



CUPRA

CUSTOMER HANDBOOK



CONTENT

Welcome	3
CUPRA - The Benefits	4 - 5
Summary of New Vehicle Warranty	6 - 7
High Voltage Battery Warranty	8 - 9
Caring for Matte Paint Finishes	10
CUPRA Service Plan	11 - 12
Roadside Assistance	13 - 14
Transferability	15

WELCOME TO THE WORLD OF CUPRA

We're thrilled to have you join our tribe of drivers who see the road differently, and live for the moments between start and finish. The CUPRA you've chosen is more than a car – it's an exciting new vision of performance, design, and individuality.

To ensure your CUPRA ownership experience is every bit as exhilarating as the drive itself, we've crafted a suite of benefits that begin from the moment you take the wheel.





CUPRA – THE BENEFITS

Your new CUPRA is automatically covered by three exclusive programmes:

- ✔ **CUPRA NEW VEHICLE WARRANTY**
See the section CUPRA New Vehicle Warranties on page 6.
- ✔ **CUPRA PRECISION SERVICE PROGRAMME**
See the section CUPRA Scheduled Services on page 11.
- ✔ **CUPRA ROADSIDE ASSIST**
See the section CUPRA Roadside Assistance on page 13.

These benefits are complimentary and activate from the registered date of delivery to the original owner.

To keep your CUPRA's performance, technology, and benefits in peak condition, your vehicle must be serviced and maintained exclusively by an authorised CUPRA Garage or approved Service Partner, following the manufacturer's recommendations.

A rear view of a dark-colored CUPRA car, showing the rear window, roof rails, and a prominent illuminated light bar across the rear. The light bar features the CUPRA logo in the center and is lit up in a vibrant red color. The background shows a sunset or sunrise sky with soft clouds.

*Here's to every thrilling kilometre ahead –
welcome to the drive.*

VZ



CUPRA ROADSIDE ASSISTANCE: CALL 0800 66 33 44

If your CUPRA is immobilised for any reason, we'll have you up and running in no time. All CUPRA vehicles purchased new from an authorised New Zealand dealer are covered free of charge for the period of the warranty.

Should you require assistance following a breakdown, a roadside technician will come to you 24 hours a day, 365 days a year - anywhere in New Zealand.

You can count on CUPRA roadside assistance if:

- **You're stranded and need to get home**
- **Your battery goes flat**
- **There's an inability to drive due to a damaged windscreen**
- **You accidentally run out of fuel**
- **You have a flat tyre**
- **You lose or break your key or lock it in the car**
- **You require medical or personal assistance (call 111 in an emergency).**





SUMMARY OF NEW VEHICLE WARRANTY

Key points to note:

- This document is issued by Espana Motors Limited trading as CUPRA New Zealand (“the Importer”). It sets out the benefits of the warranties given on new CUPRA vehicles, purchased in New Zealand, from authorised CUPRA dealers. It also sets out the terms, conditions and limitations which apply to the warranties.
- To get the benefit of the warranty you must take your vehicle to an authorised CUPRA Dealer or Service Centre. See www.cupraofficial.co.nz for locations.
- Nothing in this warranty limits rights provided under New Zealand consumer law.
- If you have questions about what your vehicle’s warranty covers, you should contact your authorised CUPRA Dealer or Service Centre before any works commence.
- This document is dated 1 January 2026.

Who is providing the Warranty?

This Warranty is being provided by the Importer in its capacity as the importer and/or retailer of the vehicle and as the representative of SEAT, S.A. Auto (“the Manufacturer”) in New Zealand.

The Eligible Vehicle will be free of defects in the original materials and workmanship, for the following periods (together “the Warranty”):

What vehicles does it apply to?

The Warranty only applies to CUPRA vehicles imported new into New Zealand by the Importer (“Eligible Vehicles”).

Who gets the benefit?

It is provided to the first owner of an Eligible Vehicle. The balance of the warranty is then fully transferable to subsequent owners.

Summary of Warranty

Any time period for a warranty within this document will commence from whichever occurs first of the following:

- the date of first registration of the Eligible Vehicle in New Zealand; or
- when the Eligible Vehicle was delivered to its first owner by the Importer or its agent.

CUPRA new vehicle warranty coverage

5 years or 100,000 km cover against all defects in material or workmanship (whichever occurs first), other than as noted in the remainder of this table.

12 years cover against corrosion perforation of bodywork (with unlimited mileage)

3 years cover against paint defects on vehicle’s bodywork (with unlimited mileage)

8 years or 160,000 km cover on the High-voltage battery for all Battery Electric Vehicles and Plugin Hybrid Electric vehicles (whichever occurs first)

2 years cover against all defects in material or workmanship for genuine CUPRA parts and accessories from the time of supply (with unlimited mileage)

5 years 24/7 national Roadside Assistance



The terms of the warranty are in addition to any rights and remedies that you may have under New Zealand consumer law.

For the Warranty to apply:

- The Eligible Vehicle must have treated in accordance with the any vehicle care requirements set out in the owner's manual from time to time; and
- Any damage to the Eligible Vehicle or its parts must be properly remedied without delay.

The perforation through corrosion Warranty covers only rust corrosion through body panels from the insides to the outside and is subject to any conditions listed in the owner's manual from time to time.

What benefit does the Warranty provide?

An authorised CUPRA Dealer or Service Centre will repair or replace (at the Manufacturer's or Importer's sole discretion) the relevant component that suffers a defect during the relevant Warranty period. Parts used in repairing the Eligible Vehicle may be either new, or a used part (at the Manufacturer's or Importer's option). Any Warranty repairs can only be carried out by an authorised CUPRA Service Centre. Any vehicle parts installed, painted or repaired as part of the Warranty process shall continue to have the benefit of the unexpired portion of the relevant Warranty only. Any defective parts replaced under the Warranty will then become the property of the Importer.

What does the Warranty not apply to?

Claims will not be covered by the Warranty if they arise as a result of any:

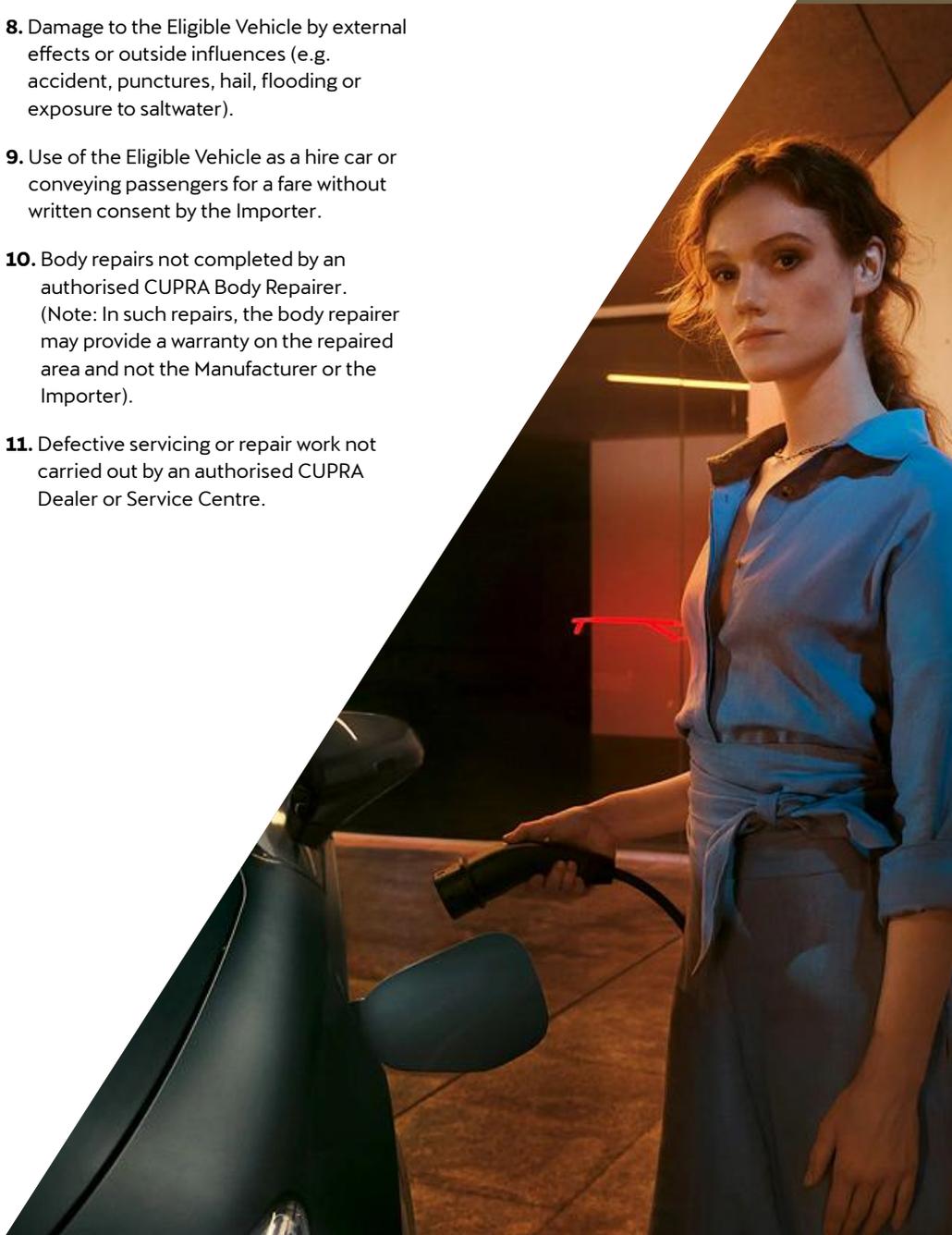
1. Failure to have the Eligible Vehicle properly maintained and/or serviced, using genuine CUPRA parts, by an authorised CUPRA Dealer or Service Centre, at the intervals specified by the Manufacturer

or Importer, and including all of the items specified by the Manufacturer for each relevant periodic service (see the owner's manual for further information regarding maintenance).

2. Negligence, driver abuse or failure to properly drive, use or operate the Eligible Vehicle in accordance with the specifications, recommendations, capacity and limitations specified for the vehicle by the Manufacturer, or use of the vehicle for purposes for which it was not designed.
3. Failure to report the relevant defect without delay, or the failure to provide the Importer an opportunity to rectify the defect.
4. The installation in the Eligible Vehicle of parts, software or consumables the use of which has not been approved by the Manufacturer, or any modification (including tuning) of the vehicle in a way, or for a purpose, that has not been approved by the Manufacturer.
5. Normal wear and tear of the Eligible Vehicle, being the reduction in operating performance of a covered component that results from normal use, having regard to the age of the Eligible Vehicle and the total distance the vehicle has travelled.
6. Any items which require adjustment, replenishing or replacement as part of normal vehicle maintenance, including but not limited to oil, fuel, lubricants and coolants, spark plugs, brake and clutch linings, brake pads, clutch packs, belts, shock absorbers, refrigerant gas, filters, hoses, cables, tyres, batteries and light bulbs.



- 7.** Use, or testing in preparation for use, for motor sport including, without limitation, racing or rallying for reward or otherwise.
- 8.** Damage to the Eligible Vehicle by external effects or outside influences (e.g. accident, punctures, hail, flooding or exposure to saltwater).
- 9.** Use of the Eligible Vehicle as a hire car or conveying passengers for a fare without written consent by the Importer.
- 10.** Body repairs not completed by an authorised CUPRA Body Repairer. (Note: In such repairs, the body repairer may provide a warranty on the repaired area and not the Manufacturer or the Importer).
- 11.** Defective servicing or repair work not carried out by an authorised CUPRA Dealer or Service Centre.





HIGH VOLTAGE BATTERY WARRANTY

The Importer grants additional warranties for the high voltage battery when the Eligible Vehicle is a CUPRA NZ Battery Electric vehicle (“BEV”) or Plug-In Hybrid vehicle (“PHEV”), as detailed below. (For the avoidance of doubt, the Battery Warranty does not apply to Hybrid vehicles which are not PHEVs).

When does the Batter Warranty apply?

Notwithstanding the rest of this document, the period which the warranty applies for is whichever of the relevant period applies first (each “the Battery Warranty Period”):

- For new vehicles, 8 years from the date of delivery of the vehicle to the first owner or for the first 160,000 km of the vehicle.
- For demonstrator vehicles, 8 years from the date of first registration by the CUPRA dealer for demonstrator vehicles or for the first 160,000 km of the vehicle.

What is covered?

During the Battery Warranty Period, the Importer warrants that the original high voltage battery will be free from defects in workmanship or original materials subject to the other Warranty terms and conditions set out in this document (the “Battery Warranty”). This warranty will cover all defects relating to material and labour of the following components in the high-voltage battery:

- Cell modules
- Battery housing

- Cooling elements
- Connectors for battery modules

What is not covered?

A reduction in the net battery energy capacity during the Battery Warranty Period is not considered a defect for the purposes of the Battery Warranty (however, in the case of CUPRA BEV models the additional Battery Capacity Warranty may apply – see section below).

Coverage for net residual energy capacity – BEV models only

An additional warranty also covers certain reductions in the net residual energy capacity of the battery in relation to CUPRA BEV models (for the avoidance of doubt, the Battery Capacity Warranty does not apply to PHEV models).

If, at the relevant Measurement Point, the net battery energy capacity is less than the minimum percentage held by the Eligible Vehicle at the date of its initial registration (“Initial Value”) the energy content will be increased to meet the Minimum Capacity value applicable for that Measurement Point (“Battery Capacity Warranty”):

Time period or distance travelled (“Measurement Point”)	Minimum net battery energy capacity at Measurement Point (“Minimum Capacity”)
Earlier of up to 3 years or 60,000 km	At least 78% of the Initial Value
Earlier of up to 5 years or 100,000 km	A least 74% of the Initial Value
Earlier of up to 8 years or 160,000 km	At least 70% of the Initial Value



The net battery energy content is determined by the authorised CUPRA Service Centre by measuring the usable capacity (in Ah) during a qualified charging stroke and multiplying it by the nominal voltage of the battery and using diagnostic protocol provided by the Manufacturer.

The net battery energy capacity will be repaired free of charge with replacement battery components (new or reconditioned), such that the capacity reaches at least the relevant Minimum Capacity, as applicable for the relevant Measurement Point.

For completeness we note that the net battery energy content corresponds to the amount of usable battery energy content (specified in kWh) available for driving and is different from the gross battery energy content. The gross energy content of the battery is always higher than the net battery energy content and is the total theoretical capacity of the battery when fully charged, however, it includes an energy reserve for system protection and longevity.

What is not covered?

The high voltage battery is, like all lithium-ion batteries, subject to aging and wear and its capacity may decrease depending on usage and environmental conditions. A reduction in the capacity of the high-voltage battery over time is a natural property of technology and does not constitute a defect under this Warranty (it is deemed natural wear and tear) unless otherwise stated above.

All other exclusions set out in this document apply to the Battery Warranty and Battery Capacity Warranty.

Instructions and recommendations for maintaining battery capacity and life over the long term can be found in the owner's manual.



WARRANTY CLAIMS

Claims arising from the Warranty can only be made at an authorised CUPRA Dealers or Service Centres.

Warranty claims will need to be supported by servicing history.

If you have any questions about this Warranty, contact your authorised CUPRA Dealer or Service Centre.

Limitation of Liability

THE TERMS OF THE WARRANTY ARE IN ADDITION TO ANY RIGHTS AND REMEDIES THAT YOU MAY HAVE AS A CONSUMER UNDER NEW ZEALAND LAW.

Subject to New Zealand consumer law:

1. The Importer's liability under the Warranty is strictly limited to the repair or replacement of the relevant components; and direct consequential damage to the Eligible Vehicle only.
2. The Importer is not liable under the Warranty for any loss, damage, debt, loss of profit, penalty, fine, expense, liability or costs that results or may result (whether directly or indirectly, in contract or tort) from any defect in the Eligible Vehicle or relevant component.

Your Rights Under New Zealand Consumer Law

THE WARRANTY IS PROVIDED IN ADDITION TO, AND DOES NOT EXCLUDE, RESTRICT OR LIMIT ANY RIGHTS YOU MAY HAVE AS A CONSUMER UNDER NEW ZEALAND CONSUMER LAW SUCH AS THE CONSUMER GUARANTEES ACT 1993 AND THE FAIR TRADING ACT 1986.

The Consumer Guarantees Act 1993 (the "Act") sets minimum guarantees for goods and services bought for personal use. In particular, it provides that products sold to consumers come with a guarantee of "acceptable quality", which means that the product must:

- be fit for purpose (do all the normal things that people would expect them to do);
- be free from minor or major faults;
- do what the consumer have been told they would do;
- be safe and durable.

If you would like more information on rights and remedies under the Act, please refer to the Government Consumer Protection website.

<https://www.consumerprotection.govt.nz/general-help/consumer-laws/consumer-guarantees-act/>



CARING FOR MATTE PAINT FINISHES

Matte paint has a low-gloss clearcoat that achieves its look through surface texture. Standard polishing, waxing, or “shine enhancers” can permanently alter the appearance. Follow these steps to keep your CUPRA’s matte finish looking correct.

Golden rules

- Hand-wash only. Avoid automatic washes with brushes or “towels.” Touchless (no-brush) is acceptable.
- No polishing, waxing, or sealants designed for gloss paint. These can create irreversible shiny patches. Use only products specifically labelled “matte safe.”
- Act fast on contaminants. Bird droppings, insects, tar, tree sap and hard water spots can etch the texture. Clean promptly with matte safe spot cleaners.

Routine washing (every 1–2 weeks or as needed)

1. Rinse thoroughly to remove loose dirt.
2. Two-bucket method with grit guards. Use a matte safe shampoo and a clean microfiber wash mitt reserved only for paint (separate mitts for wheels).
3. Wash in straight lines (not circles) light pressure. Rinse often.
4. Dry by blotting with clean, plush microfiber or a damp chamois. Do not rub aggressively; avoid letting water dry on the surface.
5. Clean glass with alcohol-based window cleaner (not ammonia/vinegar).





CUPRA SERVICE PLAN

Terms and Conditions

1. These Terms and Conditions

1.1 These Terms and Conditions apply to the CUPRA Service Plan provided with every new model Leon Sportstourer, new model Formentor and all-new Terramar CUPRA vehicles* (As registered from March 2025) supplied by the Importer to the Customer named herein (“you” and “your”) in respect of the CUPRA vehicle described herein (your “vehicle”).

1.2 Please read these Terms and Conditions fully, together with your vehicle owner’s manual.

2. Service Plan Duration

2.1 Your vehicle’s Service Plan runs from the date of your vehicle’s first registration for a period of 3 years or 45,000 km, whichever occurs first.

3. Service Plan Interval

3.1 Your vehicle must be serviced every 15,000km or 12 months, whichever occurs first. In normal operation this generally means a yearly service.

Your vehicle will remind you of an upcoming service via the Driver Information Display in the instrument cluster.

The maximum number of services permitted under the Service Plan Interval is three.

4. Service Plan Conditions

4.1 Your vehicle’s Service Plan is conditional upon all service work on your vehicle

being carried out within the required time or distance intervals in clause 3.1 by a New Zealand approved CUPRA Service Centre located here:

cupraofficial.co.nz/services/locations

5. Service Plan Inclusions

5.1 In relation to your vehicle, your vehicle’s Service Plan covers the cost of:

(a) parts and fluids, the exact nature of which depend on your vehicle and your vehicle’s recommended service schedule as supplied by the manufacturer, but which typically include engine oil and filter, pollen filter, brake fluid, drivetrain oils, and windscreen washer fluid top up;

(b) a full electronic diagnostic inspection and installation of any software updates available for your vehicle; and

(c) labour required in connection with clauses 5.1(a) or (b).

6. Service Plan Exclusions

6.1 Your vehicle’s Service Plan does not include:

(a) items that are deemed by the manufacturer to be consumables and/or subject to wear and tear such as, but not limited to:

(i) wiper blades, brake pads, brake discs and clutch linings;

(ii) tyres;



- (b) tyre rotation and balancing or wheel alignment when required;
- (c) fluids and additives not specified in your vehicle's recommended service schedule, for example AdBlue replenishment;
- (d) any Warrant of Fitness;
- (e) navigation software updates;
- (f) items or labour required due to:
 - (i) modifications to your vehicle's original specifications;
 - (ii) misuse or abuse of your vehicle;
 - (iii) your vehicle not being driven in accordance with your owner's manual or the manufacturer's specifications, guidelines and instructions;
- (g) work not carried out by an approved Brand Service Centre;
- (h) any other items not included in your vehicle's recommended service schedule.

7. Your Other Responsibilities

7.1 In addition to your obligations under these Terms and Conditions, you are responsible for:

- (a) the cost of anything outside of the scope of clause 5;
- (b) performing regular maintenance checks on your vehicle, in accordance with your owner's manual, for example

fluid levels and tyre pressure checks.

8. Service Plan Transferable

8.1 If you sell your vehicle, your vehicle's Service Plan transfers with your vehicle to the new owner on these Terms and Conditions.

9. Assistance

9.1 For assistance with your Service Plan, please contact your nearest CUPRA Service Centre.



CUPRA ROADSIDE ASSISTANCE

Your new CUPRA vehicle is covered by the CUPRA Roadside Assistance programme for the same duration as the CUPRA New Vehicle Warranty. Please refer to page 6 for details.

Roadside Assistance

If your CUPRA is inadvertently immobilised for reasons including mislaid keys*, lack of fuel, battery charge or a tyre puncture, one phone call to Roadside Assistance will provide customer assistance – wherever you are in New Zealand.

Recovery to Dealer

Should the vehicle become immobile and is unable to be repaired immediately or safely, Roadside Assistance will arrange for the vehicle to be transported to the nearest authorised CUPRA Dealer or approved CUPRA Service Centre.

Hotel Accommodation or Replacement Vehicle

In the unlikely situation of your CUPRA becoming immobilised due to a warrantable defect more than 100 kilometres from the driver's residence which cannot be repaired within 24 hours, Roadside Assistance will arrange either:

- Hotel accommodation to a maximum value of \$150 per night for up to 2 nights for both you and your passenger(s) in a recommended hotel should this be preferred.
or
- Alternative transport from an authorised CUPRA Dealer or approved CUPRA Service Centre or the arrangement of a rental vehicle to a maximum value of \$300 to allow the occupants to resume the journey or return home.

Storage of Vehicle

If your vehicle must be securely stored prior to its transfer to an authorised CUPRA Dealer or approved CUPRA Service Centre, Roadside Assistance will arrange for this to be done at no cost to the owner.

Repatriation of your Vehicle

Should the owner elect to leave the vehicle with an authorised CUPRA Dealer or approved CUPRA Service Centre to be repaired when a warrantable breakdown occurs more than 100 kilometres from the driver's residence, Roadside Assistance will arrange and coordinate the repatriation of the vehicle should the repairs not be completed within 24 hours.

Alternatively, provision for the driver to be returned to the repaired vehicle can be arranged.

Vehicle Theft or Accidental Damage

Roadside Assistance offers a telephone advisory service to the driver in the event of an accident or vehicle theft. Roadside Assistance can arrange the transportation of the vehicle to an approved repairer or to a place of storage. In addition, Roadside Assistance can arrange alternative transport and emergency accommodation.

Please note that all costs associated with the transportation of the vehicle, alternative transport and emergency accommodation will be the responsibility of the driver unless the respective Insurance Company has given prior approval.

*Please note that due to the technical complexity of the CUPRA security systems, a duplicate or spare key to gain entry to a vehicle is needed.



Support Services

Roadside Assistance can provide 24 hours a day, 365 days a year, telephone advisory service to assist the driver with:

- The location of the nearest authorised CUPRA Dealer or approved CUPRA Service Centre and contact information
- General vehicle operation advice

General Exclusions

The Roadside Assistance programme does not apply to the following:

- Vehicles used for hire or reward.
- Vehicles used in motor racing, rallies, speed or duration testing or any practice thereof.
- Claims arising from the loss or damage to the contents of the vehicle.
- Claims arising from damage caused through forced entry to recover locked keys, whereby the owner / driver has been fully briefed on the situation by Roadside Assistance staff or the provider in attendance, and the owner / driver has subsequently agreed to indemnify Roadside Assistance, against any damage caused during entry.
- Claims arising from a recurring electrical or mechanical limit resulting from improper maintenance or servicing where a known fault and repair has been neglected.
- Situations where the vehicle is disabled by floods, snow affected roads, or is not accessible due to other adverse conditions.
- Vehicles being bogged in off-road conditions or off public roads (other than a private residence) and not easily accessible by normal two-wheel drive recovery vehicles.
- Vehicle has been left unattended.
- Vehicles other than those confirmed as covered by Roadside Assistance.
- If at the time of the breakdown the vehicle was towing a trailer of any kind, the trailer will be towed or transported to the nearest place of safety. Any costs above this will be the responsibility of the driver.
- Events because of an accident, incorrect fuel, or misuse of the vehicle. All associated costs are the responsibility of the driver.



TRANSFERABILITY

Subject to the terms and conditions described in this handbook, the CUPRA New Vehicle Warranty, New Vehicle Scheduled Services and CUPRA Roadside Assistance cover on your vehicle can transfer to any subsequent owner provided the maximum individual durations (time or mileage, whichever comes first) have not been exceeded.

Please refer to the durations of all three programmes earlier in this booklet.

Visit the link below or talk to your Approved Service Centre about available infotainment updates:

cupraofficial.co.nz/services/locations

And check out CUPRA Care - it's the place to go for all the owner information you'll need.

cupraofficial.co.nz/owners/care-for-your-cupra



CUPRA
ROADSIDE ASSISTANCE

Call 0800 66 33 44



CUPRA

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Information is subject to change without notice.

cupraofficial.co.nz

Note: This information applies exclusively to new vehicles sold through the official CUPRA New Zealand Dealer Network.