



UD TRUCKS

# QUON – Heavy Duty Standard Warranty



## Coverage Levels

The QUON Truck Warranty is offered with the following coverages to suit the application or segment category.

APPLICATION / CATEGORY	GCM	COVER	MONTHS**	KILOMETRES**
Heavy Duty (HD)	Up to 60 tonnes	Standard	0-36	500,000
		Cab Structure / Corrosion	0-36	Unlimited

Note: \*\* Whichever occurs first – months / kilometres.

## Warranty

For full Warranty terms, conditions, limitations and exclusions, see the *UD Warranty Booklet*.

## Warranty Period

Warranty coverages commence from the delivery date stated on the “Warranty Certificate / Registration Form” contained in the *UD Warranty Booklet*, until “whichever occurs first” months or kilometres.

## Standard Coverage

Includes parts and labour costs to repair or replace defective QUON cab / chassis components only.

## Driveline Coverage - Major Components

Includes parts and labour costs to repair or replace defective major components in the engine, gearbox and final drive.

## Maintenance

If maintenance components do not meet UD Truck specifications the necessary replacement, repair or adjustment will be made without charge if rectified within 120 days or 50,000 kms\*\*, and vibrations within 6 weeks or 15,000 kms\*\* from date of delivery.

## Scheduled Maintenance

The vehicle must be maintained as outlined in the UD Trucks Preventative Maintenance / Service Plan for the standard and Driveline Warranties to remain valid.

UD Truck warranty cannot support claims for any components that are not maintained and/or neglected.

All coolants, oils and filters and other consumables used must meet UD Truck specifications.



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## What is not covered

**Examples of excluded items which are either part of normal maintenance or wear & tear include:**

- Oil, fuel, air, coolant and air-conditioner filters, drive belts, lubricants, bulbs, fuses, wiper blades, hoses, glass.

**Examples of excluded adjustments which are part of normal maintenance include:**

- Engine valves, wheel and axle alignments, trailer brake valve and tightening of hoses, pipes and bolts.

**Examples of wear and tear items include:**

- Brake discs and pads, clutch plates / linings, clutch packs. Bearings, synchronisers, shock absorbers, bushings, shock absorber rubbers, kingpins, oil seals, universal joints, shackle pins, upholstery, glass, mud flaps, towing couplings, trailer connections.

**Warranty does not cover the following items:**

- Alterations not approved by UD Trucks.
- Any vehicle component, replacement spare part which has been subject to misuse, negligence, improper installation, accident or any service or repair not conducted in accordance with the UD Trucks Preventative Maintenance / Service Plan [or any other applicable manual].
- Failure to apply UD Trucks recommended lubrication / maintenance intervals in accordance with Owner's Manual.
- Consequential, indirect or incidental expenses incurred as a result of defects in manufacturer's material / workmanship.
- Normal deterioration of paint, soft trim and appearance items due to wear and exposure.
- Tyres – these have a separate warranty covered by the tyre manufacturer.
- Normal noise and vibration.

**Warranty does not cover damage / failures / corrosion resulting from the following:**

- Accident, theft, fire, vehicle overload or misuse.
- Use of improper / contaminated fluids, coolants or lubricants.
- Failure to follow schedule maintenance services.
- Use of parts other than genuine UD Truck parts.
- Environmental conditions, acts of God and other events beyond the control of UD Trucks such as wind storm, hail, stone damage, floods or lightning.
- Failure to follow instructions for AdBlue use, storage and handling as described in drivers instruction booklet.

Note: \*\* Whichever occurs first – months / kilometres.

## Important

For the standard & Driveline Warranties to remain valid mandatory warranty services, inspections, downloads, oil sampling and repairs must be completed "prior" to the expiry dates and/or distances detailed.

## Parts Warranty

- 12 months / Unlimited kms from date of purchase, or
- 24 months / 500,000 kms for driveline components if part is installed by authorised UD Truck dealer.

**If part is purchased over the counter** from an authorised UD Truck dealer and a warrantable failure occurs, UD Trucks will cover cost of failed part.

**If authorised UD Truck dealer installed the part** and a warrantable failure occurs the part and labour for replacement will be covered including any genuine UD components that are a consequence of this failure.

## Towing and Roadside Assist

Towing and Roadside Assist coverage (trailers not included) is provided to the closest authorised UD Dealer or repairer from:

- 12 months / unlimited kms
- 13-24 months / 500,000 kms\*\* on listed driveline components.

## Cab Structure and Corrosion

Cab structure and corrosion coverage from:

- 0-36 months / Unlimited kms

**Note:** Paintwork on the cab and chassis is covered for 12 months only from the warranty start date.

## Warranty transfer

If the truck is sold into the same application or segment category, the balance of the warranty can be transferred at no cost.

If sold into a different application or segment category, some or all of the warranty may be valid.

Please contact your local UD Truck Dealer.

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

As set out in our sale contract, our liability to you under Part 3-2 of the Australian Consumer Law may be limited by the operation of that contract]. The above text (which we are required to include in this document by the Australian Consumer Law) must be read subject to the operation of the relevant clauses of the sale contract.