



**3 Months Compulsory Warranty**  
**£150.00 On All Vehicles**

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## HOW TO MAKE A CLAIM

1. Establish that the part(s) directly causing the breakdown are covered by this Warranty and the terms of the Warranty have been adhered to.
2. Contact Driver Administration on 0845 644 8595.
3. Driver Administration will advise you on the appropriate course of action to confirm your warranty validity and arrange for the repair authorisation to be progressed. **Repairs must not be carried out without authorisation.**
4. Driver Administration will advise you of how to proceed with the diagnosis/repair.
5. You will then be requested to contact the approved repairer to arrange a convenient date/time for the diagnosis/repair under your authorisation.
6. Depending on the diagnosis, the circumstances of the breakdown and the claims limit, you may be asked to contribute more, some or all of the diagnosis/repair costs.
7. The repairer reserves the right to use suitable reconditioned or exchange parts when carrying out the repair.

**In the event of a claim being made ALWAYS contact Driver Administration on**

**0845 644 8595**

## TERMS & CONDITIONS

1. This warranty does not affect the customers statutory rights.
2. The Supplying Dealer is entitled to choose whether to repair or replace a component covered by this warranty.
3. Mechanical or electrical failure is defined in the Definitions section of this warranty booklet.
4. Where the cost of repair exceeds the claim limit stipulated on the Warranty Record the extent of contribution by the Supplying Dealer under the terms of this warranty is the stipulated Claims Limit.
5. The period for which this warranty is valid is from the warranty start date for the period/mileage (whichever is sooner) as stipulated on the Warranty Record.
6. To maintain the validity of this warranty the vehicle must be maintained and serviced as recommended by the vehicle manufacturer or to an alternative service content authorised by the Supplying Dealer and evidenced by completion and stamping of the Service Record in the back of this warranty booklet. The relevant invoices must also be retained and may be required in the event of a claim. A maximum allowance of 500 miles or one calendar month is permitted (if unavoidable) in excess of the manufacturers recommended servicing intervals.
7. The Supplying Dealer shall be used for all servicing and warranty repair requirements although alternative arrangements may be agreed with, and only by express authorisation of, the Supplying Dealer.
8. In the event of a repair being carried out under the terms of this warranty any parts replaced shall become the property of the Supplying Dealer.
9. This warranty is invalidated if the vehicle is used for rallies, racing, pacemaking, reliability trials, scrambling, speed testing, track days or for hire or gain, or commercial travelling without the express written consent of the Supplying Dealer.
10. This warranty is only transferable to another owner if the Supplying Dealer expressly consents to it in writing.
11. This warranty is invalidated if it is discovered that the odometer has been disconnected for a material mileage or tampered with.
12. The Supplying Dealer is at liberty to specify the use of reconditioned/exchange units for repairs carried out as a result of a valid claim within the terms of this warranty.
13. There is no limit on the number of claims made under this warranty save that the total value of claims shall not exceed the purchase price of the vehicle.
14. This warranty is only valid for mechanical and electrical failure in the United Kingdom.

## DRIVER

The following mechanical or electrical items specifically listed will be covered if the terms and conditions of this warranty are fully complied with and subject to the maximum claims limit

### Engine

Cylinder Block (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank main bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, pistons, piston rings, cylinder head (excluding cracks, 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, flywheel or flex plate, starter ring gear. (excludes overheating, de-coking, burnt, pitted and sticking valves).

**N.B. Failure of timing belt not covered.**

### Rotary Engine

Rotors, vanes, rotor seals, rotor central shaft.

### Manual gearbox

Gears and gear clusters, selectors and shafts, synchromesh assemblies, ball and roller bearings, needle bearings, bushes and transfer gears.

### Automatic gearbox

Governor, valve block, oil pump, gears, brake bands, clutches, seals, servos, shafts, bearings and bushes, modulator valve and transfer gears.

### Brakes

Brake master cylinder.

### Clutch

Clutch plate, pressure plate, release thrust bearing, oil contamination (centre plate only), master and slave cylinders, clutch cable including self-adjusting mechanism and clutch damper.

### Differential

Internal shafts, bearings and bushes, thrust washers, spacers and bevel gears. Planetary gear assembly, crown wheel and pinion assembly. Includes front, rear and centre differentials (excludes viscous couplings and fluid differentials).

### Front - Wheel Drive

Drive shafts, universal joints and couplings and constant velocity joints (excludes gaiters and bushes).

### Rear - Wheel Drive

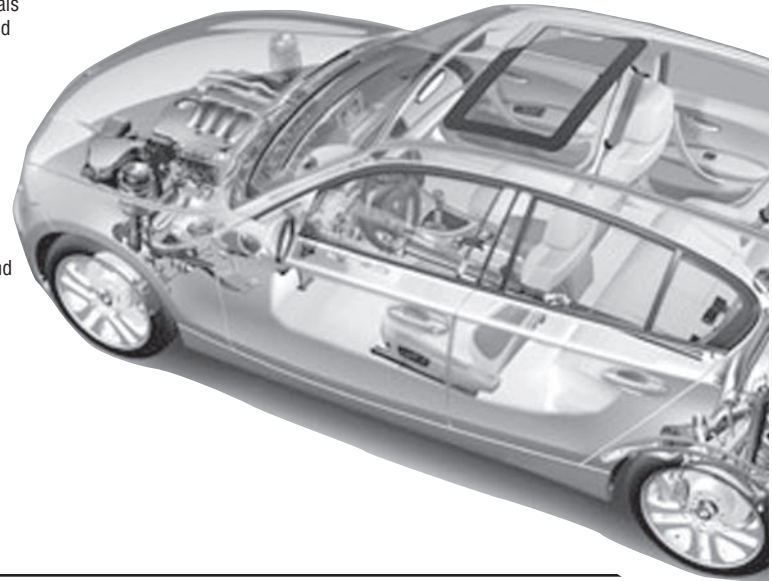
Drive shafts, universal joints and couplings, constant velocity joints, half shafts and bearings (excludes gaiters and bushes).

### Engine Cooling System

Water pump

### Electrical System

Starter motor and alternator



Driver plus includes all the items within the driver cover plus the following

### Engine

Timing belts are covered provided that the last due change of belt has taken place as specified by the manufacturer's schedule (proof required).

### Torque Converter

Failure of any internal mechanical parts.

### Continuously Variable Transmission (CVT/CTX)

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

### Wheel Bearings

Front and rear wheel bearings.

### Propshaft

Universal joints and couplings.

Bearings and rubber couplings.

Includes front and rear transfer shafts 4X4 vehicles (excludes gaiters).

### Brakes

Wheel cylinders, callipers, brake bias/restrictor valve, vacuum servo and brake vacuum pump.

### Fuel system (diesel and petrol)

Carburettors, automatic choke, lift pump, mechanical or electrical fuel pumps and tank sender unit.

### 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).

### Front and rear suspension

Upper and lower wishbones, ball and swivel joints, anti roll bars, mountings, torsion bars and coil springs.

### Engine Management (ECU)

Engine Electronic Control Unit.

### Transfer Box (4X4)

Transfer gears, selectors, transfer shafts, needle and roller bearings, output shafts and bushes

### Engine Cooling System

Engine thermostat, thermostat housing, viscous fan coupling, engine temperature, gauge sensor, engine oil cooler, heater matrix, radiator and expansion tank.

### Electrical

Voltage regulator, starter solenoid (inertia drive starters), indicator relay, front and rear windscreen wiper motor, front and rear windscreen washer motor, ignition coils, electric window motors and switches, horn, glow plug relay (diesel vehicles), electric sun roof motor and switch, central locking systems (excluding remote control unit and wiring), indicator and wiper switches (column stalks), heater fan motor, fuel tank sender unit, electric fuel pump, temperature sensing switch, oil pressure sensor, speedo head and speedo transducer, heated rear screen (element failure only), door mirror motors and switches.

### Steering (Including power assisted steering)

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

### Working Materials

Oils, oil filter and anti-freeze are covered only if it 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.

### Driver optional cover

The following items are covered if recorded on warranty record and additional cover payment made.

### Turbocharger / Supercharger / Kompressor

The complete unit is covered providing it is of original manufacturer's equipment (includes the wastegate if it is an integral part of the unit and cannot be bought separately).

### Anti Lock Brake System (ABS)

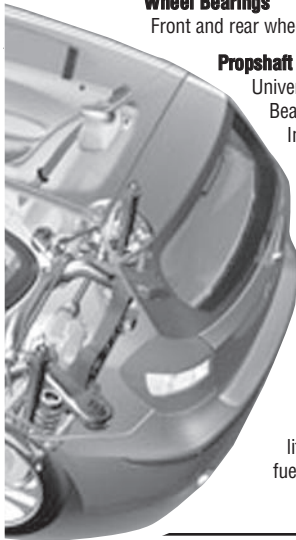
Factory fitted ABS are covered (excludes wiring and connection faults).

### Air Conditioning / Climate Control

Factory fitted systems are covered (excludes pipes, unions, wiring, receiver drier and cost of regassing).

### Catalytic Converter

Factory fitted catalytic converters are covered (excludes damage caused by impact, corrosion or incorrect grade or type of fuel).



## GENERAL EXCLUSIONS

1. Any claim arising as a result of gradual deterioration through wear and tear.
2. Any claim arising from foreign material introduced into the fuel/cooling system.
3. Failure wholly or partly due to negligence, abuse or accidental damage.
4. Vehicle recovery.
5. Any consequential or subsequential loss or damage arising from the failure of the component.
6. The failure of any part not originally fitted to the vehicle and not fitted by the Supplying Dealer or the failure of another part arising as a result thereof.
7. Any claim reported to the Supplying Dealer more than 14 days after the occurrence of the failure.
8. The failure of any part arising as a result of repairs carried out by a person not authorised by the Supplying Dealer.
9. The failure of any part disclosed as defective to the customer by the Supplying Dealer prior to the sale or for which a claim could be made under the manufacturers warranty or as a result of a recall by the manufacturer.
10. The failure of any part arising from defective design or manufacturing.
11. The cost of diagnosis of any failure.

## definitions

Failure (whether mechanical or electrical) means for the purposes of this warranty the actual breaking or burning out of any of the components listed.



## PAY ON USE BREAKDOWN RECOVERY

### **PAY ON USE - HOME START, ROADSIDE ASSISTANCE AND NATIONAL RECOVERY SERVICE**

If you break down MARS 24hr Rescue can attend your vehicle at the roadside whilst away from your registered address and if they cannot repair it they can recover you and up to 4 additional passengers to your home, supplying dealer, preferred UK location or local garage as applicable. If your vehicle is located at your home and they cannot get you moving, then they can recover the vehicle to the supplying dealer, preferred UK location or local garage as appropriate.

MARS 24hr Rescue will endeavour to come to your aid subject to the terms and conditions of this scheme.

### **FOR EMERGENCY ASSISTANCE 24HRS A DAY PHONE 0800 5282888**

Have your Credit Card available when requested and be ready to quote **your vehicles registration number and your name** to the operator.

**IF YOU WISH TO MAKE A CLAIM UNDER THE WARRANTY ALWAYS CONTACT DRIVER ADMINISTRATION BEFORE AGREEING TO ANY OTHER SERVICES UNDER THIS PAY ON USE BREAKDOWN RECOVERY**

**Call**  **on 0800 5282888**

Any vehicle must be in a 'roadworthy condition' prior to contacting MARS 24hr Rescue and not be modified for any of the following activities; Motor Sport, Timed Competitive Events or any other non standard form of vehicle. Any significant changes to the vehicle 'must be notified' well in advance of the owners contact (a minimum of 7 days prior contact of this service).

Support will only be available subject to any extremes of weather and or local ground conditions permitting direct access, Floods, Heavy Snowfall, Land Slides or Ground movement and other freak conditions where direct access is considered unsafe, will not be covered. Normally in the event of a breakdown, a local garage will fall within a ten mile working radius for definition purposes. Additional charges will apply for each additional mile of transport in excess of this radius. None of the above shall be available without an acceptable form of direct payment taken by a valid credit or debit card at the time of the call.

**THIS IS A 'UK-ONLY' HOME START, ROADSIDE ASSISTANCE AND NATIONAL RECOVERY SERVICE**

**NB. Please refer to full Pay On Use Breakdown Recovery terms and conditions on page 9**



# PAY ON USE BREAKDOWN RECOVERY TERMS AND CONDITIONS

- a) These terms and conditions shall apply as between MARS 24hr Rescue and the Customer ("Customer") within ("the scheme"). The customer must be a person holding a payment or credit card ("Card") issued by a Bank or like institution recognised and accepted by MARS 24hr Rescue for the purposes of the Scheme ("the Payer"). The purpose of the scheme is for the provision to the Customer through MARS 24hr Rescue of facilities for servicing, repairs, provision of parts, accessories, breakdown services and other items or goods and services ("the Services") which may from time to time be procured from a MARS 24hr Rescue Approved Supplier and accepted within the Scheme carried out on a Vehicle or supplied to a customer in respect of a Vehicle by a garage service station, mobile workshop or other outlets registered with or approved by MARS 24hr Rescue as belonging to the Scheme ("Approved Supplier").
- b) Upon a request for the provision of services to a Customer MARS 24hr Rescue will agree with the Customer the value of Services to be supplied to the Customer prior to authorisation being given by MARS 24hr Rescue to the Approved Supplier to proceed with the supply thereof except where the cost of the Services cannot be fixed by MARS 24hr Rescue at the outset in which case the Customer will be invited to agree with MARS 24hr Rescue an upper repair limit (the "Upper Repair Limit"). Customer instructions to and agreements with MARS 24hr Rescue pursuant to the Scheme are thereafter binding.
- c) MARS 24hr Rescue is entitled to assume that the person identifying himself as the Customer and quoting the correct address and Vehicle Registration Number or Personal Identification or Membership Number on the Membership card is the Customer and entitled to the benefit of the scheme to obtain the provision of Services and the Customer shall be liable for the provision of Services to such a person whether or not authorised by the Customer. In circumstances where a Card has been lost or stolen unless the Customer shall have previously been given notice of loss (or as the case may be) in accordance with the next following sub-clause.
- d) Neither administrative clerical or procedural irregularity by MARS 24hr Rescue or an Approved Supplier shall relieve the Customer from liability in respect of Services actually supplied in good faith to the customer (or person purporting to be the Customer and quoting the relevant information as aforesaid) by an Approved Supplier save in respect of manifest error by MARS 24hr Rescue causing loss to the Customer.
- e) MARS 24hr Rescue shall not be liable for any direct or indirect consequential or incidental injury loss or damage suffered by the Customer (whether arising from a claim in contract or in tort including negligence) arising out of or in connection with any defect or fault in the Services supplied by an Approved Supplier or by any act omission neglect or default on the part of an Approved Supplier (and in any such

case the Customer agrees that a claim or demand shall be directed exclusively to the Approved Supplier concerned) nor

- i) for any indirect or consequential injury loss or damage suffered by the Customer (whether arising from a claim in contract or default on the part of MARS 24hr Rescue its servants or agents (including for the purpose of this sub-clause an Approved Supplier) in the performance of this agreement nor
- ii) (without prejudice to the generality and foregoing) for any loss or damage suffered by the Customer arising from the ordinary course of business of MARS 24hr Rescue which shall result in the avoidance or refusal of a claim by the Customer under any mechanical breakdown insurance policy of which the Customer may have the benefit in respect of any vehicle.
- f) Nothing herein contained shall operate to exclude or restrict liability
- i) for breach of any obligation arising from section 13,14 or 15 of the Sale of Goods Act 1979 as against the Customer if the Customer is dealing with MARS 24hr Rescue as a consumer as defined by section 12 of the Unfair Contract Terms Act 1977 or similarly under the Supply of Goods and Services Act 1979 and
- ii) for direct and foreseeable loss or damage caused by the negligence of MARS 24hr Rescue or its own employees where this results in a death or personal injury.
- g) The price at which MARS 24hr Rescue agrees to Procure the supply of Services is based on
- i) the cost or purchases of the Services by MARS 24hr Rescue
- ii) the cost of insurances and
- iii) the exclusion and restrictions of liability hereunder
- When reasonably possible fixed prices will be quoted by MARS 24hr Rescue upon receipt of a request for Services by the Customer and where not so possible will be given subject always to the Upper Repair Limit.
- h) MARS 24hr Rescue may at any time and at its absolute discretion and without giving any reason therefore by notice in writing to the Customer cancel with immediate effect the registration of a Vehicle or Vehicles from the Scheme. Notwithstanding any such notice of cancellation given by MARS 24hr Rescue as aforesaid and in any event on expiry or revocation of the Customers or any vehicles registration under the Scheme the Customer will remain liable for all payments due to MARS 24hr Rescue as at the date of termination and likewise the

Customer may at any time remove any Vehicle from the Scheme in writing to MARS 24hr Rescue.

- i) In the event that
- i) the Customer shall commit any breach of the terms of this agreement or the Members Instructions and shall fail to remedy such breach (if capable of remedy) within a period of 7 days of being so requested by MARS 24hr Rescue or
- ii) any distress or execution is levied upon of the goods or property of the Customer or
- iii) the Customer offers to make an arrangement with or for the benefit of its creditors or commits any act of bankruptcy or being in a limited company has Receiver appointed for the whole or any part of its undertaking property or assets or
- iv) any order is made or resolution is passed or analogous proceedings are taken for the winding up of the Customer (save for the purpose of reconstruction or amalgamation without insolvency and previously approved in writing by MARS 24hr Rescue. Then and in such case MARS 24hr Rescue shall be entitled without prejudice to its other rights hereunder forthwith to suspect all further service to the Customer until the default has been made good or determine this agreement or any unfulfilled part thereof or at MARS 24hr Rescue's option to suspend any part of its services pursuant to this agreement or to specify new conditions as to the performance thereof.
- j) Further and in addition either MARS 24hr Rescue or the Customer may at any time (and whether or not any of the events specified in subparagraph (h) shall have occurred) in their absolute discretion give written notice to the other of their withdrawal from the Scheme and from this agreement
- Notwithstanding any such termination the Customer shall pay all monies due up to and including the date of termination.
- k) Any notice consent or other communication authorised or required to be given hereunder or for the purpose hereof shall be deemed to be sufficiently given to either party if left at or forwarded by prepaid post or facsimile transmission to MARS 24hr Rescue at Frank Perkins Way, Peterborough, CAMBS, PE1 5FQ or FAX 0845 066 0845 or such other MARS 24hr Rescue address or fax number as may from time to time be notified for this purpose AND to the Customer that the MARS 24hr Rescue registration address. Every notice consent or other communication shall be deemed to have been received and given at the time when in the ordinary course of transmission it should have been delivered at the address to which it was sent, subject to proof of posting or transmission the words "in writing" whenever contained in this agreement shall be deemed to include any communication sent by letter or facsimile transmissions.

**ASK MOTORS™**

