

RAC Warranty.
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RAC Warranty
Silver Maintenance
and Breakdown Care

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RAC

RAC Warranty

Silver Maintenance and Breakdown Care

The Agreement is provided by The Warranty Group Services (Isle of Man) Limited (we/us/our). TWG Services Limited (the Administrator) administers the Agreement on behalf of the Provider.

What the Agreement provides

We aim to provide a safe, high quality service to maintain and repair your vehicle for the period selected.

What is included in the Agreement

The Agreement is for maintaining and repairing your vehicle and includes:

Periodic Maintenance Inspection

One maintenance inspection of your vehicle during the term of the Agreement and annually thereafter for agreements of more than one year. Your Supplying Dealer will complete the periodic maintenance inspection after you purchase your Agreement for your vehicle. If, however your Supplying Dealer is unable to perform the periodic maintenance inspection, please contact the Administrator for details of our preferred repairer. The Supplying Dealer or our preferred repairer will complete a Periodic Maintenance Inspection Form to show you what he or she has checked.

Maintenance

Labour and parts costs for repairs to maintain your vehicle if an included part suffers a failure to perform its function (including maintenance repairs required following a manufacturer's service), up to the repair value selected at time of Application and subject to the Maintenance and Repair Conditions.

Breakdown

Labour and parts costs for included parts in the event of a breakdown which immobilises the vehicle, up to the repair value selected at time of Application and subject to the Maintenance and Repair Conditions. If you consider you have a maintenance or repair request, proceed to take your vehicle to any VAT registered garage of your choice. If you are unaware of a local VAT registered garage, please call; 0800 037 3838 Halfords Autocentre who will be able to advise you of the nearest centre.

The repairer MUST call us to gain authority for the repair on 0844 871 5076, with the following information;

- Agreement Number
- Contract Holders Name
- Current Mileage
- Nature of Maintenance or Repair request
- Total Cost
- Service History

You must gain authorisation from us before proceeding with any maintenance or repairs.

Consequential damage

Consequential damage is not included if it is reasonable for us to conclude that further damage has been caused by your failure to take preventative steps or to notify us after the initial failure of a component (for example, the vehicle being driven with a defective part) and any loss arising from:

1. excluded parts;
2. incorrectly fitted parts;
3. insufficient servicing;
4. faults present at purchase.

Dismantling

We will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the maintenance (as included under section D) or repair request (as included under section E).

What parts are included?

As part of the Agreement we include maintenance due to failure of certain parts, including maintenance repairs required following a manufacturer's service. A failure is the failure of a component to perform its normal function. The Agreement also includes repairs due to a breakdown. A breakdown is the failure of a component which results in the immobilisation of the vehicle.

Only the parts specifically listed under each heading are included. If a part is not listed, then it will not be included.

Engine

Rocker assembly, inlet and exhaust valves, valve guides and springs (excluding burnt valves and decokes), cylinder head (excluding cracks and overheating damage), head gasket, head bolts, push rods, camshaft and cam followers, timing gears, chains and tensioner, oil pump, pistons and rings, cylinder bores, gudgeon pins, con rods and bearings, crankshaft and bearings, oil seals and bushes, inlet and exhaust manifolds, distributor drive, oil cooler.

Timing Belts

Provided there is proof that Manufacturer's replacement recommendations have been complied with and they are free from oil contamination.

Turbo (Factory Fitted)

All Failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo. Foreign object damage is not covered on any turbo claim. Non factory fitted turbo's are not covered.

GEARBOXES

Manual

All internal failures of gears, shafts, synchromesh hubs, selectors, seals and bushes, bearings, speedometer drive, overdrive units (when fitted), solenoid, internal failure of transfer box.

Automatics

All internal failures of gears, oil pump, shafts, bushes, clutches, brake bands, bearings, governors, servos, torque convertor, drive plate, valve block, computer governor, modulator valve, speedometer drive.

Continuous Variable Transmissions CTX/CVT

All internal failures of clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, bushes and bearings.

Drive System (Front/Rear)

Crown wheel and pinion, Drive shafts, bearings, planet gears, bevel gears, rear external drive shafts, constant velocity joints, 4-wheel drive units.

Electrics

Starter Motor, alternator, coil and horn unit.

Brakes

Master cylinder.

Steering

Manual rack and pinion, steering column, steering box, idler box.

Cooling system

Water pump.

Casings

Cylinder block, gearbox, and axle, transfer box if they have been damaged by a failure/breakdown of one of the parts included.

Various items not included

Air-conditioning re-charging, anti-freeze, lubricants, filters, transmission fluids, external oil leaks, serviceable and ancillary parts such as plugs, points, condenser, distributor cap, front and rear wheel bearings, rotor arm, core plugs and any parts not listed as being included by the Agreement.

Extensions to the Agreement

If we accept a maintenance or repair request for failure of parts or a breakdown, you may also be entitled to the following benefits, but the amount we will pay must not exceed the repair value selected by you at the time of Application, you must always get our prior authorisation for these costs.

1) Vehicle Hire

We will pay up to £50 per day including VAT for a maximum of 7 days. Vehicle hire is only available when the Autodata recommended repair time exceeds 8 hours. You will be reimbursed on receipt of a bonafide car rental agreement. The period of hire does not include delays while awaiting the start of maintenance or repairs or delivery of parts.

2) Recovery

If the vehicle is immobilised we will pay for towing charges up to £50 including VAT.

Provider

The Warranty Group Services (Isle of Man) Limited, of St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE. Registered Number 094279C.

Administrator

The Agreement is administered by TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF. Telephone: 0844 871 5076. This is a private company limited by shares and incorporated in England.