

# 5 Star Dealer Guarantee including Breakdown Cover

## Terms and Conditions



Following the purchase of your vehicle, we are pleased to welcome you to the Dealer Care Extended Guarantee. This Guarantee is administered on behalf of the selling dealer by AA Warranty.

Please read this document carefully. It contains details of your Dealer Care Extended Guarantee - as well as explaining the things you must do to keep the Guarantee valid, such as having your vehicle correctly maintained and serviced. If you have any questions on the contents, please contact the selling dealer or our customer services team on 03300 555 242 who will be happy to help.

### What is the Dealer Care Extended Guarantee?

The selling dealer has certain responsibilities under The Sale of Goods Act 1979 to deliver your new vehicle as described, fit for purpose and of satisfactory quality. The aim of the Guarantee is to give you the opportunity to extend the dealers guarantee to help protect you against the cost of faults that may develop after delivery of your vehicle. The Dealer Guarantee is administered on behalf of the selling dealer by AA Warranty, Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ.

### What are your entitlements under the Dealer Care Extended Guarantee?

Your Vehicle will have undergone a pre delivery inspection to ensure it reaches you in the best possible condition, however no matter how well the vehicle is prepared, things can go wrong. The Dealer Care Extended Guarantee sets out to protect you against the cost of repairs resulting from the failure of the components specifically listed in this document. The duration of the Guarantee and claim limit will be detailed on the schedule.

### Definition of Mechanical or Electrical Failure

The definition of Mechanical Failure shall mean, the sudden failure of a component arising from any permanent mechanical or electrical defect, (for a reason other than wear and tear, normal deterioration or negligence). The Guarantee will not meet the cost of routine servicing and maintenance, adjustments or components failing as a result of normal wear and tear.

### If you need to make a claim

If you suspect that you have a fault, which may be included under the Guarantee, you should in the first instance contact the selling dealer to arrange for the vehicle to be examined. Alternatively, where it is not possible for you to return the vehicle to the selling dealer, please telephone AA Warranty on 03300 555 250 who will advise you of the correct procedure to follow. AA Warranty operates a nationwide network of nominated repairers who are fully conversant with our repair procedures and we reserve the right to use these repairers at our option to carry out repairs to your vehicle. No repairs may commence until AA Warranty have issued an individual claims authority number to you.

### Wear and Tear

No claim will be rejected on the grounds of wear and tear where the vehicle has covered less than 60,000 miles and is under 5 years old at the time of the claim.

### Caring for your vehicle

The Dealer Guarantee will not meet the cost of repairs attributable to or caused by lack of routine or regular maintenance and or service. It is the Guarantee holder's responsibility to ensure that Your Vehicle is maintained in a legal and roadworthy condition at all times (by following the manufacturer's recommended service schedule). You should retain service invoices as these may be required for validation purposes.

## Section 1 - The Dealer Guarantee

The Dealer Care Extended Guarantee will contribute towards the cost of repairs required to your vehicle, due to unexpected Failures occurring within the period of Guarantee, limited to the maximum Claim Limit(s) as stated on the schedule.

### Engine

All internal mechanical Components comprising of: Cylinder head, block, bores and liners (excluding cracks and porosity), crankshaft, crank bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, pistons, piston rings, rocker shaft, rockers, hydraulic lifters, camshaft and cam followers, push rods, camshaft bearings, inlet and exhaust valves (excluding exhaust gas recirculation valve), valve springs, valve guides, cylinder head gasket, inlet manifold, timing gears, timing chains, timing belt/chain tensioner, flywheel or flex plate, starter ring gear. (Excluding: de-coking, burnt, pitted and sticking valves).

Please note - The timing belt must be changed in accordance with the time/mileage requirements specified by the manufacturer (proof will be required).

### Cooling

Engine thermostat, water pump, thermostat housing, viscous fan coupling, engine temperature gauge sensor, engine oil cooler, heater matrix, radiator, expansion tank.

### Fuel System

Fuel pumps, governor, fuel shut off mechanism, fuel pressure regulator, hydraulic or electrical injection timing mechanism, cold starting device, manifold boost pressure compensator, altitude compensator where fitted, pump drive gear, glow plug relay, air flow meter, metering head, auxiliary air valve, idle speed control valve. (Excluding: Failure as a result of contamination or Failure to meet current emission legislation, fuel lines, injectors, glow plugs, high pressure pipes, injection timing adjustments, calibration, bench testing and emission test Failures).

### Hybrid & Electric Vehicle components

Manufacturer supplied and fitted power generation and transmission components are included (excluding: batteries, wiring, electrical connectors and the disposal of chemical waste resulting from a claim). If the vehicle is not being used for a prolonged period, it must be stored in accordance with the manufacturer's recommendations.

### Engine Management

Engine Electronic Control Unit (ECU), automatic transmission governor (computer governor), anti-knock sensor, MAP sensor.

### Gearbox

All internal mechanical Components comprising of: gears and gear clusters, selectors and shafts, synchromesh assemblies, bushes, ball and roller bearings, needle bearings, transfer gears, governor, valve block, oil pump, brake bands, servos, clutches, seals, bearings and modulator valve.

### Clutch

Release thrust bearing, centre plate (oil contamination - centre plate only), pressure plate, master and slave cylinders, clutch cable including self-adjusting mechanism and clutch damper.

### Torque Converter

All internal mechanical Components and seals.

### Transfer Box (4x4)

All internal mechanical Components comprising of: transfer gears, selectors, shafts, transfer shafts, needle and roller bearings, output shafts, bushes.

Administered on behalf of your dealer by AA Warranty

Effective from 10/03/2015

Telephone calls may be monitored and recorded for quality assurance and compliance. You may contact Us using Text Relay. Information is also available in Large Print, Braille and Audio on request. Please call for details.



### **Front Wheel Drive & Rear Wheel Drive**

Drive shafts, universal joints and couplings, constant velocity joints, half shafts and bearings. (Excluding: gaiters and bushes).

### **Differential/s**

Planetary gear assembly, crown wheel and pinion assembly. Internal shafts, bearings and bushes, thrust washers, spacers, bevel gears. Includes front, rear and centre differentials.

### **Propshaft/s**

Propshaft, universal joints and couplings, bearings and rubber couplings. Includes front and rear transfer shafts 4X4 vehicles. (Excluding: gaiters).

### **Wheel Bearings**

Front and rear wheel bearings.

### **Steering and Suspension**

Steering rack, box and column, idler box, power steering pump/motor and reservoir, coil springs, wishbones and ball-joints, suspension arms and torsion bars, anti-roll bars. (Excluding: air suspension, gaiters, oil leaks, tracking and balancing).

### **Braking**

Brake master cylinder and reservoir, calipers, wheel cylinders, brake bias/restrictor valve, vacuum servo/pump, plus anti-lock braking systems (Excluding: wiring and connection faults).

### **Casings**

Damage to casings caused by the Failure of a listed component will constitute part of the total claim within the Guarantee limits.

### **Electrical**

Alternator, voltage regulator, starter motor (including pre-engaged solenoid), starter solenoid (inertia drive starters), indicator relay, front and rear windscreen wiper motor, front and rear windscreen washer motor, ignition coil, horn, electric window motors and switches, electric sun roof motor and switch, central locking systems (excluding remote control unit and wiring), distributor, electronic ignition module, electric radiator fan and temperature sensing switch, oil pressure sensor, indicator and wiper switches (column stalks), heater fan motor, fuel tank sender unit, electric fuel pump, speedo head and speedo transducer, heated rear screen (element Failure only), door mirror motors and switches.

### **Turbocharger / Supercharger / Kompressor**

The complete unit including the wastegate is included providing it was supplied as part of the manufacturer's original equipment.

### **Air Conditioning / Climate Control**

Air conditioning systems (Excluding pipes, unions, wiring and receiver drier).

### **Working Materials**

Where a repair is agreed under the Guarantee, the cost of any essential replacement or topping up of lubricants, oils or coolant or replacement of the oil filter will form part of the total claim within the Guarantee limits.

### **Continental use**

The Geographical Limits of the Guarantee have been extended (except for Breakdown Assistance) to include Mainland Europe and Republic of Ireland for a maximum period of 60 consecutive days. Claims made during continental use will be reimbursed according to U.K. parts and labour costs at that time. Vehicle hire and hotel expenses benefits are not available during continental use.

### **Hotel/Accommodation and rail fare**

Should Your Vehicle suffer a mechanical Failure away from home and leave you immobile, the Guarantee may pay up to £100 inc. VAT toward the cost of hotel accommodation or Rail Fare expenses to get you home, (provided the Failure results in a valid claim under the terms of the Guarantee).

### **Replacement vehicle hire**

In the event of a valid claim, where the repairs cannot be completed within 8 working hours, the Guarantee may contribute up to £50 inc VAT per day towards the cost of hiring a replacement vehicle. Replacement vehicle hire is limited to a maximum of 7 days for any one claim. The first 24 hours of any rental period or delays resulting from the non-availability of parts are excluded.

### **Important**

Replacement vehicle hire, hotel accommodation and rail fare expenses will constitute part of the total claim and costs will be limited to the maximum Claims Limit as stated on the Schedule. Please make sure you provide bona fide receipts so that these costs can be reimbursed.

### **Optional additional items**

The following will only be included if selected as optional additional items on the Application Form / Schedule, and the appropriate additional premiums paid.

#### **Catalytic Converter only**

Excluding impact damage, corrosion or damage caused by the use of an incorrect grade or type of fuel, corrosion.

#### **Catalytic Converter with Diesel Particulate Filter (DPF)**

Excluding impact damage, corrosion or damage caused by the use of an incorrect grade or type of fuel, corrosion. Please note, the DPF is a serviceable item that requires regular regeneration. Please see the manufacturer owner's manual for details.

#### **Power Roof System**

Factory fitted convertible power roof motors, solenoids and control ECU.

#### **Manufacturer approved In car entertainment and technology packs**

In car entertainment systems including; screens, radio, CD changer, TV, games console, iPad / iPod connections Bluetooth wireless packs, satellite navigation systems, USB interface, on board computer, voice control, alarm fob / immobiliser, parking camera.

### **For the purpose of clarity:**

Where the repairs to your vehicle result in the condition of this being better than immediately prior to the Failure, You may be asked to pay a contribution towards the costs.

Labour times that can be claimed under the Guarantee will be in accordance with the manufacturers standard repair times and in line with the rates charged by our nominated repairers unless agreed beforehand. We may ask the repairer to use guaranteed exchange units or factor parts when repairing your vehicle. Any costs we agree will be based on the prices for these parts.

## How to Make a Claim

1. If at any time you suspect you have a fault claimable under the Guarantee you should in the first instance contact the selling dealer to arrange for the vehicle to be examined. Alternatively, where it is not possible for you to return the vehicle to the selling dealer, please telephone AA Warranty on 03300 555 250 during office hours where you will be advised of the best course of action to take. Your call may be recorded for training purposes and your own security. No repairs may commence until approval has been given by AA Warranty. You must take all reasonable steps to avoid further damage occurring.
2. The following information will be required: (Please have ready prior to telephoning).
  - (a) Your name, the Guarantee number and vehicle registration number.
  - (b) Confirmation that your relevant service schedule has been complied with and original receipts are available.
  - (c) Mileage at time of Failure.
3. Take your vehicle to the agreed repairer and obtain an estimate. The repairing garage must then telephone AA Warranty quoting the above Guarantee information and an exact cause of failure.
4. The Guarantee holder must authorise the dismantling of any components for inspection. Where the Claim falls under the Guarantee, this Guarantee will reimburse the Guarantee holder the cost of dismantling as part of the total claim. (Important - if after dismantling no liability has been found the Guarantee holder must bear the cost of dismantling). Only the components specifically listed will be included under the Guarantee. Labour will be allowed in accordance with the manufacturers standard repair times. Diagnosis costs are the responsibility of the Guarantee holder.
5. If the claim is accepted a Claims Authority Number will be issued for a specified agreed cost. Any costs in excess of this amount will remain the Guarantee holder's responsibility.
6. On completion of the repair an original, fully detailed, itemised invoice and any proof of servicing requested should be sent to AA Warranty, Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ. Quoting the Authority Number with a clear indication to whom payment should be made. Photocopied invoices will not be accepted.
7. Authorisation of repairs will remain valid for 30 days. If no further communication is made during this period the authority will be rescinded and the claim rendered null and void.
8. AA Warranty on behalf of the selling dealer reserves the right to agree or nominate a repairer. Should the Guarantee holder elect to take the vehicle to a repairer other than that agreed or nominated, AA Warranty may accept the Guarantee holder's choice, however the Guarantee The liability in this case, will not exceed the labour and components costs as charged by the nominated repairer. AA Warranty reserves the right to remove the vehicle to a repairer of their choosing.
9. The Dealer Care Extended Guarantee will contribute towards the cost of repairs required to your vehicle, due to Component Failures occurring within the period of Guarantee, limited to the maximum Claim Limit(s) as stated on the schedule.
10. Where the repairs to your vehicle result in the condition of this being better than immediately prior to the Failure, You may be asked to pay a contribution towards the costs.
11. Labour times that can be claimed under the Guarantee will be in accordance with the manufacturers standard repair times the rates charged by our nominated repairers unless agreed beforehand. We may ask the repairer to use guaranteed exchange units or factor parts when repairing your vehicle. Any costs we agree will be based on the prices for these parts.

## Section 2 - Breakdown Assistance

The Dealer Care Extended Guarantee includes Breakdown Assistance for the duration of the Guarantee. If your vehicle suffers a Breakdown, we will make arrangements on the selling dealer's behalf for a specialist recovery agent to attend at the scene of the Breakdown.

**If you Breakdown and need Assistance, please call: 0800 975 6229**

### What is included under the Breakdown Assistance?

#### Breakdown at the roadside

The appointed agent will provide roadside assistance throughout the UK, 24 hours a day, every day of the year if your vehicle is stranded on the highway as a result of a Breakdown. The aim is to fix your vehicle, but if it cannot be fixed at the roadside within a reasonable time, it will be taken to the nearest garage or to a local destination of your choice, provided it is no further;

#### Home Start

The Guarantee provides all the benefits of Breakdown Assistance at your vehicle's registered address;

#### Recovery

If it is not possible to fix your vehicle at the roadside or arrange a prompt local repair, you and your vehicle can be transported to a UK mainland destination of your choice. This means you can choose to be taken home, to your destination or anywhere else on the UK mainland, regardless of how far this may be.

Assistance will also be provided for a caravan or trailer which was on tow at the time of the Breakdown, provided that the combined dimensions fall within the limits below.

- Maximum Vehicle Weight: 3.5 tonnes (3,500kg) gross vehicle weight
- Maximum Vehicle Width: 7ft 6in (2.3m)
- Maximum Vehicle Length: 6.4m (21ft)

#### Transportation of animals

Please note that horses or livestock will not be recovered and the recovery of any animal is at the appointed agent's discretion.

#### Breakdown Assistance is limited to UK only.

#### For the purpose of The Guarantee, Breakdown shall mean

An event that renders the vehicle un-drivable and causes the vehicle to be unable to start its journey or brings it to an involuntary halt during its journey due to a component Breakdown or a malfunction.

#### The Breakdown Assistance will not include the cost of Breakdown or assistance resulting from;

- Road traffic accidents, vandalism, theft, flood or frost damage, off road incidents or where your vehicle is stuck in mud, sand, snow or water;
- The cost of spare parts, fuel or miss fuels, oil, keys and locksmith charges or other materials required to repair your vehicle or any supplier delivery or call-out charges related to these items;
- The cost of Ferry, Toll or Congestion charges;
- Any charges resulting from a Breakdown to carry a legal and serviceable spare wheel or tyre in your vehicle, except where this is not provided as manufacturer's standard equipment.

- The cost of any labour, other than that provided by the appointed agent under the Breakdown Assistance element of The Guarantee;
- Any additional transport costs or any incidental expenses that may arise during a recovery, overnight accommodation or the transportation of passengers in excess of the maximum number of seats fitted in your vehicle or who are not in your vehicle at the time of the Breakdown.
- Routine maintenance and running repairs e.g. radios, interior light bulbs, heated rear windows;
- Assistance following a Breakdown attended by the police, highways agency or other emergency service, until the services concerned have authorised your vehicle's removal. If the police, highways agency or emergency service insist on recovery by a third party, the cost of this must be met by you;
- A second or subsequent recovery, after your vehicle has been recovered following a Breakdown;
- Any incident relating to the same or a similar cause of Breakdown to that which the appointed agent attended within the preceding 28 days. It is your responsibility to make sure that emergency repairs carried are, where appropriate, followed as soon as possible by a permanent repair;

## General rights to refuse service

The appointed agent reserves the right to refuse to provide or arrange Breakdown Assistance where;

- You are not with your vehicle at the time of the Breakdown and you are unable to be present at the time assistance arrives;
- In their reasonable opinion, your vehicle was, immediately before Breakdown, dangerous, overloaded, un-roadworthy or could not otherwise have been lawfully used on the public highway;
- In their reasonable opinion, the giving of service would involve any breach of the law;
- In their reasonable opinion, there has been an unreasonable delay in reporting the Breakdown;
- You cannot produce proof of a valid Guarantee and some other form of identification. In this event the appointed agent may offer to provide service subject to immediate payment (by credit, debit or switch card) of the usual fees for the relevant service required. The fees paid may be fully refunded through the Guarantee if it can be established that the relevant level of service entitlement was held at the time of the Breakdown;
- In their reasonable opinion it is considered that you or anyone accompanying you is behaving or has behaved in a threatening or abusive manner to the appointed agent's employees, or to any third party contractor, or; you have falsely represented that you are entitled to services that you are not, or; you have assisted another person in accessing services to which they are not entitled.

## General conditions

1. AA Warranty acts as administrator for all aspects of the Guarantee on behalf of the selling dealer.
2. The Guarantee is in addition to your legal rights and is not to be substituted for the selling dealer's responsibility under the Sale of Goods Act.

3. The selling dealer's obligation under the Guarantee will be limited to the claim limit as stated on the Schedule. Where a claim limit is retail value, it will be understood as being the retail value of the vehicle at the time of the claim, taking into account the mileage and condition adjustments as recommended in Glass's Guide.
4. If you or anyone acting on your behalf make any claim knowing it to be false or fraudulent in any respect, the Guarantee shall be deemed null and void and you will be required to repay all sums paid in respect of any previous false or fraudulent claims. Legal action will be taken to recover costs and damages.
5. The selling dealer under the Guarantee will not accept responsibility in respect of any costs that might be covered by any other Guarantee, Insurance, Warranty or manufacturer's recall campaigns.
6. It is the responsibility of the Guarantee holder to understand all warning lights and gauges and ensure they are operating correctly at all times. No responsibility will be accepted for drive on damage, neglect or abuse of any kind.
7. No responsibility will be accepted for resultant damage to, or caused by components not specifically listed in this document, attributable to the faulty repair or servicing of the vehicle, use of an incorrect grade or type of fuel or oil, faults found during routine maintenance or servicing or progressive failures.
8. Any third party claims, resultant losses, bodily injury, road hazard or fire damage claims or losses occurring as a direct result of impact damage are not covered by this Extended Guarantee.
9. No refund or part return of payment is available under this Dealer Care Extended Guarantee. The Dealer Care Extended Guarantee cannot be transferred to another vehicle.

## Our commitment to good service

We hope You will be completely happy with This Guarantee but if something does go wrong, We would like to know about it. We will do Our best to resolve the issue and make sure it doesn't happen again.

This product conforms to the Trading Standards Institute approved Motor Industry Code of Practice for vehicle warranty products. If You have an issue that cannot be resolved with Us, You may be entitled to take Your complaint to the Motor Codes Advisory and Conciliation Service, Motor Industry Codes, PO Box 44755, London, SW1X 7WU.

For more information about the Code and what it means for you please visit [www.motorcodes.co.uk](http://www.motorcodes.co.uk).

## How to contact us

The Guarantee is administered on behalf of the selling dealer by AA Warranty, Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ.

Please read the Guarantee document carefully and keep it safe. You will need this document should you need to make a claim.

Important telephone numbers

Breakdown Assistance \_\_\_\_\_ 0800 975 6229

Claims Line \_\_\_\_\_ 03300 555 250

Claims Fax \_\_\_\_\_ 0844 854 1501

Customer Services \_\_\_\_\_ 03300 555 242

e-mail \_\_\_\_\_ [customerservices@AAwarranty.co.uk](mailto:customerservices@AAwarranty.co.uk)

Calls to these numbers are recorded for training and security purposes.