





**WARRANTY BOOKLET** 

# Vehicle Information

OWNERS NAME & ADDRESS		Serial No.		
		Chassis No.		
		Engine No.		
		Fuel Injection Pump. No.		
		Date of Sale	Direct Sale/Dealer Sale	
I/We have been explained about		Kilometer Reading	Key No.	
terms & conditions as mentioned by the dealer's representative. I/We agree to		Registration No.	M&M Invoice No.	
by the terms & conditions.		Dealer/Sub-Dealer's Name & Address -		
Data Owne	er's Signature	Date	Seal & Signature	

This coupon must be duly filled by the dealer and sent to Mahindra & Mahindra Distributor.





#### Vehicle Information

OWNERS NAME & ADDF	RESS	Serial No.		
OVVIVEL IO IVAIVIE & ADDI	1200	Chassis No.		
		Engine No.		
		Fuel Injection Pump. No.		
		Date of Sale	Direct Sale/Dealer Sale	
I/We have been explained		Kilometer Reading	Key No.	
terms & conditions as mentioned by the dealer's representative. I/We agree to abid	/We agree to abide	Registration No.	M&M Invoice No.	
by the terms & conditions	6.	Dealer/Sub-Dealer's Name & Address -		
Data	Owner's Signature	Date	Seal & Signature	

This coupon must be duly filled by the dealer and retained for their record.





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TO ASSIST IN MAINTAINING OUR RECORDS, PLEASE COMPLETE THIS FORM AND FORWARD IT TO:

Mahindra Automotive Australia Pty Ltd. PO Box 184, Acacia Ridge QLD 4110, Australia.

The Vehicle Identification Number (VIN) is the the VIN open the bonnet. You will find the VIN Should you have any query in locating this, ple Australia via Phone on + 07-32131211	I on a label in the engine compartn	
STATE OF REGISTRATION	REGISTRATION NUMBER	SIDO
WNER / DRIVER DETAILS		
-	- 1	
le: Mr/Miss/Ms/Mrs/Dr (please circle one		Join/ Owner (if applicable):
le: Mr/Miss/Ms/Mrs/Dr (please circle one st Name:		, , , , , ,
le: Mr/Miss/Ms/Mrs/Dr (please circle one st Name:st Name: st Name:ddress:		
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le: Mr/Miss/Ms/Mrs/Dr (please circle one st Name: st Name: ldress: burb/Town:		Title: Mr/Miss/Ms/Mrs/Dr (please circle one) First Name:
dile: Mr/ Miss/Ms/Mrs/Dr (please circle one rst Name: est Name: es		Title: Mr/Miss/Ms/Mrs/Dr (please circle one) First Name: Last Name:

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# Change of Ownership

TO ASSIST IN MAINTAINING OUR RECORDS, PLEASE COMPLETE THIS FORM AND FORWARD IT TO:

Mahindra Automotive Australia Pty Ltd. PO Box 184, Acacia Ridge QLD 4110, Australia.

This coupon must be duly filled by the dealer and retained for their record.

VEHICLE IDENTIFICATION						_
The Vehicle Identification Number (VIN the VIN open the bonnet. You will find t Should you have any query in locating t Australia via Phone on +07-3213121	he VIN on a label ir his, please feel free	the en	gine com	npartn		
STATE OF REGISTRATION	REGIST	RATIO	N NUN	1BER		SIDO
<b>DWNER / DRIVER DETAILS</b> itle: Mr/Miss/Ms/Mrs/Dr (please cir					Join,	∕ Owner (if applicable):
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uburb/Town:				_	Last	Name:
ostcode: tate:					Com	pany Name (if applicable):
ountry:					Fleet	t Manager (if applicable):
mail Address:					5	
Signature:					Date	e: / /
hank you for completing this form. Your ecalls and scheduled servicing), and for						r records, notify you of service actions, (for exa services from us.

# Contents

Service Information
Service Coupon-PDI
Warranty Coverage
Warranty policy wear & tear
Corrosion Warranty Policy
Warranty Certificate
Record of service performed
Battery Installation and General Maintenance
Battery Warranty Card
Conditions of Battery Warranty29
Battery Service Record

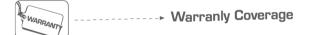


# **Models Applicable**











While it goes without saying that your Mahindra vehicle is designed to give you the best performance, you are advised to maintain it as per instructions given in the Owner's Manual.

• Pre-Delivery inspection has already been completed before you driveaway in your new vehicle.

Pre-delivery Inspection (POI)

Carried out before delivery

#### Service Schedule

- All applicable scheduled maintenance services done as per the kilometers/time interval as per the maintenance schedule provided in this manual. The information on service schedule and lubricants recommended supersedes any other information provided eleswhere in your owner's manual.
- For all paid maintenance services offered by Dealer/Service Centres, Customers need to pay for lubricants, maintenance items (consumables) and labour charges.
- Services can be availed of at any of our Authorised Dealers/
   Service Centres spread across Australia
   irrespective of the Dealer who has sold you the vehicle.
- The nature of various jobs carried out by Dealers I Service
- Centres during services are clearly indicated in this booklet.



# PDI COUPON

Service • Warranty

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#### Mahindra



PDI	Model	Valid only at M&M Authorised Service Station
Service Rendered Date	M&M Invoice Number	Serial Number
At Km	Owner	Chasis Number
Registration Number	Service Rendered Date	Engine Number
Model	At Km	Registration Number
		I am satisfied with the condition of my vehicle and
Dealers /ASC Seal & Signature	Dealers /ASC Seal & Signature	have taken delivery of the same. The dealer has explained the warranty term, maintenance schedule and policies to my satisfaction.  Owner's Signature

# **Warranty Norms**

1. The warranties set out below are provided by Mahindra Automotive Australia Pty Ltd ACN 133 379 218 of Unit 1/39, Distribution Street, Larapinta QLD 4110 Australia with Telephone number: 07-32131211 and email: **customercare** @mahindra.com.au. ("Mahindra Automotive Australia" and the "Company"), in relation to your XUV 3XO ("Vehicle").

#### 2.Pre-Requisites for Warranty

- 2.1The Owner must ensure that all applicable scheduled maintenance services are done on the Vehicle as per the kilometre / time interval as prescribed in the maintenance schedule provided in the manual for the Vehicle ("Owners Manual").
- 2.2 If the Owner detects any fault in the vehicle during any of the phases, the Owner should report it to the Mahindra Automotive Australia dealer ("Mahindra Dealer") and immediately get it corrected after a fault is detected and cease operating the Vehicle until such a fault is repaired so that the Vehicle is fit to drive.

#### 3. Know When Your Vehicle Warranty Begins

#### New vehicle:

3.1 Your new Vehicle's warranty start date is the day you take delivery of your new Vehicle as an owner or the date of first registration of your new Vehicle, whichever occurs first ("New Vehicle Warranty Start Date").



3.2 If you have purchased a Mahindra Dealer demonstrator Vehicle (a Vehicle which was previously used for demonstrator purposes by a Mahindra Dealer), your Vehicle's warranty start date is the day it was registered by a Mahindra Dealer ("Demonstrator Warranty Start Date").

## 4. Warranty Coverage

- 4.1 The warranty and the "Warranty Coverage Period":
- (a) subject to items contained under Annexure A being the "Limited Items Warranty", your new Mahindra Vehicle comes with a 7 years/150,000 kilometres ("New Vehicle Warranty") with a warranty coverage period of seven (7) years that begins on the New Vehicle Warranty Start Date and ceases on the expiry of the period of seven (7) yrs OR 150,000kms whichever earlier from the New Vehicle Warranty Start Date ("New Vehicle Warranty Coverage Period"); (b) subject to the Limited Items Warranty, if you purchase a demonstrator vehicle, it comes with 150,000 Kms Warranty with a warranty coverage period of seven (7) years that begins on the Demonstrator Warranty Start Date and you are entitled to the balance of the warranty coverage period ("Demonstrator Warranty Coverage Period"). (each of the above periods listed in clause 4.1 are referred to as the "Warranty Coverage Period").
- 4.2 In case of transfer of ownership in the Vehicle during the Warranty Coverage Period, the subsequent owner(s) shall have only the balance of the Warranty Coverage Period remaining from the date of transfer to the new owner in the Vehicle.



- 4.3 Mahindra Automotive Australia warrants that for the Warranty Coverage Period, Mahindra Automotive Australia will repair or replace any part on the Vehicle (except for certain limitations wherein the Warranty does not apply, as listed below) which proves to be defective in materials or workmanship, subject to the terms and conditions of this warranty.
- 4.4 The Owner of the Vehicle is responsible to ensure that the vehicle is serviced in accordance with the manufacturer's service guidelines and service intervals as per Owner's Manual ("Service Guidelines"). Damage or defects arising from improper service or lack of service not in accordance with the Service Guidelines may not be accepted under the terms of this warranty. Any consequential, direct or incidental loss or damage resulting from improper or lack of service is not covered under the terms of this warranty. It is the Vehicle Owner's responsibility to provide the Vehicle for repairs.
- 4.5 There is a Five (5) Years Body & Paint Warranty. This warranty covers any repair or replacement of body sheet metal parts that have been perforated by rust.

#### This includes:

(a) a body panel that contains a physical hole (from the inside out) through a body panel due to corrosion, caused as a result of a manufacturing fault.

#### This excludes:

- (a) corrosion occurring from factors beyond Mahindra Automotive Australia's control such as stone chips, scratches, incurred/inflicted during normal use of the Vehicle on the road. The corrosion warranty would also not be applicable due to use of unsuitable/ corrosive cleaning products; and
- (b) the Customer's failure to report and repair any known or reasonably suspected paint or corrosion damage.



#### 5. Terms and Conditions

- 5.1 The Owner may be required to provide service records, evidence of usage history for the Owner and previous owner/s and other vehicle records to establish the Vehicle's warranty status and to establish that the Vehicle has not been operated for Commercial Use.
- 5.2 The warranty is specific to the Vehicle purchased by the Owner and may NOT be transferred to another vehicle under any circumstances.
- 5.3 The warranty will be voided in the event of the Vehicle being "Written Off" (that is, the vehicle has been damaged to the extent that renders repair of the vehicle impractical or uneconomic except due to manufacturing defect) or disposed of by an insurer.
- 5.4 Subject to clause 6.8 a limited warranty for parts is provided as per the table under Annexure A attached herewith.
- 5.5 The Company's liability under this warranty is dependent upon the strict observance by the Purchaser that all or any of the services are carried out as per the recommendation given by the Company in the Owner's Manual provided with the Vehicle.
- 5.6 For best experience, it is recommended that the Owner during the operation of Vehicle uses only those brands of lubricating oils, lubricants or fuel, as recommended by the Company.



6.1 The benefits conferred by this warranty are in addition to other rights and remedies of the consumer under the Australian Consumer Law and other applicable laws in relation to the Vehicle.

#### **Your Consumer Rights**

- 6.2 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.
- 6.3 Subject to the aforesaid, this warranty is not applicable for Tyres/ Batteries/ Tube Warranty. The Warranty is provided by the respective Manufacturers under their warranty terms. The Company's Dealer will assist the purchaser in taking up the complaint with the respective manufacturers.
- 6.4 This warranty shall not apply to, and the Company shall in no way be liable for any Vehicle to the extent that any defect or failure arises from the Vehicle having been repaired by an unlicensed service or repairer provider, by non-qualified staff, not complied with the Service Guidelines or due to alterations or modifications or being built upon in any way including but not limited to tampering with electricals and wirings. To the extent permitted by law, all other warranties express or implied are excluded and, and no person, agent or representative of the Company is authorised to give any other warranties on the Company's behalf or to assume for it any other liability in connection with the Vehicle.



- 6.5 Any defect caused to the Vehicle due to the use of improper fuel (adulteration or lower octane / cetane rating or non-recommended blends or fitment of LPG or alternate fuel) will not be covered under the warranty. See your Owner's Manual for more details.
- 6.6 Any damage of defect in the Vehicle arising from any form of neglect, misuse by the Owner is not covered by this warranty.
- 6.7 Normal maintenance services or due to normal wear and tear, including, but not limited to, wheel balancing, tyre rotation, headlight aiming, engine tune-up, replacement of light bulbs, distributor points, spark plugs, drive belts, worn clutch discs, worn brake pads/shoes, wiper blades, filters, lubricants and coolant, or other consumables including but not limited to Diesel Exhaust Fluid are not covered by this warranty. Please note that this list is neither exclusive nor exhaustive
- 6.8 Save and except for the Limited Items Warranty for wear and tear parts as provided herein with the prescribed covered items listed at Annexure A and as otherwise may not be excluded by operation of law. This warranty does not cover normal wear and tear items, meaning the gradual reduction in operating performance of a part or parts having regard to the age of the vehicle, the distance it has travelled and its operating conditions. This includes but is not limited to the replacement of clutch linings, brake pads/discs, windshield wiper blades, incandescent bulbs, fuses, worn seat covers and other trim, paint and appearance items that wear out through normal use or deterioration.



- 6.9 This warranty does not apply to the extent that repairs are required because of the following reasons:-
- (a) The Vehicle is not operated or used as per the recommendation in the Owner's Manual;
- (b) The Vehicle is subjected to accidents, or theft or fire;
- (c) The Vehicle is subjected to abnormal use such as racing, rallying or participation in any other sports competitions;
- (d) Abnormal wear & tear due to misuse (as evidenced by the Mahindra Dealer or the Company after the Vehicle reports for warranty repairs);
- (e) Additional damage caused from continued usage of the Vehicle despite awareness of defect;
- (f)Excess / heavy load beyond the carrying capacity of the Vehicle affecting the basic structure of the Vehicle;
- (g)Driving in a manner to cause water to be ingested or entering into the engine of the Vehicle;
- (h)Using the Vehicle as a stationery power source;
- (i)Defects caused by the fitment of any non-Mahindra-approved spare parts, accessory or add-on parts or by improper maintenance, or lack of maintenance of those parts;
- (j)Defects or breakage of glass or windscreen caused by external influences like stone impact etc.; or
- (k)Normal Maintenance Service Replacement Items such as: Filters, Brake or Clutch Linings, Wiper Blades, Belts, Cables, Spring Bushing, U. Joints cross, Water pump kits, Tie Rod Ends, Bell-crank Kit, Hoses, Wheel and Master Cyl. Kits and bulbs, Spark plugs, Ignition Points, Condenser, Rotor, Distributor Cap.





- 6.10 Door and windshield glass breakage and fused bulbs are not covered under warranty (except to the extent these are proven to be due to manufacturing defect).
- 6.11 This warranty will not cover a Vehicle where the Vehicle Identification Number ("VIN") is defaced or changed in any way so that it is not possible to properly identify the Vehicle or that it is within the Warranty Coverage Period.
- 6.12Any slight or minor imperfections in paint, chrome and trim and other decorative parts is not covered under the terms of warranty.
- 6.13 Further, and subject to the provisions of the Australian Consumer Law, Mahindra Automotive Australia excludes all liability for loss or damage for problems:
- (a)Unrelated to Mahindra Automotive Australia's conduct;
- (b)Unrelated to the goods supplied by Mahindra Automotive Australia; or
- (c) Caused by something independent of Mahindra Automotive Australia after the goods have left its control.

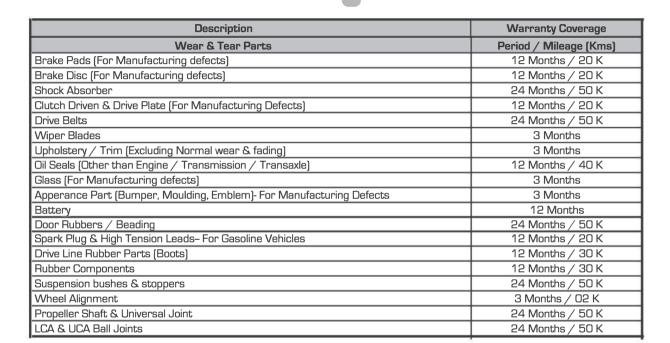


- 1.As an Owner, you are responsible for properly operating and maintaining your Mahindra Vehicle in accordance with the instructions described in your Owner's Manual and this warranty booklet.
- 2. Regularly maintaining your Mahindra Vehicle in accordance with the recommended service schedule at an authorised Mahindra Dealer is the best way to protect your new car. By having your Vehicle maintained by a Mahindra Dealer, it is understood that your vehicle is being serviced by Mahindra experts and will be fitted with Mahindra Genuine Parts. Doing this maintains your Mahindra Vehicle and your warranty in the best condition.
- 3.In order to have repairs made under the Mahindra New Vehicle Warranty, you must retain maintenance inspection records to show that the required maintenance inspections have been performed. For your convenience, a service and maintenance log are included in this manual. The "Scheduled Maintenance Record" must be completed whenever scheduled maintenance is performed.
- 4. It is the Owner's responsibility to ensure that all services are carried out as required in the Owner's Manual and that detailed service and maintenance records are completed at the time of service and are kept by the owner to be provided to Mahindra Automotive Australia or the Mahindra Dealer when requested.
- 5. These records must include:
- (a)date of service and odometer reading at the time of service;
- (b)a detailed description of the service or maintenance performed, including a detailed description of:
  - (i)inspections performed;
  - (ii)details of alternate parts used during service (like part nos and description);



- (iii)adjustments, corrections, and replacements that were made;
- (iv)Mahindra genuine replacement parts used, including part number; and
- (v)brand, grade and quantity of oil or fluid used;
- (c)a copy of the workshop job card for the service performed; and (d)sufficient details to satisfy Mahindra Automotive Australia or the Mahindra Dealer that the service or maintenance has been carried out in accordance with requirements specified in your Owner's Manual.
- 6.Damage or failures caused by lack of proper maintenance are not covered under warranty. In some cases, you may be asked to provide proof of servicing and vehicle maintenance to verify whether warranty coverage is available for some types of repairs.
- 7.To make a claim under this warranty, you can take your Mahindra Vehicle, along with the Service and Warranty Manual, to any authorised Mahindra Dealer during the normal service hours of that dealer. A prior appointment will be preferred.

#### Annexure: A-Limited Items Warranty





#### **CORROSION WARRANTY POLICY TERMS & CONDITIONS**

Corrosion warranty forms as a part of the standard warranty and is subject to the same terms and conditions as the standard warranty except that additional conditions detailed herein also apply. In event of any conflict between the terms of the standard warranty and anti-corrosion warranty, corrosion warranty terms will apply for corrosion and corrosion related observations.

- Mahindra & Mahindra extends warranty of 5 years/150,000 kms. for any perforation corrosion related complaints, however, the warranty for corrosion related to Aesthetically visible parts and Underbody/Under bonnet parts are applicable up to 1 year/30000 kms.
- Perforation corrosion is a major corrosion in which a body sheet metal panel which becomes perforated[rust-through corrosion initiated from inside of a panel to outside] due to corrosion during normal use, due to a manufacturing defect in factory-supplied materials or factory workmanship.
- The Corrosion Warranty covers repair or replacement, by a Mahindra & Mahindra dealer /
  distributor, of corroded parts ofthe vehicle's body sheet metal panels subject to result of a
  manufacturing defect, material fault. Repairs must be undertaken by a
  Mahindra & Mahindra approved body shop to maintain the validity of anti- corrosion warranty of the
  vehicle.



#### 2. Owner's responsibility:

- What you should do
- · Wash your vehicle frequently using suitable, automotive grade shampoo and soft water (Less salt contents/Contaminants Clean properly to ensure underside of car and behind wheels does not have any external accumulation, poultice formation like sand, mud or any other debris.
- Immediately wash off any contaminations / deposits caused by atmospheric, chemical, industrial fallout, tree sap and bird droppings.
- · Ensure that the vehicle is repaired at authorised dealer for any warranty repair as soon as possible once noticeable defect is observed. This will minimize further deterioration of vehicle due to defect.

#### What you should not do

- Scrape off mud, dirt, poultice formation without wetting with water, to loosen up
- Allow dirt to accumulate for long periods on vehicle
- · Allow rust to form after minor impact, scratch or damage to vehicle
- Use high temperature and/or pressure washers on body or plastic panels, e.g. bumpers, mirrors, etc.

#### 3. Corrosion Warranty Exclusions:

· Parts other than body sheet metal which are visible when vehicle on ground & doors opened are not covered in the warranty.







- Perforation on parts which are in hidden areas or is not a body sheet metal panel like exhaust brake dust shield. etc.
- Superficial/Surface rust on locations like edges, under body parts, fasteners, brake disc, machined surfaces, exhaust system, etc., parts with limited visibility or in hidden areas viz. floor panel, brackets, CCB, etc.
- Damages not covered by warranty.
- Any surface damage caused due to external impact / stone hitting / scraping on the vehicle
- Corrosion or any failure due to corrosion caused in whole or in part due to lack of proper maintenance services or any failure to repair damage.
- Mechanical element that are not an integral part of the vehicle Body or chassis (alloy wheels, unpainted casting and machined components as part of engine, exhaust system, suspension elements, subframe, braking system components, bumpers, beadings and mouldings).
- Accident repairs using materials or methods of repair that have not been approved by Mahindra & Mahindra.

#### Annexure: 1

- If failed to follow the "owners' responsibility" (Refer Section 2 in this document) mentioned in this
  document
- Failure of serviceable part or assembly of vehicle not replaced at stipulated mileage or duration as in the owners manual.
- Defects or damage resulting from the use of parts not sold or approved by Mahindra & Mahindra including the resultant damage to associated parts or systems. Any damage to the body or chassis arising out of fitment of non-genuine accessories which are not approved by Mahindra & Mahindra.
- Alterations of the vehicle from Mahindra & Mahindra's original specification.
- Effects associated with atmospheric pollution, plant resin, animal pollutants such as bird droppings, chemicals, acid rain, Industrial fallout, collision damage, accident, abuse, presence of damaging / corrosive substances, vehicle modifications or the transportation of products and damage including stone chips, scratches and use of unsuitable cleaning agents.
- Environmental conditions like hail, windstorm, road hazards, airborne fallout, flood, or other environmental calamities.
- Rust due to use of the vehicle in abnormally rust prone area (e.g. High humidity area like seaside, area where there is discharge of harmful pollutants by chemical factory which can cause damagesto the painted surface by its chemical reaction).









• Damages arising of transportation of corrosive Material/Goods during the normal usage of the vehicle (ex. Acid, Water, Sea food products or goods containing such corrosive material)

#### 4. Prerequisites to avail Corrosion Warranty.

- Application of the anti-corrosion warranty also depends on the repairs to the body sheet metal
  panels being carried out in compliance with Mahindra & Mahindra's recommendations as advised
  to the Mahindra & Mahindra Network from time to time.
- Customer must show the relevant Mahindra & Mahindra dealer delivery date, any relevant previous inspection documentation, warranty booklet and the service booklet, proving entitlement to the anti-corrosion warranty
- Decision as to whether to repair or replace component under the anti-corrosion warranty will be taken by Mahindra & Mahindra (acting in its sole discretion) in consultation with the relevant Mahindra & Mahindra dealer who will take into account the overall condition of the vehicle in view of its age, mileage and level of up keep.
- In return for the parts supplied by Mahindra & Mahindra under the anti-corrosion warranty, the parts replaced will rightfully become the property of Mahindra & Mahindra.
- Refurbishment operations and components fitted under the anti-corrosion warranty benefit from the anti-corrosion warranty until the end of the original anti-corrosion warranty period.





#### WARRANTY CERTIFICATE

Serial Numbe	r:			
		pelow mentioned vehicle s / 150,000 kms (which		NTY coverage. This Contract is valid m the date of delivery.
Vehicle Info	rmation:			
Model	:		Registration No.	:
				:-
Year of Mfr.	:		Chasis No.	:
Date of Delive	r:		Mileage at Deliver	~y:
Customer E	Details:			
Name	:			
Tel	:(0)	(R)	Mobile	Fax







### Warranty Certificate

The above mentioned Vehicle has been purchased by me/us, and I/We have taken delivery on\_\_\_\_\_ and I/We have read, understood and agreed to the terms and conditions of the Warranty Policy as detailed in this document.

Date :	Customer's signature	
Address, Telephone No's of Serv	vice Centres:	
Telephone:	Telephone: ——————	Telephone:
Fax :	Fax :	Fax ;
Mobile :	Mobile :	Mobile :





# Record of service performed and Record of maintenance and repair carried out



Recommended Service at KM	Date	Odometer	Repair Order no. Reading KM	Service Dealer's Signature with stamp
1500				
10000				
25000				
40000				
55000				

Recommended Service at KM	Odometer	Repair Order no. Reading KM	Service Dealer's Signature with stamp
70000			
85000			
100000			
115000			
130000			





Recommended Service at KM	Date	Odometer	Repair Order no. Reading KM	Service Dealer's Signature with stamp
-	,			
*			51	
2 3				

Recommended Service at KM		Odometer	Repair Order no. Reading KM	Service Dealer's Signature with stamp
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Although the battery is made as robust and durable as possible, the following must be observed to get the maximum performance from the battery.

- 1. THE BATTERY must be fitted firmly in the battery cradle, so that no undue vibration or straining occurs.
- 2. CONNECTING CABLES should have adequate current carrying capacity and be long enough to prevent straining of the battery terminals. It must be ensured that correct polarities (plus to plus and minus to minus) are connected.
- 3. TERMINALS should be brushed clean before connecting and coated immediately afterwards with pure petroleum jelly (Vaseline) and NOT grease.
- 4. BATTERY TOP should be kept clean and dry.
- 5. CHECK that voltage regulator setting and generator output are normal for the battery. Indications as to this are, that topping up intervals are regular and not too frequent and that the specific gravity of the acid in the battery remains between 1.200 1.240.
- 6. VENT PLUGS should be kept clean and tight.
- 7. LEVEL of acid should be kept about 10mm above separator tops. Add specified distilled water only to each cell to restore level, NEVER ADD ACID.
- 8. STRENGTH of electrolyte should never be allowed to exceed 1.230 1.240. Insist on this specific gravity, even if you are advised otherwise.
- 9. NEVER INSTALL a lower ampere hour battery than advised by your motor dealer or instructions handbook.
- 10. NEVER keep your battery idle for periods exceeding 2 weeks, If this cannot be avoided, arrange that the battery is removed from the car and recharged every 2-3 weeks.

# Battery Warranty Card

Name of Customer					
Address					
Make of Battery - EXIDE / STANDARD FURUKAWA / AMARON / PRESTOLITE					
Battery Type	Engine Serial No				
Vehicle Serial No	Battery Manufacturing Code				
Vehicle Registration No. —————	Engine Serial No				
Date of Sale					
Dealer Signature					
Customer Signature					
Dealer Stamp					

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#### Conditions of Battery Warranty

- 1. The warranty period: 12 months from date of sale
- The liability of the warranty is limited to making good defects arising solely from the use of faulty material or workmanship during manufacture and developing UNDER PROPER USE during the warranty period.
- RECHARGING DOES NOT COME UNDER THE PREVIEW OF THE WARRANTY.
- This warranty does not cover damage to the battery caused by faulty electrical systems, use of spurious or non genuine accessories, wilful abuse, or destruction by fire, collision, theft
- The warranty is NOT VALID if the battery under complaint has been opened or tampered with in any manner whatsoever. Dealerhas the option either to rectify the defect in the battery or replace the battery.
- 6. Breakage of container and cover do not come under the purview of the warranty.

System	Refilling Quantity	Lubricants Name/Remarks
Engine oil	4 Litres	"CASTROL MAGNATEC 5W30"  Change as per the km (or) 1 year whichever is earlier  As mentioned in page 18 Note-6 of this booklet, If the vehicle operates predominantly in dusty / off-road environment, hilly (or) city drive condition and over load condition, oil to be changed at every 5000 km or 6 months whichever earlier.  For other than Castrol EDGE 5W-30 LL oil, the oil change interval has to be reduced to 5000 km if the oil meets a minimum specification of ACEA C3; SAE 5W-30/10W-30
Engine Coolant	3 Litres	"NULON RED LONG LIFE"  Genuine Long Life Coolant top up (50% Concentration, ready to Use Coolant.)  Change as per the km or 2 years whichever is earlier  In case of emergency, OAT type coolant meeting JIS K-2234 specification should be used (50% concentration diluted with distilled water) and coolant change period to be reduced as 20,000 km
Transmission Oil (Automatic Gearbox)	7 Litres	ATF NWS9638 Filled for life Brand specific and no other brands recommended
Brake & Clutch	1.5 Litres	"CASTROL BRAKE FLUID DOT 4"  Replace as per the km or 2 years whichever earlier, with recommended brands  If CASTROL DOT4 brake fluid is not available and in emergency conditions, use Brake Fluid Meeting SAE J1703 FMVSS NO.116 DOT 4 OR IS 8654 TYPE-2 Specification. Change it at 30,000 km or 2 years whichever is earlier
Fuel	42 Litres	Use only commercially available petrol fuel confirming to <b>EURO VI</b> specification with minimum research octane number (RON) to be 95.

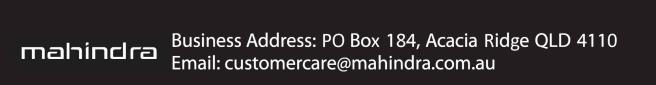
# MAHINDRA 24 x 7 Roadside Assistance 1800 241 467

Please Scan below QR Code for

**Mahindra Dealer Network** 







#### **XUV3XO - Warranty Policy Terms and Conditions**

#### **Warranty Norms**

1.The warranties set out below are provided by Mahindra Automotive Australia Pty Ltd ACN 133 379 218 of Unit 1/ QLD 4110 Australia . with Telephone number: 07-32131211 and email: customercare

#### 2. Pre-Requisites for Warranty

- 2.1The Owner must ensure that all applicable scheduled maintenance services are done on the Vehicle as per the kilometre / time interval as prescribed in the maintenance schedule provided in the manual for the Vehicle ("Owners Manual").
- 2.2 If the Owner detects any fault in the vehicle during any of the phases, the Owner should report it to the Mahindra Automotive Australia dealer ("Mahindra Dealer") and immediately get it corrected after a fault is detected and cease operating the Vehicle until such a fault is repaired so that the Vehicle is fit to drive.

#### 3. Know When Your Vehicle Warranty Begins New vehicle:

3.1 Your new Vehicle's warranty start date is the day you take delivery of your new Vehicle as an owner or the date of first registration of your new Vehicle, whichever occurs first ("New Vehicle Warranty Start Date"). 2.Pre-Requisites for Warranty Warranty Norms 3.Know When Your Vehicle Warranty Begins 39, Distribution Street, Larapinta in relation to your XUV 3XO ("Vehicle")

#### Demonstrator vehicle:

3.2 If you have purchased a Mahindra Dealer demonstrator Vehicle (a Vehicle which was previously used for demonstrator purposes by a Mahindra Dealer), your Vehicle's warranty start date is the day it was registered by a Mahindra Dealer ("Demonstrator Warranty Start Date").

#### 4. Warranty Coverage

- 4.1 The warranty and the "Warranty Coverage Period":
- (a) subject to items contained under Annexure A being the "Limited Items Warranty", your new Mahindra Vehicle comes with a 7 years/150,000 kilometres ("New Vehicle Warranty") with a warranty coverage period of seven (7) years that begins on the New Vehicle Warranty Start Date and ceases on the expiry of the period of seven (7) yrs OR 150,000kms whichever earlier from the New Vehicle Warranty Start Date ("New Vehicle Warranty Coverage Period");
- (b) subject to the Limited Items Warranty, if you purchase a demonstrator vehicle, it comes with 150,000 Kms Warranty with a warranty coverage period of seven (7) years that begins on the Demonstrator Warranty Start Date and you are entitled to the balance

of the warranty coverage period ("Demonstrator Warranty Coverage Period"). (each of the above periods listed in clause 4.1 are referred to as the "Warranty Coverage Period")

- 4.2 In case of transfer of ownership in the Vehicle during the Warranty Coverage Period, the subsequent owner(s) shall have only the balance of the Warranty Coverage Period remaining from the date of transfer to the new owner of the vehicle.
- 4.3 Mahindra Automotive Australia warrants that for the Warranty Coverage Period, Mahindra Automotive Australia will repair or replace any part on the Vehicle (except for certain limitations wherein the Warranty does not apply, as listed below) which proves to be defective in materials or workmanship, subject to the terms and conditions of this warranty.
- 4.4 The Owner of the Vehicle is responsible to ensure that the vehicle is serviced in accordance with the manufacturer's service guidelines and service intervals as per Owner's Manual ("Service Guidelines"). Damage or defects arising from improper service or lack of service not in accordance with the Service Guidelines may not be accepted under the terms of this warranty. Any consequential, direct or incidental loss or damage resulting from improper or lack of service is not covered under the terms of this warranty. It is the Vehicle Owner's responsibility to provide the Vehicle for repairs.
- 4.5 There is a Five (5) Years Body & Paint Warranty. This warranty covers any repair or replacement of body sheet metal parts that have been perforated by rust. This includes: (a) a body panel that contains a physical hole (from the inside out) through a body panel due to corrosion, caused as a result of a manufacturing fault. This excludes: (a) corrosion occurring from factors beyond Mahindra Automotive Australia's control such as stone chips, scratches, incurred/inflicted during normal use of the Vehicle on the road. The corrosion warranty would also not be applicable due to use of unsuitable/ corrosive cleaning products; and (b)the Customer's failure to report and repair any known or reasonably suspected paint or corrosion damage.

#### 5. Terms and Conditions

- 5.1 The Owner may be required to provide service records, evidence of usage history for the Owner and previous owner/s and other vehicle records to establish the Vehicle's warranty status and to establish that the Vehicle has not been operated for Commercial Use.
- 5.2 The warranty is specific to the Vehicle purchased by the Owner and may NOT be transferred to another vehicle under any circumstances.
- 5.3 The warranty will be voided in the event of the Vehicle being "Written Off" (that is, the vehicle has been damaged to the extent that renders repair of the vehicle

impractical or uneconomic except due to manufacturing defect) or disposed of by an insurer.

- 5.4 Subject to clause 6.8 a limited warranty for parts is provided as per the table under Annexure A attached herewith.
- 5.5 The Company's liability under this warranty is dependent upon the strict observance by the Purchaser that all or any of the services are carried out as per the recommendation given by the Company in the Owner's Manual provided with the Vehicle.
- 5.6 For best experience, it is recommended that the Owner during the operation of Vehicle uses only those brands of lubricating oils, lubricants or fuel, as recommended by the Company

#### 6. Warranty Exclusions

- 6.1 The benefits conferred by this warranty are in addition to other rights and remedies of the consumer under the Australian Consumer Law and other applicable laws in relation to the Vehicle. Your Consumer Rights
- 6.2 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.
- 6.3 Subject to the aforesaid, this warranty is not applicable for Tyres/ Batteries/ Tube Warranty. The Warranty is provided by the respective Manufacturers under their warranty terms. The Company's Dealer will assist the purchaser in taking up the complaint with the respective manufacturers.
- 6.4 This warranty shall not apply to, and the Company shall in no way be liable for any Vehicle to the extent that any defect or failure arises from the Vehicle having been repaired by an unlicensed service or repairer provider, by non-qualified staff, not complied with the Service Guidelines or due to alterations or modifications or being built upon in any way including but not limited to tampering with electricals and wirings. To the extent permitted by law, all other warranties express or implied are excluded and, and no person, agent or representative of the Company is authorised to give any other warranties on the Company's behalf or to assume for it any other liability in connection with the Vehicle.
- 6.5 Any defect caused to the Vehicle due to the use of improper fuel (adulteration or lower octane / cetane rating or non-recommended blends or fitment of LPG or alternate fuel) will not be covered under the warranty. See your Owner's Manual for more details.

- 6.6 Any damage of defect in the Vehicle arising from any form of neglect, misuse by the Owner is not covered by this warranty.
- 6.7 Normal maintenance services or due to normal wear and tear, including, but not limited to, wheel balancing, tyre rotation, headlight aiming, engine tune-up, replacement of light bulbs, distributor points, spark plugs, drive belts, worn clutch discs, worn brake pads/shoes, wiper blades, filters, lubricants and coolant, or other consumables including but not limited to Diesel Exhaust Fluid are not covered by this warranty. Please note that this list is neither exclusive nor exhaustive
- 6.8 Save and except for the Limited Items Warranty for wear and tear parts as provided herein with the prescribed covered items listed at Annexure A and as otherwise may not be excluded by operation of law. This warranty does not cover normal wear and tear items, meaning the gradual reduction in operating performance of a part or parts having regard to the age of the vehicle, the distance it has travelled and its operating conditions. This includes but is not limited to the replacement of clutch linings, brake pads/discs, windshield wiper blades, incandescent bulbs, fuses, worn seat covers and other trim, paint and appearance items that wear out through normal use or deterioration
- 6.9 This warranty does not apply to the extent that repairs are required because of the following reasons:-
- (a) The Vehicle is not operated or used as per the recommendation in the Owner's Manual.
- (b) The Vehicle is subjected to accidents, or theft or fire;
- (c)The Vehicle is subjected to abnormal use such as racing, rallying or participation in any other sports competitions.
- (d)Abnormal wear & tear due to misuse (as evidenced by the Mahindra Dealer or the Company after the Vehicle reports for warranty repairs);
- (e)Additional damage caused from continued usage of the Vehicle despite awareness of defect.
- (f)Excess / heavy load beyond the carrying capacity of the Vehicle affecting the basic structure of the Vehicle.
- (g)Driving in a manner to cause water to be ingested or entering into the engine of the Vehicle.
- (h)Using the Vehicle as a stationery power source.
- (i)Defects caused by the fitment of any non-Mahindra-approved spare parts, accessory or add-on parts or by improper maintenance, or lack of maintenance of those parts;

- (j)Defects or breakage of glass or windscreen caused by external influences like stone impact etc.; or
- (k)Normal Maintenance Service Replacement Items such as: Filters, Brake or Clutch Linings, Wiper Blades, Belts, Cables, Spring Bushing, U. Joints cross, Water pump kits, Tie Rod Ends, Bell-crank Kit, Hoses, Wheel and Master Cyl. Kits and bulbs, Spark plugs, Ignition Points, Condenser, Rotor, Distributor Cap.
- 6.10 Door and windshield glass breakage and fused bulbs are not covered under warranty (except to the extent these are proven to be due to manufacturing defect).
- 6.11 This warranty will not cover a Vehicle where the Vehicle Identification Number ("VIN") is defaced or changed in any way so that it is not possible to properly identify the Vehicle or that it is within the Warranty Coverage Period.
- 6.12 Any slight or minor imperfections in paint, chrome and trim and other decorative parts is not covered under the terms of warranty.
- 6.13 Further, and subject to the provisions of the Australian Consumer Law, Mahindra Automotive Australia excludes all liability for loss or damage for problems:
- (a) Unrelated to Mahindra Automotive Australia's conduct.
- (b) Unrelated to the goods supplied by Mahindra Automotive Australia; or
- (c) Caused by something independent of Mahindra Automotive Australia after the goods have left its control.

#### **Owner's Responsibility**

- 1.As an Owner, you are responsible for properly operating and maintaining your Mahindra Vehicle in accordance with the instructions described in your Owner's Manual and this warranty booklet.
- 2. Regularly maintaining your Mahindra Vehicle in accordance with the recommended service schedule at an authorised Mahindra Dealer is the best way to protect your new car. By having your Vehicle maintained by a Mahindra Dealer, it is understood that your vehicle is being serviced by Mahindra experts and will be fitted with Mahindra Genuine Parts. Doing this maintains your Mahindra Vehicle and your warranty in the best condition.
- 3.In order to have repairs made under the Mahindra New Vehicle Warranty, you must retain maintenance inspection records to show that the required maintenance inspections have been performed. For your convenience, a service and maintenance log are included in this manual. The "Scheduled Maintenance Record" must be completed whenever scheduled maintenance is performed.

- 4. It is the Owner's responsibility to ensure that all services are carried out as required in the Owner's Manual and that detailed service and maintenance records are completed at the time of service and are kept by the owner to be provided to Mahindra Automotive Australia or the Mahindra Dealer when requested. Owner's Responsibility
- 5. These records must include:
- (a)date of service and odometer reading at the time of service.
- (b)a detailed description of the service or maintenance performed, including a detailed description of:
- (i)inspections performed.
- (ii)details of alternate parts used during service (like part no's and description).
- (iii)adjustments, corrections, and replacements that were made.
- (iv)Mahindra genuine replacement parts used, including part number; and
- (v) brand, grade and quantity of oil or fluid used.
- (c) a copy of the workshop job card for the service performed; and (d)sufficient details to satisfy Mahindra Automotive Australia or the Mahindra Dealer that the service or maintenance has been carried out in accordance with requirements specified in your Owner's Manual.
- 6. Damage or failures caused by lack of proper maintenance are not covered under warranty. In some cases, you may be asked to provide proof of servicing and vehicle maintenance to verify whether warranty coverage is available for some types of repairs.
- 7. To make a claim under this warranty, you can take your Mahindra Vehicle, along with the Service and Warranty Manual, to any authorised Mahindra Dealer during the normal service hours of that dealer. A prior appointment will be preferred.

# **Annexure: A-Limited Items Warranty**

Description	Warranty Coverage
Wear & Tear Parts	Period / Mileage (Kms)
Brake Pads (For Manufacturing defects)	12 Months / 20 K
Brake Disc (For Manufacturing defects)	12 Months / 20 K
Shock Absorber	24 Months / 50 K
Clutch Driven & Drive Plate (For Manufacturing Defects)	12 Months / 20 K
Drive Belts	24 Months / 50 K
Wiper Blades	3 Months
Upholstery / Trim (Excluding Normal wear & fading)	3 Months
Oil Seals (Other than Engine / Transmission / Transaxle)	12 Months / 40 K
Glass (For Manufacturing defects)	3 Months
Apperance Part (Bumper, Moulding, Emblem)- For Manufacturing Defects	3 Months
Battery	12 Months
Door Rubbers / Beading	24 Months / 50 K
Spark Plug & High Tension Leads– For Gasoline Vehicles	12 Months / 20 K
Drive Line Rubber Parts (Boots)	12 Months / 30 K
Rubber Components	12 Months / 30 K
Suspension bushes & stoppers	24 Months / 50 K
Wheel Alignment	3 Months / 02 K
Propeller Shaft & Universal Joint	24 Months / 50 K
LCA & UCA Ball Joints	24 Months / 50 K

#### Annexure: 1

#### **CORROSION WARRANTY POLICY TERMS & CONDITIONS**

Corrosion warranty forms as a part of the standard warranty and is subject to the same terms and conditions as the standard warranty except that additional conditions detailed herein also apply. In event of any conflict between the terms of the standard warranty and anti-corrosion warranty, corrosion warranty terms will apply for corrosion and corrosion related observations.

1. Mahindra & Mahindra extends warranty of 5 years/150,000 kms. for any perforation corrosion related complaints, however, the warranty for corrosion related to aesthetically visible parts and Underbody/Under bonnet parts are applicable up to 1 year/30000 kms. Perforation corrosion is a major corrosion in which a body sheet metal panel which becomes perf orated (rust–through corrosion initiated from inside of a panel to outside) due to corrosion during normal use, due to a manufacturing defect in factory–supplied materials or factory workmanship. The Corrosion Warranty covers repair or replacement, by a Mahindra & Mahindra dealer / distributor, of corroded parts ofthe vehicle's body sheet metal panels subject to result of a manufacturing defect, material fault. Repairs must be undertaken by a Mahindra & Mahindra approved body shop to maintain the validity of anti- corrosion warranty of the vehicle.

#### 2. Owner's responsibility:

What you should do Wash your vehicle frequently using suitable, automotive grade shampoo and soft water (Less salt contents/Contaminants Clean properly to ensure underside of car and behind wheels does not have any external accumulation, poultice formation like sand, mud or any other debris. Immediately wash off any contaminations / deposits caused by atmospheric, chemical, industrial fallout, tree sap and bird droppings. Ensure that the vehicle is repaired at authorised dealer for any warranty repair as soon as possible once noticeable defect is observed. This will minimize further deterioration of vehicle due to defect. What you should not do Scrape off mud, dirt, poultice formation without wetting with water, to loosen up Allow dirt to accumulate for long periods on vehicle Allow rust to form after minor impact, scratch or damage to vehicle Use high temperature and/or pressure washers on body or plastic panels, e.g. bumpers, mirrors, etc.

#### 3. Corrosion Warranty Exclusions:

- Parts other than body sheet metal which are visible when vehicle on ground & doors opened are not covered in the warranty.
- Perforation on parts which are in hidden areas or is not a body sheet metal panel like exhaust brake dust shield, etc.

- Superficial/Surface rust on locations like edges, under body parts, fasteners, brake disc, machined surfaces, exhaust system, etc., parts with limited visibility or in hidden areas viz. floor panel, brackets, CCB, etc.
- Damages not covered by warranty.
- Any surface damage caused due to external impact / stone hitting / scraping on the vehicle
- Corrosion or any failure due to corrosion caused in whole or in part due to lack of proper maintenance services or any failure to repair damage.
- Mechanical element that are not an integral part of the vehicle Body or chassis (alloy wheels, unpainted casting and machined components as part of engine, exhaust system, suspension elements, subframe, braking system components, bumpers, beadings and mouldings).
- Accident repairs using materials or methods of repair that have not been approved by Mahindra & Mahindra
- If failed to follow the "owners' responsibility" (Refer Section 2 in this document) mentioned in this document
- Failure of serviceable part or assembly of vehicle not replaced at stipulated mileage or duration as in the owners manual.
- Defects or damage resulting from the use of parts not sold or approved by Mahindra & Mahindra including the resultant damage to associated parts or systems. Any damage to the body or chassis arising out of fitment of non-genuine accessories which are not approved by Mahindra & Mahindra.
- Alterations of the vehicle from Mahindra & Mahindra's original specification.
- Effects associated with atmospheric pollution, plant resin, animal
  pollutants such as bird droppings, chemicals, acid rain, Industrial fallout,
  collision damage, accident, abuse, presence of damaging / corrosive
  substances, vehicle modifications or the transportation of products and
  damage including stone chips, scratches and use of unsuitable cleaning
  agents.
- Environmental conditions like hail, windstorm, road hazards, airborne fallout, flood, or other environmental calamities.
- Rust due to use of the vehicle in abnormally rust prone area (e.g. High humidity area like seaside, area where there is discharge of harmful pollutants by chemical factory which can cause damage to the painted surface by its chemical reaction).

 Damages arising of transportation of corrosive Material/Goods during the normal usage of the vehicle (ex. Acid, Water, Sea food products or goods containing such corrosive material)

#### 4. Prerequisites to avail Corrosion Warranty.

- Application of the anti-corrosion warranty also depends on the repairs to the body sheet metal panels being carried out in compliance with Mahindra & Mahindra's recommendations as advised to the Mahindra & Mahindra Network from time to time.
- Customer must show the relevant Mahindra & Mahindra dealer delivery date, any relevant previous inspection documentation, warranty booklet and the service booklet, proving entitlement to the anti-corrosion warranty.
- Decision as to whether to repair or replace component under the anticorrosion warranty will be taken by Mahindra & Mahindra (acting in its sole discretion) in consultation with the relevant Mahindra & Mahindra dealer who will take into account the overall condition of the vehicle in view of its age, mileage and level of up keep.
- In return for the parts supplied by Mahindra & Mahindra under the anticorrosion warranty, the parts replaced will rightfully become the property of Mahindra & Mahindra.
- Refurbishment operations and components fitted under the anticorrosion warranty benefit from the anti-corrosion warranty until the end of the original anti-corrosion warranty period.