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smart Roadside Assistance (RSA)

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Welcome to smart

Thank you for choosing smart. With the purchase of a smart, you gain our commitment to support you whenever you need it. We look forward to supporting you with our service network, goods, and services for the life of your car.

This supplement contains information about smart warranty and road side assistance, as well as warranty regulations for your smart.

In case of uncertainties or further questions, please do not hesitate to contact smart Customer Contact Centre or your local smart Authorized Service Partner.

Overview

Your smart warranty protects you against possible damages and defects in the vehicle caused by any manufacturing defects that may have occurred during the manufacture of your vehicle. The standard is the usual state of the art of comparable vehicle models at the time of the start of the warranty. smart Mobility Australia not only follows legal obligations but offers additional warranty periods for the vehicle, high voltage battery, and high voltage core components.

How do I get a warranty issue resolved?

To get your warranty issues resolved, simply follow the steps below:

- Contact the nearest smart Authorized Service Partner as soon as possible to avoid potential further damage to your vehicle.
- All warranty work must be performed by a smart Authorized Service Partner who uses only smart genuine parts.
- To shorten your waiting time, kindly make sure to have your smart ID and vehicle documents ready.

In case of uncertainties, you can call the nearest smart Authorized Service Partner. They are happy to answer your questions, resolve your issues and take care of your vehicle throughout its life span.

What does my warranty cover?

Vehicle warranty

During the vehicle warranty period, repairs or replacements to the vehicle, which are covered by the smart warranty will be repaired or replaced free of charge by the authorized service network independently of ownership change during the warranty period. The vehicle warranty covers your entire vehicle excluding defined components that have specific coverage and a specific warranty period as defined in later sections.

The period of the vehicle's warranty coverage is 5 years or 150,000 km whichever comes first.

Warranty of high voltage battery and core components

For the most important component of your vehicle – the high voltage battery – smart offers you an extensive warranty. If the state of health (SOH) of the battery is less than 70% within the warranty period, you are eligible for repair or replacement as per the OEM standards, corresponding to the degree of use, age, mileage, and state of care of the vehicle at the time of the Warranty Claim. The state of health must be checked by a battery energy content measurement performed by a smart Authorized Service Partner.

Furthermore, the warranty period for the high voltage battery is 8 years with a mileage limitation of 150,000 km and for the high voltage core components is 8 years with a mileage limitation of 150,000 km. The high voltage core components include an electric-drive motor, controller, and vehicle control unit. For more details kindly refer to your High Voltage Battery Certificate or your local smart Authorized Service Partner.

Parts & accessories warranty

In addition to the vehicle warranty, a separate Parts and Accessories Warranty is provided for genuine smart parts and accessories purchased from smart Authorized Service Partner. The warranty period is 2 years and has no limitation on mileage.

Genuine smart parts and accessories are specifically designed to maintain vehicles to meet smart safety and reliability standards. Therefore, only genuine smart parts and accessories for vehicle utilization are recommended.

Any parts purchased by you during the vehicle warranty or high voltage core components warranty are covered by either the remaining time of the original warranty period of the vehicle or the parts warranty period, depending on which is expiring last.

Corrosion protection warranty

Corrosion protection warranty covers the vehicle body if it is perforated by corrosion due to faulty manufacturing or materials. The panel of bodywork affected by the perforation will be repaired or replaced by a smart Authorized Service Partner, completely free of charge, regardless of any change in vehicle ownership.

The term 'perforation' refers to a hole that penetrates through the bodywork caused by corrosion from the inside or underside because of faulty manufacture or

materials. The term 'bodywork' refers to metal panels of the body shell, doors, fenders, roof, bonnet, trunk lid, or tailgate, and does not include wheels and attachments such as bright trim, bumpers, mouldings, and hinges.

The origin of the rust-through damage must be located on the inside of the affected body panel.

The corrosion protection warranty period is 12 years and has no limitation on mileage.

Wear & Tear parts warranty

Category of Wear & Tear parts	Warranty Period
Battery (12V)	12 months / 20,000km mileage
Tire	6 months/ 10,000km
Brake pad	6 months/ 10,000km
Air-condition filter	6 months/ 10,000km
Bulb	6 months/ 10,000km
Wiper blade	6 months/ 10,000km
Battery for remote control key	6 months/ 10,000km
Fuse & Relay (excluding Logic Control Key)	6 months/ 10,000km

* All limitations are valid subject to either the vehicle age or mileage whichever comes first.

What does my warranty not cover?

The warranty excludes liability for various kinds of external damage, normal wear and tear, and natural aging.

The following is not covered:

- Normal wear and tear containing consumable items and friction, natural aging or fading, and battery capacity normal reduction.
- Damage and defects resulting from neglect, improper use, overloading or improper repair by an unauthorized service provider, care, and storage.
- Damage or defects caused by failure to properly maintain or service the vehicle in accordance with the maintenance schedules and service instructions specified in the owner's manual or instrument cluster in the vehicle, or failure to follow instructions provided by a smart Authorized Service Partner.
- Use of non-genuine smart parts or materials during repairs (or of spare parts

of equivalent quality during retail repair) or repair methods that have not been approved by smart as the vehicle manufacturer.

- Damage and defects caused by refusal to perform rectifications immediately.
- Damage or defects due to any conversion or modification of the vehicle which is not authorized by the vehicle manufacturer. The burden of proof of an authorized conversion or modification lies with the customer.
- Damage and defects caused by using the vehicle in trial/test, motorsport events or for any other purpose than outlined in the driver's handbook.
- Damage or defects to vehicles that have had its vehicle identification number altered or removed, or on which the odometer reading has been unlawfully changed.
- Damage or defects due to impacts of a mechanical or chemical nature from outside, or other incidents containing willful actions by third parties, civil unrest, accidents, malicious action, theft, or unauthorized use.

- Factors beyond the vehicle manufacturer's control such as, environmental hazards (including industrial fall-out, storm damage, acid rain, bird droppings) and damage (including stone chips, scratches, and use of unsuitable cleaning agents).

Can my warranty be invalidated?

Yes, it can. Vehicle conversions approved by smart are considered to be part of the original specification, however, any other conversions must be considered unauthorized by smart and will therefore invalidate the vehicle warranty on the affected area, as far as the customer cannot prove that this is not the cause of the defect/damage. The burden of proof of an authorized conversion or modification lies with the customer.

Warranty coverage in the following circumstances will be restricted by smart:

- Where information has been provided that the vehicle has been stolen.
- Components affected by unapproved modifications, tuning or conversions.
- Vehicles that have been involved in serious accidents, fire damaged or submerged, and have been defined as scrapped by the insurance company.

When does my warranty start?

The warranty period starts on the date of first registration.

The warranty for parts or accessories begins on the date of purchase (date of invoice). Any parts installed during warranty repairs are covered for the remainder of the original warranty period.

All warranty coverage limitations apply based on vehicle age or mileage whichever comes first.

General terms of your warranty

The terms of your smart warranty do not affect your statutory warranty rights against the seller of the vehicle.

Regarding your smart warranty, the following general terms apply:

- Claims under the smart warranty can only be made at smart Authorized Service Partners; all warranty work must be carried out by a smart Authorized Service Partner who only uses smart genuine parts.
- All parts replaced by warranty repairs become the property of smart.
- smart Mobility Australia reserves the right to request the service partners to reserve, remove or return the replaced warranty parts.
- An unexpired warranty may be transferred to the new owner of your vehicle.
- The smart warranty is only applicable within the geographical area of validity and only in the network of smart Authorized Service Partners. The warranty claim can only be fulfilled at smart Authorized Service Partners in the geographical area of validity.
- A prerequisite for a benefit under this smart warranty is that all service intervals have been carried out in accordance with smart's specifications.
- In the event of a warranty claim, smart may have the defect remedied by repair, replacement of defective parts (by a smart Authorized Service Partner) or other measures, the selection of which is at the discretion of smart.
- All parts installed or repaired under the smart warranty are covered by the warranty for the remaining period of the original warranty period.
- In the event that smart delivers a new vehicle as a result of a warranty claim, smart may demand the return of the defective vehicle and the payment of an appropriate compensation for use in accordance with the statutory provisions.

Overview

Thank you for choosing smart. With the purchase of a smart, you gain our commitment to support you whenever you need it. We look forward to supporting you with our service network, goods, and service for the life of your car ownership.

Should you require assistance, please don't hesitate to call the smart Roadside Assistance toll-free number:

1800-012-234

Please have the following information available for the RSA Service Centre who will answer your call:

- Your name.
- Your registration number / VIN number.
- The model and color of the Vehicle.
- A description of the problem.
- If possible, a telephone number where-by you can be contacted.
- The location of your smart car.

Please note smart will not reimburse any RSA cost you incurred unless it is provided or previously agreed by smart authorized RSA service providers.

Before you use smart Roadside Assistance (RSA)

smart Roadside Assistance (RSA) is valid for your vehicle provided that:

- It was delivered to an end user on or after the 1st September 2024 by authorized dealers of smart Mobility Australia in the geographical area of validity(→ [Page 9](#)).
- It is within New Vehicle Warranty period and operated in the geographical area of validity(→ [Page 9](#)).
- None of the exceptions listed are applicable(→ [Page 8](#)).
- The conditions applicable to the validity period of smart Roadside Assistance (RSA) are fulfilled(→ [Page 8](#)).

What does smart Roadside Assistance (RSA) cover?

Technical breakdown

When vehicles break down due to mechanical or electronic failure including hardware and software problems, and cannot continue to drive safely, towing to the nearest smart Authorized Service Outlets for proper resolution of the problem.

Flat tire

When tire problems happen, towing to the nearest smart Outlets or third-party workshops for repairs.

When replacement is required, the cost of tire replacement is borne by the customer.

Low Battery of High Voltage battery

When vehicles run out of power, towing to the nearest smart Outlets or charging station.

Flat 12v battery

If a battery problem affects the normal start of the vehicle, a "jump start" service will be provided onsite.

Key issue

When your key is lock-out, a pick-up and delivery of the mechanical key/key fob service will be applied.

Bogged vehicle

When your vehicle becomes immobilized off-road (e.g., in creeks, on beaches, sand, snow, muddy roads, obstructed by barriers, etc.), RSA will carry out the recovery to an acceptable road for safety. (Please note: all expenses related to the recovery of vehicles, along with specialized equipment, will be borne by the customer.)

Roadside Assistance (RSA) and mobility service

Note: It is always recommended to have a physical key fob available for smart Roadside Assistance (RSA).

An overview of RSA service

- Travel to and from Breakdown location

RSA covers the cost of technicians' traveling to and back from your vehicle breakdown location.

- Onsite Support
RSA provides jump-start, inspection, and minor repairs at the breakdown site.
- Towing
RSA offers free towing to the nearest smart Authorized Service Outlet at a distance within 50 km in metro area or 100 km in regional areas.

An overview of mobility service

- Public transport
Local transportation services can be arranged to continue with your journey by Taxi / Chauffeur Service / Flight / Train per incident for round trip travel for you and the passengers in your vehicle within applicable price limits (up to A\$ 400 / incident).
- Rental vehicle
Alternatively, customer can also choose from the rental vehicle service. For the duration of the repair, up to 3 working days, and subject to standard market conditions (e.g., deductible amounts for rental cars). The type and model of the replacement vehicle shall depend on availability and within applicable price limits (up to A\$ 200 / day / incident). Other additional costs as subsequence of the rental including but not limited to fuel, parking fee, etc. will not be covered by smart.
- Accommodation
Overnight stay in a hotel room (with breakfast) for you and the passengers in your vehicle, for the duration of the repair work, up to 3 days and within applicable price limits (up to A\$ 150 / night).
- Vehicle Drop-Off
After a successful repair, the smart Authorized Service Outlet can take the vehicle to your desired location, up to the distance of 50 km (metro area) or 100km (regional area) from the smart Authorized Service Outlet and within the applicable price limits (up to A\$ 100 / incident).

Note: These mobility services are subject to price limitations set by smart Mobility Australia.

For more information on mobility service, please contact smart RSA Centre via hot-line (→ [Page 7](#)).

Period of validity

smart Roadside Assistance (RSA) is valid within the warranty coverage period of 5 years / 150,000 km (whichever comes first). Even if you choose to purchase your smart as a used vehicle, you may still make use of smart Roadside Assistance (RSA) within the Vehicle Warranty period. Under the criteria indicated above, you can renew your smart Roadside Assistance (RSA) by having a visit to smart Authorized Service Outlet for information updated.

Exceptions from coverage

smart Roadside Assistance (RSA) and mobility service will not apply if any of the following circumstances exists:

- Damage caused by the car owner's, driver's, or a third party's deliberate or negligent action
- Damage caused by a breach of applicable laws, including scenarios when
 1. The car is being driven by an unauthorized individual.
 2. There are more individuals in the car than are authorized.
 3. The vehicle's load growth exceeds the allowable limit.
 4. The vehicle's allowable gross vehicle weight or acceptable axle load is exceeded.
- Damage caused by changes to the vehicle or the installation of car parts &/or accessories that are non-approved by smart Automobile
- Damage caused by repairs conducted in a manner that is not in accordance with the manufacturer's specifications.

- Damage that may be traced back to repair recommendations made by a smart Authorized Service Partner but were not implemented.
- Damage resulting from participation in motorsport competitions, military exercises, disaster relief work, or similar activities and events.
- Damage resulting from acts of war, internal unrest, earthquakes, or force majeure of any other nature.
- Damage resulting from faults the existence of which the purchaser was aware.

Furthermore, smart Roadside Assistance (RSA) does not apply to unregistered vehicles.

General note

In addition to smart Roadside Assistance (RSA), you have statutory rights in the case of a fault. These are indicated in the purchase agreement as well as the general terms and conditions. smart Roadside Assistance (RSA) has no effect on these rights. The terms and conditions of smart Roadside Assistance (RSA) do not enable the vehicle owner or operator to withdraw from the purchase agreement, get a reduction in the purchase price, or claim damages in lieu of the purchase agreement's responsibilities.

smart Roadside Assistance (RSA) is a smart Mobility Australia product that is available to you once your smart car has been registered. Pay attention to the sections in Geographical Area of Validity (→ Page 9) and Exceptions from Coverage (→ Page 8).

Geographical area of validity

smart Roadside Assistance (RSA) shall cover smart vehicles sold in Australia states and territories (but specifically excludes Christmas Island, Cocos (Keeling) Island, Norfolk Island and Lord Howe Island).

Legal entity

smart Mobility Australia PTY. Ltd.

Important information

smart Roadside Assistance is offered by smart Australia Mobility Pty Ltd ACN 675 312 704. smart Roadside Assistance service is provided by AWP Australia Pty Ltd trading as Allianz Global Assistance ABN 52 097 227 177.

Customer Contact Centre number

Customer Contact Centre number:
1300smartau