

Title	Demonstrate knowledge of warranties that apply to the automotive industry		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to demonstrate knowledge of warranties that apply to the automotive industry.
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Classification	Motor Industry > Automotive Administration
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Available grade	Achieved
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Guidance Information

- 1 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the:

- Health and Safety at Work Act 2015;
- Consumer Guarantees Act 1993;
- Fair Trading Act 1986;
- Land Transport Act 1998.

Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

- 2 Definitions

Service information may include – technical information for a vehicle, machine, or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.

Workplace procedures refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the automotive industry.

- 3 Assessment information

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of warranties that apply to the automotive industry.

Performance criteria

- 1.1 The term 'warranty' is defined in terms of obligations and responsibilities that apply to the selling or hiring of goods and/or service.
- 1.2 Warranties applicable to the workplace are identified.

Range may include – manufacturer warranty, parts warranties, materials warranty, extended warranties.
- 1.3 The requirements of processing warranties are described.
- 1.4 Legislative requirements of automotive industry warranties are identified.
- 1.5 Procedures for promoting warranties and the benefits to customer and workplace are described.
- 1.6 Features of different types of warranties are explained.

Range may include – replacement or repair of components or systems, limits on hours or distance travelled, labour only, parts only, replacement vehicle, breakdown service.
- 1.7 The importance of honouring the warranty is described.
- 1.8 The importance of explaining to the customer all exemptions, exclusions, and voidable conditions stated in the warranty, is described.

Planned review date	31 December 2029
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 June 2007	31 December 2018
Review	2	21 April 2016	31 December 2020
Review	3	13 December 2018	31 December 2027
Review	4	25 July 2024	N/A

Consent and Moderation Requirements (CMR) reference	0014
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council qualifications@hangaarorau.nz if you wish to suggest changes to the content of this unit standard.