



CUPRA

CUSTOMER HANDBOOK



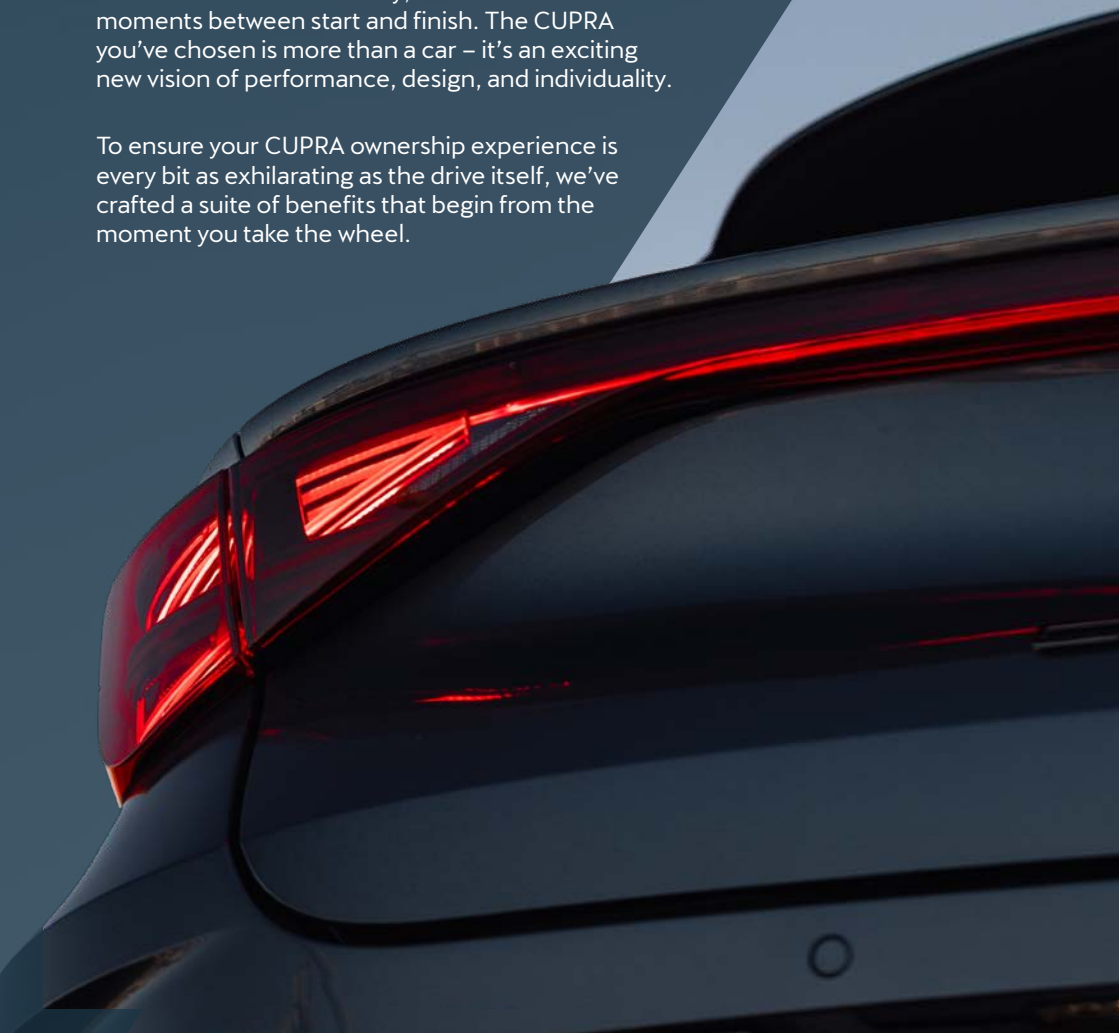
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WELCOME TO THE WORLD OF CUPRA

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. The rear window, wiper, and roof spoiler are visible. A prominent illuminated light bar with a red glow runs across the rear, featuring the Cupra logo in the center. The background shows a sunset or sunrise sky with orange and pink 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

This document summarises the New Vehicle Warranty (“the Warranty”) provided by the Manufacturer and by Espana Motors Limited trading as CUPRA New Zealand (“the Importer”). The term “Manufacturer” when used in this summary means CUPRA/SEAT S.A.

The Warranty

The Warranty provided by the Importer is provided on the same Terms and Conditions as the Warranty provided by the Manufacturer. The Warranty only applies to CUPRA vehicles imported new and sold by the Importer. The warranty is fully transferable to subsequent owners.

1. In summary under the Warranty the vehicle is guaranteed from the date of first registration or delivery (whichever occurs first) against defects in original materials and workmanship consistent with the current state of the art for the purchased article, for the following periods:

CUPRA new vehicle warranty coverage

5 years or 100,000km cover against all defects in material or workmanship (whichever occurs first)

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

3 years cover against paint defects on vehicles' bodywork (with unlimited mileage)

8 years or 160,000km 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 (with unlimited mileage)

5 years 24/7 National Roadside Assistance

a. Warranty repairs can only be carried out by a member of the CUPRA authorised network, using only CUPRA genuine parts.

b. Any vehicle parts installed, painted or repaired as part of the Warranty process shall only be covered until the end of the Warranty term for the vehicle itself.

c. For the paint defect warranty to apply:

i. The vehicle must have treated in accordance with the Vehicle Care section in the Owner's Handbook.

ii. Any damage to the vehicle's paint and protective coatings must be properly remedied without delay.

d. The perforation through corrosion Warranty is subject to the conditions listed under Customer Information in the Owners Handbook.

2. In accordance with the Warranty, your Official CUPRA Garage or approved Service Centre will repair or replace (at the Manufacturer's or Importer's option) the relevant component that suffers a defect during the relevant Warranty period. Parts used in repairing your vehicle may be either new, or an exchange part (at the Manufacturer's or Importer's option).

3. Any defective part(s) replaced under the Warranty will then become the property of the Manufacturer.

The above warranties are subject to the following qualifications:



HIGH VOLTAGE BATTERY WARRANTY

In addition to the New Vehicle Warranty, the Manufacturer grants an additional warranty for the high voltage battery only of Battery Electric Vehicles (BEV) or Plug-In Hybrid vehicles (PHEV) (the “Battery Warranty”). The terms and conditions of the Battery Warranty are similar to the terms and conditions of the CUPRA New Vehicle Warranty.

In summary, under the Battery Warranty, the Manufacturer warrants that the high voltage battery of BEVs and PHEVs will be free from defects in workmanship or original materials for 8 years or 160,000 kilometres (whichever occurs first).

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 in the sense of the CUPRA Warranty (it is deemed natural wear and tear). In the event of a claim under the CUPRA warranty regarding damage to the high-voltage battery, the capacity of the high-voltage battery after fault rectification is at least 70% of the total usable capacity, and this is in consideration of all relevant factors including the age, condition and the mileage of the vehicle. Instructions and recommendations for maximum battery lifetime can be found in the vehicle Owners Handbook.

Warranty Claims

Claims arising from the Warranty can only be asserted at Official CUPRA Garage or approved Service Centres.

Claims require submission of a completely filled-out Maintenance record via Digital Service Schedule.

If you have any questions about this Warranty, contact your official CUPRA Garage or approved 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 Manufacturer’s liability under the Warranty is strictly limited to the repair or replacement of the relevant components; and direct consequential damage to host vehicle only.
2. The Manufacturer is not liable in relation to 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 vehicle or relevant component.

Your Rights Under New Zealand Consumer Law

The Consumer Guarantees Act 1993 (the “Act”) sets minimum standards guarantees for goods / products 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)



Exclusions to the Warranty

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

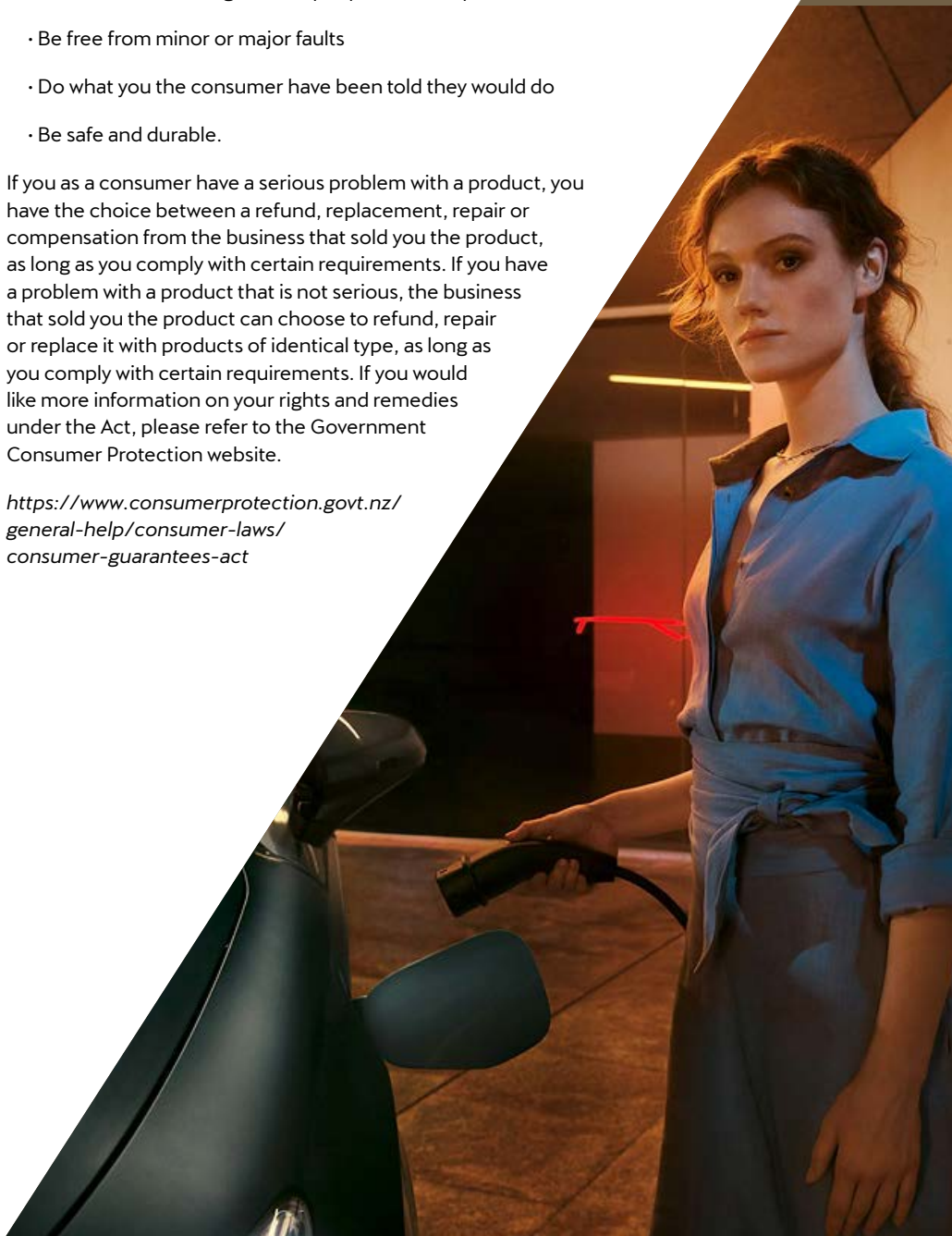
- 1.** Failure to have the vehicle properly maintained by an Official CUPRA Garage or Service Centre, at the intervals specified by the Manufacturer and including all of the items specified by the Manufacturer for the periodic service in question (see the maintenance section of Owner's manual for further information regarding maintenance).
- 2.** Negligence, driver abuse or failure to properly drive, use or operate the 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 immediately or the failure to provide an opportunity for rectification without delay despite having been requested to do so.
- 4.** The installation in the vehicle of parts, software or consumables the use of which has not been approved by the Manufacturer, or the modification (e.g. tuning) of the vehicle in a way that has not been approved by the Manufacturer.
- 5.** Normal wear and tear, namely the reduction in operating performance of a covered component that results from normal use, having regard to the age of the 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 vehicle by external effects or outside influences (e.g. accident, punctures, hail, flooding or exposure to saltwater).
- 9.** Use of the vehicle as a hire car or conveying passengers for a fare without written consent by CUPRA New Zealand.
- 10.** Body repairs not completed by an Authorised CUPRA Body Repairer. (Note: In such repairs body repairer carries future warranty on repaired area not Manufacturer)
- 11.** Defective servicing or repair work not carried out by an authorised CUPRA Garage or Service Centre.



- Be durable for as long as most people would expect them to last
- Be free from minor or major faults
- Do what you the consumer have been told they would do
- Be safe and durable.

If you as a consumer have a serious problem with a product, you have the choice between a refund, replacement, repair or compensation from the business that sold you the product, as long as you comply with certain requirements. If you have a problem with a product that is not serious, the business that sold you the product can choose to refund, repair or replace it with products of identical type, as long as you comply with certain requirements. If you would like more information on your 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](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.