

# GOLD

Maintenance & Repair Plan

RAC

# RAC Warranty

## Gold Maintenance and Repair Plan

Please note this provides a summary of your plan. Full terms and conditions are available on request.

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.

#### The Agreement does not include the following:

The Plan does not provide Maintenance required due to or resulting from:

- not having the vehicle serviced in line with the manufacturer's servicing recommendations within 1 month or 1,000 miles;
- lack of normal and proper care in using your vehicle, including the incorrect use of fuel or grade of oil;
- any act, omission or negligence by you (or any user of your vehicle), which adds to the loss or damage;
- circumstances where it is reasonable for us to conclude that the need for Maintenance:
  - has been caused by your failure to take preventative steps or notify us after the initial failure of a component;
  - due to parts which are not Included Parts under this Plan;
  - arises from incorrectly fitted parts; or
  - arises from the failure of a component identified in the initial Maintenance inspection
- weather conditions which are the direct cause of the need for Maintenance including water ingress;
- accidental damage;
- the failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
- any failure of parts which have reached the end of their normal working lives because of age or mileage;
- any parts which have not actually failed to perform their normal function that are replaced as part of another job, including but not limited to timing belts;

- › exhaust emission MOT failures;
- › Corrosion;
- › repair or replacement of parts not listed in the Included Parts and repair or replacement of parts listed in the Excluded Parts; or
- › any failures which are the result of carbon build up.

Maintenance does not include the following:

- › Design or existing faults – parts subject to recall by the manufacturer or failure of parts due to inherent design faults which existed prior to your purchasing the Plan;
- › Dismantling - in the first instance, you will need to pay for the dismantling of the vehicle so that we can check if the problem is included in the Plan. If it is, we will also refund the dismantling costs in line with Autodata.
- › Diagnostic costs.
- › Vehicles modified other than in accordance with the manufacturer's original specification

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

### Engine

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

### 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.

### Gearboxes

**Manual:** All internal failures of gears, shafts, synchromesh hubs, selectors, bushes, bearings, speedometer drive, and internal failure of transfer box.

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

**Continuous Variable Transmission CVT / Multimode / Semi-automatic:** All internal failures of clutches, clutch actuators, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

### **Drive System (Front/Rear)**

Crown wheel and pinion, front and rear drive shafts bearings, planet gears, bevel gears, constant velocity joints and internal components of the 4-wheel drive unit.

### **Brakes**

Brake master cylinder, wheel cylinders, brake calipers, servo, brake pumps, brake limiter valve, ABS computer/sensors/pumps.

### **Steering**

Rack and pinion, steering box, idler box, power steering rack/ram and pump, reservoir, steering column.

### **Cooling System**

Water pump, thermostat, heater matrix, electric fan motor/sensor, viscous fan coupling, radiator, air conditioning pump, condenser, evaporator, magnetic clutch and valves (when fitted as standard).

### **Propshaft**

Propshaft, universal joints and bearings.

### **Fuel System - Petrol/Diesel**

Mechanical/electrical fuel pump, carburettor, electronic carburettor sensors and stepper motor, choke assembly, injection system.

### **Front/Rear Suspension**

Shock absorbers, coil springs, upper and lower wishbones, ball joints, swivel joints, McPherson struts, suspension arms, anti-roll bar, self-levelling units and reservoir, pump and regulator valves, seals, displacer, hydro-pneumatic system.

### **Clutch**

Centre plate, pressure plate, thrust bearing, clutch fork, cable, master cylinder, slave cylinder.

### **Electrics**

Starter motor, alternators, wiper motors, washer pumps, slave cylinder/actuators, coil, electronic ignition module, headlamp washer motors, heater fan motor, electric window motor, sun roof motor, instrument cluster, central locking solenoids, Key Remote Fobs and Key Cards (up to a maximum of £75 (inclusive of VAT) per repair request), column mounted and ignition switches, relays, engine sensors, electric aerial motor, horn unit, cruise control system. (Front & rear heated screens & elements are not included).

### **Electronc Control Unit**

Ignition system, fuel system, transmission system.

### **Casings**

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

### **Sundry Items not included**

Air conditioning recharging, anti-freeze, lubricants, filters, transmission fluids, external oil leaks, serviceable and/or ancillary items (e.g. plugs, points, condenser, front and rear wheel bearings, distributor cap, rotor arm, core plugs, etc).

## **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.

### **Alternative Appropriate Transport**

If Autodata or equivalent recommended repair time is over 8 hours and we cannot resolve the matter in any other way, we will contribute up to £50 per day for any excess time authorised repairs take for alternative appropriate transport arranged by you for a maximum of 7 days. You will be reimbursed on receipt of a car rental agreement from a VAT registered business providing car hire.

### **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: 0330 100 3728. This is a private company limited by shares and incorporated in England.

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