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# auto-mate

**Mitsubishi Pajero 2009+ NT, NW, NX**



## Operating Instructions

*Rev E: 7 Mar 2020*



Watch our installation and operation videos  
on the **MM 4X4** Channel

**OWNERS COPY – Save these instructions for future reference**



Thanks for purchasing **auto-mate**; a fantastic product to protect the transmission from over-heating, and to improve fuel economy.

## auto-mate Features

### FEATURES

### BENEFIT

#### General Benefits of auto-mate

Significantly reduces automatic transmission heat build-up	<i>Prolong the life of the transmission oil and help avoid over-heating related transmission failures</i>
Improved fuel economy	<i>Typically a 10% improvement when towing. The unit will pay for itself in the long run</i>
Micro-processor controlled	<i>Provides advanced controls and features</i>
A new DRIVE mode, optimised to lock the Torque Converter Clutch (TCC) and gear changes	<i>Easy to use. A driver may not even know it's there!</i>
Fifth (5 <sup>th</sup> ) gear lockout mode	<i>When active, only gears 1-4 are used</i>
Adjustable gear shift profile	<i>Can be shifted up and down to tailor to your liking for vehicle modifications.</i>
Doesn't change the factory ECU software	<i>No re-mapping of the transmission ECU required</i>
Comprehensive installation instructions aimed at DIY installation	<i>DIY saves money, or reduces cost if installed by an auto-electrician</i>
Still use your favourite OBD2 devices as it won't interfere with them	<i>Doesn't use OBD2 messages and passively listens to the CANBus, so it's compatible with your existing Scan-gauge, GPS HUD etc</i>
Avoids the 1 <sup>st</sup> gear quirk that affects Pajero NT+ when a lockup-kit is used.	<i>Masks the quirk which causes the transmission to stay in 1<sup>st</sup> gear until 30kph</i>
Integration with the instrument cluster to display the current gear number, even when in DRIVE mode	Driver knows the transmission's current gear, instead of just a 'D'

## FEATURES

## BENEFIT

### auto-mate Operation

auto-mate's computer control module uses vehicle parameters such as speed, RPM, pedal position, 4WD mode, transmission mode (SPORT or DRIVE), transmission temperature, and current gear for optimum performance and features.

Vehicle status is obtained from the vehicle's internal vehicle digital network (CANBus), via connection to the car's existing OBD2 port.

Works when transmission is in either SPORT or DRIVE mode (4LLc is SPORT only)

Can be enabled or disabled using the LED/switch

Small custom switch/LED

LED indication of the lockup status

LED flashes if the TCC is unlocked  
(When in SPORT mode in 3<sup>rd</sup> gear and above)

LED pulses during transmission warm up period

Automatically adjusts for 4WD low-range use

LED is visible in sunlight, and automatically dims for night use (headlights are on)

Headlight dimming can be overridden by the driver

*Complex control logic to ensure the correct gear is selected to ensure the TCC is locked up whenever possible, and unlocked when it's not.*

*Precise and reliable digital information*

*Simpler installation – no cutting of wires to obtain vehicle information*

*Immunity to electrical noise*

*Keeping the blue LED on helps keep the transmission cool!*

*Can be switched off if desired*

*Discrete and simple installation*

*Driver knows then the TCC is locked*

*Informs the driver to change to a lower gear to enable lockup to occur*

*Driver knows auto-mate is working and is waiting for the transmission oil to warm-up before allowing TCC lockup and control.*

*Simple use*

*Avoids a glaring LED at night*

*LED will be visible during the daytime when driving with the headlights on*

### Installation Features

User initiated self diagnostic mode, displaying results on the instrument cluster

*Confirms correct installation and assists with fault finding*

Automatic VIN check

*Automatically disables if installed into an unsupported vehicle*

Compact design

*Simpler installation*

Installed in 2 hours

*DIY installation*

## FEATURES

## BENEFIT

### User Configurable Parameters

1. Adjustable transmission shift pattern	<i>Fine tune when the gear shift points occur.</i>
2. Gear at which lockup commences	<i>Select 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> etc (default is 2<sup>nd</sup>)</i>
3. LED brightness	<i>Adjustable to your preference, for both day and night.</i>
4. Warm-up Temperature	<i>Lockup control and gear changes only commences when the transmission oil is above this temperature (40°C default).</i>
5. Startup state (on or off)	 <i>Now user adjustable</i>
Reset to factory defaults	<i>Remembers the switch setting</i>
Stores user settings in micro-processor's non-volatile memory	<i>Restore settings to the original</i>
Enters user configuration mode only when vehicle engine is off	<i>Remembers setting when power is removed</i>
Updates user settings using existing Instrument Cluster and Cruise Control switches as the user interface	<i>Safety feature</i>
	<i>No need for an extra display or to access the <b>auto-mate</b> controller to adjust the settings</i>

### Other Benefits

Free software upgrades	<i>Unit will need to be returned to MM 4X4 for SW updates</i>
Expandable with new MM 4X4 products. CANBus connection can be daisy chained off the first the MM 4X4 product that is connected to the OBD2 port to future MM 4X4 products	<i>Simpler installation and avoids additional bulky OBD2 cables</i>
Adaptable for specialised vehicles - such as with transfer case reduction gears or non-standard diff ratio	<i>Via special order. Contact us for advice.</i>
Electrical control of the TCC clutch is the same as the factory ECU	<i>Mimics the factory control for confidence, and smoother TCC engagement</i>

- ✓ Technical support
- ✓ Made in Australia
- ✓ 12 month warranty

*30 day money back satisfaction guarantee*

## ADJUSTING AUTO-MATE TO SUIT YOUR DRIVING PREFERENCES

During driving, **auto-mate** allows the driver to adjust the following parameters:

1. **On or Off** - When off, fully reverts to factory transmission ECU (AT ECU) control.
2. **Accelerator Pedal mode** - Used only in SPORT mode. The default in high-range (2H,4H,4HLC) is to use the pedal position as part of the lockup/unlock algorithm, ie, **auto-mate** will release the TCC based on pedal, speed and gear. In low range (4LLC), the pedal position is not used in the algorithm.
3. **Fifth (5<sup>th</sup>) gear lockout mode** - Used only in DRIVE mode. When active, only gears 1-4 are used. Useful when driving through hilly countryside.
4. **LED brightness headlight override** - The LED brightness automatically dims when the headlights are turned on. This can be overridden if full brightness is desired for day time use.
5. **Toggle avoiding the 1th gear quirk** – In SPORT mode, the transmission is switch to DRIVE when below 30 kph. This can be toggled on and off, however when OFF the quirks will occur.

Some features are controlled via auto-mate's combination LED/switch. Other configuration settings are controlled using the cruise control buttons.

## INTRODUCTION TO THE LED/SWITCH

The LED/switch has a LED in the centre.  
This is also a momentary switch which can  
be pressed.

Quick press and release to switch the unit  
on or off, or

Press and hold or double click to access  
other features.



## OPERATIONS DURING DRIVING

### 1. Switching **auto-mate** ON and OFF

**auto-mate** can be switched on and off by using the LED/Switch.

The LED can be pushed to activate the momentary switch.

Between engine starts, **auto-mate** remembers the previous switch status.

When pressed, ON = a long flash of the LED (1.5 seconds duration)

OFF = a short flash (0.5 seconds)

**During driving, the LED is always ON in DRIVE mode, and OFF in SPORT mode.**

**The instrument cluster always displays the current transmission gear.**

### 2. Accelerator Pedal Mode (SPORT mode only)

#### ON

The position of the pedal is used in the algorithm that determines when **auto-mate** will activate or release the TCC.

This improves vehicle drivability. For example, if cruising at 60 kph (gentle pedal) the engine is only at ~1500 RPM. The vehicle is not able to accelerate quickly at this RPM, as the engine is not able to generate much power/torque. Pushing the pedal harder (eg, to 50%) will release the TCC (momentarily) so the car's RPM increases and will more quickly accelerate.

NOTE: If the TCC unlocks for a sustained period (eg, climbing a hill) the transmission temperatures will slowly rise. In this circumstance it is better to change down a gear so the TCC locks again.

#### OFF

When Pedal mode is OFF, **auto-mate** activates (locks) the TCC when it can, and there-after keeps it locked regardless of the pedal position. It will only unlock again once the engine drops below 1200 RPM.

So, in the above scenario at 60 kph, as you push harder on the accelerator pedal the TCC will remain locked, and the car will struggle to accelerate. The driver must change down a gear to 3<sup>rd</sup> to increase RPM so the vehicle has the power to accelerate.

**Which mode is used is entirely up to the driver's individual preference.**

#### Changing modes

To toggle between the Pedal modes, press and hold the LED/switch for >10 seconds.

The LED will respond with:

**5 flashes** – Pedal mode is **ON** (ie, is used) – default in high range – 2H,4H,4HLC

**2 flashes** – Pedal mode is **OFF** (ie, is ignored) – Note: *It is always OFF when in 4LLC*

When in 4LLC, experience has shown it's best to ignore the pedal and always use SPORT mode. The unit saves the Pedal mode in non-volatile memory so it is remembered when the unit is powered off.

### **3. 5<sup>th</sup> gear lockout (DRIVE mode ONLY)**

Double-click the LED to toggle this mode.

When active, only gears 1-4 are used. 5<sup>th</sup> gear is locked out.

Useful when driving through hilly countryside or to avoid 4<sup>th</sup> -5<sup>th</sup> -4<sup>th</sup> hunting that can occur in some driving conditions (eg, strong head winds or undulating hills).

The gear number in the instrument cluster will flash a 4 or 5 (for 1 second) as this mode is toggled.

### **4. Toggle between day-time and night-time LED brightness**

When driving with your headlights on in the day-time, you can override the 'night mode' LED intensity (which is too dim).

Night-time LED intensity operation is linked to the headlights.

Press and hold CANCEL for 3 seconds. The LED will momentarily illuminate with the LED intensity.

The headlight override setting is retained in non-volatile memory.



### **5. Toggle avoiding the 1<sup>st</sup> gear quirks (SPORT mode, high range 4WD ONLY)**

Push and hold the LED for ~3 seconds to toggle this mode.

LED will flash twice to acknowledge toggling the mode.

To avoid the 1<sup>st</sup> gear quirk, the transmission is placed into DRIVE when below 30 kph.

When ON (default) auto-mate does this for you automatically. Once you go above 30kph it will switch to SPORT mode.

When OFF, the transmission will remain in Sport mode, but the quirks may be experienced.

NOTE: If you are stationary (or < 30kph) and you move the switch lever to SPORT, it will display D until you're above 30kph after which it will just display the gear number. This is normal. When driving in SPORT mode it's better to know which mode the transmission is currently in, and the D/gear # provides this feedback to the driver.

If you turn it OFF moving to SPORT will display the gear number immediately.

## OTHER FEATURES

### Transmission warm up feature

**auto-mate** waits until the transmission oil has reached 40°C (default) before locking the torque converter and controlling gear changes.

While waiting for the transmission to warm up, the LED will pulse to let the driver know the unit is operating.

The warm-up temperature is user configurable (refer to the next section for details).

### TCC unlocked warning feature (SPORT mode only)

When driving in SPORT mode, if the driver has selected a gear which is too high to allow the TCC to lockup, the LED will flash.

This is to remind the driver to change down a gear to avoid heat building up in the transmission. When coasting downhill the warning LED does not flash. It will only flash when the accelerator pedal is depressed.

### Downhill Engine Braking

**auto-mate** keeps the torque converter locked when coasting to improve engine braking, and cool the transmission faster.

To increase downhill engine braking, move the shift lever to SPORT and select a lower gear.

If you change back to DRIVE (and still coasting) **auto-mate** will hold the chosen gear until you touch the accelerator again.

Refer to the Safety Feature in the section "*Understanding How auto-mate Works*" for additional information

## CONFIGURATION USING CRUISE CONTROL SWITCHES

**auto-mate** allows the driver to configure the following parameters:

1. **Gear shift profile**, ie increase or decrease the speeds when gear shifts will occur.
2. **Minimum gear** that lockup override will occur. Default is 2<sup>nd</sup> gear, i.e. it will lockup in 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> gears. The default of 2<sup>nd</sup> is recommended.
3. **LED brightness**. The LED brightness is adjustable separately for day and night viewing.
4. **Warm-up Temperature**. The transmission oil temperature before auto-mate operates. The default is 40 degC.

1. Switch Ignition ON, ENGINE OFF      Engine must not be running

2. Press and hold ON/OFF button for 5 seconds.

(Wait until the instrument cluster displays a number on the speedo.)

Blue LED illuminates.

To reset to factory defaults, press and hold COAST/SET instead of ON/OFF button.

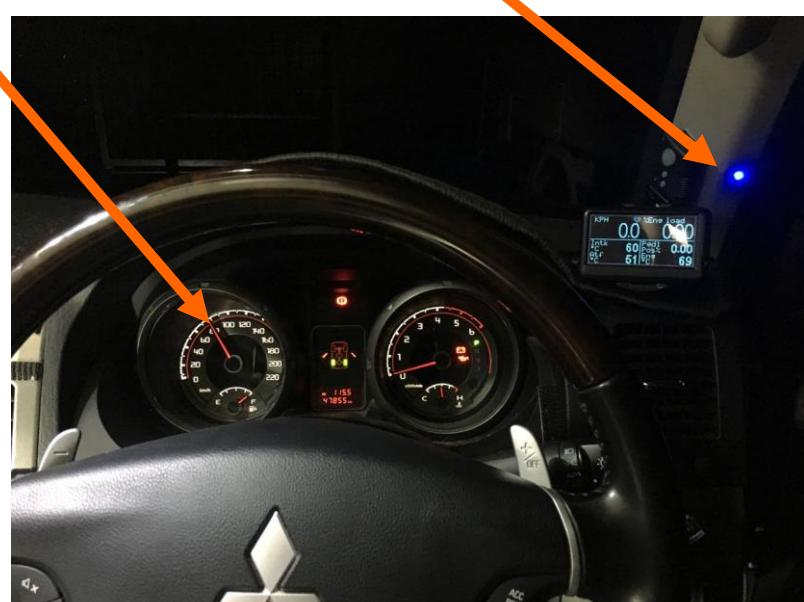


3. Shift Profile Adjustment

Default is 100.

For every increase or decrease of 10 kph, the shift point is adjusted by 100RPM for all gears.

Adjust using the cruise control buttons ACC/RES (to increase) or COAST/SET (to reduce).



Avoid adjusting shift profile too low which results in drivetrain pulsing (shudder)

4. Press ON/OFF (ie, next)

The minimum gear is displayed on the Tacho.

Default is 2<sup>nd</sup>

Valid range is 1 to 5  
(1<sup>st</sup> to 5<sup>th</sup>).

Use ACC/RES (+) and COAST/SET (-) to adjust.

NOTE: The transmission from factory does not lockup in 1<sup>st</sup> gear.

Do not use 1<sup>st</sup> unless you have a Wholesale Automatics Nomad Valve Body fitted with the 1<sup>st</sup> gear lockup modification; otherwise it has no effect.

NOTE: 1<sup>st</sup> can also cause an AT ECU error code (CEL) when changing from 1<sup>st</sup> to 2<sup>nd</sup> gear.



5. Press ON/OFF (ie, next)

The LED brightness is displayed, and the LED intensity is adjusted to the current value.

Use ACC/RES (+) and COAST/SET (-) to adjust.

Use the headlights switch to toggle between night-time brightness and daytime brightness.

Night-time brightness is best adjusted when it's dark.



## 6. Press ON/OFF

The warm-up temperature is displayed on the speedo.  
40kph = 40 °C.

Use ACC/RES (+) and COAST/SET (-) to adjust.

The allowable range is between 20°C to 100°C

The default is 40°C.



## 7. Press ON/OFF

Adjustments are now complete.

The speedo and tacho will go full deflection and return to zero.

The values are written into non-volatile memory.



At any time, CANCEL can be pressed to exit user settings mode.



NOTE: User settings cannot be adjusted when driving. The engine must be off.

## UNDERSTANDING HOW AUTO-MATE WORKS

**auto-mate** works by locking the transmission torque converter clutch (when possible), and placing the transmission into SPORT mode. It then changes gears just as if the driver was using the shift lever for + and – gear changes; fully automatically.

All the inbuilt protections of the factory computer remain. For example it will not let you change into 1<sup>st</sup> gear when the speed is too high. It does not reprogram the factory computer.

When using any lockup-kit in a Pajero, there are sometimes unusual behaviours.

The Pajero's AISIN transmission ECU has advanced diagnostics that continuously monitor the operation of the transmission. By locking the torque converter clutch it modifies the 'normal' behavior of the transmission, and the diagnostics may detect this.

The results are unexpected behaviours (quirks):

1. When you're in SPORT mode it may prevent a gear change from 1<sup>st</sup> to 2<sup>nd</sup> until the speed is above 30 kph / 3000 RPM,
2. As you decelerate it may change into 1<sup>st</sup> gear at 30 kph causing you to lunge forward a little.
3. In 4LLC, it may become stuck with the 'quirks'.

In high range, these quirks don't occur when the transmission is moved to DRIVE mode.

### **auto-mate does the hard work and masks these quirks for you**

It works together with the factory transmission computer and automatically switches between DRIVE and SPORT modes at the right times to provide seamless operation and avoid the quirks. This provides a much nicer driving experience. In SPORT mode, you can, however, turn off this behaviour as described previously in the manual.

#### **SAFETY FEATURE – Engine Braking**

**auto-mate** does not shift into DRIVE at 30 kph when you are in 1<sup>st</sup> or 2<sup>nd</sup> gear (SPORT mode) and are decelerating using engine braking (foot off accelerator pedal). Shifting into DRIVE releases engine braking and has the potential to cause an accident if unexpected.

At 30 kph and below, the transmission may either stay in 2<sup>nd</sup> gear, or switch to 1<sup>st</sup> gear (ie. quirk is not avoided). Although the quirk is not avoided, unexpected switching into 1<sup>st</sup> gear has the effect of increased engine braking and is safer compared to the alternative of releasing engine braking by switching to DRIVE.

Alternatively, for predictable gear control and to avoid the 1<sup>st</sup> gear quirk, switch off **auto-mate** using the LED/switch. Down-hill descents that require engine braking will not over-heat the transmission. Also, locking the torque converter in the Pajero's AISIN transmission does not improve engine braking performance.

(NOTE: This change is effective from units MM-AM8-01-01-052 and later. Earlier units will switch to DRIVE in 2<sup>nd</sup> gear at 30 kph and will release engine braking. A free SW update is available for these units)

## THINGS YOU NEED TO KNOW

Because **auto-mate** avoids the quirks, there are still some things you need to understand about how it works.

### High Range Operation – 2H, 4H, 4HLc

#### **auto-mate** DRIVE mode (high range)

When DRIVE is selected the factory computer controls gear changes between 0- 30 kph. Above 30 kph, **auto-mate** takes control and switches the transmission into SPORT mode, locks the TCC and controls the gear changes with a shift profile optimised for TCC lock up operation. Regardless, the instrument cluster remains displaying the green D, and the current gear number is displayed.

#### **auto-mate** SPORT mode (high range)

To avoid the quirks described above, whenever the vehicle speed is below 30 kph, **auto-mate** switches the transmission into factory DRIVE mode, except when engine braking [refer to safety feature for detail].

This means that regardless of the shift lever position being in SPORT, the vehicle operates and changes gear as per factory DRIVE mode when speed is < 30 kph, and green D is shown in the instrument cluster.

Once the speed is above 30 kph, the driver has control of the gear choice again, and the gear number is displayed in the instrument cluster.

So, in **auto-mate** SPORT mode, the +/- shift lever is ignored until the speed is above 30 kph.

NOTE: Upon entering SPORT mode, the instrument cluster will display the mode the transmission is actually in. For example, if stopped and you move the shift lever to SPORT, the instrument cluster will display the green D, even though the shift lever is in SPORT. Once you travel at >30 kph, the D will go off and just the gear number is shown. This is normal.

If precise 1<sup>st</sup> and 2<sup>nd</sup> gear choice control is needed at speeds <30 kph, **auto-mate** can be simply turned OFF. You can also toggle this 1<sup>st</sup> gear quirk avoidance feature on or off.

## Low Range Operation – 4LLc

When in 4LLc, these quirks described above aren't created during driving, however using the technique of selecting DRIVE will not avoid them. Instead, it may become 'stuck' with the quirks when in low range.

### Entering 4LLc (low range) procedure

First, determine if the transmission has the quirk.

To know if the quirk mode is active:

Vehicle stationary - ignition or engine on - low or high range 4WD:

1. Turn off **auto-mate**
2. Put the transmission lever into SPORT
3. Try to change up to 2<sup>nd</sup> gear (shift lever +).  
If the quirk mode is active it will not let you go into second gear.

NOTE: Starting and stopping the vehicle using the ignition key DOES NOT clear the quirk.

### Procedure to clearing the quirk

There are two ways to 'clear' the quirk mode:

1. Clear the engine trouble codes. Put the transmission into PARK and use your OBD2 reader (ScanGauge, UltraGauge, Torque Pro, etc) to issue a CEL reset. It MUST be in PARK. Even though there are no engine trouble codes reported, this works; or
2. In high range (2H,4H,4HLc) turn off **auto-mate** and drive normally to above 30 kph, such that the torque converter slips. This clears the quirk. Once stopped, enter 4LLc and turn **auto-mate** back on.

### **auto-mate** DRIVE mode (low range)

Driving in low range presents a wide variety of driving conditions. It is best to use SPORT mode if driving in conditions that require low range 4WD.

**auto-mate** does not operate in 4WD low range DRIVE, only SPORT mode. The factory ECU controls the transmission when DRIVE is selected.

## **auto-mate SPORT mode (low range)**

In SPORT mode, **auto-mate** will lock the torque converter when the engine reaches above 1900 RPM in 2<sup>nd</sup> gear (or per minimum gear selected in the configuration settings), and will hold the TCC locked until below 1200 RPM.

Our recommendation is to only use **auto-mate** in 4LLc condition when you either:

1. Need to manage transmission temperatures (eg, very long, steep climbs or sand driving); or
2. For improved engine braking down steep hills.

In off-road conditions the torque converter provides benefits, such as reduced driveline shock when dropping a lifted wheel, and improved low speed control.

## **Check Engine Light (CEL) error code**

On rare occasions in some vehicles, the ECU may throw an error code (P2764), and the check engine light (CEL) illuminates.

This may also occur if the driver selects a gear when the engine RPM is too low for the newly chosen gear.

If this happens (a CEL), the factory computer will disable SPORT mode and cruise control operation. The green N will flash. The error code needs to be reset using an OBD2 reader when the vehicle is in PARK.

No damage results.

It is often the case that the code may only occur within the first couple of weeks of use. Thereafter the adaptive learning adjusts for the TCC being locked up.

## DRIVING TIPS

### ***Less torque converter slip = fuel savings + lower heat***

**auto-mate** works in both DRIVE and SPORT modes of the automatic transmission.

#### **DRIVE Mode**

Maximum automation – just set and forget. Let **auto-mate** change gears for you to optimise torque converter lockup, fuel efficiency and reduced transmission temperatures.

**auto-mate** locks the torque converter when in 2<sup>nd</sup> gear and at above 30 kph. It will then change gear when needed to keep it locked up. In low range 4WD (SPORT) it locks in 2<sup>nd</sup> gear when the engine is above 1900 RPM.

DRIVE mode provides fully automatic operation of **auto-mate**.

But, if you're finding the transmission is changing between 4<sup>th</sup> and 5<sup>th</sup> too often, use the 5<sup>th</sup> gear lockout feature, just double-click the LED to toggle this mode. Alternatively, use SPORT mode.

Want a SPORTIER feel? Adjust the shift profile to your preference.

If you personally find auto-mate holds onto a gear too longer before changing down, adjust the shift profile up a little to your preference.

#### **SPORT Mode**

It essentially turns the transmission into a clutch-less manual. This thought should guide how to best drive the vehicle when in this mode.

Imagine it is a manual transmission, so you need to change gears according to the RPM. Changing gears needs to occur at higher RPM.

**auto-mate** will unlock the torque converter if the RPM is too low, to avoid shuddering or stalling.

#### **Use the Accelerator Pedal**

The driver can control how and when **auto-mate** changes gears by how much or little the pedal is pressed. For example, with your foot off the pedal and engine braking down hill, it will hold the current gear – lightly touch it, and it will then change up a gear.

#### **Tips when driving in SPORT mode**

- ✓ When driving gently, change gears at ~2000-2400 RPM. If accelerating quickly, around 3000 RPM.
- ✓ Experiment with RPM and load to determine the right time for the gear changes.
- ✓ Keeping the TCC locked improves vehicle responsiveness. When locked up, as soon as power is applied it goes straight to the road and there is no loss through the transmission.
- ✓ Watch for the blue LED flashing. If the torque converter clutch unlocks and the driver accelerates, **auto-mate** will flash the LED to remind the driver to down-select a gear (flashes only in 3<sup>rd</sup> gear or higher).

## **WARRANTY POLICY**

MM 4X4 is committed to providing quality products to you and this policy outlines our warranty against defective products manufactured by MM 4X4.

MM 4X4 warrants our manufactured products against defects in workmanship or materials for the Warranty Period. The warranty does not cover damage due to normal wear and tear (for example marks and scratches). This warranty is not applicable to products re-sold by MM 4X4. Warranties for these products are defined by the manufacturer.

MM 4X4 accepts no liability for damage to the vehicle as a result of product installation or use.

### **Warranty Period**

MM 4X4 warrants MM 4X4 manufactured products for a period of 12 months commencing from the date of purchase.

### **Warranty Entitlement**

To be entitled to claim a warranty claim, the customer must:

1. Fit the product according to the provided installations instructions;
2. Provide evidence of purchase;
3. Return the faulty product to MM 4X4 for assessment against the Warranty Entitlement Exclusions; and
4. Make a claim within the Warranty Period.

### **Warranty Entitlement Exclusions**

The Customer is not entitled to a warranty claim if:

1. The defect is the result of misuse, inappropriate use, incorrect installation, or installation into a vehicle not supported by the product; or
2. The product has been modified; or
3. The product housing has been opened; or
4. The product has been damaged.

### **Making a Warranty Claim**

To make a warranty claim:

1. Contact MM 4X4 ([enquiries@mm4x4.com.au](mailto:enquiries@mm4x4.com.au)) to discuss the claim;
2. If directed by MM 4X4, return the product to the address provided by MM 4X4 (at the customer's expense) and ensure the product is accompanied with the following information:
  - a. A copy of the proof of purchase;
  - b. The return merchandise authorisation (RMA) number provided by MM 4X4;
  - c. The customer's name and contact details;
  - d. A return shipping address.

Upon receipt of the faulty product, MM 4X4 will assess the claim against the Warranty Entitlement and Exclusions.

For valid warranty claims, MM 4X4 will repair or replace the goods and ship them (free of charge) to the provided shipping address.

For warranty claims that are assessed as invalid, MM 4X4 will contact the customer to seek further direction, which may include:

- a. Reasons for denying the warranty claim;
- b. A quote to repair the fault product;
- c. Returning the faulty or repaired product to the provided shipping address (at the customer's expense);
- d. Agreement to dispose of the faulty product; or
- e. A quote to supply a replacement product.

### **Warranty Complaints and Enquiries**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## NOTES



ABN 95 625 092 091

Tea Tree Gully, South Australia

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