



**Your Extended Guarantee explained**

Customer Care Handbook

# Validation Certificate



# General Information

## Your questions answered

### What should I do if my vehicle breaks down?

If your vehicle breaks down, contact the Motor Range customer support line on **0344 573 8005**. In the event of requiring roadside assistance please ring Motor Range Assist on **0344 573 8169**.

### What if I break down and want to use my local repairer?

It is preferred that you use the supplying dealer. However, if you want to use your local repairer, you must make sure that they follow our claims procedures and send their invoice made out to Motor Range with any required supporting documentation, quoting the claims authority number, to: **Motor Range Warranty, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG**.

### Where should I keep my handbook?

Always keep this handbook with the details shown on your Validation Certificate in your vehicle as you never know when you might need it.

### When is my service due?

The vehicle must be serviced according to the terms outlined on page 16.

### Can I transfer my warranty to a new owner?

This product is not transferable.

# General Information

## Contractual Agreements

Your Motor Range Warranty with Motor Range Assist is provided by Motor Range (hereinafter known as 'we', 'us', 'our') who sold you your vehicle and has been designed to make sure that you get the most from your motoring with minimum inconvenience.

Motor Range Warranty is administered by Car Care Plan Limited (hereinafter known as 'administrator'). Car Care Plan is Europe's leading warranty administration specialist, and you will receive a first-class administration service that is always reliable and handles claims quickly and efficiently.

Motor Range Assist is administered by **Call Assist Ltd, Axis Court, North Station Road, Colchester CO1 1UX.**

This warranty is not an insurance product but a guarantee provided directly by Motor Range.

This handbook explains how the programmes work and the many benefits you now enjoy as a Motor Range customer.

Always keep this handbook in your vehicle, as you will need it to make a claim.

Please ensure you fully understand the terms and conditions relating to the warranty.

When you receive your Validation Certificate, please check that it contains the correct details and tell us immediately if there are any mistakes.

## Claims Phone Numbers

**Motor Range Warranty 0344 573 8005** (page 4)

**Motor Range Assist 0344 573 8169** (page 18)

**Please refer to pages listed below before phoning**

# Motor Range Warranty Parts Covered

**Vehicles up to ten years/100,000 miles at the date of purchase**

## PLAN A

**This warranty covers almost all mechanical and electrical parts (including labour to fit them), of the covered vehicle against mechanical breakdown as defined below subject to exclusions.**

**There is no restriction to the number of claims you can make, but each claim is limited to a maximum of £2,000 (inclusive of VAT). The amount you may claim over the whole period of the warranty is limited to the purchase price of your vehicle in aggregate.**

Mechanical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of the warranty.

You are covered only for the parts described in this handbook. Your warranty does not cover more than the manufacturer's list price for parts. Repairs must not start without the prior approval of Motor Range Warranty.

## What is Covered

Your Motor Range warranty covers almost all mechanical and electrical components on your vehicle, for mechanical and electrical breakdown, subject to the conditions detailed in this handbook and the maximum claim limit. There are some components, such as service items, which are not covered.

Catalytic converters are covered against mechanical breakdown until the vehicle mileage reaches 70,000 miles.

# Motor Range Warranty Parts Covered

## What is Not Covered

Whilst you have a high level of warranty cover available, there are certain items which this warranty specifically does not cover and this includes, but is not limited to, the following:

- Body components such as strikers, hinges or any component which may require adjustment from time to time.
- Body panels, paintwork or glass.
- Interior trim, seats and seat belts.
- Recharging of the air conditioning unit, (unless required as part of a valid repair).
- Software updates (unless required as part of a valid repair).
- Renewal of brake components due to wear and tear.
- Renewal of any clutch components due to wear, incorrect adjustment or misuse.
- The clearing of fuel lines, filters, throttle bodies, injectors and pumps and damage to components due to the use of incorrect or contaminated fuel or the use of bio fuel outside of the manufacturer's recommendations.





- Airbags, wiring and connections, fuses, batteries, bulbs and LED illumination, exhaust systems, diesel particulate filters, wiper blades, wheel balancing and alignment, wheels, tyres and water ingress (including damage to covered parts caused by water).
- Oil leaks, lubricants, filter elements and any damage caused by frost or lack of anti-freeze, impact, accident or negligence.
- Traffic management system, satellite navigation system, telephone including Bluetooth, TV/DVD and associated equipment of all types.
- Non-factory fitted radio cassette, CD player or any other in-car entertainment component.
- Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs and plug leads.
- Weather strips and body seals.
- Any loss caused directly or indirectly by the claims or the event that caused the claim.
- Burnt out, sticking or pitted valves.
- Damage resulting from the failure of a timing belt which has not been replaced as per the manufacturer's recommendations (proof required).

Please note that oil, oil filter, gaskets, anti-freeze and brake fluid required due to the failure of a covered component are covered, as part of a valid claim.

## Vehicles up to any age or mileage

### PLAN B

**This warranty covers the components as listed under Parts Covered (including labour to fit them), of the covered vehicle against mechanical breakdown as defined below subject to exclusions.**

**There is no restriction to the number of claims you can make, but each claim is limited to a maximum of £2,000 (inclusive of VAT). The amount you may claim over the whole period of the warranty is limited to the purchase price of your vehicle in aggregate.**

Mechanical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of the warranty.

You are covered only for the parts described in this handbook. Your warranty does not cover more than the manufacturer's list price for parts. Repairs must not start without the prior approval of Motor Range Warranty.

## **Parts Covered**

### **Engine**

The rocker assembly, including hydraulic followers, inlet and exhaust valves (not burnt out, sticking or pitted valves), springs and guides, cylinder head (not cracks and de-coking), cylinder head gasket (except skim), push rods, camshaft and followers, timing gears and chains (excluding tensioner), oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings, inlet manifold, flywheel and ring gear. Timing belts are covered provided that the last due change of belt has taken place as specified by the manufacturer's schedule (proof required).

### **Manual Gearbox**

Internal gears, synchromesh hubs, selectors, shafts, bearings and bushes and transfer gears.

### **Automatic Gearbox**

Internal shafts, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, servo, drive plate and transfer gears.

### **Torque Converter**

Failure of any internal mechanical parts.

### **Continuously Variable Transmission CTX**

Internal clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

### **Differential**

Internal crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.

### **Clutch**

Centre plate, pressure plate, release bearing, oil contamination (centre plate only) and master and slave cylinders.

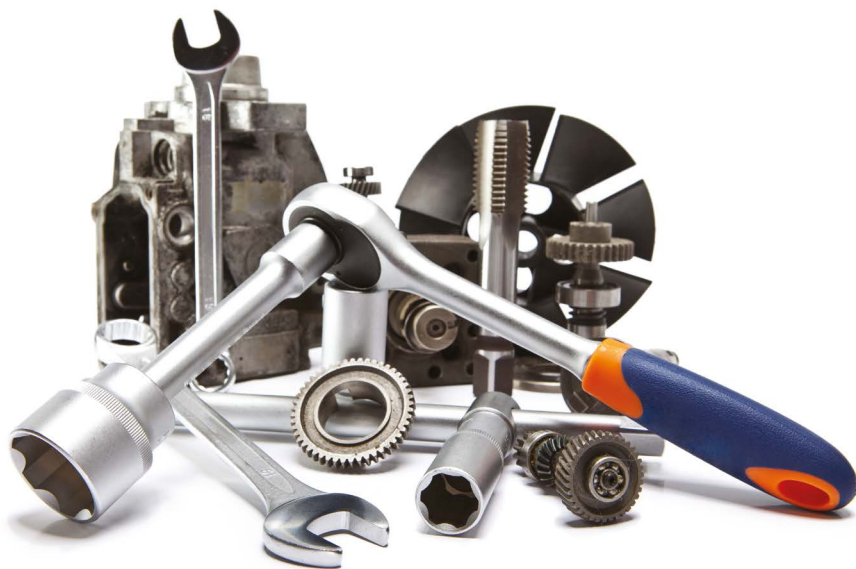
### **Front-wheel Drive**

Drive shafts (including constant velocity joints), universal joints and couplings (not gaiters).

### **Wheel Bearings**

Front and rear wheel bearings.





### **Propshaft**

Universal joints and couplings.

### **Rear-wheel Drive**

Half shafts, rear-wheel external drive shafts (including constant velocity joints) universal joints and couplings (not gaiters).

### **Four-wheel Drive**

All four-wheel drive components are covered if the extra fee has been paid.

### **Fuel System (diesel and petrol)**

Lift pump, mechanical or electrical fuel pumps and tank sender unit (excluding damage caused by incorrect or contaminated fuel or the use of bio fuel outside of the manufacturer's recommendations).

### **Fuel Injection System**

Throttle body, airflow meter, idle control valve, cold start valve, warm up regulator, overrun cut off valve, throttle potentiometer, fuel accumulator, pressure regulator, map sensor (except injectors and heater plugs).

### **Engine Cooling System**

Radiator, oil cooler, heater matrix, water pump, viscous fan coupling, thermostat and thermostat housing.

### **Air Conditioning (factory fitted)**

The air conditioning compressor unit is covered.

### **Steering (including power assisted steering)**

Steering rack and pinion (not gaiters), power steering rack and pump, power steering reservoir and idler box.



### **Turbo Charger (factory fitted)**

The turbo charger unit is covered.

### **Front and Rear Suspension**

Hydrolastic displacers and hydro pneumatic spheres, coil springs, upper and lower wishbones and ball and swivel joints.

### **Brakes**

Brake master cylinder, wheel cylinders, restrictor valve, brake callipers and seals and servo.

### **Anti-locking Brake System (ABS) (factory fitted)**

The ABS modulator and sensors will be covered.

### **Electrical System**

Starter motor, alternator/diode pack, ignition coil, voltage regulator, window

and sun roof motors, electric window switches, sunroof switch, central door locking solenoids, heater fan motor, indicator flasher relay, front and rear windscreen wiper and washer motors, thermostatically controlled radiator fan motor, horn and multi-function stalk switch.

### **Engine Management (ECU)**

Engine electronic control unit.

### **Working Materials**

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part which is covered under this warranty.

### **Casings**

If any of the covered parts fail and this damages the casing, it will also be covered.

# Warranty Terms and Conditions

## Warranty Conditions

The conditions of this warranty are set out below. Warranty repairs will only be carried out if you agree to these conditions. Please take time to read them.

- 1 It is your responsibility to decide whether to authorise the dismantling of your vehicle. The administrator will only accept the cost of dismantling if it is part of an authorised warranty repair.
- 2 The administrator is not liable for any statement or representation which contradicts the conditions of this warranty unless the statement or representation is supported in writing by the administrator.
- 3 If the warranty repair is not carried out by Motor Range the warranty repair cost will not be more than the manufacturer's list prices for parts. Parts which can only be sourced from outside the UK will be reimbursed at the UK price of an equivalent part. Labour costs that are necessary to repair those parts will be reimbursed as per the repairer's warranty labour rate and actual repair times will be limited to those in the latest Glass's Guide ICME manual or the manufacturer's recommended repair times. With

every claim you make, you must provide a VAT receipt from the repairer authorised to carry out the repair.

- 4 If you don't follow the manufacturer's service schedules or maintain the vehicle as recommended by the manufacturer, this warranty will not apply to the extent that the fault was the result of failure to comply with either the service or maintenance recommendations. When you have your vehicle serviced, you are allowed 1,000 miles either side of the service mileage or four weeks either side of the time period given, whichever comes first. It is important that you retain your service receipts as they may be required to validate any repair request you make.  
Servicing must, wherever practicable, be carried out at a Motor Range location. If not practicable, then the service must be carried out by a VAT registered dealership.
- 5 This warranty is valid for breakdown in the United Kingdom (which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man).

- 6 You have the right to cancel this warranty within 14 days of receiving this handbook and Validation Certificate. Should you wish to cancel within this period please contact your supplying dealer who will arrange cancellation and full refund. Unless cancelled in accordance with these cancellation rights, in normal circumstances no refund will be made and in no circumstances if a claim has been made.
- 7 This warranty does not cover the following:
- A. Any vehicle where the speedometer or odometer has been interfered with, altered or disconnected.
  - B. Repairs, replacements or alterations not authorised by 'us' or the administrator.
  - C. Routine servicing or maintenance of a vehicle.
  - D. Repairs to vehicles which have been modified after the sale of the warranty and that modification has contributed to the failure or has failed itself.
  - E. Any vehicle used for hire or reward such as taxis, courier, delivery or driving school vehicles, or any commercial vehicle with a Gross Vehicle Weight of more than 3.5 tonnes or a vehicle used in any sort of competition, rally or racing (including Track Days).
  - F. Any public service vehicles such as police vehicles, ambulances or military vehicles.
  - G. The gradual reduction in operating performance of any part (fair wear and tear) due to the age of the vehicle and/ or the number of miles it has covered.
  - H. Any liability for death, bodily injury, or damage to other property or any loss caused directly or indirectly by the claim or event giving rise to a claim under this warranty provided that this exclusion shall not apply to any death or bodily injury caused by negligence of the Dealer or its agents.
  - I. Any damage which is due to any type of accident.
  - J. Any damage which is a direct result of negligence or of any wilful act by you or any third party other than the Dealer or its agents.

- K. Any parts which are replaced as part of normal servicing requirements.
  - L. Any damage to parts which are being recalled by the vehicle's manufacturer or which have design faults.
  - M. Any failure caused by faults which a qualified engineer thinks could have existed before the warranty began.
  - N. Any damage to components due to the use of contaminated or incorrect fuel or the use of bio fuels outside of the manufacturer's recommendations.
  - O. Components/repairs covered by any other existing warranties or insurances.
  - P. Any loss, damage or failure which a qualified engineer appointed by the administrator thinks could have been avoided or was totally or partly caused by lack of maintenance.
- 8 This contract shall be governed by and construed in accordance with the laws of England and Wales. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the English courts.
- 9 Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.
- 10 The administrator reserves the right to provide replacement parts and to carry out repairs under this warranty or to arrange for their provision by other persons.
- 11 The warranty period is shown in the Validation Certificate that accompanies this booklet. The warranty will start and expire on the dates shown in this letter, unless the manufacturer's warranty expires early in which case the warranty will start and expire earlier and will reflect the warranty period purchased/provided.
- It should be noted that if the manufacturer's warranty is declared invalid or does not exist for whatever reason, the warranty will still start and expire on the dates shown in the Validation Certificate.

# How to Claim

Take your vehicle back to the Motor Range dealership where it was purchased or another Motor Range location and they will confirm that the warranty is still in force and the repair is valid. They will also handle the repair on your behalf. If you cannot take it back to a Motor Range dealership, please follow the instructions detailed below.

- 1 Take your vehicle to a VAT registered dealer and provide them with the warranty handbook and your Validation Certificate.
- 2 The repairer must call the administrator by telephoning **0344 573 8005** for prior approval. The administrator will require details of:
  - A. The date that the fault was first noticed.
  - B. The vehicle mileage.
  - C. The reported fault.
  - D. Details of the parts being replaced including a full detailed estimate of parts and labour.
- 3 The administrator will issue an authorisation number for the amount of the claim that they agree to.

- 4 The repairer should make the invoice out to Motor Range and send the invoice to: **Motor Range Warranty, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG**. Alternatively you may have to settle the invoice directly and claim the amount authorised by sending the administrator a copy of the invoice.

**IMPORTANT – Repair work must not commence until the administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.**

## Payment

The administrator is not authorised to settle any amount until they have received the original repair invoice and, when requested, a completed claim form. These, together with the repair approval number, must be sent to the administrator.

## IMPORTANT TELEPHONE NUMBERS

Administration and Claims Helpline:  
Phone: **0344 573 8005**

To make sure that you receive the highest level of service, telephone calls to our administrator are recorded.



# Important Information

## Complaints and Arbitration

We hope that you will be pleased with the service we provide.

In the unlikely event of a complaint, you should contact the administrator in the first instance on **0344 573 8005**, or in writing to:

**The Customer Services Manager,  
Car Care Plan Limited, Jubilee House,  
5 Mid Point Business Park, Thornbury,  
West Yorkshire BD3 7AG.**

You can also email:

**[complaints@motor-admin.com](mailto:complaints@motor-admin.com)**

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman website:

**[www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org)**

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern.

For further information, you can visit The Motor Ombudsman website at **[www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org)** or call their Information Line on **0345 241 3008**.



## Privacy and Data Protection Notice

### 1 Data Protection

Car Care Plan Limited (the “Data Controller”) are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation (“Legislation”). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information please visit:

**[www.view-privacy-policy.co.uk](http://www.view-privacy-policy.co.uk)**

### 2 Use of Your Personal Data

The Data Controller may use the personal data it holds about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from the Data Controller or which the Data Controller feels may interest you. The Data Controller will also use your data to safeguard against fraud and money laundering and to meet the Data Controller’s general legal or regulatory obligations.

### 3 Disclosure of Your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing it with products or services, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

### 4 International Transfers of Data

The Data Controller may transfer your personal data to destinations outside the European Economic Area ("EEA"). Where The Data Controller transfers your personal data outside of the EEA, the Data Controller will ensure that it is treated securely and in accordance with the Legislation.

### 5 Your Rights

You have the right to ask the Data Controller not to process your data for marketing purposes, to see a copy of the personal information held about you, to

have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask for a copy of your data to be provided to any controller and to lodge a complaint with the local data protection authority.

### 6 Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning the Data Controller's use of your personal data, please contact **The Data Protection Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England.**

# Warranty Extra Benefits

**The extra benefits listed below will be provided, subject to a valid warranty claim, if any of the parts covered under the Motor Range Warranty fail and you are stranded with your vehicle.**

## Vehicle Replacement

Motor Range will supply you with a replacement vehicle, up to a mid-sized saloon, subject to availability. You can only have a replacement vehicle if your vehicle is being repaired under this warranty and prior authority has been given by the administrator's Claims Department.

## Exclusions

- 1 You cannot have a replacement vehicle for the first 24 hours that you are without your vehicle or during

any delay the repairer may have waiting for parts or commencing repairs.

- 2 You will have to pay for fuel and insurance for the replacement vehicle.

## Overnight Accommodation and Rail Fares

We will pay up to £100 towards hotel expenses or a return rail ticket if the vehicle breaks down and you are unable to return home. You will need to send a receipt. You cannot claim for the cost of meals and drinks. This benefit is only available if a valid warranty claim is submitted.



# Warranty Service Requirements

The vehicle must be serviced in accordance with the manufacturer's recommended service schedule. Servicing must, wherever practicable, be carried out at a Motor Range location. If not practicable, then the service must be carried out by a VAT registered dealership.

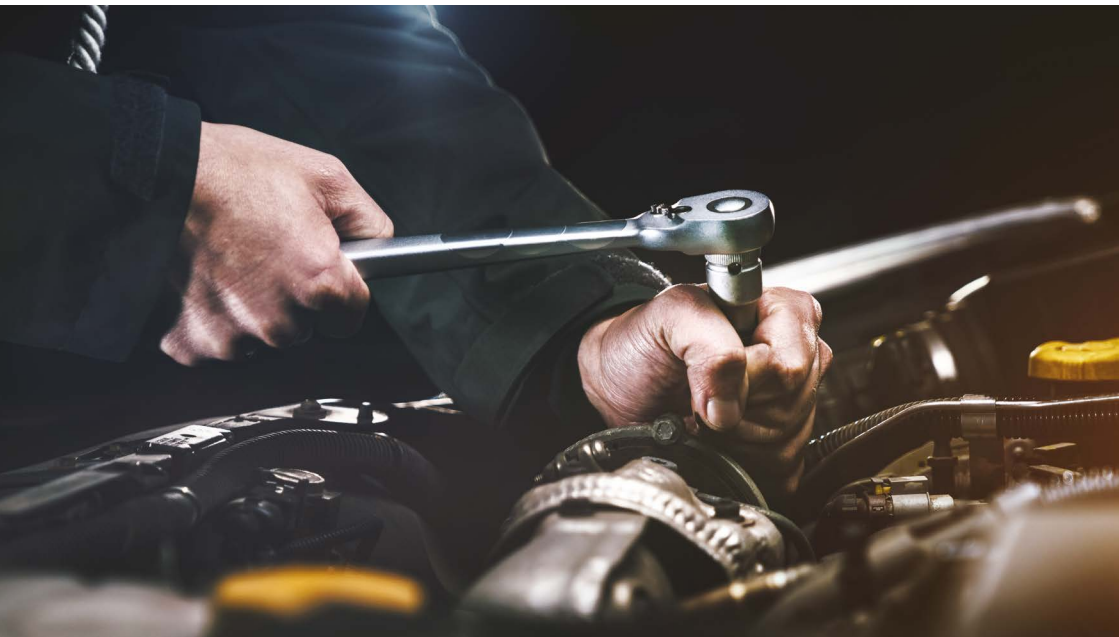
The intervals between services must not exceed the manufacturer's stipulated maximum excess time or mileage allowances or four weeks/1,000 miles either side of the service interval. The only acceptable proof of servicing will be the fully detailed VAT service invoice(s) indicating servicing dates and mileages.

You must keep these invoices for our inspection in the event of a claim.

Failure to maintain and provide proof that the above service schedule has been completed may invalidate the warranty.

## Warning: Timing Belts (otherwise known as camshaft drive belts).

If your vehicle has a timing belt, please make sure that it is in good condition and that it is checked and changed in line with the manufacturer's recommendations. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience. No responsibility will be accepted for damage caused by the failure of a worn-out timing belt, unless the timing belt has been replaced in accordance with the manufacturer's service schedule.



# Motor Range Assist

Motor Range Assist forms part of your warranty, you will be entitled to the following Motor Range Assist services.

The following definitions will apply, wherever they appear in the Motor Range Assist section of your warranty handbook.

## Definitions

*Us/we* – means Motor Range Assist.

*You, your* – the person named on the Validation Certificate.

*Vehicle* – the vehicle covered on your warranty and the Validation Certificate.

*Breakdown* – a mechanical or electrical failure, puncture or accident, which immediately renders the vehicle immobilised.

*Territorial limits* – means Great Britain, Northern Ireland, Scotland and Wales.

## Important Note

Details of Motor Range Assist cover may not reach us by the time assistance is required. In this unlikely event, we will always assist customers, but before assistance can be provided, we will ask you to provide **immediate payment** for the service required by Credit or Debit card.

This payment can be claimed back from Motor Range Assist when your details are confirmed as being on their records. Please contact the supplying dealer if you have any questions concerning this procedure.

## Call 0344 573 8169

Tell the controller who answers your call:

- You are a Motor Range customer.
- Your warranty type, number and car registration number.
- Where your vehicle is and
- What seems to be the problem (for example, if you have a puncture, tell the controller your tyre size).

If you also intend to claim under your warranty you must telephone the administrator on 0344 573 8005 and obtain advance authorisation, before any repairs are commenced.



### About your Motor Range Assist

If your vehicle breaks down as defined below, cover will be provided as follows:

**STRICTLY FOR RESCUE**  
**0344 573 8169**

### Motor Range Assist Services

#### Roadside Assistance and Nationwide Recovery

If your vehicle breaks down due to mechanical or electrical failure, sustains a puncture or is involved in an accident, we will send help to the scene.

We will arrange to pay call out fees and mileage charges needed to repair or assist with the vehicle.

If, in the opinion of our recovery operator, they are unable to repair the vehicle at the roadside we will assist in the following way:

- Arrange and pay for your vehicle, you and up to five passengers to be recovered to the nearest garage able to undertake the repair.
- If the above is not possible at the time, we will arrange for your vehicle, you and up to five passengers to be transported to your home or original destination.

#### Home Assist

We will dispatch one of our recovery operators to your home address or within a one-mile radius only.

Please note: Any repairs undertaken by our recovery operators at their premises are provided under separate contract, which is between you and the garage.



## Caravans and Trailers

If your vehicle breaks down and your caravan/trailer is attached, providing it is fitted with a standard towing hitch and does not exceed 23 feet in length, your caravan/trailer will be recovered with your vehicle at no extra cost.

## Message Service

If you require, we will gladly pass on two messages to your home or office to let them know of your predicament and ease your worry.

## Accident Cover

If your vehicle is involved in an accident rendering it immobile or illegal we will transport your vehicle to a nominated local address within the United Kingdom.

## Puncture Cover

If **Your Vehicle** sustains a puncture and **You** are unable to change the wheel, service will only be provided if **Your Vehicle** is carrying a serviceable spare wheel or inflation kit. If **You** are not carrying a spare wheel as **Your Vehicle** was never provided with one by the manufacturer and the inflation kit is ineffective due to a badly damaged tyre, then **We** will provide service under the terms of the **Vehicle** being immobilised.

In the event **Your Vehicle** is fitted with run-flat tyres and, due to the time of day or local stock availability, a replacement cannot be found within the 50 miles the **Vehicle** can be driven for on a run-flat tyre, You and **Your Vehicle** would be recovered to **Your** home or original destination in the same way as any other irreparable breakdown.

## Toll Fees

We will pay ferry and toll fees ONLY within the confines of the United Kingdom and Northern Ireland, as part of the recovery.

## Exclusions

Motor Range Assist does not cover the following:

- 1 Any caravan/trailer where the total length exceeds 23 feet and where it is not attached to the vehicle with a standard towing hitch.
- 2 Contracts not registered with us.
- 3 The cost of any parts, components or materials used to repair the vehicle.
- 4 Any costs or expenses not authorised by our rescue controllers.
- 5 The cost of food, drinks, telephone calls or other incidentals.
- 6 The cost of alternative transport.

- 7 The cost of petrol, oil or insurance for a hire vehicle.
- 8 The recovery of the vehicle and passengers if repairs can be carried out at or near the scene of the breakdown within a reasonable time. If recovery takes effect we will only recover to one address in respect of any one breakdown.
- 9 Overnight accommodation or car hire charges.
- 10 Breakdowns caused by failure to maintain the vehicle in a roadworthy condition including maintenance or proper levels of oil and water.

If, in the opinion of our recovery operator, the vehicle is found to be unroadworthy due to lack of maintenance, unless servicing records can be provided, we may terminate your Assistance package immediately notifying you, by letter, what action we have taken.
- 11 Vehicles where service cannot be effected because the vehicle does not carry a serviceable spare wheel.
- 12 Any request for service if the vehicle cannot be reached due to snow, mud, sand or flood or where the vehicle is not accessible or cannot be transported safely and legally using a standard transporter.
- 13 Any request for service if the vehicle is being used for motor racing, rallies, public hire, private hire or any contest or speed trial or practice for any of these activities.
- 14 Overloading of the vehicle or carrying more passengers than it is designed to carry.
- 15 Claims not notified prior to expenses being incurred.
- 16 The charges of any other company (including Police recovery) other than our recovery operator.
- 17 Loss or damage to the vehicle or its contents.
- 18 Direct or indirect loss, damage or liability caused by, contributed to or arising from:
  - 1 Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel.
  - 2 The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof.
  - 3 Any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.

- 19 Any false or fraudulent claims.
- 20 Failure to comply with requests by us or our recovery operators concerning the assistance being provided.
- 21 Fines and penalties imposed by courts.
- 22 Any charges where you, having contacted us, effect recovery or repairs by other means.
- 23 Ferry and toll charges outside of Mainland UK.
- 24 Any claims relating to the following:
  - Vehicles in excess of 35 cwt- 3.5 tonnes.
  - Vehicles more than 17 feet long, 6 feet 3 inches wide and 8 feet high.
- 25 Any service or insurance cover where remedial action has not taken place following a previous breakdown.
- 26 More than six callouts per contract per year.
- 27 Claims totalling more than £2,500 in any one year.

## General Conditions

- 1 We will provide cover if:
  - A. You have met all the terms and conditions within this contract.
  - B. The information provided to us, as far as you are aware, is correct.
- 2 The driver of the vehicle must remain with or nearby the vehicle until help arrives.
- 3 We may cancel the contract by sending seven days notice to your last registered address.
- 4 There is no return of contract cost.

Motor Range Assist is administered by Call Assist Ltd. Should you wish to contact us, please send your correspondence to: **Call Assist Ltd, Axis Court, North Station Road, Colchester CO1 1UX.**

**MOTOR RANGE ASSIST** Helpline: 0344 573 8169

# Peace of Mind Motoring

Warranty Claims - **0344 573 8005**

Assist - **0344 573 8169**

Customer Services - **0344 573 8005**

Please refer to the relevant '**How to Claim**' section before phoning

Administered by



Car Care Plan

An AmTrust Financial Company

Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire  
BD3 7AG

CCP 8532  
PB09245 – 05/18