



# MODEL S MODEL X

NEW VEHICLE LIMITED WARRANTY

NEW ZEALAND

## DOCUMENT APPLICABILITY

Features released in the most recent versions of software may not be described in this document but are described in Release Notes. Display Release Notes on the touchscreen by touching the Tesla "T" at the top center of the touchscreen, then touching the Release Notes link. If information provided in this document conflicts with information in the Release Notes, the Release Notes take precedence.

## ILLUSTRATIONS

Any illustrations provided in this document are for demonstration purposes only. Depending on vehicle options, software version and market region, the information displayed on the touchscreen in your Tesla vehicle may appear slightly different.

## PRODUCT SPECIFICATIONS

All specifications and descriptions contained in this document are verified to be accurate at the time of printing. However, because continuous improvement is a goal at Tesla, we reserve the right to make product modifications at any time.

## ERRORS OR OMISSIONS

To communicate any inaccuracies or omissions in this document, please send an email to: [ownersmanualfeedback@tesla.com](mailto:ownersmanualfeedback@tesla.com).

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MODEL S MODEL X

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# General Warranty Provisions

This voluntary New Vehicle Limited Warranty is given by Tesla New Zealand ULC. ("Tesla") and applies to all vehicles during the applicable warranty period in accordance with the terms, conditions and limitations, as specified below. This warranty is in addition to other rights and remedies you may have under any applicable New Zealand law in relation to the vehicle.

## Who is the Warrantor?

Tesla New Zealand ULC  
501 Karangahape Road  
Auckland  
North Island  
New Zealand

## What Vehicles are Covered?

This New Vehicle Limited Warranty applies to a vehicle sold by Tesla in New Zealand.

## Multiple Warranty Conditions

This New Vehicle Limited Warranty contains warranty terms and conditions that may vary depending on the part or system covered. A warranty for specific parts or systems is governed by the coverage set forth in that warranty section and the other provisions in this New Vehicle Limited Warranty, in addition to any applicable statutory guarantees under the New Zealand Consumer Law.

## Your Rights

The benefits to you under this New Vehicle Limited Warranty are in addition to any other rights and remedies you may have under any applicable New Zealand law in relation to the vehicle and this New Vehicle Limited 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. Where our goods are acquired for personal use, they come with guarantees that cannot be excluded under the New Zealand Consumer Law. Where you have acquired the vehicle for business purposes, we expressly exclude, to the extent permitted by law, all guarantees provided for under New Zealand Consumer Law.

## Ownership Transfer

Subject to the terms and conditions set out in this New Vehicle Limited Warranty, New Vehicle Limited Warranty is transferable at no cost to any person(s) who subsequently and lawfully assume(s) ownership of the vehicle after the first retail purchaser within the described limitations of this New Vehicle Limited Warranty ("subsequent purchaser").

## Who Can Enforce this New Vehicle Limited Warranty?

The first retail purchaser, or subsequent purchaser, of a new vehicle sold in New Zealand, titled or registered in the name of the first retail purchaser, or subsequent purchaser, can enforce this New Vehicle Limited Warranty, subject to the terms of this New Vehicle Limited Warranty.

## When Does the Warranty Period Begin and End?

This New Vehicle Limited Warranty begins on the first day a new vehicle is put into use by delivery to the first retail purchaser(s), or by leasing or registering as a company car or demonstrator, whichever is earlier, and provides coverage for the period based on the specified warranty as described in the section Warranty Coverage on page 3. Parts repaired or replaced, including replacement of the vehicle, under this New Vehicle Limited Warranty are covered only until the applicable warranty period of this New Vehicle Limited Warranty ends, or as otherwise provided under the New Zealand Consumer Law.



# Warranty Coverage

This New Vehicle Limited Warranty includes the Basic Vehicle Limited Warranty, the Supplemental Restraint System (“SRS”) Limited Warranty, and the Battery and Drive Unit Limited Warranty, each as described below.

The exclusive remedy available to you under this New Vehicle Limited Warranty is the repair or replacement of new or remanufactured parts by Tesla for the covered defects. Subject to the exclusions and limitations described above, such repair or parts replacement will be performed without cost to you by Tesla when Tesla is notified of the covered defect within the applicable warranty period. Repairs will be performed using new or remanufactured parts at the sole discretion of Tesla. All replaced parts or other components are the exclusive property of Tesla unless otherwise provided under applicable law.

## Basic Vehicle Limited Warranty

Subject to separate coverage for certain parts and the exclusions and limitations described above the Basic Vehicle Limited Warranty covers the repair or replacement necessary to correct defects in the materials or workmanship of any parts manufactured or supplied by Tesla that occur under normal use for a period of 4 years or 80,000 km, whichever comes first.

## Supplemental Restraint System Limited Warranty

Subject to the exclusions and limitations described above, the SRS Limited Warranty covers the repair or replacement necessary to correct defects in the materials or workmanship of the vehicle’s seat belts or air bag system manufactured or supplied by Tesla that occur under normal use for a period of 5 years or 100,000 km, whichever comes first.

## Battery and Drive Unit Limited Warranty

The lithium-ion battery (the “Battery”) and Drive Unit are extremely sophisticated powertrain components designed to withstand extreme driving conditions. You can rest easy knowing that Tesla’s state-of-the-art Battery and Drive Unit are backed by this Battery and Drive Unit Limited Warranty, which covers the repair or replacement of any malfunctioning or defective Battery or Drive Unit, subject to the limitations described below.

If your Battery or Drive Unit requires warranty service, Tesla will repair the unit, or replace it with a factory reconditioned unit. When replacing a Battery, Tesla will ensure that the energy capacity of the replacement Battery is at least equal to that of the original Battery before the failure occurred. To provide you with even more assurance, this Battery and Drive Unit Limited Warranty will also cover damage to your vehicle from a Battery fire even if it is the result of driver error. (Coverage will not extend to damage that had already been sustained before a Battery fire occurred, or to any damage if the Battery fire occurred after your vehicle had already been totaled.) Your vehicle’s Battery and Drive Unit are covered under this Battery and Drive Unit Limited Warranty for a period of 8 years.

Despite the breadth of this Battery and Drive Unit Limited Warranty, damage resulting from intentional actions (including intentionally abusing or destroying your vehicle or ignoring active vehicle warnings), a collision or accident (excluding from Battery fires as specified above), or the servicing or opening of the Battery or Drive Unit by non-Tesla personnel, is not covered under this Battery and Drive Unit Limited Warranty.

In addition, the Battery and the Drive Unit are subject to the general exclusions and limitations described in this New Vehicle Limited Warranty. Damage to the Battery resulting from the following activities is also not covered under this Battery and Drive Unit Limited Warranty:

- Physically damaging the Battery, or intentionally attempting, either by physical means, programming, or other methods, to extend (other than as specified in your owner documentation) or reduce the life of the Battery;
- Exposing the Battery to direct flame (excluding from Battery fires as specified above); or,
- Flooding of the Battery.



The Battery, like all lithium-ion batteries, will experience gradual energy or power loss with time and use. Loss of Battery energy or power over time or due to or resulting from Battery usage, is NOT covered under this Battery and Drive Unit Limited Warranty. See your owner documentation for important information on how to maximize the life and capacity of the Battery.



## Warranty limitations

Tesla does not authorise any person or entity to create for it any other obligations or liability in connection with this New Vehicle Limited Warranty. The decision of whether to repair or replace a part or to use a new or remanufactured part will be made by Tesla, in its sole discretion. The benefits to you under this New Vehicle Limited Warranty are in addition to any other rights and remedies you may have under any applicable New Zealand law in relation to the vehicle.

This New Vehicle Limited Warranty does not cover any vehicle damage or malfunction directly or indirectly caused by, due to or resulting from normal wear or deterioration, abuse, misuse, negligence, accident, improper maintenance, operation, storage or transport, including, but not limited to, any of the following:

- Failure to take the vehicle to a Tesla Service Centre or Tesla authorised repair facility upon discovery of a defect covered by this New Vehicle Limited Warranty;
- Accidents, collisions, or objects striking the vehicle;
- Any repair, alteration or modification of the vehicle, or the installation or use of fluids, parts or accessories, made by a person or facility not authorised or certified to do so;
- Improper repair or maintenance, including use of fluids, parts or accessories other than those specified in your owner documentation;
- Towing the vehicle;
- Improper winch procedures;
- Theft, vandalism, or riot;
- Driving off-road (applies only to Model S);
- Driving over uneven, rough, damaged or hazardous surfaces, including but not limited to, curbs, potholes, unfinished roads, debris, or other obstacles, or in competition, racing or autocross or for any other purposes for which the vehicle is not designed;
- Overloading the vehicle;
- Using the vehicle as a stationary power source; and
- The environment or an act of God, including, but not limited to, exposure to sunlight, airborne chemicals, tree sap, animal or insect droppings, road debris (including stone chips), industry fallout, rail dust, salt, hail, floods, wind storms, acid rain, fire, water, contamination, lightning and other environmental conditions.

## Additional limitations and exclusions

In addition to the above exclusions and limitations, this New Vehicle Limited Warranty does not cover any of the following:

- Any corrosion or paint defects including, but not limited to, the following:
  - Corrosion from defects in non-Tesla manufactured or supplied materials or workmanship causing perforation (holes) in body panels or the chassis from the inside out;
  - Surface or cosmetic corrosion causing perforation in body panels or the chassis from the outside in, such as stone chips or scratches; and
  - Corrosion and paint defects caused by, due to, or resulting from accidents, paint matching, abuse, neglect, improper maintenance or operation of the vehicle, installation of an accessory, exposure to chemical substances, or damages resulting from an act of God or nature, fire, or improper storage;
- Non-genuine Tesla parts or accessories or their installation, or any damage directly or indirectly caused by, due to or resulting from the installation or use of non-genuine Tesla parts or accessories;
- Certain individual items associated with the vehicle, including, but not limited to the tires, Mobile Connector, Wall Connector, any future connectors, and related charging adapters, which have separate warranties subject to their own terms and conditions;



- Windshield or window glass that is broken, chipped, scratched, or cracked, other than as a result of a defect in material or workmanship of a Tesla manufactured or supplied windshield or window glass;
- General appearance or normal noise and vibration, including, but not limited to, brake squeal, general knocks, creaks, rattles, and wind and road vibration; and
- Maintenance services, including, but not limited to, the following:
  - Standard 12 month or 20,000 km service and diagnostics checks;
  - Wheel alignment or balancing;
  - Appearance care (such as cleaning and polishing); and
  - Expendable maintenance items (such as wiper blades/inserts, brake pads/linings, filters, etc.).

## Voided New Vehicle Limited Warranty

You are responsible for the proper operation of the vehicle and for receiving and maintaining detailed and accurate records of your vehicle's maintenance, including the 17-digit Vehicle Identification Number ("VIN"), servicing centre name and address, mileage, date of service or maintenance and description of service or maintenance items, which should be transferred to each subsequent purchaser. You may void this New Vehicle Limited Warranty if you do not follow the specific instructions and recommendations regarding the use and operation of the vehicle provided in your owner documentation, including, but not limited to:

- Complying with any recall advisories;
- Carrying passengers and cargo within specified load limits; and
- Making all repairs.

Although Tesla does not require you to perform all service or repairs at a Tesla Service Centre or Tesla authorised repair facility, this New Vehicle Limited Warranty may be voided or coverage may be excluded due to improper maintenance, service or repairs. Tesla Service Centres and Tesla authorised repair facilities have special training, expertise, tools and supplies with respect to your vehicle and, in certain cases, may employ the only persons or be the only facilities authorised or certified to work on certain parts of your vehicle. Tesla strongly recommends that you have all maintenance, service and repairs done at a Tesla Service Centre or Tesla authorised repair facility in order to avoid voiding, or having coverage excluded under, this New Vehicle Limited Warranty.

The following will also void this New Vehicle Limited Warranty:

- Vehicles that have had the VIN defaced or altered or the odometer or other related system disconnected, altered or rendered inoperative so that it is difficult to determine the VIN number or actual mileage;
- Vehicles that have been labeled or branded as dismantled, fire-damaged, flood-damaged, junk, rebuilt, salvage, reconstructed, irreparable or a total loss; and
- Vehicles that have been determined to be a total loss by an insurance company.

## Damages

Under this New Vehicle Limited Warranty, Tesla is not responsible for any and all:

- Indirect, incidental, special and consequential damages arising out of or relating to your vehicle, including, but not limited to, transportation to and from a Tesla Service Centre, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses; or
- Any direct damages in an amount that exceeds the fair market value of the vehicle at the time of the claim.

The above limitation does not affect any other rights and remedies you may have under any applicable New Zealand law in relation to the vehicle.



To obtain warranty service in relation to your New Vehicle Limited Warranty, you must notify Tesla within the applicable warranty period, and deliver the vehicle, at your expense, during regular business hours to a Tesla Service Centre, or such other repair facility designated by Tesla in New Zealand. The location of the nearest Tesla Service Centre may be obtained by visiting [www.tesla.com/en\\_NZ](http://www.tesla.com/en_NZ). The location of Tesla Service Centres is subject to change at any time and without prior notice.

Please be prepared to provide the VIN, which is located on the upper dashboard on the driver's side of the vehicle and visible through the windshield and is also available on the vehicle registration and title documentation, vehicle delivery date, current mileage and a description of the defect when you contact Tesla.

In the event of a change of your address, please contact Tesla at the address or phone number specified in the section of this New Vehicle Limited Warranty titled Who is the Warrantor? on page 1.

## Reasonable Time for Repairs

You must allow Tesla a reasonable time for completion of repairs and/or service. Upon notification by Tesla of the completion of the vehicle repairs and/or service, you are responsible for immediately picking up the vehicle, at your own expense.

## Roadside Assistance

Tesla provides complimentary roadside assistance emergency services, including towing services to the nearest Tesla Service Centre or your home provided they are within 80 km of your vehicle, for 4 years or 80,000 km, whichever comes first, for vehicles covered by this New Vehicle Limited Warranty at the time of the occurrence, subject to the exclusions and limitations described in your Roadside Assistance documentation. You are responsible for any roadside assistance emergency services for vehicles or repairs not covered by this New Vehicle Limited Warranty, which will have a minimum charge of \$500, as applicable depending upon the location of the vehicle, and for any charges for transportation beyond the first 80 km. Roadside assistance is not provided under this New Vehicle Limited Warranty but is a service intended to minimise inconvenience when your Tesla vehicle is inoperable. Please refer to your Roadside Assistance documentation for details.

## Modifications and Waivers

No person or entity, including, but not limited to, a Tesla employee or authorised representative, can modify or waive any part of this New Vehicle Limited Warranty, unless as otherwise permitted by law. Tesla may occasionally offer to pay a portion or all of the cost of certain repairs that are no longer covered by this New Vehicle Limited Warranty or fall within your rights under the New Zealand Consumer Law for specific vehicle models. In such circumstances, Tesla will notify all known registered owners of affected vehicles. You may also inquire to Tesla directly regarding the applicability of such programs, if any, to your vehicle. Tesla may also occasionally offer to pay a portion or all of the cost of certain vehicle repairs that are no longer covered by this New Vehicle Limited Warranty on an ad hoc case-by-case basis. Tesla reserves the right to do the above and to make changes to vehicles manufactured or sold by Tesla and the applicable warranties, at any time, without incurring any obligation to make the same or similar payment or changes for vehicles Tesla previously manufactured or sold, or applicable warranties including this New Vehicle Limited Warranty. Nothing herein shall imply that any Tesla vehicle is free of defects.



# Making a Claim under the New Vehicle Limited Warranty

You should first contact Tesla by written notification to the address below during the applicable warranty period specified in this New Vehicle Limited Warranty regarding any issues that you have with your Tesla vehicle that are addressed in this New Vehicle Limited Warranty.

Tesla Motors New Zealand  
501 Karangahape Road  
Auckland  
North Island  
New Zealand

Please have the following information available:

- Your name and contact information;
- VIN;
- Name and location of the Tesla Store and/or Tesla Service Centre nearest you;
- Vehicle delivery date;
- Current mileage;
- Description of the defect; and
- History of the attempts you have made with a Tesla Store or a Tesla representative to resolve the concern, or of any repairs or services that were not performed by a Tesla Service Centre or Tesla authorised repair facility.



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