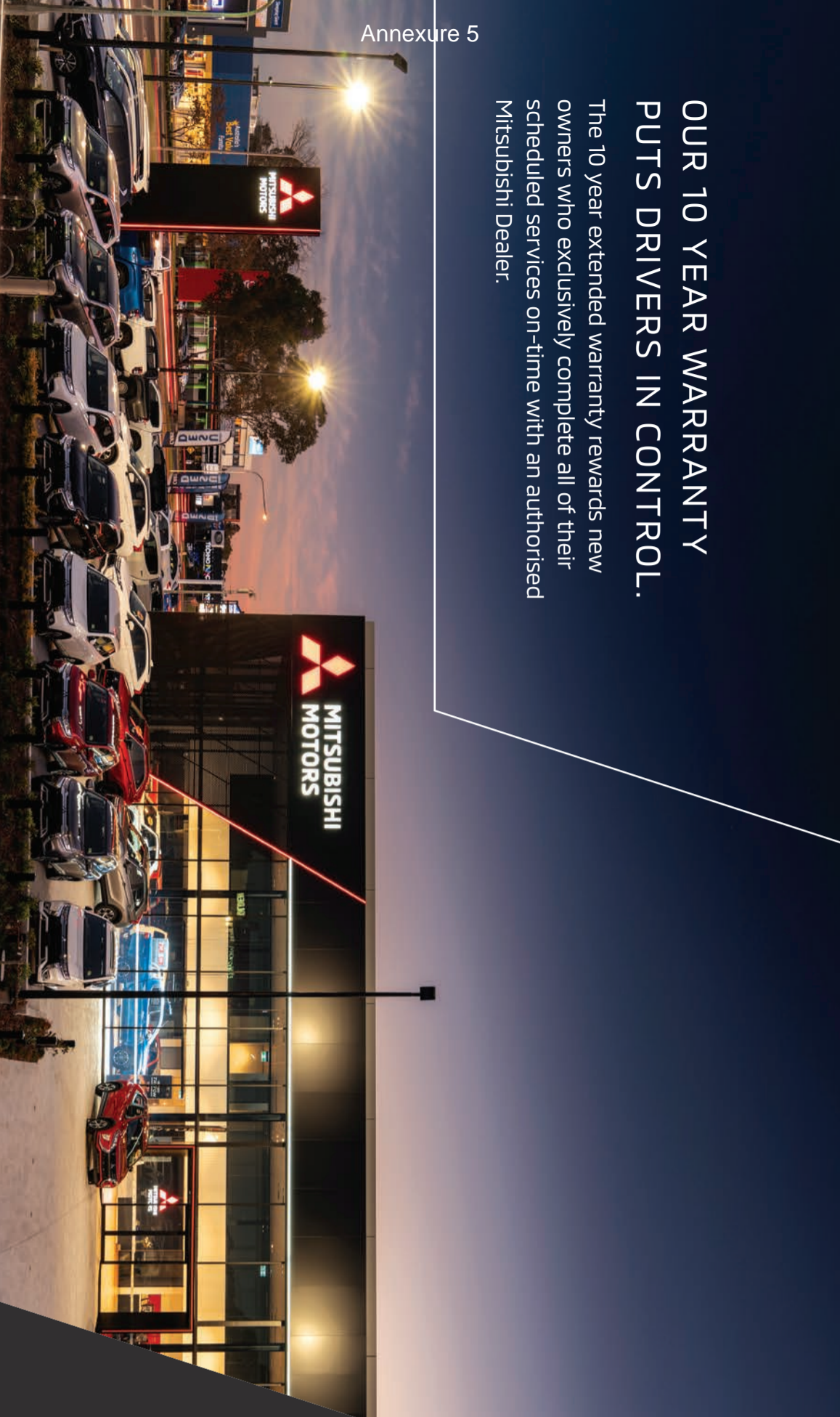
Our Mitsubishi Diamond Advantage 10-year/200,000km new car warranty provides the ultimate assurance that Mitsubishi vehicles are built for the time of your life. This warranty is available when you exclusively complete all of your vehicle's scheduled services on-time with an authorised Mitsubishi Dealer.

Your Diamond Advantage warranty also includes our 10 year Capped Price Servicing program, available through all authorised Mitsubishi Dealers, and access to up-to 4 years of state Auto Club membership if your car's scheduled services are exclusively completed on-time with an authorised Mitsubishi Dealer.



## OUR 10 YEAR WARRANTY PUTS DRIVERS IN CONTROL.

The 10 year extended warranty rewards new owners who exclusively complete all of their scheduled services on-time with an authorised Mitsubishi Dealer.



### **Extend your warranty**

Mitsubishi new car owners have the opportunity to benefit from our Diamond Advantage 10-year/200,000km warranty simply by completing all of their scheduled Capped Price Services on-time with an authorised Mitsubishi Dealer (or authorised PHEV Mitsubishi Dealer for PHEV vehicles).

You can find the service schedule online or inside the sleeve in the front of this book.

### **Peace of mind**

We know that many Mitsubishi customers modify their vehicles to fit their unique needs. The Diamond Advantage warranty will continue to cover the original components that have not been modified or altered from the factory specifications. If a non-genuine or otherwise modified part needs replacing or causes damage to other components, this will not be covered.

In addition to our Diamond Advantage 10-year/200,000km warranty, every Mitsubishi Motors vehicle is also covered by a standard 5-year/100,000km warranty. You do not need to complete your scheduled services with an authorised Mitsubishi Dealer to take advantage of this standard warranty.

PHEV Traction Batteries are covered separately by a 8-year/160,000km warranty.

Government, Rental, Taxi and some Business Vehicles are ineligible for the Mitsubishi Diamond Advantage warranty. Refer to the Service and Warranty booklet for full details of the Manufacturer's Warranties.

# WE'VE MADE IT EASY TO MAINTAIN AUSTRALIA'S FIRST 10 YEAR WARRANTY.

Maintaining your vehicle means that it will be ready to take on your next challenge.

## You're in control

Our 10 Year Capped Price Servicing program provides you the best opportunity to control your maintenance costs and ensure your vehicle is running in top condition.

Your Mitsubishi was sold with eligibility for the Diamond Advantage warranty, which includes 10 year Capped Price Servicing, and – if maintained – these can be transferred to the next owner if you choose to sell your car.

If you are unsure whether your vehicle is covered by the Diamond Advantage warranty, visit [mitsubishi-motors.com.au/diamond-advantage](http://mitsubishi-motors.com.au/diamond-advantage) or contact your local authorised Mitsubishi Dealer.

10-year/150,000km Capped Price Servicing (whichever occurs first), includes the first 10 regular services (at 15,000km/12 month scheduled intervals). Any non-regular service/repair items are at an additional cost. Servicing must be completed by an authorised Mitsubishi Dealer within 7,500kms or 6 months of the service due date. Valid from date of vehicle registration.

Regular servicing at the recommended intervals is critical to the health of your vehicle – and is key to maintaining your warranty.



## MITSUBISHI CAPPED PRICE SERVICING.

We're adding even more value to your ownership experience. Our Capped Price Servicing program at all authorised Mitsubishi Dealers has now been extended to 10 years for all private new car buyers.

### What's included

This program is designed to give owners peace of mind that your car will be cared for as designed by our engineers, all at a capped price. The service includes the parts, labour, oils and fluids, workshop supplies and any applicable environmental or waste oil disposal charges.

The following items are not included in your Capped Price Service:

- Those items identified as requiring more frequent attention due to individual operating conditions as described in the service and warranty customer information booklet
- Any servicing or repairs required as a result of the fitting of non-genuine parts or accessories
- Normal wear and tear and consumable items requiring periodic maintenance (e.g. fuses, brake pads, wiper blades, batteries, tyres, wheel alignment, tyre rotation and balance etc.)
- Fluids, additives and treatments not specified in the regular service tables
- Accident damage
- Adjustments not specified in the regular service tables
- Additional maintenance and repairs which may be recommended by an authorised Mitsubishi Dealer to suit your particular driving conditions.

### When unforeseen issues arise

Your Mitsubishi is sold with a membership to your state Auto Club, which includes roadside assistance. When you complete your Capped Price Service, this membership is automatically extended for a further 12 months, up to a maximum of four years.

### Car care

Mitsubishi Motors' factory trained technicians provide the best quality service for your vehicle, and their expertise means they can answer any vehicle specific questions about your Mitsubishi.

### The first month

The first months of driving prior to your complimentary 1,500km inspection are important.

During the first week of driving, your vehicle may produce an unusual odour. This is a normal process as the exhaust and other components begin to burn off their protective storage coating. If you feel concerned, visit your local authorised Mitsubishi Dealer who will inspect the vehicle for you.

### When you first receive your new vehicle

- ⊗ Don't drive under full throttle or high revs for extended periods.
- ⊗ Don't overload your vehicle or tow a heavy trailer or caravan.
- ⚠ Avoid maintaining the same speed for extended periods.
- ⚠ Avoid heavy braking.

### The first service

The first service is an opportunity for your Mitsubishi Motors service team to inspect the car and ensure it is operating optimally.

When you visit the Dealership for your service, your local team can give you any advice specific to your car and your driving experience.

Be assured, if we need to do any extra work we will let you know before we start so that you're in control of any additional costs.



05

## BETWEEN SERVICES.

Taking care of your vehicle between services is a great way to ensure that it runs at optimum performance - and can prevent avoidable wear and tear.

### Check your tyres

To optimise your driving experience and improve your fuel consumption, regularly check that your tyres are at the recommended tyre pressures and are not worn. The recommended tyre pressures for your vehicle are located on the tyre placard which can be found on the front door jamb, or in the owner's manual.

### Take a look under the bonnet

There are a couple of under bonnet checks that you can do. These are checking the windscreen washer fluid, engine oil and engine coolant levels. Engine oil and coolant are special fluids and we recommend you visit your authorised Mitsubishi Dealer should you need to have these topped up.

### Washer fluid

Refill your windscreen washer fluid with clean water. Avoid using household detergents or cleaning agents as this may damage your paintwork if not correctly diluted. Your authorised Mitsubishi Dealer can provide you with a recommended washer fluid additive.

### Coolant

Regularly check the coolant reservoir to ensure your car is running at optimum temperature. The level should be between the high and low mark. The coolant level will vary depending on the engine temperature. We recommend you contact your authorised Mitsubishi Dealer if your coolant level requires continual topping up.

### Engine oil

To check the engine oil, your engine should be warmed up. Ensure the vehicle is parked on level ground and the engine has been turned off. Wait a few minutes after turning the engine off before checking the engine oil. Remove the dipstick, wipe clean with a lint free cloth. Reinsert and remove dipstick. If the oil level is at the low mark on the dipstick, contact your authorised Mitsubishi Dealer to ensure the correct grade of engine oil is used. Always take care when touching any components under the bonnet as they may be hot and could cause injury.

The original oil does not need to be replaced until your first service which is due at 12 months or 15,000km (whichever occurs first). After this point, the oil will be changed as part of your regularly scheduled Capped Price Service.

### Protect your paintwork

Your vehicles paintwork should be cleaned as soon as you notice any bird droppings, pollen, fall out or other chemical or environmental contaminants. If not removed, these contaminants and or bird droppings may damage the paintwork of your vehicle. Wash your vehicle with a soft sponge or cloth and warm water, and avoid using any household chemicals or abrasive sponges or cloths.

### Washing

We recommend washing your vehicle at least once a month. If you live in a coastal area, your vehicle will require washing on a more regular basis, and

should be washed down after any sand or beach driving. A quick pre-rinse with clean water will assist in softening any stuck on dirt or mud. Do not use any harsh chemicals or abrasive wipes as these may damage the paintwork of your vehicle.

### Polishing

Polishing your vehicle provides extra protection for your paintwork following any car wash. Use a quality polish and soft cloth. Only polish small sections of your vehicle at a time to prevent the polish from drying. Avoid polishing your vehicle in direct sunlight. The use of cutting compounds should be used with caution and only when absolutely necessary. Matt-finish parts and plastic bumpers must not be polished as this may stain or damage their finish.

### Cleaning your alloy wheels

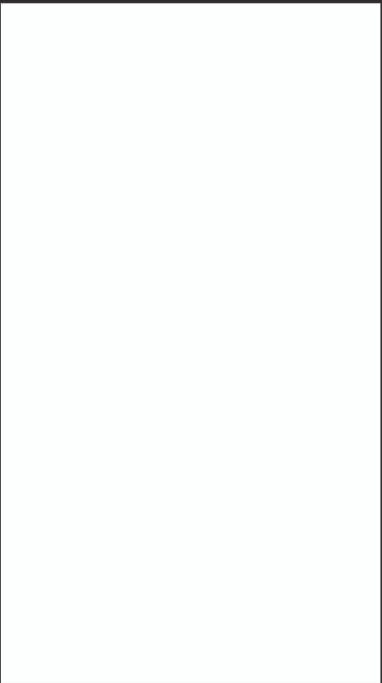
To avoid damaging the protective clear coat of your alloy wheels, use a mild soap or neutral detergent with lukewarm water. Do not use any harsh chemicals or wheel cleaners as these will damage the protective clear coat.

### Cleaning the interior

Ideally after washing your vehicle is a good time to clean the interior. Vacuum the carpet regularly and clean up any spills as soon as possible. A damp soft cloth can be used on plastic trims, but avoid moisture contacting any electronic equipment such as the audio unit and instrument display unit. We recommend using genuine floor mats to help protect the carpet of your vehicle.



## Annexure 5



For more information, call your authorised Mitsubishi Dealer.

You can also call Customer Assistance on 1300 13 12 11

[mitsubishi-motors.com.au](http://mitsubishi-motors.com.au)

10-year/200,000km New Car Warranty (whichever occurs first and when all scheduled services are completed on time at an authorised Mitsubishi Dealer or authorised PHEV Mitsubishi Dealer for PHEV vehicles), 10-year/150,000km Capped Price Servicing (whichever occurs first) includes the first 10 regular services (at 15,000km/12 month scheduled intervals). Some terms excluded or subject to separate warranty. PHEV main power (traction) battery is warranted for 8 years or 160,000km (whichever occurs first). Any non-regular service/repair terms are at an additional cost. Servicing must be completed by an authorised Mitsubishi Dealer within 7,500kms or 6 months of the service due date. Valid from date of vehicle registration. Excludes Government, Rental and National Business customers. ©Mitsubishi Motors Australia Limited. ABN 53 007 870 395. Part No. AU901493.



**MITSUBISHI  
MOTORS**

**Drive your Ambition**

































































