



Audi Motability Warranty Cover Booklet



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Welcome to Audi Motability Warranty. This Cover Booklet gives you full details of your cover; please keep it together with your Confirmation of Cover in a safe place.

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Important information

Your Confirmation of Cover shows the sections of the cover that are applicable, the covered vehicle and any special terms or conditions that may apply.

It is very important that you read the whole of this Cover Booklet together with the Confirmation of Cover. If you do not understand anything, please ask for further information.

If you would like to contact us about setting up a new policy or to discuss an existing one, please call on 0345 222 4530, or write to us at Audi Motability Warranty, PO Box 253, 740 Birchwood Boulevard, Warrington WA3 9EQ.

Telephone lines are open Monday to Friday, 8am to 5pm, excluding bank holidays.

This Warranty is not an insurance product but a guarantee provided by Audi UK.

How this cover works

This document and Confirmation of Cover must be read together as one document as they form the contract of cover between you and us. We will pay for the claims you make which are covered by this cover, occurring during the period of cover and within the area of cover.

Cover activation

You do not need to activate the policy, this will be done automatically. If the vehicle delivery is delayed please contact us and we will amend the policy start date.

Cover duration

The policy will last for one month from the activation date. It is not possible to extend or renew this period of cover.

Cover termination

If you sell the covered vehicle whilst the policy is still active, the cover will expire the day the vehicle is sold. You are required to inform the warranty administrator so that this policy can be cancelled.

If you return the vehicle to VWFS, you are required to inform the warranty administrator so that the policy can be cancelled.

Transfer of ownership

This cover cannot be transferred to the future owner, motor trader, garage, business or individual of the covered vehicle during the period shown on the Confirmation of Cover.

Eligibility

To be eligible for cover under the Audi Motability Warranty, the following criteria must be met:

- ▶ The vehicle must be an Audi sourced from Motability Direct and be aged less than 48 months.
- ▶ The vehicle must not have any other warranty in place.
- ▶ Any motability modifications must have been removed and the vehicle returned to factory specification.

Please note that there is no requirement for a multipoint check.

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Meaning of words

When the following words and phrases appear in this Cover Booklet or Confirmation of Cover, they have the specific meanings given below. These words are highlighted by the use of **bold print**.

Area of cover

Means the premises of your dealership(s), located in the UK.

Audi Motability Warranty, we, our, us

Means Audi UK and/or any third party acting on our behalf.

Beneficiary, beneficiary's, beneficiaries

Means the Audi Centre, or group that purchases the vehicle from Volkswagen Financial Services (UK) Limited.

Bodywork

Means all **bodywork**, paintwork, body component (including encased aerals, gas struts, sunroof assemblies, soft top roofs and seat frames).

Brake frictional materials

Means brake discs, drums and frictional material.

Clutch frictional material

Means clutch pressure plates, bearings and frictional material.

Confirmation of Cover

Means the document that accompanies this Cover Booklet specifying your details and the sections of the cover which apply.

Consequential failure

Means the failure of any part which has directly resulted from the **electrical or mechanical failure** of a covered component, except where

this subsequent or secondary failure has arisen from an excluded cause (such as abuse, accident, fire, impact or neglect) or has occurred to batteries, **bodywork**, **brake frictional materials**, bulbs, carpets, **clutch frictional material**, glass, trim, tyres, upholstery, wheels and wipers. The maximum payable for **consequential failure** is £5,000 per claim inclusive of VAT.

Covered vehicle

Means the vehicle shown on the **Confirmation of Cover**.

Electrical or mechanical failure

Means the sudden and unexpected failure of a component which is covered by the Warranty section of this cover and which needs immediate repair or replacement. **Water ingress** is included. **Consequential failure** is included for up to £5,000 per claim inclusive of VAT.

Maximum claim limit

Means the price you paid for the **covered vehicle** or means up to a maximum of the price you paid for the **covered vehicle** in total under the Warranty section of this cover.

Period of cover

Means the period shown on your **Confirmation of Cover**.

UK

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

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Water ingress

Means the general seepage of externally originating water (such as rainfall or surface splashing) through misaligned **bodywork** or seals which protect mechanical and electrical components, but excluding the total submersion, immersion or flooding of an affected component.

Wear and tear

Means the gradual reduction in performance of a component over time from normal usage, resulting in the failure to perform its intended function.

You, your, yours

Means any Audi Centre affiliated to the group that purchased the vehicle.

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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 below that have suffered a sudden electrical or mechanical failure occurring within the area of cover and during the period of cover.

Electrical and mechanical failure includes damage by **water ingress** and **consequential failure**, limited to £5,000 per claim inclusive of VAT for the latter.

What is covered

All electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**.

Other than:

Replacement parts and labour will be paid for with the following exceptions:

- ▶ Routine servicing (all parts replaced associated with routine servicing are excluded)
- ▶ All **bodywork**, paintwork, body component (including encased aerals, gas struts, sunroof assemblies, soft top roofs, and seat frames, strikers, hinges or any component which may require adjustment from time to time)
- ▶ All adjustments, cambelt timing, diesel pump timing or cleaning
- ▶ Batteries
- ▶ **Brake frictional material**
- ▶ Non-Xenon and non-LED bulbs
- ▶ Coolant pipes and hoses

▶ Clutch frictional material

- ▶ CV boot gaiters
- ▶ DPF filters
- ▶ Exhaust systems (catalytic converters are covered for internal failure)
- ▶ Fuses
- ▶ Upholstery, interior and exterior trims
- ▶ Non-manufacturer's original parts or secondhand parts
- ▶ Tyres and wheels
- ▶ Unencased drive belts
- ▶ Wiper blades and arms
- ▶ Wiring and connections (including HT leads and aerial coaxial cables)

This cover cannot be used to refurbish a vehicle.

Working materials/casings

Should a valid claim for a covered component require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a covered component which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this cover.

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Warranty exclusions

This cover does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout (e.g. chemicals, tree sap, bird droppings, etc.), water submersion, water immersion or flooding.
2. **Wear and tear**, regardless of mileage.
3. Faulty repairs, incorrect servicing or failure to have the covered vehicle serviced in accordance with the manufacturer's specification. If you fail to have the covered vehicle serviced in accordance with the manufacturer's specification, cover will still apply for components, which are not connected to vehicle servicing.
4. 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, which the manufacturer of the **covered vehicle** does not recommend.
5. Vehicles modified in any way from the original manufacturer's specification, unless it has been modified by motability and subsequently returned to the original manufacturer specification prior to this Warranty commencing.
6. Any loss where the speedometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising our right to inspect the **covered vehicle** under this cover.
7. Damage or failure caused by an excluded component.
8. If the vehicle has been used for competitions of any kind, racing, pacemaking, rallies, off-road use including track days, for any form of hire or reward and usage for or by driving schools.
9. Losses or damage due in any way to any type of accident, misuse or any act or omission which is wilful, unlawful or negligent.
10. Any component which is subject to recall by the manufacturer.
11. **Electrical or mechanical failure** that happens outside the area of cover.
12. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
13. **We** will not pay for any damage to parts caused by **consequential failure** exceeding £5,000 per claim inclusive of VAT.
14. **We** will not pay for any depreciation to **your covered vehicle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.
15. As **your** Warranty is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the Warranty terms and conditions. For example, **your** Warranty may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your covered vehicle** is being repaired.
16. **You** should check whether **you** have any other insurance policies that may cover additional damage or related costs or losses not covered by this cover.
17. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
18. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.

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19. Acts of war, invasion, acts of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, explosions, fire, radiation and falling objects.
20. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
21. Any costs covered under any other Warranty, insurance or cover.
22. Any damage which has occurred as a result of accidental damage or impact of whatever nature to either the **covered vehicle** or the persons.
23. This cover will not cover any loss, damage or failure caused wholly or partially from abuse, neglect or as a result of accident. It will not cover a gradual reduction in operating performance that is commensurate with the age and mileage of the vehicle unless specifically included under **wear and tear**.
24. The quality of the Warranty repairs will be the responsibility of an Audi Centre or any other Audi authorised repairer.
25. Emergency service vehicles are excluded.
26. All non-Audi vehicles and kit cars.

What **we** will pay is limited, the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. The maximum payable in respect of consequential failure is up to £5,000 per claim inclusive of VAT. **We** will not pay more than the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

Audi Motability Warranty cannot be used to top up an existing warranty. If any factory cover remains the vehicle will not be eligible. Therefore, vehicles under 35 months old will not require an **Audi Motability Warranty** unless they are 24 – 35 months old and have exceeded 60,000 miles.

How to make a Warranty claim

Claims must be submitted through the VWFS Warranty System. For full details, please visit www.vwfsinsuranceportal.co.uk and download the 'Guide – How to make a Warranty or MOT claim'.

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.

We 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.

A claim can only be submitted by the Audi Centre that purchased the vehicle and activated the **Audi Motability Warranty** or by another Audi Centre in the same group where the vehicle has been reassigned due to an internal stock transfer (not a sale).

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These conditions apply to all sections of **your** Warranty 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 **period of cover**). 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**.

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 **us** by post – **Audi Motability Warranty**, PO Box 253, 740 Birchwood Boulevard, Warrington WA3 9EQ. Alternatively, **you** can contact **us** by email customerservices@audi-usedwarranty.co.uk or call 0345 222 4530. Telephone lines are open Monday to Friday, 8am to 5pm, excluding bank holidays.

Please supply **us** with **your** name, address, cover 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.

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