



Administered on behalf of  
your dealer by:



**Gold  
Dealer Care Extended Guarantee**

Effective from 20/05/2015



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# Welcome

Following the purchase of your vehicle, we are pleased to welcome you to the Dealer Care Extended Guarantee. This Guarantee is administrated 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 (preferably by following the manufacturer's recommended service schedule). You should retain service invoices as these may be required for validation purposes.

# Gold Guarantee

The Guarantee will contribute towards the cost of repairs required to Your Vehicle, due to Component Failure occurring within the Period of Guarantee, limited to the maximum Claim Limit(s) as stated on the schedule.

All mechanical and electrical Components of the Vehicle are included, where they were supplied as part of the manufacturer's original specification, other than:

Bodywork, paintwork, light units, interior and exterior trim, seats, glass (including mirror glass), handles, hinges and fasteners. Workshop consumables and service/maintenance items which includes, but is not limited to; exhaust systems, spark plugs, glow plugs, filters, brake and clutch frictional material, wiper blades and arms, drive belts, pipes and hoses, bulbs, batteries and fuses.

## Working Materials

Should any authorised repair to any of the above Components require essential replacement of or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be included as part of the total claim within the Guarantee limits.

## Continental use

The Geographical Limits of the Guarantee have been extended 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 Breakdown 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 Breakdown 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.

## Recovery

In the event of a Breakdown resulting in a valid claim and when Your Vehicle is immobile (or if continued driving could cause danger or further damage) the Guarantee will pay up to £50 inc. VAT. towards the cost of recovering it to a repairing garage.

## 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.

# 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 breakdown.
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 Breakdown, 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.

# 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 included 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 included 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.



*Peace of mind for motorists*

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

Please read this Guarantee document carefully and keep it safe along with the Schedule. You will need these documents should You need to make a claim.

### Important telephone numbers

#### AA Warranty

Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ

- Claims Line.....03300 555 250
- Claims Fax.....0844 854 1501
- Customer Services.....03300 555 242
- e-mail.....customerservices@AAwarranty.co.uk

Telephone calls may be monitored and recorded for quality assurance and compliance.

**AA Warranty**

Warranty House, Savile Street East,  
Don Valley, Sheffield, S4 7UQ.

[www.AAwarranty.co.uk](http://www.AAwarranty.co.uk)

**Customer Services**

Telephone: 03300 555 242

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

**Claims**

Telephone: 03300 555 250

Fax: 0844 854 1501



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