

MINI CUSTOMER ASSURANCE PROGRAM.



MINI NEW VEHICLES.



CONGRATULATIONS ON THE PURCHASE OF YOUR NEW MINI VEHICLE.

This information booklet contains important details concerning your MINI New Vehicle Warranty, MINI Service Inclusive, MINI Anti-Corrosion, MINI Supplementary High Voltage Battery Warranty (when applicable), Paint Warranty and the MINI Roadside Assistance Programme.

Please ensure you read all sections and are fully aware of the terms and conditions. For further information please contact your local Authorised MINI Dealer.

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YOUR NEW MINI VEHICLE.

THESE DETAILS TO BE COMPLETED BY THE AUTHORISED MINI DEALER.

MODEL	
CHASSIS / VIN NUMBER	
REGISTRATION NUMBER	
SELLING MINI DEALER	
DATE OF FIRST REGISTRATION / USE	
SIGNATURE	

MINI NEW VEHICLE WARRANTY.

As of 01/Oct/2022 your New MINI Vehicle is protected by warranty and is warranted to be free from defects in materials and workmanship under normal use and service for a period of five years (60 months) or 100,000 kilometers, whichever milestone is reached first.

This warranty will commence on the date of delivery of the vehicle to the purchaser or the date that the vehicle is registered in the name of the purchaser (whichever is earlier).

For the first two years (24 months) your New MINI Vehicle is protected by a MINI New Zealand Limited ("MINI") warranty through the Authorised MINI Dealer Network.

For the remaining three years (36 months) your New MINI Vehicle is protected by a MINI Dealer warranty, provided by the dealer whose name appears on the Record of Delivery. This MINI Dealer warranty is only valid in New Zealand through the New Zealand Authorised MINI Dealer Network.

Any Genuine MINI part installed or repair carried out by or through an Authorised MINI Dealer will automatically be covered by the existing warranty on the vehicle, for the balance of the existing warranty term.

Some components are not covered by this warranty. Those components are listed under the heading "Limitations and Exclusions".

We believe that Authorised MINI Dealers or MINI Authorised Service Dealers are best equipped to meet your service and maintenance requirements. Your MINI Dealer warranty could be affected should you decide to have servicing carried out by a Non-MINI Service Authorised Workshop.

MINI provides additional support in the event of breakdown. Please refer to the MINI Roadside Assistance Programme section of this booklet for further information and terms and conditions of the MINI Roadside Assistance Programme.

LIMITATIONS AND EXCLUSIONS

Limitation of Liability and Maximum Claim.

The liability of the Authorised MINI Dealer and / or MINI under the warranty is limited (at the Authorised MINI Dealer and / or MINI's option) to the repair of the vehicle or to the replacement or repair of parts found by the Authorised MINI Dealer and / or MINI to be defective.

In no case will the Authorised MINI Dealer and / or MINI's total liability under the warranty be more than the market value of the vehicle at the time of the claim.

GENERAL EXCLUSIONS

The Authorised MINI Dealer and / or MINI will not be liable under the terms of this warranty.

- (a) For routine servicing costs, repairs, maintenance and adjustments which are necessary throughout the life of the vehicle.
- (b) For normal wear and tear e.g. brake and clutch parts, suspension bushes etc, unless the part is found to be defective due to manufacture or assembly faults.
- (c) For damage caused by owner/ driver negligence, improper use of the vehicle, the conditions the vehicle is stored or used in, environmental factors, accidents or continued operation of the vehicle after it has become (or ought to have become) apparent to the driver that a defect existed in the vehicle.
- (d) For the cost of transportation to and from an Authorised MINI Dealer for general servicing, routine and warranty repairs.
- (e) If the owner does not observe the instructions in the MINI owner's handbook or adhere to the prescribed MINI inspection, service and maintenance schedules.
- (f) For any consequential loss, damage or injury suffered by the owner or any other person as a result of the breach of this warranty.
- (g) For incidental or consequential loss, damage or injury suffered by the owner as a result of inconvenience or loss of time.

- (h) For any loss of profits suffered by any person as a result of any defect in or damage to the vehicle.
- (i) To reimburse, indemnify or compensate the owner for any claims made by third parties in respect of defects in the vehicle or its parts whether or not the claims result from an event which may be a breach of this warranty.
- (j) For the costs of and incidental to modifications or adjustments required due to alterations in local legislation or conditions after the date of first registration or first use of the vehicle, whichever is the earlier.
- (k) For defects in tyres and other non-MINI manufactured components.
- (l) For vehicles on which the odometer has been replaced or altered, such that the Authorised MINI Dealer and / or MINI cannot determine the true mileage of the vehicle.
- (m) For defects which, in the Authorised MINI Dealer and / or MINI's reasonable opinion (considering their design) arise as a result of the vehicle not properly and reasonably being used.
- (n) For repairs or replacements or other work undertaken by persons other than an Authorised MINI Dealer.
- (o) For vehicles used for any sort of competition, rally or racing of any kind.
- (p) For any rattles, squeaks, or adjustments once the vehicle is over one year (12 months) of age from the date of first registration of the vehicle or delivery to the first owner, whichever is earlier.
- (q) If the vehicle is modified, or serviced or has parts replaced by a party other than an Authorised MINI Dealer, or by the incorporation of non-Genuine MINI parts where damage or failure is attributable (whether in whole or in part) to such modification, repair or replacement.

- (r) If the vehicle is modified, or serviced or has parts or software replaced by a party other than an Authorised MINI Dealer, or by the incorporation of non-Genuine MINI parts or software to the extent that such damage or failure is attributable to such modification, repair or replacement (and, for the avoidance of doubt, MINI provides no warranty in relation to non-Genuine MINI Parts).
- (s) For any loss, damage or failure caused wholly or partially, from lack of maintenance, abuse or neglect or as a result of accidents.
- (t) For defects in non-Genuine MINI options, accessories or other items fitted to the vehicle after production.
- (u) For any parts replacement or refit costs that may be required in connection with any after-manufacture or specialised modifications to a vehicle.
- (v) For any costs where the vehicle software is hacked or is modified or interfered with by a third party not approved by MINI.

OWNERS OBLIGATIONS

Warranty repairs are likely to be quickly and effectively carried out if you:

Remember to have your vehicle serviced and repaired by an Authorised MINI Dealer. If a non-Authorised MINI Dealer has serviced your vehicle a claim may be rejected if, in MINI's opinion, the cause of the defect is, in whole or part, due to the use of non-approved parts or inadequate servicing or repairs.

Report any defects to your Authorised MINI Dealer as quickly as possible. A minor defect corrected now could prevent you from being inconvenienced in the future.

All repairs and/or replacements carried out under this warranty must be performed by or through an Authorised MINI Dealer. All replaced parts become the property of MINI.

In order to enjoy the warranty benefits set out in this booklet the owner must:

- (a) Make the vehicle available to an Authorised MINI Dealer, during normal working hours, to enable relevant service and maintenance work to be performed, when indicated by the Service Interval or Mileage Indicator, as outlined in the MINI owner's handbook.
- (b) Comply with all instructions and recommendations in the MINI owner's handbook and MINI service handbook for the vehicle.
- (c) Take all necessary steps to prevent and minimise any damage to the vehicle in the event of any defect or failure, and adhere to vehicle warning systems.
- (d) Present this booklet, complete with the Record of Delivery to the Authorised MINI Dealer prior to work being carried out. Service records will be recorded by the Authorised MINI Dealer who completes the work.
- (e) As quickly as possible advise your Authorised MINI Dealer of any accident damage repaired and make the vehicle available for an inspection check at an Authorised MINI Dealer after the accident repair work is completed.
- (f) Report any defects to your Authorised MINI Dealer as quickly as possible. A minor defect corrected now could prevent you being inconvenienced in the future.

When your vehicle requires servicing or repair present this booklet and the Record of Delivery form to speed up the processing of your request by the service staff.

If you have not been provided with a Record of Delivery, please contact your local Authorised MINI Dealer to request your copy.

TRANSFER OF WARRANTY BENEFITS

The MINI New Vehicle Warranty is able to be transferred to subsequent owners. The vehicle will be covered under the terms of the warranty for the balance of the existing warranty term.

The new owner should contact their local or chosen Authorised MINI Dealer and provide their details to ensure that any relevant warranty issues can be quickly and correctly dealt with under the correct vehicle ownership.

MINI SERVICE INCLUSIVE

MINI Service Inclusive is a comprehensive package lasting for a specified term and without kilometre limits, to cover the vehicle for scheduled services and general repair costs through an Authorised MINI Dealer, at no charge to you.

Your New MINI Vehicle is sold with three years (36 months) MINI Service Inclusive.

MINI Service Inclusive covers:

- (a) Maintenance and servicing of your new MINI Vehicle, according to the relevant MINI Service and maintenance system which includes the replacement of any necessary Genuine MINI parts and MINI recommended lubricants.
- (b) General repairs resulting from normal wear and tear to your new MINI Vehicle where the vehicle is operated in accordance with instructions, including the replacement of any necessary Genuine MINI parts and MINI recommended lubricants. MINI will determine what constitutes normal wear and tear at its discretion.
- (c) Warrant of fitness checks as required for the duration of the contract.

MINI's obligations commence on the date of delivery of the vehicle to the owner or the date of registration of the vehicle in the owner's name (whichever is earlier) and will expire on the earlier of:

- (a) The MINI Service Inclusive Expiry Date (as indicated in the Record of Delivery)
- (b) The date, on which the Owner sells, trades or otherwise disposes of the vehicle.

MINI's obligations under MINI Service Inclusive are to the owner whose details are specified in the Record of Delivery and not to any other person. The owner may not transfer or assign the benefit of MINI's obligations under this MINI Service Inclusive contract to any other party.

GENERAL EXCLUSIONS

MINI shall not be liable under MINI Service Inclusive for:

- (a) Replacement of tyres;
- (b) Wheel alignments.
- (c) Repairs to any items of glass (e.g. windows, mirrors and headlights);
- (d) Repair of bodywork and paint finish, including alloy wheel refinish, repair or replacement;
- (e) Repair or replacement of interior and exterior trims and upholstery, channels and guides, weather-strips and seals, cosmetic finishes;
- (f) Repair of environmental damage, corrosion, preparation for or restoration after any term of storage;
- (g) Repair or replacement of accessories (e.g. spoilers, carpet mats, mud flaps, chrome exhausts);
- (h) Repair or replacement of convertible soft tops or soft top windows;
- (i) Towing, Salvage and related costs; or for any charges made for service loan/hire cars;
- (j) Daily or weekly checks and any forecourt top ups or fuels relating to such checks;
- (k) The cost of any non-approved additives, or synthetic oils, unless authorised by MINI for specific models;
- (l) Alterations, modifications, or upgrading;
- (m) Repairs due to fuel contamination, or the adding of incorrect fuel to the vehicle;
- (n) Repairs necessary due to negligence, abuse, or abnormal use of the vehicle;

- (o) Any damage resulting from the vehicle being used in any form of competitive event or under racing type conditions or driven on a race track;
- (p) Vehicle registration and insurance or the costs of and incidental to modifications or adjustments required due to alterations in local legislation or conditions after the date of first registration or first use of the vehicle, whichever is the earlier;
- (q) Any damage caused by (i) owner / driver negligence, improper use or materials, accidents, or continued operation of the vehicle after it has become (or ought to have become) apparent to the driver that a defect existed in the vehicle, (ii) by storage, or (iii) by environmental factors, (iv) by wilful damage;
- (r) Repairs or replacement of non-Genuine MINI components or software, or non-factory fitted components or any related damage caused to, or by, those components;
- (s) Repairs or servicing carried out by persons other than an Authorised MINI Dealer.
- (t) Costs for obtaining a CoF "certificate of fitness".
- (u) For any costs where the vehicle software is hacked or is modified or interfered with by a third party not approved by MINI.

OWNERS OBLIGATIONS

In order to enjoy the Service Inclusive benefits set out in this booklet the owner must:

- (a) Be the first owner of the MINI vehicle;
- (b) Make the vehicle available to an Authorised MINI Dealer, during normal working hours, for relevant service and maintenance work to be performed, when indicated by the Service Interval / Mileage Indicator, as outlined in the MINI Owner's Handbook.
- (c) Comply with all instructions and recommendations in the MINI Owner's Handbook and MINI Service Handbook for the vehicle.
- (d) Take all necessary steps to prevent and minimise any damage to the vehicle in the event of any defect or failure, and adhere to vehicle warning systems.
- (e) Present this booklet, complete with the Record of Delivery to the Authorised MINI Dealer prior to work being carried out. Service records will be recorded by the Authorised MINI Dealer who completes the work.
- (f) As quickly as possible advise your Authorised MINI Dealer of any accident damage repaired and make the vehicle available for an inspection check at an Authorised MINI Dealer after the accident repair work is completed.
- (g) As quickly as possible advise your Authorised MINI Dealer of any vehicle defects and make the vehicle available for an inspection check at an Authorised MINI Dealer. A minor defect corrected now could prevent you being inconvenienced in the future.

MINI BODY ANTI-CORROSION AND PAINTWORK WARRANTY

MINI BODY ANTI-CORROSION WARRANTY

MINI warrants that your vehicle will be free from body panel rust perforation under normal use and service for 12 years from the date of first registration of the vehicle or delivery to the first owner, whichever is earlier and regardless of mileage.

This MINI Body Anti- Corrosion Warranty is conditional on an Authorised MINI Dealer having inspected the vehicle at regular intervals in accordance with scheduled inspection services as described in the MINI service system. Any damage due to external influences or poor maintenance must be promptly and professionally rectified at the Owner's expense and the information and details recorded by the Authorised MINI Dealer.

The MINI Body Anti- Corrosion Warranty applies if your vehicle has been involved in an accident requiring bodywork repair only where:

- a) The repair is carried out through an Authorised MINI Dealer. In this way you can be reassured that your vehicle will be rebuilt to original standards of safety and quality.
- b) If your vehicle is repaired elsewhere, the parts have been protected against rust according to the manufacturer's instructions and the vehicle is made available immediately after the repair for an inspection check at an Authorised MINI Dealer and the work is certified by an Authorised MINI Dealer.

This MINI Body Anti-Corrosion Warranty covers any new Genuine MINI body panel or floor assembly, which has been purchased and installed in the vehicle following an accident or other damage, for the remainder of the MINI Body Anti-Corrosion Warranty outstanding on the vehicle only if the repairs were carried out by, or through an Authorised MINI Dealer.

MINI's liability under the MINI Body Anti- Corrosion Warranty is limited to the repair or replacement, at its option, of any body panels perforated by rust from either the inside face of the panel or from the underside of the vehicle. All repairs and/or replacements carried out under this warranty must be carried out by or through an Authorised MINI Dealer.

The MINI Body Anti- Corrosion Warranty does not cover rust perforation due to external influences, such as battery acid, accident damage, stone chips, or environmental factors etc.

While carrying out scheduled inspection services (as described in the MINI service handbook), your Authorised MINI Dealer checks the body and under floor of your vehicle for any sign of damage or corrosion. If necessary, the body and under floor of the vehicle will be washed to facilitate inspection. Any damage found will be drawn to your attention and rectified on your instruction at your expense. It may also be necessary to repair the PVC under seal and apply a protective coating to the underside of the vehicle.

MINI PAINTWORK WARRANTY

Your New MINI Vehicle comes with a MINI Paintwork Warranty which is valid for three years (36 months) from the date of first registration of the vehicle or delivery to the first owner, whichever is earlier and regardless of mileage.

The paintwork on your New MINI Vehicle is covered against blistering, discoloration, or staining of the visible surface of all painted body panels occurring as a result of faulty factory manufacture for the complete period of the MINI paintwork warranty.

In order to enjoy the MINI Paintwork Warranty, repairs under warranty must be carried out by or through an Authorised MINI Dealer.

GENERAL EXCLUSIONS

Although modern paints are durable and resistant to many external hazards, they cannot reasonably be expected to be totally resistant to all external factors. The warranty does not cover paint defects caused by external factors.

MINI SUPPLEMENTARY HIGH-VOLTAGE BATTERY WARRANTY.

BMW Group New Zealand grants the purchaser of a MINI BEV (Battery Electric Vehicle) / PHEV (Plug in Hybrid Electric Vehicle) vehicle that is originally imported into New Zealand by BMW Group New Zealand Limited. The following benefits with respect to the High-Voltage Battery are provided in addition to the warranty rights pursuant to the Terms and Conditions for new MINI vehicles, or under law including the Consumer Guarantees Act:

This MINI Supplementary High-Voltage Battery Warranty applies in addition to any statutory rights or remedies that you may have, including under the Consumer Guarantees Act. This MINI Supplementary High-Voltage Battery Warranty does not exclude, restrict, limit or modify those rights or remedies, except to the extent that their application may be lawfully excluded, restricted, limited or modified.

Repairs conducted on a MINI vehicle may result in the loss of user generated data electronically stored within the vehicle such as data, songs or files stored on the vehicle's hard drive. You are advised to retain a copy of such material in an alternative media before delivering the vehicle for any repair.

- a) The Warranty Period for the High-Voltage Battery is set out in the below table and applies from the date of first registration or use (whichever occurs later) to the maximum indicated duration or kilometres (KM) travelled by the vehicle (whichever occurs first):

	High-Voltage battery generation	Warranty Period (years)	Max KM Limit
MINI BEV	Gen 4	8	100,000
MINI BEV	Gen 5	8	160,000
MINI PHEV	Gen 4	6	100,000
MINI PHEV	Gen 5	8	120,000

- b) Within the Warranty Period, the purchaser can claim the repair of a technical defect concerning the High-Voltage Battery free of charge.
- c) Should it become necessary to recover the vehicle within the Warranty Period due to a technical defect, the necessary costs for towing to the nearest Authorised Repairer will be refunded to the purchaser.
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- d) Should the High-Voltage Battery be diagnosed as faulty using an approved MINI test plan, part or all of the High-Voltage Battery will be repaired for the purchaser free of charge. This repair could be done by using a new generation High-Voltage Battery. As a result some technical specifications of the vehicle may possibly change the driving characteristics of the vehicle under usual driving conditions.
- e) The purchaser may claim the benefits specified in this MINI Supplementary High-Voltage Battery Warranty at a MINI Authorised Repairer (please note not all MINI repairers are authorised to repair all MINI brand so please check with your preferred repairer prior to booking).
- f) Subsequent vehicle owners of the vehicle are also entitled to all benefits specified in this MINI Supplementary High-Voltage Battery Warranty, provided that any claims under this warranty are made before it expires (refer to paragraph (a), above).
- g) To enjoy the benefits outlined in this MINI Supplementary High-Voltage Battery Warranty it is mandatory that all vehicle inspections are carried out in the intervals as specified by the manufacturer. Rectifications of any items that can affect the High-Voltage Battery must be performed where necessary during those inspections.
- h) The purchaser shall not be entitled to claim the benefits specified in this MINI Supplementary High-Voltage Battery Warranty if a technical defect or excessive capacity loss was caused by an accident or one of the following reasons:

The vehicle battery is excessively depleted of charge (flat) for any reason.

Example: High-Voltage Battery voltage range is low and the vehicle High-Voltage Battery is not charged for an extended period of time.

The vehicle was operated abnormally or overstressed, e.g. at competitive motor sports events.

Parts have been fitted that may affect the performance of the High-Voltage Battery or low voltage battery to the vehicle which were not approved by the manufacturer.

The vehicle's software has been manipulated in a way that is not approved by the manufacturer.

The instructions on use, maintenance and care of the vehicle (according to the owner's manual) have not been followed.

The High-Voltage Battery has been opened modified or removed from the vehicle

- i) To help maintain the life of the High-Voltage Battery it is recommended that the High-Voltage Battery is full charged prior to any extended period of non-use in respect of the vehicle.
- j) This MINI Supplementary High-Voltage Battery Warranty supplements the Terms and Conditions for the relevant new vehicle brand MINI. Benefits and rights pursuant to the Terms and Conditions for new vehicles shall remain unaffected by this MINI Supplementary High-Voltage Battery Warranty.

MINI ROADSIDE ASSISTANCE PROGRAMME

Membership to the MINI Roadside Assistance Programme is complimentary with your MINI for five years (60 months) from the date of first registration of the vehicle or delivery to the first owner, whichever is earlier

In real terms this means that as long as your vehicle is covered by the MINI New Vehicle Warranty, you have access to one of the most comprehensive customer and vehicle roadside assistance networks in New Zealand.

You are assured of our best attention in the rare event of a breakdown through the MINI Roadside Assistance Programme, enabling you to continue your journey with the minimum of inconvenience.

In order to provide the most effective response, MINI has engaged the services of the New Zealand Automobile Association to assist you whenever necessary, 24 hours a day, 365 days a year.

WHAT TO DO WHEN HELP IS REQUIRED

Simply dial toll free (0800 800 268) anywhere in the country, which connects you to the Help Centre.

To ensure the minimum delay, please have the following information available:

- (a) Your name and the exact location of your vehicle
- (b) Your MINI model, exterior colour and registration number
- (c) Your contact/mobile phone number, if possible
- (d) Nature of the vehicle problem, if known

Note: Your vehicle should have a MINI Driver Assistance licence sticker affixed to the windscreen. Please check to ensure this sticker has been allocated to your vehicle by checking the 0800 free phone number. If you do not have this sticker affixed, you can pick one up from your local MINI Dealer.

MINI ROADSIDE ASSISTANCE PROVIDES:

ROADSIDE ASSISTANCE

In the event of immobilisation of your vehicle, due to mechanical defect or failure, MINI Roadside Assistance will arrange assistance for you. Whenever practical, they will always endeavour to arrange assistance by a MINI Roadside Assistance approved contractor, but if the problem cannot be resolved at the roadside, they will arrange and pay the costs of taking your vehicle to the nearest Authorised MINI Dealer .

ONWARD TRAVEL/HOTEL ACCOMMODATION

If MINI provides assistance, repairs to your vehicle cannot be completed within 24 hours and your vehicle can not be driven due to a mechanical defect or failure, MINI will whenever possible organise and pay for you and your passengers to continue your journey or return home by appropriate means. Alternatively, if the breakdown occurs more than 100 kilometres from your home address and accommodation is a more practical option, MINI Roadside Assistance will pay for the cost of a hotel for you and your passengers up to 3 nights at \$200 per night. If the rental car option below is not utilised this can be extended to 5 nights.

CAR HIRE

If MINI provides assistance, and repairs to your vehicle cannot be completed within 24 hours and the breakdown occurs more than 100 kilometres from your home address and your vehicle can not be driven due to a mechanical defect or failure, the MINI roadside assistance provider will wherever possible organise and pay for a replacement vehicle through one of the major vehicle rental companies for up to 3 days. If the accommodation option above is not utilised this can be extended to 7 days.

Delivery fees, excess vehicle insurance and fuel costs are not included and the rental vehicle must be accepted in compliance with the usual terms and conditions of the vehicle rental company. Where possible all efforts will be made to provide a high quality rental vehicle.

VEHICLE REDELIVERY

Provided that your vehicle has been recovered by MINI Roadside Assistance to an Authorised MINI Dealer (other than the Authorised MINI Dealer closest to your home), MINI Roadside Assistance will arrange for it to be returned to your home address.

LOCKOUT/LOST KEYS

Whilst MINI Roadside Assistance will always endeavour to provide assistance by the most practical method, should you be unable to gain entry to your vehicle, modern security systems make it extremely difficult for this to be achieved should spare keys not be available. If a forced entry is required, any costs for resultant damage will be your sole responsibility.

EMERGENCY FUEL

If you run out of fuel MINI Roadside Assistance will provide emergency fuel (to a maximum of 10 litres) free of charge or, where government regulations apply, transport the vehicle to the nearest refuelling station.

IN THE EVENT OF AN ACCIDENT

In the event of an accident MINI Roadside Assistance can arrange accident towing of vehicles or recovery of disabled vehicles, however all costs will be the owner's/driver's responsibility.

The MINI Roadside Assistance programme does not cover the following:

- (a) The cost of repairs other than mechanical first aid.
- (b) Attending to, or towing after an accident,
(Assistance will be given, however all costs will be the owner/drivers' responsibility)
- (c) Inter-island ferry charges.
- (d) Costs incurred by you if more than one trip per breakdown is required.

- (e) Attending to, or recovery of, vehicles deemed to be in an 'Off Road' area, e.g. on a beach or in a forest, on a racetrack or on other than public or formed roads.

TRANSFER OF ROADSIDE ASSISTANCE BENEFITS

The MINI Roadside Assistance Programme benefits are able to be transferred to subsequent owners. The vehicle will be covered under the terms of the MINI Roadside Assistance Programme for the balance of the existing programme term.

The new owner should contact their local or chosen Authorised MINI Dealer and provide their details which will be forwarded to the New Zealand Automobile Association. This will ensure that in the rare event of a breakdown, assistance can be quickly provided with under the correct vehicle ownership.

CONSUMER GUARANTEES ACT 1993

If the Consumer Guarantees Act 1993 applies to the purchase of your vehicle then nothing in the warranty or other products described in this booklet is intended to contract out of or limit the application of that Act. Your statutory rights prevail and are not affected.

WARRANTY GUIDELINES AND FREQUENTLY ASKED QUESTIONS

Warranty repairs will be quickly and effectively carried out if you follow the guidelines below:

- a) Remember to have your vehicle serviced and repaired by an Authorised MINI Dealer.
- b) Report any defects to your Authorised MINI Dealer as quickly as possible. A minor defect corrected now could prevent you from being inconvenienced in the future.

Q: How do I make a warranty claim?

A: Present this booklet along with the record of delivery to any Authorised MINI Dealer, informing them of the issue with your vehicle and they will repair your vehicle and claim on your behalf. All repairs must be carried out and claimed by an Authorised MINI Dealer.

Q: What do I do if my vehicle breaks down?

A: In the rare event that your vehicle incurs a breakdown, you will be able to make full use of the MINI Roadside Assistance programme as membership is supplied complimentary with your MINI for the full duration of its cover under the Customer Assurance Programmes. Please refer to the MINI Roadside Assistance section in this booklet, here you will find further information on what to do when you need help in the event of a breakdown.

Q: If I sell my MINI are any of the benefits of the MINI New Vehicle Warranty, MINI Service Inclusive, or the Roadside Assistance Programme transferable to the new owner?

A: The following benefits apply for the unexpired period of the relevant warranty and Roadside Assistance, regardless of who owns the Vehicle:

- (a) The New Vehicle Warranty
- (b) Body Anti-Corrosion and Paintwork Warranty
- (c) MINI Roadside Assistance

MINI Service Inclusive is not transferrable.

In the case that the vehicle is subsequently sold, the new owner should contact their local or chosen Authorised MINI Dealer and provide their details to ensure that any relevant warranty or roadside assistance issues can be quickly and correctly dealt with under the correct vehicle ownership.

NOTES.

Part No: N8881500655 02/2023

