



OUTLANDER PHEV

MAP

Congratulations on your purchase of a Mitsubishi vehicle and welcome to MAP

The Mitsubishi Motors Assistance Package designed to enhance your "Mitsubishi" ownership experience, while providing you with peace-of-mind motoring. This package has been tailored to ensure that there is minimal disruption to you and your passengers should you ever experience a problem with your vehicle while on holidays or at home. While it is our hope that you never need to utilise this service, please take the time to read this booklet so that you know what to do should you ever require assistance.

Available on call 24 hours a day, 7 days a week, MAP provides you with a service that is:

- Fast and efficient
 - Tailored to cope with all eventualities
 - Consistent and available throughout Europe
- (Refer Geographical coverage)

What to do if you require assistance?

Simply dial the telephone number printed on your MAP Card in the event of:

- mechanical or electrical breakdown
- a road traffic accident
- a fuel problem (lack of fuel, contaminated fuel, wrong fuel)
- a key problem (lost keys, keys locked in car, broken key)
- a tyre problem (puncture, vandalism, bolt or valve leak)
- an attempted theft or vandalism where your vehicle is immobilised
- theft when your car has been stolen

MAP will provide solutions for you to continue your journey with the minimum of delay and inconvenience. All passengers travelling with you are also entitled to the benefits of MAP.

Should you ever need assistance, MAP can provide you with:

- Basic assistance at home and at the roadside

for fuel, key, tyre and minor electrical or mechanical repairs.

- Towing

to the nearest authorized Mitsubishi Network Partner if the vehicle cannot be mobilised at the spot.

- Storage or parking when a breakdown occurs out of business hours

and the vehicle needs to be towed to a Mitsubishi Network Partner. In this eventuality, the vehicle will be parked in a secure facility and taken to a Mitsubishi Network Partner during business hours on the next working day.

- Urgent message relay

MAP may pass urgent messages to your family, friends, or work colleagues.

- Information service

Upon request, we can provide you with basic technical advice regarding your vehicle, as well as the locations of Mitsubishi Network Partners throughout Europe.

- Legal and medical referrals

Referrals for specialist legal and medical advice can be provided following a request for assistance.

- European customs duty

If the extent of damage to the vehicle renders it unfit for repair, MAP will pay for any customs duties incurred through abandonment.

In case your vehicle cannot be repaired on the same day due to an electrical or mechanical breakdown, one of the following options can be proposed to you and your passengers:

- Taxi transportation to your home if you are less than 50 km away.
- A replacement car for you to stay mobile during the time your vehicle is immobilised, up to a limit of 2 working days, if you are less than 50 km from home. If you are more than 50 km from home, a replacement vehicle will be provided until your vehicle is repaired, with a maximum limit of 5 working days. Please note that you must be able to comply with the rental company conditions (insurance, fuel and ancillary charges).
- First class train tickets or economy class air travel (when rail transport exceeds 6 hours), if you are more than 50 km from home.
- Hotel accommodation for a maximum of 4 nights if you are more than 50 km away from home. Hotel accommodation is dependent on local conditions and availability.
- Spare parts procurement and delivery if your vehicle breaks down abroad and the parts essential to the repatriation of the vehicle are unavailable locally, MAP, with the support of the Mitsubishi Partner network, will locate and deliver spare parts from another country (covers delivery costs only)
- When your vehicle is ready, you may either collect it from the Network Partner or have it repatriated.
- Vehicle collection option if you choose to collect your vehicle from the Network Partner, MAP will organise taxi transportation from your home to the dealer Network Partner, if within a 50-km radius. Otherwise, MAP will provide you with first class train or economy class airline ticket(s), should rail transport exceed 6 hours.
- Vehicle repatriation option you may also have your vehicle repatriated to your home via a towing or driver service. Please note that repatriation by chauffeur requires your consent and your commitment to pay for fuel and toll charges.
- NOTE: Cross-border repatriation of non-repaired vehicles if your vehicle is immobilised abroad, and the repair is expected to last more than 5 working days, MAP may choose to immediately repatriate your

vehicle by tow truck to an authorized Mitsubishi Network Partner or servicing facility in your home country that is the closest to your home location.

In case your vehicle is immobilised and cannot be repaired on the same day following a road-traffic accident, an attempted theft, vandalism or your vehicle has been stolen, MAP can provide you with:

- Alternative transport a taxi service will be organised in order to repatriate you to your home if you live within a 50-km radius. Otherwise, you will receive first class train tickets or economy class air tickets if the journey exceeds 6 hours.
- Legal expenses following a road traffic accident, MAP can provide an advancement of bail up to a maximum of 2500 Euro when you provide a financial guarantee and deposit. Please note that any advance will have to be reimbursed within 3 months after receiving an invoice.
- VERY IMPORTANT NOTE:

Please note that Mitsubishi Motors Assistance Package is an assistance program you are automatically entitled to benefit from free of charge, unless specifically written. In order for you to avoid additional expenses, please note that it is not necessary to make your own arrangements for vehicle assistance coverage through a third party organisation.

Period of cover

MAP coverage is available to all new Mitsubishi vehicle owners for a period of 5 years, commencing on the registration date.

An additional extension of one year MAP coverage can be received (until a maximum of 8 years after the registration date) when meeting the following conditions:

Annual maintenance being carried out by an authorised Mitsubishi Motors workshop using genuine Mitsubishi Motors spare parts.

- Covered persons the owner (or driver) and all the passengers travelling in the vehicle at the moment the emergency assistance was required.
- Covered vehicles all Mitsubishi passenger and light commercial vehicles up to a gross vehicle weight of 3,5 tonnes - excluding taxis. Trailers and caravans are also covered (towing only), but only when being towed by the covered vehicle

Geographical Coverage

Albania, Andorra, Austria, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus(a), Czech

Republic, Denmark(b), Estonia, Finland, France(c), Germany, Greece, Hungary, Iceland, Ireland,

Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, The

Netherlands, Norway, Poland, Portugal, Republic of San Marino, Romania, Russia(d), Serbia, Slovak

Republic, Slovenia, Spain(e), Sweden, Switzerland, Turkey, Ukraine, United Kingdom(f), Vatican.

(a) Coverage in Cyprus is limited to the Greek territory of the island.

(b) Coverage in Denmark does not include Greenland and Faroe Islands.

(c) Coverage in France includes overseas departments.

(d) Coverage in Russia is limited to the regions of Saint Petersburg and Moscow:

within a 150-km radius surrounding the external ring of both cities.

(e) Coverage in Spain includes the Balearic Islands, the Canary Islands and the independent cities

of Ceuta and Melilla. Vehicles sold and registered in Spain will also be serviced when traveling in

Morocco, Algeria and Tunisia.

(f) Coverage in the UK includes Gibraltar and all UK dependent islands located in the European seas.