

CUSTOMER CAR CARE PLAN



Built with Pride
in New Zealand
By Summit Auto Manufacturers
Rotorua

IDENTIFICATION

Make:

Model:

Year:

Serial No.:

Engine No.:

Colour:

Key No.:

Registration No.:

Purchaser's Name:

Address:

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It is our wish that the relationship initiated by your purchase of a motor vehicle with Heron will be sustained in the future to our mutual satisfaction.

Service and maintenance will be an important factor in this relationship and we have done our best to ensure that your vehicle will supply the longest possible trouble-free service.

This booklet contains all regulations covering warranty and service.

WARRANTY

The warranty covers both materials and labour to the extent specified in Clause 1-5 of the general conditions of sale, i.e. excluding the following:

- consumable materials (oil, fuel, etc.)
- maintenance and lubrication operations, including routine work:
- repair consequent to normal wear of the vehicle during usage, accidents, and operating and driving conditions not according to the company's instructions;
- all operations covered by the warranty whenever the latter is invalidated as stated in the conditions of sale (use of the vehicle not in conformity to the instructions given by the company, omission of free service, etc.);
- roadside breakdown service requested by the owner regardless of circumstances and of whether it is carried out by the company or third parties.

GENERAL CONDITIONS OF SALE AND OF USE

Clause 1

The vendor guarantees the company's standard product for 3 months or 6000 kms, whichever occurs first, to the purchaser at the terms stated in the warranty certificate. Warranty does not apply to tyres.

Warranty is limited to replacement free of charge of parts that may have become unserviceable owing to proven faulty material, and/or repair of parts proved to be out of order but still usable. Warranty work must in all cases be handled by the selling dealer or workshops appointed by the manufacturer.

Any delay in the performance of warranty work shall not be regarded as a right to damages or extension of the warranty period.

The warranty is invalidated if the company's products are not used as indicated by the company or if they are altered, repaired or dismantled even only partly, outside the manufacturer's network, or fitted with an unapproved part. The warranty may not be used as a means to demand solution of the purchase contract or compensation for damage.

Clause 2

EXCLUSION OF LIABILITY—

The dealer and the manufacturer accept no liability or obligation for injury or damage whatever the circumstances in which the company's products sold are used even if such injury and/or damage is caused by, or because of such products; this applies also to inspection and where injury and/or damage is the consequence of constructional defects or faulty material.

Clause 3

EXHIBITIONS AND COMPETITIONS—

The company's products are sold on the express condition that they are not without the previous written consent of the company to be exhibited at any exhibition or used in any competition, competitive trial or collective demonstration and in all cases the owner shall be responsible for all consequences thereof. Moreover, no change shall be made to the construction, operation and outline of the company's products.

Clause 4

The vendor shall not be liable for any loss of use or any consequential loss, damage or expenses arising directly or indirectly from the defect.

Clause 5

This warranty is in lieu of all warranties, terms, conditions or representations expressed or implied whether by common law or status.

The breach of any of the above clauses invalidates the warranty and may result in action for damages.

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EXPLANATION OF WARRANTY

Normal maintenance — owner responsibility

The provision of the uniform warranty shall not apply to the following items as they are considered owner responsibility and do not constitute defective material or workmanship. Such items are as follows:

1. Brakes

Pedal and shoe adjustment. Bleeding, flushing and filling system, where not made necessary due to a defective part.

2. Engine Tuning

Cleaning and adjusting spark plugs, points, carburettor, air cleaner, cleaning fuel system, throttle and choke adjustments.

3. Lubrication

General lubrication and oil changes, including seasonal changes.

4. Tightening

General tightening of all bolts, nuts, studs, removal of squeaks and rattles, etc. made necessary due to vehicle operation, i.e. engine mounting, body bolts, spring shackles, etc.

5. Steering

Gear adjustment, linkage and wheel bearing adjustment, wheel balancing, front end alignment.

6. Clutch

Pedal adjustment.

7. Transmission

Gearshift control lever or linkage adjustment, or automatic transmission adjustment.

8. Electrical

Adjusting voltage regulator, headlamps and cleaning battery terminals, maintenance of battery, alternator, starting motor commutator and brushes, wiring and connections.

9. Cooling

Radiator flushing and adjusting fan belt.

10. Fuel system

Cleaning and tightening fuel lines, tank connection.

11. Finish

Any repairs due to cause other than factory responsibility, i.e. stone chips, abuse, harsh polishes, road surfacing materials, industrial fall-out, etc.

12. Glass

Breakage or scratching of glass screens (unless a manufacturing defect).

13. Door fitting

Adjustment of doors, deck lids, glove boxes, etc.

YOUR CERTIFIED CAR CARE PLAN

This vehicle herein described has been scientifically designed and faithfully built to give the maximum of economical and trouble-free service over a long period but this can be fully achieved only with the co-operation of the purchaser.

1. Delivery

So that you will get the maximum enjoyment and satisfaction from your new vehicle, we carefully inspect and condition it in accordance with standard factory instruction, before delivery to you. Refer to the new car pre-delivery inspection report. Your satisfaction is our aim.

2. Free Service Coupon

An inspection and adjustment service, free of charge except for materials, is provided and it is extremely important that the vehicle be returned to the vendor at 1000 km, for this service to be performed. Failure to do this may void the conditions of the warranty.

3. Warranty Conditions

The warranty period and conditions are as defined on the sale order form and on page 2 of this Certified Car Care book that you received with your new vehicle. However, you will appreciate that the warranty will not apply in the event of the following:

- i Parts that are damaged as a result of accident, abuse or neglect.
- ii If your vehicle is repaired by other than an authorised workshop.
- iii If any parts are used that are not made by, or approved by the manufacturer.

Miscellaneous expenses

We will not assume responsibility for certain expenses related to the repair of the vehicle, e.g. petrol, telephone, travelling, lodging expenses and personal property.

4. Touring Privileges

We, the Vendors, will be pleased to extend to you all the necessary services required in accordance with the terms of the warranty. However, for your convenience it has been arranged that any authorised dealer of the trademark in New Zealand will perform essential services of a warranty nature for you **free of charge**, should you be touring. You will be expected to furnish proof that your vehicle is within the warranty period and for this purpose we suggest you carry your **certified car care book** with you. Essential services are those which normally involve mechanical attention to ensure safe operation and control of the vehicle, in which case it would be inadvisable for you to continue your journey. Non-essential items, of course, which do not unduly effect vehicle operation, can be referred to us on your return home.

5. Specialised Service

Servicing your car the 'Certified Car Care' way means using the right tool for the job. A complete line of special tools are specifically designed and engineered for the service characteristics of your car. This permits us to perform necessary service jobs properly, in the shortest possible time and assures you of the finest service available by trained service technicians.

6. Look for the Authorised Service Dealer

Remember authorised Heron Dealers are best qualified to service your investment.

CERTIFIED CAR CARE SERVICES

This booklet contains recommendations for the regular maintenance and servicing of your vehicle under normal operating conditions.

Regular and efficient maintenance and lubrication as laid down in this booklet is essential to the realisation of optimum performance and long life, and following this planned programme will ensure many extra kilometres of trouble-free driving.

To assist an owner in keeping his vehicle in top condition, it is recommended that the service operations shown in the following pages are performed at the specified time. However, closer time limitations must be imposed, where necessary, to take into consideration severe operating conditions and driving habits.

The following time limitations must be taken into account to ensure that the complete protection of the lubricants is maintained.

Engine oil change intervals

It is recommended that engine oil should be changed every 3 months.

Engine oil filter replacement is recommended every 6 months to coincide with an engine oil change. Vehicles operating in dusty areas have the filter replaced more often.

Air Cleaner

The carburettor air cleaner element should be inspected and cleaned at 6 month intervals. Every 48 months the filter element may need replacing. If the vehicle operates consistently in dusty conditions the element will need more frequent service.

Manual Transmission

The manual transmission fluid level should be checked at 6 month intervals. The fluid is to be replaced at the 1,500 km service and then at 2½ year intervals.

Rear Axle

The rear axle level is to be checked every 12 months. The oil is changed at the 1,500 km service and then at 4 year intervals.

Brake Fluid

The fluid level of the tandem master cylinder should be checked every 6 months. The fluid should be replaced every 12 months.

Brake lining wear checks

Check commences at the 12 month maintenance check and then every 6 months. Drum lining wear checks commence at the 18 month maintenance check and then every 12 months.

Apply severe operating conditions to the following:

Towing of caravan and heavy trailer, taxis, fleet vehicle, e.g. rental cars, police and traffic department vehicles, etc.

FUEL ECONOMY

Fuel consumption can be affected considerably by the way your car is driven and maintained. To achieve maximum fuel economy, observe the following simple "Do's and "Don'ts"

- DO** drive off straight away when starting from cold. It's wasteful to start the engine and let it warm up before moving off.
- DO** accelerate smoothly and gradually, especially through the gears, and maintain as steady a throttle opening as possible.
- DO** look ahead and anticipate traffic conditions, so that if you're going to have to slow down or stop, you reduce speed gradually.
- DO** observe the speed limits—it will improve your fuel consumption anyway.
- DO** use the highest possible gear—without labouring the engine.
- DO** maintain your tyres at the correct pressures and ensure that your car's brakes are not binding.
- DO** have your car serviced at the recommended intervals by your Heron Dealer, and take advantage of any special checks offered by your Dealer. Remember, a poorly maintained car will use more petrol.
- DON'T** warm up the engine from cold before moving off.
- DON'T** accelerate quickly, especially through the gears.
- DON'T** "blip" the accelerator before you stop the engine.
- DON'T** brake hard or from a fast speed, except in emergencies.
- DON'T** play "first away from the lights". Let the other chap waste his petrol if he wants to.
- DON'T** constantly change gear.
- DON'T** slip the clutch excessively—high engine revs. use a lot of fuel.
- DON'T** coast with car out of gear. You should always be in control, and must be able to accelerate or brake in an emergency.
- DON'T** overfill the fuel tank.

CERTIFIED CAR CARE

1000 km — Free Service

This coupon entitles you to have your vehicle thoroughly checked at your vendor Dealer Service Facility free of charge. Service operations and inspections are listed on the page opposite.

(LUBRICATION FLUIDS ARE CHARGEABLE)

Performed by

Date km

1000 km SERVICE (FREE CHECK)

(necessary adjustments included)

Lubrication

Renew engine oil.
Renew transmission oil (manual only).
Check fluid levels: Brake master cylinder tandem reservoir, cooling system—check if coolant includes corrosion inhibitor.
Clutch master cylinder.
Lubricate all lubrication points.

Engine

Torque manifold nuts.
Check/adjust ignition timing.
Check/adjust idle speed and mixture.
Check/adjust alternator drive belt tension.

Brakes

Check all brake lines and hoses for possible leakage and chafing.
Check handbrake and brake pedal free travel.

Suspension and Steering

Check rear hubs and float and reset if required.
Check steering joints/linkages for security.
Check steering box for security.
Check all steering geometry angles.
Torque wheel nuts.

Electrical

Check wiring connectors, starter motor, alternator, regulator, terminal blocks.
Check operation of all interior and exterior lamps, instruments and accessories.

Transmission

Check axle roots and bolts.
Check linkage and mounts.

Miscellaneous

Check all joints for water, oil and fuel leaks.
Check clutch pedal free travel (where adjustable).
Road test, include checks of engine, clutch, gearshift quality and brake performance.
Check all subframes to body bolt for security.

CERTIFIED CAR CARE

3 Monthly Regular Maintenance

The operations listed on the back of this coupon are those recommended to ensure efficient, economical vehicle operation. Charges for this service will be made as per this coupon plus the price of lubricants and materials.

Should any additional operations be found necessary during the course of this service and authorization is obtained from you to proceed, a separate charge over and above the normal maintenance service will be made.

3 MONTHS

Performed by

Date km

6 MONTHS

Performed by

Date km

9 MONTHS

Performed by

Date km

12 MONTHS (1 year)

Performed by

Date km

15 MONTHS

Performed by

Date km

18 MONTHS

Performed by

Date km

21 MONTHS

Performed by

Date km

24 MONTHS (2 years)

Performed by

Date km

27 MONTHS

Performed by

Date km

30 MONTHS

Performed by

Date km

33 MONTHS

Performed by

Date km

36 MONTHS (3 years)

Performed by

Date km

3 MONTHLY REGULAR MAINTENANCE SERVICES

Lubrication and Hoist Inspection

Renew engine oil and filter.

Lubricants: all locks, strikers and hinges.

Clean battery terminals and smear with petroleum jelly.

Check fluid levels: brake/clutch master cylinder reservoir, transmission, rear axle steering box (where applicable), battery electrolyte, radiator, drain flush and refill adding corrosion inhibitor in accordance with recommendations, screen washer reservoir.

Inflate tyres to correct pressure.

Check drive-shaft gaiters for damage/deterioration (where applicable).

Clean door drain holes.

Engine Tuning

Adjust valve clearances.

Clean air cleaner element.

Clean and reset spark plugs (replace only if necessary).

Check operation of vacuum advance unit. Adjust engine idle speed and mixture.

Check/adjust alternator drive belt tension.

Brakes

Check front disc pads for wear.

Miscellaneous

Check operation of instruments.

Road test, include checks of engine, clutch, gearshift and brake performance.

Air Conditioning

(where applicable)

- a) Compressor Belt:
Check for wear and adjust to specification if necessary.
- b) Refrigerant level:
Check for bubbles in sight glass.
- c) Oil & Gas leak:
Check compressor and all pipes and unions.
- d) Clutch:
Check both idle up and cut-off for smooth operation.
- e) Pipes and Tubes:
Check for any chafing or rubbing on sharp edges and ensure all safety clearances are being observed.
- f) Drain Tube:
Ensure that this is not blocked and that all bends are smooth.
- g) Condenser:
If necessary wash with water to remove any dirt or insects.
- h) Pressures:
Check suction and discharge pressures for normal operation.
- i) Check all Bolts:
And adjust to required tensions.

NEW CAR PRE-DELIVERY REPORT

No. CHECK ITEM	No. CHECK ITEM	No. CHECK ITEM
1. Inspect for and note transit damage and shortages.	11. Check and adjust idling speed and mixture using tachometer.	19. Check battery terminals and leads for security and routing.
2. Dewax vehicle and inspect for and note factory paint/panel defects.	12. Check security of all steering joint nuts and lock devices.	20. Check screen wiper operation, blades and washers.
3. Check all oil and fluid levels.	13. Check front wheel bearing adjustments. Check rear wheel bearing adjustments, lock devices and lube outer bearing.	21. Check operation of indicators, hazard warning lights and horn.
4. Tighten all drain and filter plugs.	14. Check and adjust front suspension height, castor camber and track.	22. Check for correct operation of all warning lights.
5. Lubricate all points on lubrication chart.	15. Check steering box security and column alignment.	23. Check operation of all instruments.
6. Check coolant level and where applicable presence of inhibitor.	16. Check and adjust clutch pedal free travel and operation.	24. Check wiring harness for security and possibility of chafing.
7. Check battery electrolyte level.	17. Check alignment and security of exhaust system.	25. Check all accessible electrical connections.
8. Check tyre pressures including spare.	18. Check shock absorber mounting security.	26. Check operation of all door locks and catches.
9. Clean and set spark plugs.		27. Check alignment and adjustments of all doors, bonnet and door lid.
10. Check for and rectify any coolant leaks—check hoses.		

No. CHECK ITEM	No. CHECK ITEM	No. CHECK ITEM
28. Check all drive belt tensions and alternator mounting security.	36. Check tightness and security of all accessible nuts and bolts.	44. Rectify any rattles or squeaks.
29. Check and rectify any engine oil leaks.	37. Check and adjust ignition timing.	45. Check and adjust bonnet or cab release/safety catch.
30. Check tightness and security of all accessible nuts and bolts.	38. Torque all wheel nuts.	46. Tighten manifold nuts.
31. Check operation of all lights and aim headlamps.	39. Check and adjust bonnet or cab release/safety catch.	47. Check all oil, fuel and brake lines for leaks, security and chafing.
32. Check operation of all seat adjustments.	40. Check seat belt security and operation.	48. Operate all windows full distance.
33. Check heater/demister operation in all lever positions.	41. Operate transmission in all gears and check selector in all positions.	49. Check operation of foot/parking brakes.
34. Check all trim for defects—clean off any excess glue.	42. Check shift pattern and quality.	50. Check for suspension vibration or shimmy.
35. Manager of service department explain warranty to purchaser.	43. Give vehicle final polish, clean interior and brush touch up paint chips.	51. Check for and issue WOF in owner's name.

tick item in numbered space

This is to certify that the pre-delivery inspection in accordance with the manufacturer's instruction was carried out by:

Dealer stamp

Date

NOTES

Handwriting practice lines on the left page, consisting of 25 horizontal dotted lines.

NOTES

Handwriting practice lines on the right page, consisting of 25 horizontal dotted lines.

NOTES

A series of horizontal dotted lines for writing notes, spanning the width of the left page.

