

(Plymouth Ltd)

MOTOR CITY

CARING FOR YOU AND YOUR VEHICLE



Warranty Plus⁺

Warranty Support Opening Hours

Monday - Friday	08:30 - 17:00
Saturday - Sunday	Closed

01752 344414

Hello and welcome!

We thank you for purchasing a warranty with Motor City Plymouth. We hope this booklet explains your warranty cover in detail.

Please keep it in a safe place together with your certificate in case you need to make a claim.

Inside you will find details of how to keep your warranty valid, what is covered, how to claim and all terms and conditions.

Our warranty has been designed to give you the highest level of cover. No warranty can cover everything, but we believe that by cutting out third parties, the level of cover you receive will be far superior to anything on the market and give you the peace of mind you deserve.

Please read this booklet carefully and if there is anything you are in doubt of, please do not hesitate to contact us.

Happy Motoring from us all at Motor City Plymouth!

Contents

- 2** Definitions
- 4** Overview
- 5** What is Covered
- 6** What is not Covered
- 7** Serviceable Items List
- 8** Exclusions
- 10** Customer Obligations
- 11** How to Claim
- 12** Claim T&C's
- 14** General T&C's
- 16** Important Information

Definitions

Claim Limit

The maximum amount we will pay per claim, up to £3000.00. There is no limit on the number of claims.

Labour Rate

We have a national standard labour rate of £75.00 +VAT per hour across the UK. Any labour rates above this will be your responsibility unless authorised prior.

Labour Times

The time for the work to be completed in accordance with the published Auto data repair time guidelines or at our reasonable discretion if no such data exists.

Listed Components

The components listed as covered.

Mechanical Breakdown and Electrical / Electronic Failure

Mechanical breakdown is the sudden and unexpected breakage or complete failure of a mechanical part that causes the part to stop working. Electrical or electronic failure is the total failure of a covered electrical or electronic component which causes the component to stop working completely.

Courtesy Vehicle

A Vehicle which is Taxed, MOT'd & Serviced that only the policy holder may drive. Form to be completed before taking off site and valid driving license produced. Customer must understand, agree and abide by the Terms and Conditions of use.

Period of Cover

The date range in which you are covered, as shown on your warranty certificate.

Repairer or Garage

The VAT registered repairer completing the work on your vehicle unless otherwise stated.

Definitions

Territorial limits

You are covered in the United Kingdom (England, Scotland, Northern Ireland and Wales) unless we agree otherwise in writing.

Vehicle

The vehicle detailed on your warranty certificate.

We, Us, and Our

Motor City Plymouth Limited, 22-24 Valley Road, Plymouth, PL7 1RF

Customer, you, your

The person or company detailed on your warranty certificate.

Warranty Certificate

Document provided to customer who purchased Motor City Plymouth's Warranty Plus+. Details contained on this certificate will include: Customer name, Make, Model, Registration of Vehicle and the date range in which the vehicle is covered.

Overview

Give yourself peace of mind and avoid costly repair bills with our in-house warranty plan! We will pay, up to your claim limit, towards the cost of repairs for your vehicle.

Element	Warranty Plus+
Engine	✓
Gearbox & Transmission	✓
Drive System	✓
Clutch	✓
Braking System	✓
Steering System	✓
Cooling System	✓
Suspension	✓
Electrical / Electronic Parts	✓
Fuel System	✓
Wheel Hubs and Bearings	✓
Emissions System	✓
Air Bag Systems	✓
Head Gasket	✓
Air Conditioning	✓
Oil Seals & Gaskets	✓
Camshaft Timing Belt / Chains	✓
Flywheel	✓
Supercharger	✓
Turbocharger	✓
In-Car Entertainment	✓
Electrical Control Modules (ECU)	✓
Diagnostics (Maximum £150.00)	✓
DPF / EGR	✓
Catalytic Converter	✓
Battery (Exc, EVS & Hybrids)	✓

What is covered

Almost all of your vehicle's parts are covered against mechanical breakdown and electrical / electronic failure.

(with exception to the items listed in on pages 6 & 7)

Most parts under these sections are included:

- Batteries
- Handles / Hinges / Catches
- Air Bag Systems
 - *(invalid if deployed or locked components as a result of impact, damage and/or collision)*

- Suspension
- Engine / Gearbox Failure
- Electrical Parts / Motors / Rain & Light Sensors
- Clutch (mechanical failure)
- Clutch Hydraulic System
- Dual Mass Flywheel
- Brake Hydraulic System
- Brake Calliper
- Emissions Related Components
 - *(includes catalytic converter, DPF & EGR)*

- Fuses
- Wiring (repair only, not replacements)
- Cables
- Timing Belts - that prematurely fail
- Timing Chains - that prematurely fail
- Ball Joints
- Entertainment Systems
- Mountings
- Alarms and Immobilizers (factory fitted only)
- Control Modules
- Injectors / Fuel Pumps (mechanical & electrical)
- Steering
- Air Conditioning / Climate Control Repair
- Fuel Tank
- All Gaskets (including head & chains)
- Tyre Pressure Monitoring System
- Seats
- Wiring Terminals and remaking of disturbed electrical connections
- Differential / Drive Shafts / Final Drive Units



What is not covered

Here are the parts or faults that are not covered within our warranty. They mostly consist of bodywork, trim, general maintenance and serviceable items (see page 7).

- MOT Failures / Advisories
- Windscreens
- Crash / Damage / Vandalism
- Bodywork
- Interior / Exterior Trim
- Bright Work
- Glass (including Front & Rear heated)
- Weather Strips
- Rubber Seals
- Sun Roofs (opening & fixed panoramic roofs)
- Upholstery
- Carpets
- Seat Belts
- Wheels
- Deployed air bags deployed as a result of impact, damage and/or collision
- Convertible Roofs
- Water Leaks
- Starter Packs
- Clutch Friction Material Wear
 - *(worn or overheated clutch components)*
- Fuel Tank
 - *(as a result of impact, damage and/or collision)*
- Wiring Harness
- Corrosion
- Keys & Key Fobs (vehicle comes with key(s) as supplied)
- Vehicle modifications carried out after vehicle purchase - other than those carried out by Motor City Plymouth / RH Tuning
- Mechanical damage due to fuel - Incorrect, Poor Quality or Contaminated
- Accidental damage

Serviceable Items

Here is a list of items that are classed as serviceable. These items are not covered under this warranty plan.

- Brake Pads, Discs, Drum & Shoes
- Tyres
- Bulbs / LEDs / Lenses / Lights
- Spark Plugs
- Wipers
- Glow Plugs
- Filters (fuel, oil etc)
- Drive Belts (including cambelts)
- Software Updates
- 4 Wheel Alignment / Balancing / Adjustments
- All Fluids / Additives
- Perishable Rubber Items
- Hoses & Pipes
- CV Boots
- Exhaust System
- Adjustments - Door, Handbrake etc
- Coil Pack / Ignition Leads (Discretion to cover)
- Air Conditioning Recharge
- Fuel - Incorrect / Poor Quality / Contaminated



Exclusions

There are some scenarios that we can't cover:

- Any part listed under What Is Not Covered pages.
- You not honouring your customer obligations detailed in this document.
- Any vehicle which is not kept in a roadworthy condition and does not meet current legislation.
- Any repairs which haven't been authorised by us prior to work being carried out.
- Any faults that were present when your cover started.
- Any repairs not regarded as a mechanical breakdown or electrical / electronic failure e.g. service, MOT or other general maintenance work, or parts that haven't failed but are recommended by the manufacturer to replace or maintain as good working practice.
- Whilst consequential damage is included, please note that the following exclusions apply. Consequential damage is defined as damage to any other part (or parts) caused by a failed covered component.
- All recovery costs for all vehicles.

➤ We can only pay towards consequential damage caused to covered parts.

➤ We cannot pay for any damage that could have been prevented sooner in the opinion of an independent assessor, i.e. by stopping earlier, at the point a fair reasonable driver should have been aware of a problem.

- Any liability for bodily injury, accident / road hazard damage, death, damage to property, loss of earnings, out of pocket expenses, theft, war, riot, vandalism or adverse weather conditions; any loss caused directly or indirectly by a repair; or covered under any other type of insurance, warranty, finance agreement, guarantee or repair including manufacturer warranties and your motor insurance.
- Any loss where the odometer has been tampered with, altered or disconnected affect the mileage.

Exclusions

We also can't cover vehicles under the following sections:

- Commercial vehicles (including car-derived vans) over 3,500kg. Please note that commercial vehicles are capped at 2,000 miles per month.
- Modified vehicles unless approved in writing by us within 30 days from the date cover starts.
- Custom built vehicles or vehicles used for: commercial or business use, dispatch, hire and reward, driving school tuition, chauffeuring, off road use or illegal purposes, racing, track days (timed or untimed), rallying, pace-making, speed testing or an other competitive event.
- Any vehicle owned by a company, person or employee in the motor trade.
- Any vehicle subject to an insurance write-off category.

Customer Obligations

To keep your warranty valid, there are some things you must make sure you do:

- Have your vehicle serviced regularly as per the manufacturer's guidelines by a VAT registered garage. Your vehicle must also be kept in a roadworthy, legal condition and be taxed, insured and hold a current MOT certificate.
- Keep hold of the service invoices as we may require them if you need to make a claim.
- Carry out any routine maintenance as required i.e. topping up or changing of oils, coolants and antifreeze. We won't pay for any repairs if your vehicle isn't maintained properly.
- Follow the claims process detail in this document. It is vital for your claim to be considered.
- Please call us on 01752 344414 if you need any assistance.
- Don't ignore warning lights, signals or gauges as you could make the problem worse and affect the cover decision. Any faults which could be covered must be reported within 7 days. If this is outside of the Warranty Support Opening Hours, please email service@motorcityplymouth.co.uk

If these obligations are not met by you, your cover could become invalid.



How to Claim

Important:- All repairs must be authorised by us before work can commence. Failure to do so will result in us being unable to pay your claim.

- If a fault becomes apparent, please check to see if it might be covered. If you're not sure or need advice, contact us on 01752 344414 during Workshop opening hours. Your vehicle will need to be booked in at Motor City Plymouth, or a VAT Registered garage - depending on the arrangement we have, we may be able to arrange this for you if you wish.
- If the fault is not evident to the garage, it may need to be diagnosed. You are responsible for authorising the garage to do this and for the costs at this stage. If the fault is covered, we'll also pay for reasonable labour time to diagnose the fault as part of your claim.
- Following diagnosis, please ensure the garage contacts us before progressing with the repair as we are unable to consider your claim afterwards. When our costs are established, we'll provide authorisation to the garage for repairs to begin immediately. Again you'll need to authorise the garage to carry out the repair.

Should you instruct the garage to commence work without our authorisation, you do so in the knowledge that your claim may be declined due to denying us the opportunity to inspect the vehicle and determine the cause of failure. You are responsible for any excess parts and labour charges, plus any repairs which aren't covered under your plan.

When will I receive payment?

- Payments will usually be processed within two working days upon receipt of all documentation.

Claim T&C's

In addition to the terms on the previous page, there are some other important things you need to be aware of when requiring claims assistance:

- We reserve the right to contact garages to discuss potential liabilities, and nominate the garage and / or the supplier of the parts. We also reserve the right to use guaranteed reconditioned or exchange parts, and to send any parts away for reconditioning or inspection.
- Where the repair (or replacement of the parts) or assemblies brings about improvement or betterment of the vehicle, we reserve the right to require a contribution from you towards the cost of the repair at our reasonable discretion. We will discuss this with you before the repairs commence, taking into account the current age and mileage and the cost of restoring the vehicle to its pre-breakdown condition.
- If the cause of failure is not evident from the diagnosis, your vehicle may need to be stripped or disassembled to some extent for a claim to be considered. This will only be done on your authority and the costs will remain your responsibility until the claim is authorised.
- To establish liability, there may be times when we need to instruct an independent assessor to inspect and report on their findings. The results of these findings are final and binding on all parties. If, following specific arrangements, the vehicle is not available or the assessor is unable to carry out the report (for instance if the vehicle is not stripped), we will deduct fees for the second inspection visit from the authorised claim amount.

Claim T&C's

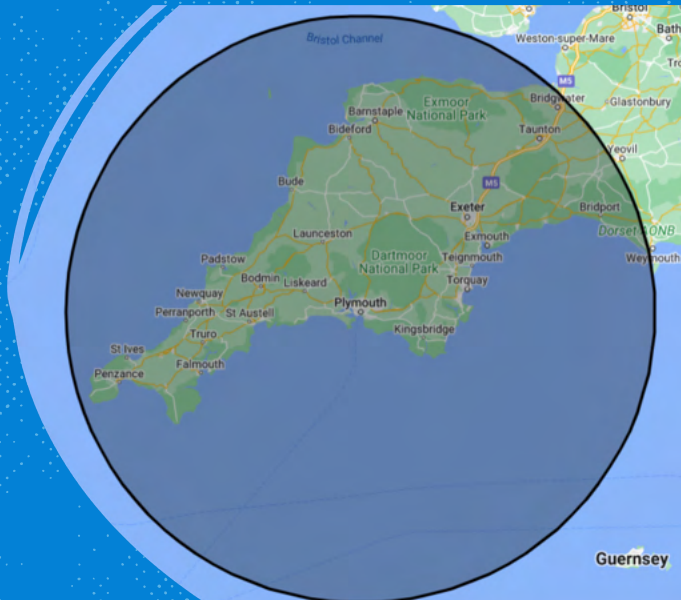
- Repair times are calculated in line with the repair times definition on the contents page at the agreed labour rate. Our liability will be based on the repair times as shown for the specific repair.
- All repairs must be registered with us within 7 days of their occurrence. If outside of warranty support opening hours, email service@motorcityplymouth.co.uk
- You may be required to provide proof of servicing with a recent service invoice from a VAT registered garage before a repair can be considered.
- You have 3 months from the date the authorisation is provided to submit the invoice to us for payment. After this time, the claim will be cancelled, and no reimbursement is possible.
- This warranty is limited to one repair of each covered part.
- If more than one part has failed at the time your claim is agreed, it will be dealt with as one claim.
- If you are VAT registered, the VAT element will not form part of any claim against us.
- In the event of a false or fraudulent claim, your warranty will be invalidated. We also reserve the right to prosecute in all cases.
- Vehicles will be inspected as presented. If a 3rd party has cleared fault memories in any ECU your vehicle will be returned to you without repair.
- Symptom evidence will need be evident at time of inspection.
- Clearance of any fault codes, warning lights and/or defective parts will result in your claim being invalid.
- Your policy is non-transferable.

General T&C's

- No part of this document may be altered without our consent. Your warranty is in addition to any legal rights that may apply.
- Your warranty is governed by English law and this is the law we will use unless you ask us for another and we agree to it within 30 days of the date that your cover starts. Any communications regarding your cover will be in English.
- You must give us all of the information and help that we require in order to provide service under your plan. This also applies where we wish to enforce any rights against any manufacturer, repairer, supplier or other party.
- You must comply with all of the terms and conditions of this warranty, including 'Customer Obligations'. Any liability we may have depends on your compliance with these terms and on the truth of your statements.
- If you give us incorrect information, we may consider your application fraudulent and reserve the right to cancel it with no reimbursement. Where we have made any payments as a result of your dishonesty or exaggerated behaviour, your cover will be invalidated with immediate effect and you will again not receive any further reimbursements. We also reserve the right to take legal action against you to reclaim any repair payments made. Any legal proceedings will be held in the courts of England and Wales.
- You must allow us free access to examine the vehicle at all times.
- This warranty cover plan is only valid in the UK.
- Vehicles delivered to Motor City Plymouth outside of workshop hours, will be assessed within 48 hours. A courtesy vehicle will be supplied to you as soon as possible, where one is available.

General T&C's

- You are responsible for authorising the repairer to commence the work required and for paying the costs involved if the work proves that the repair is outside of our liability.
- Subject to our approval and at our absolute discretion, we'll offer you the opportunity to renew 30 days before your cover ends. If you'd like to be notified with these communications, you'll need to make sure you've given us the right permissions to contact you.
- Occasionally we may need to amend this warranty in relation to component coverage or wording, or in line with new laws and regulations. We will advise you of any changes in writing in advance.
- We will not tolerate abuse, slander, false allegations or otherwise untoward behaviour under any circumstances and may cancel your cover at our discretion if any such behaviour occurs. In these instances, we also reserve the right to begin legal proceedings to reclaim costs for any damages incurred should we deem necessary.
- Warranty Plus+ is only valid for vehicles that are purchased through Motor City Plymouth Ltd.
- All vehicles within the 75 mile radius of Motor City Plymouth must be brought back and repaired by Motor City Plymouth.
- Outside of this radius, you may bring the vehicle back to Motor City or a preferred garage, providing they are a VAT registered garage.



Important Information

Payments and premiums

- If you are renewing your cover with us directly, we can take payment by debit or credit card. Renewal premiums may be amended at any time.

Cancellation

- You can cancel your cover within 14 days from the purchase date.
- After the 14 days no refunds are possible.
- Your cancellation needs to be sent in writing to service@motorcityplymouth.co.uk detailing your name, vehicle registration and date of purchase.

Discretion

- We use our own discretion to ensure that you receive a fair and equitable resolution to every claim you make. If after following the complaints procedure you feel that your complaint has not been resolved satisfactorily, our Directors will be the final arbiters for the exercise of this discretion. This does not affect your statutory rights.



Important Information

Your personal data

- We are the Data Controller in respect of any personal information you supply which means that we have a legitimate interest to collect, store and share your data amongst our group of companies in order to administer your cover and provide you with a service.
- For these reasons, we may need to share it with repairers, dealers, suppliers or other parties where required. We also use your data to contact you for purposes relating to your cover, direct marketing or to improve our services (opt-in required), or for legal, regulatory or crime prevention purposes.
- You have the right to access and rectify information held about you. You can change your permissions at any time too by contacting us. For any data queries, please contact us via email on service@motorcityplymouth.co.uk

Complaints

- We are fully committed to responding promptly and fairly to any complaints or expressions of concern or dissatisfaction from our customers. Before you do anything else, please give us the opportunity to investigate and put things right by sending your complaint to Customer Complaints Officer, Motor City Plymouth Limited, 22-24 Valley Road, Plymouth, PL7 1RF or emailing admin@motorcityplymouth.co.uk
- Your complaint will be acknowledged within 14 working days and responded to within 28 working days.
- We will always attempt to resolve the issue as quickly as possible, some cases are more complex and require further investigation.

Contact Us On

01752 344414

service@motorcityplymouth.co.uk

www.motorcityplymouth.co.uk



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Motor City Plymouth Limited, 22-24 Valley Road, Plymouth, PL7 1RF



Registration Number: 05873973