

# Motorhome Auto Dealer Care Silver Warranty

## Mechanical & electrical breakdown cover for new and used motorhomes

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Thank You for purchasing Your Vehicle from Us.

Whilst We hope it will be trouble-free during Your ownership, should You encounter a problem, the benefits as detailed in this Warranty Agreement are designed to assist You.

It is important that You familiarise Yourself with the terms and benefits and Your responsibilities by ensuring that the Vehicle is always in good working order and regularly serviced. We will be happy to advise on the servicing needs and make arrangements should You require.

Please do not hesitate to contact Us should You have any questions regarding this Agreement. We look forward to being of assistance to You in the future.

For and on behalf of the Dealer.

**Please read this booklet along with the attached Schedule carefully. Your attention is drawn to the Exclusions on page 3 And to the provision governing 'What to do in the event of a Mechanical Breakdown' under this Agreement on page 4.**

### Definitions

The words or expressions detailed below have the following meaning wherever they appear in this Agreement:

#### Administrator

MB&G Administration, Cobalt Business Exchange,  
Cobalt Park Way, Newcastle, NE28 9NZ.

#### Agreement

Agreement between the parties listed in the Schedule for the provision of the Mechanical Breakdown Warranty described in the Agreement.

#### Claim Limit

The maximum amount payable on an individual claim.

#### Dealer/Our/Us/We

The Supplying Dealer of the Vehicle and this Agreement.

#### Maximum Claim Limit

The maximum amount payable during the period of Your Warranty which shall not exceed the Vehicle purchase price.

#### Mechanical Breakdown

Is the sudden and unforeseen failure of a covered Component arising from any permanent mechanical, electrical or electronic defect, causing sudden stoppage of its function, necessitating immediate repair or replacement before its normal operation can be resumed. Claims arising solely as a result of Wear and Tear, blockage or normal deterioration in operating performance are not covered.

#### Owner/You/Your

The registered Owner of the Vehicle forming the subject matter of this Agreement as specified in the Schedule and any subsequent registered Owner to whom the benefit of this Agreement may be transferred (see page 5).

#### Schedule

The Schedule attached to this Agreement providing details of Your Vehicle, duration of Your Warranty and the options You have selected.

#### Vehicle

The Vehicle specified in the Schedule.

#### Warranty

The Warranty provided in relation to the Vehicle specified in the Schedule and subject to the Conditions and Exclusions on page 3 and the other terms of this Agreement.

## What is covered

Please see Your Schedule for details of the Claims Limit. Each claim is up to the maximum stated on the schedule inclusive of VAT. There is no limit to the number of claims you can make up to the maximum Claim Limit. If the Terms and Conditions of this Warranty are fully complied with the items specifically listed will be included against Mechanical Breakdown.

**Engine:** Rocker assembly including hydraulic followers, inlet and exhaust valves (excluding burnt valves), springs and guides, cylinder head (excluding cracks and de-coking), cylinder head gasket, push rods, camshafts and followers, timing gears belts and chains, oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings, inlet manifold, flywheel and ring gear.

**Manual gearbox:** Failure of the following internal mechanical parts: Gears, synchromesh hubs, selectors, shafts, bearings, bushes and transfer gears.

**Automatic gearbox:** Failure of the following internal mechanical parts: Shafts, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, servo, drive plate, transfer gears, computer governor and torque converter.

**Differential:** Crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.

**Clutch:** Mechanical breakdown of the centre plate, pressure plate, release bearing, oil contamination (centre plate only), master and slave cylinders (excluding general wear and tear).

**Front wheel drive:** Drive shafts including constant velocity joints, universal joints and couplings (excluding gaiters).

**Rear wheel drive:** Half shafts, rear wheel external drive shafts including velocity joints, universal joints and couplings (excluding gaiters).

**4 wheel drive vehicles:** Cover as above for front and rear wheel drive.

**Propshaft:** Failure of the propshaft including universal joints and couplings.

**Wheel bearings:** Failure of front and rear wheel bearings.

**Engine cooling system:** Radiator, oil cooler, viscous fan coupling, water pump thermostat, thermostat housing, thermostatically controlled radiator fan.

**Air conditioning:** The air conditioning compressor, forming part of the original base Vehicle chassis.

**Turbo charger** (where factory fitted). The turbo unit is included.

**Fuel system (diesel and petrol):** Carburettor, automatic choke, lift pump, mechanical or electrical fuel pumps (including fuel injection pump), tank sender unit.

**Front and rear suspension:** Coil springs

**Steering** (including P.A.S.): Rack and pinion, steering box, power steering rack and pump, power steering reservoir, idler box where applicable (excluding gaiters).

**Brakes:** Brake master cylinder, wheel cylinders, restrictor valve, calliper seals, servo.

**Anti-locking brake system:** The ABS control unit, pump and wheel sensors are included.

**Electrical system:** Starter motor, alternator, coil, window and sunroof motors, centralised locking, heater fan motor, indicator flasher relay, distributor, front and rear windshield wiper and washer motors, electronic ignition amplifier. Excluding wiring.

**Engine management (ECU):** Engine main electronic control unit.

**Working materials:** Oils, oil filter and anti-freeze are included only where their replacement is essential as a direct result of the failure of an included item.

**Casings:** Should the failure of any of the components covered result in damage to the casings, then they will also be included and will constitute part of the maximum claim liability.

## INTERNAL EQUIPMENT

**Cooker:** The cooker unit including burners, grill, oven and flame failure device and igniter.

**Fridge:** Door seal, condenser, gas control valve, gas igniter, flame failure device, voltage & fuel source control panel/ PCB, 12 and 230v heater elements, gas thermostat, 230v thermostat.

**Water system:** Water heater (gas or electric), fresh water tank, water pump, water gauges.

**Auxiliary electrics:** Main hook-up input connector, elcb, battery charger and distributor unit, interior lighting units (excluding bulbs and wiring).  
Cassette toilet the cassette toilet is covered (excluding seals, valves and glands).

**Heating system:** Thermostat, motor, switches, control unit, gas heater, flame failure device, igniter (excluding ducting and fittings).

**Body leaks:** Water ingress through any permanently sealed seam or joint, being part of the original motorhome manufacturer's construction (on motorhomes up to 7 years).

If the part is no longer available, it will be the dealers responsibility for the cost of the original failure only and not the cost of a replacement unit.

## Extra Benefits

The extra benefits listed below will be made available subject to the limits specified on the Schedule, provided the parts in need of repair are covered under the Warranty.

### Towing in Charges

In the event of an emergency breakdown due to the failure of one of the components covered within this Warranty, You are entitled to recovery to the nearest authorised repairing dealer. The maximum contribution per recovery will be limited to £65 including VAT. If You have paid the additional charge for the optional Auto Care Assist, this benefit no longer applies.

### Continental use

The breakdown repair cost element of this Warranty is extended to cover the Vehicle whilst travelling within the EU for a period of 90 days. The Owner may authorise repair work and claim reimbursement in accordance with the terms of the Warranty subject to a receipted invoice and service history being forwarded to the Administrator. Reimbursement will be at the exchange rate current at the time of repair.

### Vehicle Hire - for accepted claims only

Should Your Vehicle require repair under this Warranty and prior authority has been given by the Administrator, We will pay a contribution of up to a total of £30 (including VAT) per day for a maximum of five days towards the cost of hiring a similar vehicle.

Car Hire is not available for the first 24 hours following the claim being reported to Us.

The contribution towards vehicle hire will be specifically excluded if the Vehicle is off the road and repairs are unable to commence or be completed due to the non-availability or workshop facilities, parts or in the case of excessive labour charges.

## Conditions & Exclusions

### Conditions

1. It is Your responsibility to decide whether to authorise the dismantling of Your Vehicle or individual component. The Administrator will only accept the cost of dismantling if it is part of an authorised Warranty claim.
2. The distance quoted on the Schedule does not guarantee that this is the true distance the Vehicle has covered.
3. In the event of a Mechanical Breakdown if You do not follow the correct procedure. We will not be able to pay Your claim in this instance.
4. The Vehicle must be serviced in accordance with the service record described in this Agreement. You must retain all VAT service invoices (An allowance of 30 days or 1000 miles is applicable.)
5. We will not pay more than the Claim Limit shown on the Schedule or as otherwise restricted in this Agreement and the Maximum Claim Limit in total.
6. The Administrator is not responsible for any mistakes or incorrect information provided by the Dealer about the nature or value of this Agreement.
7. There is no return of payment if payment has been made.
8. Your rights as set out in this Agreement are in addition to Your legal rights. This Agreement is subject to English law.
9. If You want to sell the Vehicle You will be able to transfer this Agreement to the new Owner. You must apply to the Administrator to transfer the Agreement before You sell the Vehicle. There is a fee of £35 which You must enclose with Your request. The fee will be returned if Your request cannot be accepted.
10. If You sell the Vehicle to a dealer or trader, this Agreement will automatically be cancelled. No refund of payment (if any) will be given if Your Agreement is cancelled on the sale of Your Vehicle.
11. The terms of this Agreement cannot be changed under any circumstances.
12. All benefits under this Agreement are forfeited if a false or fraudulent claim is made.

It is expressly agreed and declared that the Dealer shall be released from all liability and obligation should the conditions of the Agreement not be complied with fully by the Owner.

### Exclusions

1. The dealer shall not be liable under the Warranty Agreement for:
  - a. any breakdown which is reported to the Dealer or Administrator more than 14 days after the relevant fault is discovered, during the warranty period only;
  - b. vehicles used for any kind of timed competition or race;
  - c. vehicles used for hire or reward (for example, taxis, self-drive hire or driving schools);
  - d. non-standard, customised or modified vehicles.
  - e. Repairs to Vehicles which have been modified after the sale of the Vehicle and that modification has contributed to the failure or has failed itself.
2. No liability will be accepted for damage caused by:
  - a. neglect;
  - b. corrosion;
  - c. any foreign matter getting into or onto a part;
  - d. lack of servicing;
  - e. the effects of over-heating, whether caused by a covered part or not;
  - f. freezing;
  - g. abuse;
  - h. damage to parts not covered by this Agreement or any subsequent costs or damage;
  - i. damage to parts we include caused by parts not included by this Agreement;
  - j. the gradual reduction in operating performance commensurate with the age and mileage covered by the Vehicle. This includes, but is not limited to:
    - the gradual loss of engine compression necessitating the repair of valves or rings;
    - gradual increase in oil consumption due to normal operating functions;
  - k. the use of a grade of fuel not recommended by the manufacturers of the Vehicle or from the use of inadequate or improper antifreeze protection;
  - l. negligence, abuse or wilful damage (including continuing to drive the Vehicle when it is not mechanically sound);
  - m. subjecting the Vehicle to a load greater than that permitted by law or the manufacturer's recommendations;
  - n. fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom or any extreme cause.
3. No liability will be accepted for:
  - a. the effects of poor repairs;
  - b. parts which have been fitted incorrectly;
  - c. parts subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design fault or defect;
  - d. parts not fitted as standard or optional extras by the manufacturer, unless inclusion for such items is agreed beforehand;
  - e. any ancillary components or equipment not listed under the cover provided section or for fuel, chemicals and hydraulic fluids;
  - f. investigatory or remedial work commenced before authorisation by the Dealer or Administrator. Where inspection of a concealed part of an included item is necessary to determine the validity of a claim, costs incurred necessarily in revealing such part for inspection will be met by the Dealer only if repair to or replacement of that part is eventually authorised. Otherwise the cost of inspection must be borne by the Owner;
  - g. routine servicing or repair save to the extent a repair is within any entitlement under this Agreement;
  - h. any parts which have not failed but have been reported as requiring replacement during routine servicing and/or repair or at the time a repair is in progress;
  - i. death, bodily injury or loss of use or any consequential loss of whatsoever nature.
4. This Agreement excludes any damage caused by a road traffic accident or collision or any road hazard whether or not insured under any motor insurance or accidental damage policy.

## Optional Auto Dealer Assist

Only applicable if selected on the Schedule and the additional payment has been paid. See Schedule for details.

Auto Dealer Assist protects You for all sorts of eventualities when You are driving Your Vehicle, whether You have lost Your keys or run into more serious trouble including having an accident. Whatever the reason for an interruption to Your journey, help is just a phone call away.

It doesn't matter who is driving the Vehicle, as long as they have Your permission, then they will be included too. State of the art systems ensure that You will receive assistance in the shortest possible time.

All You have to do is to call Our dedicated



Emergency Assistance Number  
01206 771 756

**You will then be asked to give the following information:**

- **Agreement Number followed by Your Vehicle registration number.**
- **Your name and the phone number You are calling from.**
- **Your exact location.**
- **Vehicle model and colour.**

Your call will be answered by one of the highly trained assistance team who will ask You for details of Your breakdown and arrange whatever service You require to meet Your particular needs.

**If You are on the road and a driver at risk they will make sure You are given priority.**

All Your details will then be transmitted to the recovery agent who is able to provide the quickest assistance for Your particular needs.

The control centre will inform You of when to expect assistance to arrive. They will monitor the incident through every stage. If the problem cannot be resolved at the roadside, they will discuss the options with You and provide the solution best suited to the situation.

They will also be happy to relay messages to Your family, friends or colleagues on Your behalf.

Simply, Auto Dealer Assist will ensure You continue Your journey and arrive at Your destination with as little disruption as possible.

Auto Care Assist is administered by:

Call Assist  
Axis Court, North Station Road  
Colchester CO1 1UX.

## What is included

### Roadside Assist

Help at the roadside if You breakdown or Your Vehicle is immobilised. Auto Care Assist will provide a fast, dependable service to get You going again.

### Recovery

If Your Vehicle cannot be repaired at the roadside, Auto Care Assist will take Your Vehicle to an authorised dealer or destination of Your choice (this may be a branch of Your Dealer).

### Home Assist

With Home Assist, You can rely on Auto Care Assist to attend to breakdowns at Your home or work to get You going again. Should this not be possible, Your Vehicle will be taken to an authorised dealer.

### PLEASE NOTE

Dealer Assist cover does not extend beyond the United Kingdom.

## What to do in the event of a Mechanical Breakdown

### Need help?

Please contact the Administrator if the Vehicle shows signs of imminent failure, DO NOT continue to use it as this may cause further damage for which You will be responsible.

We will not pay for the cost of diagnostic or for the dismantling of the Vehicle or components to determine the cause of the breakdown unless We accept the claim. The maximum We will pay in total is the Claim Limit shown on Your Schedule.

If You suffer a Mechanical Breakdown You should call the Administrator on: **0191 258 8156**

**DO NOT proceed** with repairs until the claim is authorised by the Administrator.

**You may be asked to give the following information:**

- **Agreement Number**
- **Your Vehicle registration number**
- **Your name**
- **Current mileage of the Vehicle**
- **Nature of the claim**
- **Total costs**
- **Service history**

**If a person other than the Dealer is to repair or replace any part included against Mechanical Breakdown under this Agreement, they must first telephone the Administrator to obtain approval for the work and to agree the costs for which the Dealer will be responsible. Please note that the Dealer will not accept responsibility for repair costs by another dealer (whether in the United Kingdom or elsewhere) which exceeds the normal rate for labour charges and parts applicable in the UK at the date of breakdown.**

The Administrator may authorise the repair. The Administrator reserves the right to request other estimates, examine the Vehicle and/or subject the claim to expert assessment and/or to nominate the repairer.

You may contact the Administrator during 9am–5pm Monday to Friday.

When repairs are authorised an authority number will be given. However, admission of liability is conditional on the terms and conditions of this Agreement.

## Payment

When the repairs have been completed, You should send the invoice to the Administrator quoting the authority number given prior to the commencement of the repairs. The invoice must give full details of the repair including all parts used in the authorised repair, labour and VAT. Invoices should be sent to:

MB&G Administration  
Cobalt Business Exchange, Cobalt Park Way  
Newcastle, NE28 9NZ.

### NOTE

- Only the parts covered in this Agreement will be considered for repair.
- Authorised repairs will only be made up to the Claim Limit shown on the Schedule or any lower limits that may be specified within this Agreement.
- We may insist that Your repairer use exchanged or reconditioned parts to effect the repair.
- If the part to be replaced has some wear or the part improves the general condition or value of the Vehicle, You may be required to pay a specified amount towards the improvement.

## Our Promise of Good Service

Any enquiry or complaint that You may have regarding this Agreement should on the first instance be addressed to the dealer. If the enquiry or complaint relates to matters involving the administrator You may contact them direct at:

### MB&G Administration

Cobalt Business Exchange, Cobalt Park Way,  
Newcastle, NE28 9NZ

Please quote the details of this agreement and in particular Your Agreement number to help Your enquiry to be dealt with promptly. This procedure will not prejudice Your right to take legal proceedings.

## Transfer of Ownership

The benefit of this Agreement is transferable upon resale of the Vehicle to a private individual, provided that:

- a. All documentation relevant to this Agreement has been passed over to the new owner.
- b. The Vehicle has been serviced and maintained according to the manufacturer's recommendation and the terms of this Agreement.
- c. The details on the form below are completed.
- d. This Agreement is sent together with a cheque for £35 made payable to:

### MB&G Administration

Cobalt Business Exchange, Cobalt Park Way  
Newcastle NE28 9NZ

### Original owner's declaration

I have sold the Vehicle to:

Warranty No. \_\_\_\_\_

Vehicle Registration No. \_\_\_\_\_

New Owner \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone No \_\_\_\_\_

Recorded mileage at date of transfer \_\_\_\_\_

**I enclose with this form all servicing receipts to date and I authorise You to return them to the new owner after transfer of this Warranty Agreement.**

Date \_\_\_\_\_

\_\_\_\_\_  
Owner's Signature

\_\_\_\_\_  
Signature of New Owner

**MB&G INSURANCE**  
An AROS Holdings Company

MB&G Insurance Services Limited Registered in England No. 1478159  
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Financial Conduct Authority reference No. 306978