

# SPOTiCAR USED VEHICLE WARRANTY



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# SPOTiCAR USED VEHICLE WARRANTY



## INTRODUCTION

### WELCOME

Welcome to SPOTiCAR Used Vehicle Warranty.

We know handbooks are one of the less interesting aspects of owning a car, so we've laid out the information you need to know, including all the benefits of the level of cover provided, as clearly and simply as possible.

The following pages give you full details of your cover, the conditions of cover and how to make a claim with your Vauxhall Retailer. Your Vauxhall Retailer will be happy to help. To locate your nearest Retailer please visit:

[www.vauxhall.co.uk](http://www.vauxhall.co.uk)

If anything is unclear, or you have any questions, please don't hesitate to contact Spoticar Warranty Services Administration and Claims Teams on: **0345 600 2075**.

### SUMMARY OF COVER

#### COVER AND LIMITS

- Parts and labour in respect of repair or replacement of the covered components that have suffered electrical or mechanical failure during the warranty period.
- You have an unlimited mileage benefit during the period of the warranty.

- The amount you may claim over the whole period of this warranty is limited to the purchase price of your vehicle.

### ADDITIONAL BENEFITS

#### Car hire

If you require a hire car (after the first 24 hours) we will contribute up to £50 (Incl. VAT) per day, for a maximum of 10 days in total during the warranty period for any one claim.

Please note that we do not cover the first 24 hours of any rental period and we are not responsible for arranging a hire car for you.

#### Onward travel

If it is necessary to continue your journey or stay overnight as a result of the failed part, we will provide a contribution towards your additional expenses incurred.

#### Continental use

Your warranty cover is extended whilst your vehicle is in Continental Europe for a period of up to 60 days.

Full terms and conditions of additional benefits are on page 14.

## IMPORTANT INFORMATION

It is very important that you read the whole of this document and make sure that you understand what is covered, what is not covered and what to do if you need to make a warranty claim.

### CONTACT

If you need to contact us regarding this cover, please call Spoticar Warranty Services on: **0345 600 2075** or write to us at: PO Box 1051, Croydon CR9 1RE.

### HOW THIS COVER WORKS

This document forms the contract of cover between you and us. We will pay for claims you make which are covered by this warranty, occurring during the warranty period and within the area of cover.

### PRIVACY STATEMENT

Vauxhall Motors Limited ('Vauxhall') are committed to respecting your personal information and ensuring that we are transparent with you in relation to how we will use it. Our Privacy Policy is an important document and explains how we protect your privacy and process your personal data (e.g. address and phone number).

To read our Privacy Policy visit:  
**[www.vauxhall.co.uk/privacy](http://www.vauxhall.co.uk/privacy)**

If you have any queries about how we use your personal data you can always contact us by email at:  
**[privacyrights@vauxhall.co.uk](mailto:privacyrights@vauxhall.co.uk)**

Or write to: Privacy Rights, Vauxhall Motors Limited, Chalton House, UK1-101-135, Luton Road, Chalton, Luton Bedfordshire LU4 9TT

Vauxhall process your personal data in order to fulfil the contract with you and may share your details with Opel Automobile GmbH ('Opel') (Rüsselsheim, Germany), Peugeot SA ('PSA'), (RueilMalmaison, France), General Motors Holdings LLC ('GM') (Michigan, USA) and other third parties who provide IT and data maintenance services to Vauxhall, and Allianz Assistance who will process the data in order to provide you with warranty support.

Information about your SPOTiCAR Used Vehicle Warranty will be shared with AWP Assistance UK Ltd for administration purposes. AWP Assistance UK Ltd trading as Spoticar Warranty Services will only use your data to communicate with you about this product for example to fulfil the contract (e.g. claims) or to notify you of the expiry date and provide an opportunity for you to purchase new cover.

Should you wish to read their Data Protection Notice visit: **[www.vauxhall-extendedwarranty.co.uk/privacy-policy](http://www.vauxhall-extendedwarranty.co.uk/privacy-policy)**

Or you can contact as follows:

By post: Customer Service (Data Protection), AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD

By telephone: 020 8603 9853

By email: [AzPUKDP@allianz.com](mailto:AzPUKDP@allianz.com)

You will need to provide details of your name, email address, policy number, and purpose of your request.

### GOVERNING LAW

Unless you and we agree otherwise, English law will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction. No term of this agreement is to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

Your statutory rights are not affected in any way by this warranty. Nothing in these conditions will reduce your statutory rights relating to faulty or incorrectly described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau

### CANCELLATION RIGHTS OR REFUNDS

Please note that this cover has no surrender or refund value.

### TRANSFER OF OWNERSHIP

If your vehicle is sold to a private individual, the remaining cover may be transferred to a new private owner providing that the transfer fee of £25 is paid. Please call us on: **0345 600 2075 (option 1)** to make payment over the phone and complete the form on page 19. Email the completed form to: **[spoticarwarrantyservices@allianz.com](mailto:spoticarwarrantyservices@allianz.com)** or post it to: Spoticar Warranty Services, PO Box 1051, Croydon CR9 1RE.

## SERVICING REQUIREMENTS

### SERVICING REQUIREMENTS FOR YOUR VAUXHALL

Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine manufacturer's parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used.

Failure to comply with this condition may result in a warranty claim being rejected. We will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing Retailer completes the service record for the covered vehicle and that you keep all service receipts as proof of servicing.

### SERVICING REQUIREMENTS FOR OTHER MAKES OF VEHICLE

Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine manufacturer parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used.

Failure to comply with this condition may result in a warranty claim being rejected. We will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing Retailer completes the service record for the covered vehicle and that you keep all service receipts as proof of servicing.

### IMPORTANT NOTE

If you fail to have the covered vehicle serviced correctly in accordance with the manufacturer's specifications during the warranty period, or you are unable to produce proof of such servicing if we request it, then this may invalidate your cover or we may not pay all or any part of a claim you make.

## SECTION 1 - DEFINITIONS

### AREA OF COVER

UK and Continental Europe.

### BENEFICIARY, BENEFICIARY'S, BENEFICIARIES

You or any other driver of the covered vehicle using the covered vehicle with your permission and any passenger of the covered vehicle at the moment a breakdown/immobilisation occurs.

### CONTINENTAL EUROPE

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal (not including Madeira and the Azores), Romania, Russia (St Petersburg, Moscow, Rostov On Don, Togliatti and Perm only), San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

### COVERED VEHICLE/YOUR VEHICLE

The motor vehicle referred to in the policy confirmation email that accompanies this handbook.

### MAXIMUM CLAIM LIMIT

Means the purchase price you paid for the covered vehicle.

### MECHANICAL OR ELECTRICAL FAILURE

The inability of a covered component to operate in accordance with the manufacturer's specification for a reason other than wear and tear, normal deterioration or negligence.

### PRIVATE INDIVIDUAL

Means a person who is using the covered vehicle for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

### SPOTICAR WARRANTY SERVICES

A trading style of Allianz Assistance.

### THE WARRANTY

A mechanical breakdown warranty for the cost of repairing covered components against a mechanical or electrical failure.

### UK

The United Kingdom which is England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

### VAUXHALL, SPOTICAR WARRANTY SERVICES, WE, OUR, US

Vauxhall Motors Limited, Chalton House UK1-101-135, Luton Road, Luton LU4 9TT.

### WARRANTY PERIOD

The warranty period is shown in the policy confirmation email confirming the start and expiry date of the warranty cover.

### YOU, YOUR

The person named in the policy confirmation email or such other subsequent purchaser to whom the benefit of the warranty is directly transferred.

## SECTION 2 - ELIGIBILITY REQUIREMENTS

### ELIGIBILITY

You are only eligible for this SPOTiCAR Used Vehicle Warranty if at inception your SPOTiCAR vehicle is under 10 years old and with less than 100,000 miles on the odometer.

### YOUR VEHICLE MUST NOT BE

- Used as a taxi, mini cab or driving school vehicle.
- Used for hire and reward.
- Used for delivery or as a courier.
- Used as a short term hire or daily rental.
- Driven in a competition or off-road use, rally sport, speed or duration tests.
- Used for public services including police, ambulance, fire service or military service.
- Owned by a business formed for the purpose of selling or servicing motor vehicles.

### EXCLUDED VEHICLES

- A vehicle with an engine size greater than 3,500cc.
- A commercial vehicle of more than 3,500kg gross vehicle weight.
- A motorhome, horsebox, refrigerated vehicle or any vehicle which has been modified from the manufacturers original specification.
- An imported vehicle.

## SECTION 3 - DETAILS OF COVER

### WHAT YOUR WARRANTY COVERS

You are covered for the costs (limited to parts and labour inclusive of VAT up to the maximum claim limit) of repairing or replacing the covered components that have suffered electrical or mechanical failure occurring within the area of cover and during the warranty period. Some exclusions apply.

### EXCLUDED ITEMS

- Ancillary drive belts.
- Service items.
- Brake pads and discs and clutch pressure plate and centre plate.
- Bulbs and fuses (LED lamps are covered providing at least 50% of the lighting has failed).
- Exhaust systems and diesel particulate filters (catalytic converters are covered against internal failure only and not accidental damage, corrosion or damage resulting from the use of incorrect fuel).
- Batteries, including electric vehicle high voltage and auxiliary batteries, external connectivity, charging cables, external recharging station.
- Wheels and tyres (including balancing and alignment).
- Windscreen wipers.

- Water ingress including damage to covered components caused by water.
- Seals and weather strips.
- Electrical software update or reprogramming unless required due to the failure of a covered part.
- The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle.
- Recharging of the air conditioning unit (unless required as part of a valid repair).
- Trim and bodywork including but not limited to the following.
  - Interior trim.
  - Exterior trim including hinges and door check straps.
  - Glass (heater elements are covered).
  - Carpets, seat covers and cushions.
  - Paintwork.
- Repairs due to: breakage, discolouration, misalignment, water ingress and corrosion are excluded from cover.



## SECTION 4 - GENERAL WARRANTY EXCLUSIONS

### CONSEQUENTIAL DAMAGE

We will not pay for any damage to non-covered items even if the damage is caused by a covered part.

We will not pay for damage to a covered component if damaged by another component which is not covered by your warranty.

### ELECTRIC VEHICLES

All Vauxhall electric models have the benefit of a manufacturer 8 year/100,000 mile warranty for the lithium-ion battery pack. These items including the auxiliary batteries, external connectivity, and charging cables are covered by the manufacturer and are therefore excluded from this SPOTiCAR Used Vehicle Warranty.

### LIGHTING EQUIPMENT

Lamps, reflectors and indicators are covered for failure. Repairs due to: breakage, discolouration, misalignment, water ingress and corrosion are excluded from cover.

### STEERING AND SUSPENSION

Manual and power steering units, suspension drag links, track rods/ends, transmission shafts, shock absorbers, road springs, wishbones, swivel joints, mountings, sub-frames and wheel bearings are covered for failure due to: wear, seizure, leakage and insecurity.

### FUEL SYSTEM

Fuel injection system, fuel ECU and fuel pipes are covered for failure to meet MOT exhaust gas emission standards (actual tuning and adjustments or any damage caused by contaminated fuel are not covered under this section). Fuel leaks are not covered.

### BRAKING SYSTEM

Brake master cylinder, wheel cylinders, callipers, load compensator, ABS modulator/sensors/computers and brake pipe, hoses, cables are covered for failure due to premature wear, leakage, seizure, splits/cracks, corrosion and adjustment.

### SEAT BELTS

Mountings, belts, retractors and buckles are covered for failure due to wear, non-function and insecurity.

### LUBRICANTS, FLUIDS, OILS, OIL FILTERS, COOLANT OR REFRIGERANT

Cover provides for the replacement or top up of any of the above items as part of a valid claim provided that the covered vehicle is not within 1,000 miles or one month of its next due service.

- Any defect which is likely to have existed before the warranty period.
- Excessive or unreasonable diagnostic time or any diagnostic time which doesn't result in a valid claim (reasonable diagnostic costs for valid claims will be covered).
- All adjustments, reprogramming or loading of software.
- Electrical or mechanical failure which happens outside the area of cover.
- Any loss where the odometer has been tampered with, altered, disconnected or where the mileage of the covered vehicle cannot be verified.
- Faulty repairs, incorrect servicing or failure to have the covered vehicle serviced in accordance with the manufacturer's specification.
- The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle.
- Component failure resulting from accidental damage, misuse, overloading or negligence (such as, but not limited to, consequential damage caused by continuing to drive the covered vehicle when a fault becomes apparent).
- Vehicles modified in any way from the original manufacturer's specification.
- Faults occurring due to lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives other than those recommended by the manufacturer of the covered vehicle.
- Any component which is either subject to recall by the covered vehicle's manufacturer, manufacturing defect or inherent design faults.
- Any damage caused by frost, including damage where lack or failure of anti-freeze has been a contributory factor.

## SECTION 5 - ADDITIONAL BENEFITS

### CAR HIRE

If you need to hire another vehicle whilst your covered vehicle is being repaired under your warranty, we will pay a contribution towards your expenses of up to £50 (incl. VAT) per day, up to a maximum of 10 days during the warranty period, subject to a valid claim.

We do not cover the first 24 hours of any rental period and we are not responsible for arranging a hire car for you.

You must be able to satisfy the requirements of the vehicle hire company and you will be responsible for all fuel and other ancillary charges.

A signed rental agreement along with the detailed rental invoice will need to be submitted along with the warranty claim.

You are not covered for the use of courtesy cars or sales demonstrators.

### HOTEL ACCOMMODATION

If your vehicle has broken down and you are unable to return home and the repairs are covered by this warranty, you may claim £50 (incl. VAT) per beneficiary (up to 5 people) for one-night accommodation.

The following conditions apply.

- The breakdown must have left your vehicle unable to be driven.
- You must provide a copy of the hotel bill and proof that you paid it.

All out of pocket expenses must be authorised by Spoticar Warranty Services and supported by valid receipts and invoices.

### EUROPEAN COVER

Your warranty cover is extended whilst the covered vehicle is in Continental Europe for a period of no more than 60 days during the warranty period on condition that:

- You follow the claims procedure set out in this document.
- We will pay only the equivalent UK rates and charges which apply at the date of the electrical or mechanical failure.
- The benefits in respect of car hire do not apply to this extension.

## SECTION 6 - HOW TO MAKE A CLAIM

### HOW TO CLAIM UNDER YOUR WARRANTY

At Spoticar Warranty Services we aim to make the claims procedure as simple as possible.

### REPAIRS IN THE UK

- Contact your nearest Vauxhall Retailer and advise them that your covered vehicle is protected by the SPOTiCAR Used Vehicle Warranty.
- The Vauxhall Retailer will contact us regarding claims on your behalf.
- It is your responsibility to authorise any dismantling of the covered vehicle or any other work required to diagnose any faults with the covered vehicle.
- We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.
- If you are VAT registered, you remain responsible for settling the VAT content of any claim separately.
- Spoticar Warranty Services reserve the right to examine the covered vehicle and to subject it to expert assessment in order to determine if your claim is covered and how much we will pay for repairs.

- If you or anyone acting on your behalf acts in a way which prevents us from being able to determine the cause of failure by inspecting the covered vehicle or defective components, then we may not pay all or any part of your claim.
- Component failure resulting from accidental damage, misuse, overloading or negligence (such as, but not limited to, consequential damage caused by continuing to drive the covered vehicle when a fault becomes apparent).
- Vehicles modified in any way from the original manufacturer's specification.
- Faults occurring due to lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives other than those recommended by the manufacturer of the covered vehicle.
- Any component which is either subject to recall by the covered vehicle's manufacturer, manufacturing defect or inherent design faults.
- Any damage caused by frost, including damage where lack or failure of anti-freeze has been a contributory factor.



## SECTION 7 - GENERAL TERMS AND CONDITIONS

### REPAIRS IN EUROPE

If it is necessary for a repair on your vehicle to be completed in Continental Europe you do not require prior authorisation from us.

- Take your vehicle to the nearest franchised dealer or the local repairer.
- Give them your authority to complete the repairs.
- Once the repairs have been completed, pay the costs and retain the invoice.
- On your return to the UK, please take the repair invoice into your local Vauxhall Retailer or authorised repairer and ask them to submit a claim on your behalf. Spoticar Warranty Services will be able to advise them of the process if they have any questions. Please retain a copy of the repair invoice and the original service records for your own safekeeping as we will be unable to return these to you.

### HOW TO MAKE A CLAIM FOR OTHER MAKES OF VEHICLE

Contact the selling Vauxhall Retailer for them to arrange a booking. The repair may need to go to a brand specific repairer, your Retailer will arrange this.

### SERVICING REQUIREMENTS

It is a condition of this warranty that your vehicle is serviced at regular intervals, as recommended by its manufacturer. We recommend throughout the warranty period, servicing and repair work to be carried out by an authorised franchised repairer. It is important that you retain your service receipts as they may be required to validate any claim you make.

Services must be carried out within one month/1,000 miles of the intervals specified by the vehicle manufacturer, whichever comes first.

These conditions apply to all sections of your warranty cover and you must meet them before we make a payment or provide a service.

### PROVIDING INFORMATION

We will only provide the cover described in this document if, as far as you know, the information you gave at the time of taking out this cover is true and complete. You must tell us about anything that may affect your cover (including also any changes during the warranty period). If you are not sure whether something is relevant, you must tell us anyway. You should keep a record of any extra information you give us. If you do not tell us about something that may be relevant, your cover may be invalidated and we may not cover any related claims.

### CLAIMS - YOUR DUTIES

If a claim occurs, you must comply with the relevant claims procedures described in this document as soon as you can.

### CLAIMS - OUR RIGHTS

We can take over and carry out the defence or settlement of any claim. After we have made a payment, we can pay to take legal action to get back any payment we have made under this cover. If we want to, we will examine the covered vehicle and will test damaged components.

### LOOKING AFTER YOUR VEHICLE

You must take all reasonable steps to safeguard the covered vehicle against breakdown/immobilisation and/or electrical or mechanical failure.

**Important:** If you fail to have the covered vehicle serviced correctly in accordance with the manufacturer's specifications during the warranty period, or you are unable to produce proof of such servicing if we request it, then this may invalidate this cover or we may not pay all or any part of a claim you make.

### FRAUD

If you or any beneficiary claiming under this cover makes a claim that is false or dishonest in any way, this warranty will be cancelled, cover will not be valid and you will lose all benefits under it.

### CHANGE OF ADDRESS

Please complete the form on page 20 of this document. If for any reason this is missing, please contact Spoticar Warranty Services on: **0345 600 2075 (option 1)**.

### PERSONAL NUMBER PLATE

Please contact us if your vehicle has a change to the registered number plate that appears on your confirmation of cover.

## SECTION 8 - HOW TO MAKE A COMPLAINT

We aim to provide you with first class cover and service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem. If you make a complaint your legal rights will not be affected.

In the first instance, please contact: Customer Service, Spoticar Warranty Services, 102 George Street, Croydon CR9 6HD or email: [customersupport@allianz-assistance.co.uk](mailto:customersupport@allianz-assistance.co.uk) or call: 020 8603 9853.

Please supply us with your name, address, warranty number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help us to deal with your complaint in the shortest possible time.

If you are not happy with our final response, you can refer the matter to The Motor Ombudsman who self-regulate the automotive industry through the Chartered Trading Standards Institute approved Codes of Practice.

This SPOTICAR Used Vehicle Warranty conforms to the Motor Industry Code of Practice for vehicle warranty products. For more information on the Code and what it means for you or to contact The Motor Ombudsman please visit: [www.motorindustrycodes.co.uk](http://www.motorindustrycodes.co.uk)



The Motor Ombudsman  
71 Great Peter Street  
London  
SW1P 2BN

## SECTION 9 - TRANSFER OF OWNERSHIP FORM

Send this completed form to: [spoticarwarranty@allianz.com](mailto:spoticarwarranty@allianz.com) or it post to: Spoticar Warranty Services, PO Box 1051, Croydon CR9 1RE

### PART 1

#### The former owner must complete this section

I sold my vehicle privately on (date): \_\_\_\_\_

I want to transfer this warranty to the new owner

#### NEW OWNER'S DETAILS

Title: \_\_\_\_\_ Initials: \_\_\_\_\_

Surname: \_\_\_\_\_

Full address (including postcode): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Mobile number: \_\_\_\_\_

Home number: \_\_\_\_\_

Email: \_\_\_\_\_

#### VEHICLE DETAILS

Registration number: \_\_\_\_\_

Chassis number: \_\_\_\_\_

Mileage at date of transfer: \_\_\_\_\_

Warranty number: \_\_\_\_\_

Former owner's signature: \_\_\_\_\_ Date: \_\_\_\_\_

### PART 2

#### The new owner must complete this section

I have read and fully understand the contents of this handbook and accept the terms and conditions of this warranty. I certify that to the best of my knowledge, the vehicle has been serviced according to the manufacturer's service recommendations and the details in Part 1 are correct.

I understand that the warranty will not be transferred to me until Spoticar Warranty Services tells me that they have accepted this request for transfer and the fee of £25 is paid (call **0345 600 2075 - option 1**). I will then take the place of the former owner as the warranty holder.

New owner's signature \_\_\_\_\_ Date \_\_\_\_\_

## SECTION 10 - CHANGE OF ADDRESS FORM

### VEHICLE DETAILS

Registration number: \_\_\_\_\_

Chassis number: \_\_\_\_\_

Warranty number: \_\_\_\_\_

### YOUR DETAILS

Title: \_\_\_\_\_ Initials: \_\_\_\_\_

Surname: \_\_\_\_\_

New address (including postcode): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Mobile number: \_\_\_\_\_

Home number: \_\_\_\_\_

Email: \_\_\_\_\_

If your details change please fill in this form and email it to:  
**spoticarwarrantyservices@allianz.com**

Or post it to:  
Spoticar Warranty Services  
PO Box 1051  
Croydon  
CR9 1RE



## SPOTiCAR MOT TEST FAILURE COVER



## INTRODUCTION

SPOTICAR MOT Test Failure Cover covers the cost of repair and replacement of the parts listed in this section which require replacement due to the covered vehicle failing its MOT within 30 days of its due date and not beyond the expiry date of this cover. Claims will only be accepted where parts have been cited in a 'notification of refusal to issue an MOT certificate'

(form VT30) causing the vehicle to fail its MOT test. This cover does not pay for the cost of repair/replacement where the items are cited as advisory on the 'notification of refusal'.

**Note:** Only one MOT Test Failure Cover claim is permissible during each 12-month cover period.

## COVERED PARTS

### LIGHTING EQUIPMENT

Headlamps, front, rear and side lights, number plate illumination lamp, stop lamps, rear reflectors, rear fog lamps, hazard warning lamps, and control, direction indicator control, fog lamp on/off indicator.

### STEERING AND SUSPENSION

Steering control, steering mechanism and system, power steering, transmission shafts, wheel bearings, front and rear suspension and shock absorbers, suspension drag link, track rod ends, suspension springs, wishbones, swivel joints, suspension mountings.

### FUEL SYSTEM

Carburettor, fuel injection, ECU or sensor replacement directly as a result of calibration failure to meet MOT exhaust gas emission standards.

Tuning and adjustments only if necessary to meet MOT exhaust gas emission standards.

Fuel leaks are not covered.

### BRAKES

Master cylinder, wheel cylinders, discs/drums, load compensator, ABS modulator/sensors/ECU (electronic control unit) brake pipes, hoses and cables.

### SEAT BELTS

All seat belts and seat mountings.

### WINDSCREEN WIPER

Windscreen wiper motor, washer motor (excluding wiper blades and rubbers).

### GENERAL

Horn, speedometer and speed limiter.

## EXCLUSIONS

Accident or structural damage, rust or corrosion, windscreen, exhaust system and catalytic converter, adjustments, wheel alignment, brake friction material, items subject to fair wear and tear such as tyres, brake pads and consumable items. Friction materials are excluded where condition relates to wear and tear, discs/drums, driveshaft and steering rack gaiters.

This MOT Test Failure Cover does not pay for the cost of repair and/or replacement and/or alteration to the vehicle where:

1. The conditions of this cover have not been complied with.
2. The defect is noted prior to the submission of the vehicle for an MOT.
3. The parts have:
  - Been improperly repaired or modified from the manufacturer's specifications.

- Not been fitted originally whether they are a manufacturer's genuine part or have been approved by the vehicle manufacturer.
- Failed as a result of corrosion.

4. The fault caused by mechanical or electrical failure is contributed to or caused by: misuse, any type of accident, or is the subject of a manufacturer's safety recall.
5. The vehicle has been used for competition, racing, pace making or off road use.
6. Claims for repair, replacements or alterations are not in accordance with the claims procedure outlined.
7. Any item not listed is not covered.

## ELIGIBILITY

A vehicle is eligible if it is new enough not to have required an MOT Certificate when the cover commences or the vehicle has a valid MOT Certificate (VT20).

**Important:** The cost of an MOT test or re-test (Northern Ireland Pre-test inspection) is not covered.

## CLAIMS PROCEDURE

Please take your vehicle back to any authorised Vauxhall Retailer when it is necessary to have the MOT test.

Claims will only be accepted where a 'notification of refusal to issue an MOT certificate' (form VT30) is issued during the period of cover.

You can make a claim on this cover by adhering to the following steps:

1. Check that the part which has failed is listed under covered parts on page 22.
2. Give the authorised Vauxhall Retailer your permission to carry out any fault/findings/diagnosis or dismantling necessary.

3. You agree that you will pay the costs of dismantling and repairing the vehicle if the cause of the failure is not covered by the warranty. You are also responsible for paying for any other work you ask the Retailer to carry out.
4. The authorised Vauxhall Retailer must then submit an electronic claim.

# SPOTiCAR

## SPOTiCAR ASSISTANCE



# RAC

## SPOTiCAR ASSISTANCE SERVICE

SPOTiCAR Assistance Service is provided by the RAC.

SPOTiCAR Assistance Service offers the support services (in the Countries and according to the methods shown on page 27) during the entire Vehicle warranty period:

- Mobile Workshop
- Recovery
- Travel Expenses
- Return Home or Onward Journey
- Hotel Accommodation
- Repaired Vehicle Recovery
- Courtesy Vehicle
- Information Service

## HOW TO CONTACT SPOTiCAR ASSISTANCE SERVICE

The SPOTiCAR Assistance Service for Customers is guaranteed 24 hours a day, every day of the year.

If you require the services which are provided, you should call one of the numbers below.

From the UK, please call:  
**0333 202 2997**

From the Republic of Ireland, please call:  
**1 800 646 549**

From Europe, please call:  
**0033 487 257 036**

The UK telephone number is free for most calls from landline and mobile phones. Calls from certain mobile phones and public telephones in some European countries may be charged according to the rates applied by the telephone operator. Please check with the operator before proceeding.

Each service must be authorised by the SPOTiCAR Assistance Service. If you cannot call the number, take the necessary actions and then inform the operator. In the latter case, expenses incurred will be reimbursed after providing appropriate receipts.

## COUNTRIES WHERE THE SERVICE APPLIES

The service is available in the following countries: Albania, Algeria, Andorra, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Czech Republic, Cyprus, Croatia, Denmark, Estonia, Egypt, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Iceland, Ireland, Israel, Italy (including Vatican City), Jordan, Kazakhstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Kosovo, Macedonia, Malta,

Moldova, Monaco, Morocco, Palestine, Netherlands, Norway, Poland, Portugal (including Azores and Madeira Islands), Romania, Russia, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including Balearic Islands and Canary Islands, Melilla and Ceuta), Sweden, Switzerland, Tunisia, Turkey, Ukraine, Hungary, United Kingdom (including Channel Islands).

The Service is not available in countries that are at war.

## DEFINITIONS

**Applicable to the SOTiCAR Assistance Service section of this document only.**

### VEHICLE

All pre-owned SPOTiCAR Group vehicles sold in the UK and registered with a UK number plate since 1 March, 2023. The service will remain valid if the Vehicle is re-sold and ownership transferred until its expiry date.

### Exclusive service for Light Commercial vehicles

The service is valid for all vehicles weighing less than 4.5 tonnes.

### Assistance service for SPOTiCAR vehicles

An Operations Centre open 24 hours a day every day of the year answers calls from Customers and provides the assistance offered under the SPOTiCAR

Assistance Service at SPOTiCAR's expense.

### EVENT

A Breakdown or Other Assistance Problem that allows the Beneficiary to access the SPOTiCAR Assistance Service.

### CUSTOMER/BENEFICIARY

The driver/user of the Vehicle concerned by the Event and, once specified, any other person aboard the Vehicle.

### BREAKDOWN

Any significant occurrence or happening which causes or requests (red light) the Vehicle to stop running or prevents it from being started or to be used in roadworthy conditions. Any defect of the Vehicle that does not permit the usage on the road accordingly by local law/regulation.



## WHAT IS INCLUDED

### ACCIDENT

An undesired Event, caused by error, negligence or failure to observe rules and regulations or an unexpected Event related to road traffic, which causes damage to your Vehicle such to make use of the same in normal conditions impossible, as certified by the SPOTiCAR Service Network.

### OTHER ASSISTANCE PROBLEMS

Circumstances arising during the contractual warranty period of the Vehicle that the Customer cannot solve, and that cause immobilisation of the Vehicle: flat 12V lead battery (not due to technical issue), flat or punctured tyre/tyres, and, for BEV (Battery Electric Vehicle) models only, completely flat high-voltage battery. Only Roadside Assistance with Mobile Workshop and/or Recovery to the closest SPOTiCAR Service Network is provided for the Events listed above.

For BEV models only, if the high-voltage battery is completely flat, where possible, roadside assistance is provided through the mobile workshop in certain selected areas and, depending on where the car has broken down,

only to provide emergency charging on site. This emergency charge, carried out for up to 30 (thirty) minutes, allows the Customer to continue the journey to the nearest charging point. Where this mobile workshop service is not available, the Customer will be guaranteed the recovery service to the nearest public charging station, if there is one within a range of 50 km / 31 miles.

Alternatively, within a 50 km / 31 miles radius from the stopping place, the Customer may request to be taken home, provided it is equipped with a charging station. If there is no charging station within a 50 km / 31 miles radius of the Vehicle's location, the Vehicle shall be recovered to the nearest Retailer, (if equipped with charging station) or Roadside Assistance spot (if equipped with charging post).

Charging at public charging stations is at the Customer's expense. The service can be provided up to a maximum of the 3 (three) times per year.

### CONDITIONS FOR USING THE SERVICE

SPOTiCAR Assistance Service can be used by the Customer only if the Event occurs during the validity period of the service and providing that the Vehicle has regularly undergone the scheduled service operations indicated and certified in the Quick Guide supplied with the Vehicle (also in the Owner Handbook, if purchased by the Customer).

### MOBILE WORKSHOP

If the Vehicle is not in a condition to continue the journey because of a Breakdown, Accident or Other Assistance Problems, the Customer must contact SPOTiCAR Assistance Service, who will send an operator (if possible) to the place where the Vehicle is located to repair it.

If the Vehicle cannot be repaired on the spot, the operator will have the Vehicle recovered to the nearest Vauxhall Retailer / Authorised Repairer.

For BEV models only, the work will be carried out as specified in the 'Other Assistance Problems' section if the high-voltage battery is completely flat.

The Customer will be charged for fuel needed to restart the engine, any spare parts used for the intervention and all other repairs not covered by warranty.

### RECOVERY

If, following a Breakdown, Accident or Other Assistance Problems, the Vehicle is damaged and consequently cannot move under its own power, the Customer will be provided with a recovery service, paid for by SPOTiCAR Assistance Service, to recover the Vehicle to the Retailer chosen by the Customer (if the Vehicle has stopped at a maximum of 30 km / 19 miles from the aforementioned Retailer) or to the nearest Vauxhall Retailer / Authorised Repairer.

For BEV models only, the Vehicle shall be recovered to the Retailer chosen by the Customer (if the stop occurs

within 50 km / 31 miles of said Retailer) or to the nearest Vauxhall Retailer / Authorised Repairer.

The Vehicle will be recovered to another site identified by the recovery operator if the nearest Vauxhall Retailer / Authorised Repairer is closed. The Customer is entitled in all cases to ask that the Vehicle be recovered to the nearest Vauxhall Retailer / Authorised Repairer.

For BEV models only, the work will be carried out as specified in the 'Other Assistance Problems' section if the high-voltage battery is completely flat.

If the Vehicle is recovered by a company who is entitled to the service on an exclusive basis, the Customer, if required by the recovery operator, must pay for the service and then request reimbursement.

### COURTESY VEHICLE

If the time needed to repair the Vehicle following a Breakdown is longer than 2 hours (as certified by a Vauxhall Retailer / Authorised Repairer on the basis of the manufacturer's flat rate schedule), the Vauxhall Retailer / Authorised Repairer will make a courtesy vehicle available free of charge for a maximum of 4 working days plus non-working days.

The Vauxhall Retailer / Authorised Repairer carrying out the work will supply one of its courtesy vehicles to the Customer for a maximum of 4 working days plus non-working days; if no such cars are available, the Retailer will arrange a hire car.

If a hire car is used, the Customer must respect the terms and conditions of the rental company.

In case of the presence of a child inside the Vehicle, if required by the Customer or foreseen by the law, the provider must proactively propose and assure that child seats are provided with the courtesy vehicle offered to the Customer.

In case of young drivers or additional driver presence, the service will be provided without any additional fee. If the Customer decides to have scheduled and/or routine servicing operations carried out on the Vehicle at the same time as the repairs relating to the Breakdown, the Customer will bear any car hire costs which are incurred because of the increased amount of time that the Vehicle is off the road. For commercial vehicles, a replacement van will be provided wherever possible. For commercial passenger vehicles for private use with more than five passengers on board, where no such suitable cars are available, at the Customer's request and if there is another passenger with a valid licence, the assistance shall provide two cars of a lower category. The service is provided as an alternative to the Return Home or Onward Journey services.

#### **Disabled drivers**

If the Customer has a disability, for which the Vehicle has been adapted specifically, he/she/they can make use of an appropriate courtesy vehicle for a maximum of ten days. Should the courtesy vehicle on offer not meet his/her/their needs, a driver will be provided for a maximum of ten days.

## **TRAVEL EXPENSES**

SPOTiCAR Assistance Service is not provided in the case of Vehicle immobility for scheduled servicing operations required by SPOTiCAR, fitting of accessories and repairs consequent to recall campaigns carried out by the manufacturer.

Following a Breakdown or Accident the Customer and any passengers, if authorised by the SPOTiCAR Assistance Service, may use a taxi (or other means of transport) up to a maximum of €120 / £100 per Event, regardless of the number of persons assisted. This amount will later be reimbursed. In order to obtain reimbursement, the Customer must send:

- a) dated original receipts for the taxi (or other means of transport);
- b) copy of a Vehicle acceptance document indicating reception date and copy of repair invoice, both issued by the Vauxhall Retailer / Authorised Repairer.

The above amounts will be reimbursed once the documentation listed above has been sent to the address specified directly by the SPOTiCAR Assistance Service Call Centre.

For compensation, the date of the receipt for the taxi (or other means of transport) must be between the date shown on the Vehicle acceptance document (completed by a Vauxhall Retailer / Authorised Repairer) and the date of the Vehicle repair invoice.

## **RETURN HOME OR ONWARD JOURNEY**

If, following a Breakdown or Accident the Vehicle is immobilised more than 100 km / 62 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, SPOTiCAR Assistance Service will organise the return of the Customer and passengers to their home or the continuation of their journey by train (first class), or by bus, or if the distance is greater than 500 km / 312 miles by aeroplane (economy class) and be charged for all expenses. The service is provided as an alternative to the Courtesy Car.

## **HOTEL ACCOMMODATION**

If, following a Breakdown or Accident the Vehicle is immobilised more than 100 km / 62 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, a stay in a local three/four-star hotel will be organised for the Customer and passengers.

SPOTiCAR Assistance Service will pay for board and breakfast, for up to 4 nights and €800 / £680 for a maximum of the same number of permitted passengers stated in the Vehicle's registration document.

For BEV models only, the SPOTiCAR Assistance Service will cover the cost of accommodation and breakfast up to a maximum of 4 nights and €1000 / £850 per Event.

## **REPAIRED VEHICLE RECOVERY**

If, following a Breakdown or Accident the Vehicle is immobilised more than 100 km / 62 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, the Customer will be provided with a one-way train ticket (first class) or a one-way bus ticket, if the distance is greater than 500 km / 312 miles, a one-way aeroplane ticket (economy class) to pick up the Vehicle as soon as it has been repaired.

The service is provided as an alternative to the Return Home or Onward Journey services.

For BEV models only, the Customer can request to have the Vehicle recovered to their place of residence.

## UNREPAIRED VEHICLE RECOVERY ABROAD

If, following a Breakdown, the Vehicle is immobilised and the time needed to repair it is longer than five days (as certified by the Vauxhall Retailer / Authorised Repairer), SPOTiCAR Assistance Service shall bear every cost for repatriating the unrepaired Vehicle to the Customer's place of residence or to the Vauxhall Retailer / Authorised Repairer nearest to the Customer's place of residence or, alternatively, to the SPOTiCAR Group Retailer from which the Vehicle was purchased. The cost of transportation must not exceed the residual value of the Vehicle.

## INFORMATION SERVICE

All Customers can receive, upon asking, information about shifts and opening times of Vauxhall Retailers / Authorised Repairers. SPOTiCAR Assistance Service is open 24 hours a day, every day of the year.

## REIMBURSEMENT OF EXPENSES PAID BY THE CUSTOMER

In order to be reimbursed for expenses incurred, the Customer must send the original (not copies) of receipts or equivalent documents with a brief description of the Event, indicating whether the expense was authorised and supplying the reference number provided by the SPOTiCAR Assistance Service, the Vehicle data and the personal data of who the reimbursement should be made out to, with bank account information to speed up the bank transfer. All the above must be sent to the addresses specified directly by the SPOTiCAR Assistance Service Call Centre.

## EXCLUSIONS

The following exemptions additionally apply, notwithstanding the conditions and specific exclusions of each service:

1. Services are not available following: motor racing, rallies, speed or duration tests, practice runs, wars, riots, uprising, mass political demonstrations, pillage, strike, uses for military purposes or acts of terrorism, earthquake damage, extraordinary atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles, deliberate damage, vandalism or participation in a criminal act or offence, any damage caused by a trailer, load or other external influences.
2. No service providers are liable for damage caused by the intervention of public authorities in the country where the service is supplied or consequent to any other fortuitous, unexpected circumstance.
3. Ambulances, vehicles used by public transportation companies, vehicles sold to official bodies such as the police, customs and fire services or other specific mission to provide government services are only eligible for Mobile Workshop and Recovery services; for BEV models, if the high-voltage battery is completely flat, the work shall be carried out as specified in the "Other Assistance Problems" section.
4. A Customer choosing not to use one or more services is not entitled to compensation or alternative services of any kind by way of compensation.
5. Costs borne which are not related to the occurrence of the Event (food, lodging, taxi, fuel, etc.) shall not be refunded.
6. Scheduled servicing activities are not included in the service.
7. Vehicles in unsafe conditions or those maintained without following the manufacturer's instructions are excluded from the service.
8. Vehicles sold without warranty.

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