

# LAND ROVER EXTENDED WARRANTY HANDBOOK



## Land Rover Approved

Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG

EXTENDED WARRANTY

7019 - 02/07



GO BEYOND™

## Contents

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Territorial Limits	2
Introduction	3
Insurance Certificate	4
What your Extended Warranty Covers	5-16
Claims	18-19
Conditions	20-23
Definitions	25-26
MOT Test Warranty Cover	27-28
How to Claim	29-31
Land Rover Assistance	32
Warranty Transfer Request	34-35
Complaints and Arbitration	36



## Territorial Limits

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Cover under this Land Rover Approved Warranty may only be granted to individuals residing, or corporate bodies registered, in the United Kingdom.

These warranty products are only available through an authorised Land Rover dealer.

The type and level of warranty cover you have purchased is shown on the Registration Confirmation Letter which will accompany this booklet and has been sent by Land Rover Approved Warranty Administration.

It makes sense to keep this booklet and the letter in your vehicle, as you will need to show them to your dealer if you have to make a claim.

We hope that this booklet is easy to understand and explains clearly all the benefits of your warranty. However, if anything is unclear, or you have any questions please contact your supplying dealer or our Customer Services staff on 0870 752 7055.

### IMPORTANT



**The cover provided and duration of cover applies only to the vehicle described in the Registration Confirmation Letter.**

## Introduction

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The Land Rover Extended Warranty products have been designed to extend and/or renew the warranty cover you currently enjoy on your vehicle and also to help protect your investment in the vehicle you have purchased.

### There are three different types of warranty levels

	Vehicle Eligibility	MOT Test Warranty	Land Rover Assistance
<b>Level 1 Approved Extended Warranty</b> 	Under five years/ 60,000 miles at time of purchase	Included	Optional
<b>Level 2 Select Extended Warranty</b> 	Up to seven years/ 100,000 miles at time of purchase	Included	Optional
<b>Level 3 Powertrain Extended Warranty</b>	Land Rover Commercial vehicles up to seven years/ 100,000 miles at time of purchase	Included	Optional

Please note that Land Rover Assistance is an optional extra and is available on all three levels of cover.

The following pages set out details of the warranty cover, the terms and conditions and what to do in the event of a breakdown or accident.

## Insurance Certificate

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This insurance is only valid when accompanied by a Registration Confirmation Letter which provides details of your vehicle and when the cover will begin and expire.

This is an agreement between the Purchaser named in the Registration Confirmation Letter attached and Motors Insurance Company Limited and is administered by Car Care Plan Limited. This certifies that, subject to the policy Terms and Conditions and payment of the appropriate premium, the Insurer will pay the costs of repair and of additional benefits incurred by you as a result of the failure of any insured components occurring during the period and mileage shown on the Policy Confirmation Letter.

I have signed this policy on behalf of the Insurer.



Gary Whitelam

For Motors Insurance Company Limited

Registered in England No. 2678367

### Important

Your mechanical breakdown insurance policy is underwritten by Motors Insurance Company Limited (MICL) which is regulated as an insurance company by the Financial Services Authority. Car Care Plan Limited is regulated as an insurance intermediary by the Financial Services Authority.

## Level 1 – Approved Extended Warranty

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### What your Land Rover Approved Extended Warranty covers

Your Land Rover Approved Warranty is for vehicles that are up to five years old and have covered less than 60,000 miles at the time of purchase.

The Approved Warranty covers defects to all factory fitted components of the vehicle for mechanical or electrical failure with the exception of the following items.

### What your Approved Warranty does not cover

- All service/maintenance operations and adjustments.
- Glass.
- Paintwork and bodywork.
- Wheels and wheel balancing/alignment and adjustment.
- Recharging of air conditioning unit.
- Telephone/TV/DVD/VIDEO and Satellite Navigation Systems.
- Tyres.
- Batteries.
- Bulbs.
- Exhaust system including catalytic converter.
- Water ingress.
- Strikers and hinges.

## Level 1 – Approved Extended Warranty (continued)

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### General Exclusions for Approved Warranty

- Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs, plug leads, points, oils, filters, lubricants and factory fitted accessories.
- Component failure resulting from accident damage, misuse, neglect, overloading or abnormal use.
- Faults resulting from the use of contaminated fuel or inappropriate fuel for the vehicle.
- Damage which has resulted from a failure to arrange for an obvious fault to be rectified.
- Damage which has occurred as a result of any accessory being fitted (unless the accessory is approved by the manufacturer for use on the vehicle and fitted according to instructions provided by the manufacturer of the accessory).
- Any damage caused by frost, including damage where a lack or failure of anti-freeze has been a contributory factor.
- Damage to a component not covered by this Warranty or excluded component or any other consequential loss.
- The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the vehicle.
- Any loss, damage or failure which occurs while the vehicle is outside the geographical territories detailed in this booklet.
- All damage and repairs resulting from water ingress, for example, through damaged or ineffective door, window or roof seals, through doors or sunroofs left open, or caused by driving through flood water.

### Maximum Claim Limit

The Insurer will pay both parts and warranty labour cost up to a sum equivalent to the purchase price of the vehicle:

- Any individual claim up to the purchase price of the vehicle.
- The sum of all claims made shall not exceed the purchase price of the vehicle.



## Level 2 – Select Extended Warranty



### What your Select Extended includes

Your Land Rover Select Warranty is for vehicles up to seven years old and have covered no more than 100,000 miles at the time of purchase.

Provided you adhere to the terms and conditions of your Select Warranty, the following are covered against mechanical or electrical breakdown (depending on the definitions, exclusions and conditions contained in this handbook and the maximum claim limit, as shown at the end of this section).

Please note, you are not covered for external oil leaks, lubricants, filter elements and any damage caused by frost due to lack of anti-freeze or oil, impact, accident or negligence.

### Engine

Failure of the following internal mechanical parts: Starter ring gear, flywheel, oil pump, crankshaft and bearings, timing gears, chains and belts, camshafts, cam followers, tappet gear, valves and guides, pistons and rings, cylinder bores, con rods, cylinder head, cylinder head gaskets, distributor drive and all internal bushings (excluding lacquered valves).

### Manual Gearbox

Failure of the following internal mechanical parts: Selectors and shafts, gears, bearings and bushes, synchromesh hubs and shafts, gearbox ECU.

### Automatic Gearbox

Failure of the following internal mechanical parts: Torque converter, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, gearbox ECU.

### Differential

Failure of the following internal mechanical parts: Crown wheel and pinion, gears, shafts, bearings, bushes, front and rear differentials.

### Drive Line

Failure of the following internal mechanical parts: Propshaft including universal joints and bearings, half shafts, external drive shafts, universal joints, C/V joints.

### Suspension

Failure of the following parts: Air bags, shock absorbers, ball joints, springs, compressor, valve block, height sensors and anti-roll bar.

### Steering

Failure of the following parts: Steering box, steering rack, pressure pipes, PAS pump and fluid reservoir.

### Cooling System

Failure of the following parts: Water pump, thermostat and radiator. All other parts and damage caused by frost or as a result of lack of anti-freeze are excluded.

### Air Conditioning

Failure of the following parts: Compressor, condenser, receiver dryer and evaporator. Re-gassing is excluded.

### Braking System

Failure of the following parts: Servo, master cylinder, wheel cylinders, calipers, brake limiter valve and ABS components but excluding hoses, pipes and wiring.

### Turbo Unit

Failure of the Turbo unit only.

### Fuel System (petrol)

Internal failure of the following parts: Fuel pump, tank sender unit, gauge and fuel injection systems (excluding injectors) and fuel ECU, but excluding damage caused by contaminated and/or inappropriate fuel.

## Level 2 – Select Extended Warranty (continued)

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### Fuel System (diesel)

Internal failure of the following parts: Fuel lift pump, tank sender unit, injector pump, cold start device and fuel ECU but excluding damage caused by contaminated and/or inappropriate fuel.

### Clutch

Failure of the clutch plate, clutch cover and thrust bearing including failure due to oil contamination, but excluding external linkages, cables, burnt out parts and general wear and tear. Limited to one clutch repair during the period of insurance.

### Electrics

Failure of the following parts: Starter, alternator, regulator, coil, distributor, windscreen wiper and windscreen washer pump motors, flasher relay, heater fan motor, horn, electronic ignition system, hazard flasher relay, heated rear screen element, electrical switches, BECM, window motors, window regulators and central door locking motors. Excludes all wiring.

### Transfer Box

Failure of the following internal mechanical parts: Third differential, gears, shafts and bearings, bushes and viscous coupling.

### Casings

Engine, gearbox/transmission, final drive casings are covered, provided they have been damaged as a direct consequence of the failure of one of the above parts. Damage as a result of accident, by frost or due to lack of anti-freeze or oil is excluded.

### Oil Seals/Gaskets

Failure of any oil-seal or gasket which the manufacturer states requires the removal of a major component, i.e. engine, gearbox, or rear axle, to effect the repair.

### Consumables

Oil, oil filter, gaskets, hoses and anti-freeze needed because an insured part listed, in the 'What your Select Warranty Includes' section of this policy has failed.

### Maximum Claim Limit

The Insurer will only pay up to £3,000 (plus VAT) per claim up to a total value of the vehicle's purchase price during the period of the Warranty.

### Mileage Limit

The Warranty will provide cover for your vehicle for the duration of the warranty period up to a maximum of 25,000 miles from the date of warranty purchase.

### What your Select Warranty does not include

- You are not covered for the components failing due to wear and tear.
- Damage to components not covered by this Warranty or excluded components or any other consequential loss.
- All wiring.



## Level 3 – Powertrain Extended Warranty

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### What your Powertrain Warranty includes

Your Powertrain Warranty is for Defender vehicles, Freelander Commercial and Discovery Commercial vehicles only, that are a maximum seven years old and have covered no more than 100,000 miles at the time of purchase.

Provided you adhere to the terms and conditions of your Powertrain Warranty, the following are covered against mechanical or electrical breakdown (depending on the definitions, exclusions and conditions contained in this handbook and the maximum claim limit, as shown at the end of this section).

Please note, you are not covered for external oil leaks, lubricants, filter elements and any damage caused by frost due to lack of anti-freeze or oil, impact, accident or negligence.

### Engine

Failure of the following internal mechanical parts: Starter ring gear, oil pump, crankshaft and bearings, timing gears and chains (excluding timing belts), camshafts, cam followers, tappet gear, valves and guides, pistons and rings, cylinder bores, con rods, cylinder head, cylinder head gaskets. Excluding lacquered valves and all other parts.

### Manual Gearbox

Failure of the following internal mechanical parts: Selectors and shafts, gears, bearings and bushes, synchromesh hubs and shafts. Excluding all other parts.

### Automatic Gearbox

Failure of the following internal mechanical parts: Torque converter, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes. Excluding all other parts.

### Differential and Drive-line

Failure of the following parts: Crown wheel and pinion, gears, shafts, bearings and bushes, propshaft, universal joints and bearings, half shafts, external drive shafts, C/V joints, all other parts are excluded.



## Level 3 – Powertrain Extended Warranty (continued)

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### Transfer Box

Failure of the following internal mechanical parts: Third differential gears, shafts and bearings, bushes and viscous coupling.

### Cooling System

Failure of the water pump. All other parts and damage caused by frost or as a result of lack of anti-freeze are excluded.

### Electrics

Failure of the following parts: Alternator and starter motor.

### Casings

Engine, gearbox/transmission, final drive casings are covered, provided they have been damaged as a direct consequence of the failure of a covered component. Damage as a result of accident, by frost or due to lack of anti-freeze or oil is excluded.

### Oil Seals and Gaskets

Failure of any oil seal or gasket which the manufacturer states requires the removal of a major component, i.e. engine, gearbox or rear axle to effect the repair.

### Consumables

Oil, oil filter, gaskets, hoses, anti-freeze, but only if the replacement becomes necessary as a result of a component failure that is covered by this Warranty.

### Maximum Claim Limit

Warranty claim liability is up to the total value of the vehicle's purchase price during the period of the Warranty.

### What your Powertrain Warranty does not include

- You are not covered for the components failing due to wear and tear.
- Damage to components not covered by this Warranty or excluded components or any other consequential loss.
- All wiring.

## Additional Benefits of your Land Rover Extended Warranty

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The following benefits apply to all levels of Warranty cover.

### Car Hire

If you have a valid claim, you may claim reimbursement for a replacement vehicle, but not including fuel and insurance. You are responsible for the first 24 hours that you cannot use your own vehicle. After this period, you can claim for a replacement vehicle for up to seven days.

You or your Land Rover dealer must obtain telephone approval direct from the Administrator before you use this service.

Any replacement vehicle must be from a *bona fide* hire company or Land Rover dealer.

### Warranty Extensions and Renewals

Extensions and renewals to your Warranty are available subject to your vehicle meeting the age and mileage criteria of the Warranty.

Please ask your Land Rover dealer before your Warranty is due to end and they will handle your request.

### Warranty Transfer

If you sell your vehicle privately you can transfer the benefits of this Warranty to the subsequent owner or user of the vehicle. Please complete the form at the back of the booklet and post to Land Rover Approved Warranty Administration.

### Overseas Cover

This Warranty will cover your vehicle while it is outside the United Kingdom in Europe for up to 60 days during the period of warranty:

If your vehicle has a breakdown in any country, which is a member of the European Union or EFTA (European Free Trade Association), you will be entitled to authorise a repair by any Land Rover dealer. You will be required to pay the full cost of repair on completion and should submit a claim for reimbursement to us upon your return to the UK.

Before authorising any such repair please see details in the section 'How to Make a Claim'.

## Servicing Requirements

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It is a condition of this Warranty that your vehicle is serviced in accordance with the manufacturer's guidelines.

Throughout the warranty period a franchised Land Rover dealer or other reputable garage should carry out all servicing and repair work.

**Services must be carried out within 500 miles/one month of the intervals specified by the vehicle manufacturer, whichever comes first.**



## How to Make a Claim

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At Land Rover Approved Warranty Administration we aim to make the claims procedure as simple as possible.

### Repairs in the UK

Should it be necessary to make a claim under the terms of this Warranty, simply return your vehicle to your supplying Land Rover dealer or any other Land Rover dealer. They will confirm whether the claim and your Warranty are valid and will administer the claim on your behalf.

In the event of you being unable to attend a Land Rover dealer, please contact the Administrator's claims department on 0870 752 7055 for approval before any repair takes place (your repairer may undertake this for you).

### Repairs in Europe

If it is necessary for repair on your vehicle to be completed in Europe you will not require authorisation from us. In the event that the fault is covered by this Warranty we will reimburse the cost of repair following your return to the UK.

In this event please contact Customer Services Department on 0870 752 7055 for instructions how to proceed. If your claim is valid, you will be reimbursed in pounds sterling at the prevailing rate of exchange on the date the repair was completed.

If you need to contact Land Rover Approved Warranty Administration while you are abroad, please telephone 0044 1274 260155.

The maximum we will pay is the equivalent UK rate for labour charges and manufacturer's list prices for parts at the date of your repair.

All Warranty claims and associated correspondence should be sent to:

**Land Rover Approved Warranty Administration**  
**Claims Department**  
**Jubilee House**  
**5 Mid Point Business Park**  
**Thornbury**  
**West Yorkshire BD3 7AG.**

On receipt of the invoice, the claim will be settled subject to the terms and conditions of this Warranty having been adhered to. If a balance is due, this is to be paid direct to the repairer by the customer.

**Note:** No payment can be made until the relevant invoice(s) has been received and approved by the Administrator.

To ensure that you receive the highest level of service, all telephone calls made to the Administrator's claims office are recorded.

Please note that the above procedure is in addition to your statutory rights as a consumer.

## Warranty Terms and Conditions

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To help you understand this Warranty, the conditions are set out below.

Please take time to read them.

- 1. Warranty Holder** The Warranty Holder is the only person who is entitled to make a claim under this Warranty.
- 2. Vehicle** Any claim under this Warranty must relate to the vehicle described in the Registration Confirmation Letter.
- 3. Warranty Period** The warranty period appears on the Registration Confirmation Letter.
- 4. Authorisation** No repairs are to be commenced until authorised by our administrators, unless covered by the continental cover, which may be authorised by the Warranty Holder.
- 5. Payment for Repairs** When a franchised Land Rover dealer undertakes a repair, they will obtain prior authorisation from our administrators and will invoice us the cost of the repair. In certain circumstances, our Administrators may authorise a repair by another dealer in the UK or you may authorise a repair overseas. In either event, you will be required to pay the dealer on completion of work and may then reclaim the cost from us.
- 6. List Prices** This Warranty does not cover costs that are more than the manufacturer's UK warranty prices for parts and labour costs that are necessary to repair any failed parts.
- 7. Invoices to Support Claims** With every claim you make you must provide a VAT receipt from a garage, repairer or *bona fide* vehicle hire company.
- 8. Inspection of Vehicle and Parts** The Administrator reserves the right to inspect the vehicle before authorising repairs and may also arrange for parts to be examined by a claims assessor. You may be asked to ensure that a faulty part is retained for our inspection following a repair.
- 9. Repair/Replacement of Parts** The Insurers obligations under this Warranty are limited to repairing or replacing at its option any part(s) which prove to be defective.

**10. Dismantling the Vehicle** It is your responsibility to authorise the dismantling of your vehicle. The Insurer will only pay for dismantling if it is part of a valid claim.

**11. Design Faults and Recalls** Any damage to parts, which are being recalled by the vehicle's manufacturer or which have inherent design faults are not covered by this Warranty.

**12. Servicing and Service Records** If you do not follow the manufacturer's service schedules, this Warranty may not apply. When you have your vehicle serviced, you are allowed 500 miles either side of the proper service mileage or one month either side of the proper time period, whichever is the sooner.

A Land Rover dealer or other reputable garage should carry out the service, and receipts retained as Land Rover Approved Warranty Administration are entitled to check the service record in the event of a claim.

**13. Modification to Vehicle** **If the vehicle has been modified in any way you must declare this prior to acceptance of the Warranty.**

This Warranty is designed to cover vehicles built to the manufacturer's original specification. If your vehicle has been modified with any non-manufacturer supplied parts that are associated to the items covered by the Warranty, we reserve the right to decline any claim (and any consequential damage) that may occur due to the failure of a modified part.

Cosmetic modifications are acceptable including wheels/tyres providing they are the same size and specifications as the manufacturer's equivalent – you may need to advise your accident insurer of these changes.

## Warranty Terms and Conditions (continued)

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**14. Exclusions:** This Warranty does not cover any of the following:

- a) Any loss, damage or failure, which is said by a qualified engineer appointed by the Insurer to have existed before the start of this Warranty. The supplying dealer should rectify any such pre-existing faults before this Warranty starts.
- b) Any loss where the speedometer has been interfered with, altered, disconnected or does not work.
- c) Any vehicle used for hire or reward such as taxis or driving school vehicles, or any vehicle with an unladen weight of more than 3.5 tonne GVW or a vehicle used in any sort of competition, rally or racing.
- d) Any public service vehicles such as police vehicles, ambulances and military vehicles.
- e) Any liability for death, bodily injury, or damage to other property or any loss caused directly or indirectly by the claim or event which gives rise to claim under this Warranty.
- f) Anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the vehicle.
- g) Any damage which is due to any type of accident or any act or omission that is negligent or against the law.
- h) Any parts which have not failed but which are replaced or reported during routine servicing or repair of other parts that have failed.
- i) Any repairs, replacement or alterations not authorised by the Administrator.

**15. False Claims** If you make a false claim, this Warranty will be cancelled and you will forfeit all benefits.

**16. Other Warranties and Insurance** If your claim is also covered by any other Warranty, the Insurer will only pay its share of the claim.

**17. Legal Proceedings** If a claim is accepted by the Insurer, the Insurer shall be entitled on the occasion of any loss to undertake in the name and on behalf of the Warranty Holder, the absolute conduct, control and settlement of any proceedings and to take proceedings at its own expense and for its own benefit, but in the name of the Warranty Holder, recover compensation or secure indemnity from any third party in respect of anything which is accepted by the Insurer as being covered under the Warranty. If the Insurer accepts your claim but cannot agree on the settlement amount, it will refer the matter to an independent arbitrator for a decision. Any dispute over this Warranty will be settled under English Law.

**18. Invoices** All invoices for repairs should be made out to Land Rover Approved Warranty Administration.

**19. Administrators** Land Rover Approved Warranty Administration is authorised by the Insurers to act as their agents in relation to this Warranty. They manage and administer all Land Rover Approved Warranty services.

All claims and correspondence should be submitted through them at the following address:

Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.

**20. Cancellation Rights and Refunds** You have the right to cancel this policy within 14 days of receiving this booklet and the Registration Confirmation Letter. Should you wish to cancel within this period please contact your supplying dealer who will arrange cancellation and a full refund.

**21.** Unless cancelled in accordance with the cancellation rights detailed above, in normal circumstances no refund will be made and in no circumstances if a claim has been made.

**22.** The warranty period will end at the date shown on the Registration Confirmation Letter supplied with this booklet.

**23.** The vehicle will not be covered by this Warranty whilst it is owned by a motor trader or garage or associated companies or by the proprietor(s) of such motor trader or garage.



## Definitions

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### **Insurer**

Motors Insurance Company Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

### **Administrator**

Land Rover Approved Warranty, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

### **Geographical Limit**

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

Europe – Countries which are members of the European Union or EFTA (European Free Trade Association).

### **Warranty Holder**

The person on the Registration Confirmation Letter.

### **Vehicle**

The motor vehicle referred to on the Registration Confirmation Letter.

### **Registration Confirmation Letter**

This is the confirmation that the warranty application has been accepted. When you receive the Registration Confirmation Letter, please check that it contains the correct details.

### **Period of Warranty**

The warranty period appears on the Registration Confirmation Letter.

### **Period of MOT Test Warranty**

Each 12 month period in which the overall Land Rover Extended Warranty Package is valid.

### **Jurisdiction Clause**

Any dispute concerning this Warranty will be decided by the application of English Law.



## MOT Test Warranty

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Land Rover MOT Test Warranty covers the cost of repair, replacement and/or adjustment to the vehicle of the specified parts listed below which are covered as a direct consequence of such parts being cited in a 'notification of refusal to issue an MOT certificate' (form VT30) prepared during the period of cover, as causing the vehicle to fail its MOT test. Accidental damage is not covered under this MOT Test Warranty.

This Land Rover MOT Test Warranty only applies provided the MOT Test falls due and is completed during the period of cover provided by the Warranty package. Only one Land Rover MOT Test Warranty claim is permissible during the duration of the Land Rover Extended Warranty Package.

### Lighting Equipment

Lamps, reflectors, indicators and bulbs are covered for failure due to: Breakage, discolouration, misalignment, water ingress and corrosion.

### Steering and Suspension

Manual and power steering units, suspension drag links, track rods/ends, 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 are covered for failure to meet MOT exhaust gas emission standards (actual tuning and adjustments or damage caused by contaminated and/or inappropriate fuel are not covered under this section).

### Braking System

Brake master cylinder, wheel cylinders, calipers, discs, drums, load compensator, ABS modulator/sensors/computers, brake pipes, hoses and cables are covered for failure due to 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.

## MOT Test Warranty (continued)

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### Vehicle Structure

Vehicle structure is covered for corrosion. Failure due to accident damage is specifically excluded.

### General

Windscreen wiper arms and blades (excluding motor) and washer motors.

### Maximum Claim Liability

Where liability for the cost of repairs is admitted under this MOT Test Warranty the Warranty Holder will be reimbursed repair costs up to a maximum aggregate of £750.00 (including VAT) during each period of MOT Test Warranty. The first £50.00 of any claim must be paid by the Warranty Holder.

### Important:

The MOT Test Warranty does not cover accidental or malicious damage or neglect. See Terms and Conditions.

## MOT Test Warranty – How to Claim

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Simply take your vehicle to the nearest or supplying Land Rover Dealer and hand over:

1. This booklet and your Registration Confirmation Letter.
2. Proof of servicing.
3. The previous valid MOT Certificate (if applicable) and the 'notification of refusal to issue an MOT Certificate' (VT30) citing the reasons for failure.

The dealer will then take responsibility for establishing that the parts involved in the repair, deemed necessary by the 'notification of refusal to issue an MOT Certificate' (VT30), are covered by this MOT Test Warranty.

The dealer will be responsible for obtaining prior authorisation from the Land Rover Approved Claims Department.

**Claims telephone number: 0870 752 7055.**

**Important:** No repair should commence until the Land Rover Approved Claims Department gives authorisation. When, and if, the vehicle is granted an MOT Certificate (VT20) the dealer will forward a copy of a completed:

- Repair invoice.
- Old MOT Certificate and the 'notification of refusal to issue an MOT Certificate' (VT30).

The Land Rover Approved Claims Department reserves the right to examine any vehicle and subject the parts being repaired to expert assessment before commencement of any repairs. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability, the decision of the assessor shall be final and binding on both the Administrators and the Warranty Holder.

**Note:** Claims must be received by the Land Rover Approved Claims Department within 30 days of the date of completion of the repairs, otherwise they cannot be accepted. Claims received beyond this date will be subject to review in terms of the reason for delay and it will be at the Administrators discretion to accept such claims.



## MOT Test Warranty – How to Claim (continued)

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### **MOT Test Warranty Terms and Conditions (in addition to the main warranty terms and conditions)**

The Terms and Conditions of this MOT Test Warranty are stated below. The MOT Test Warranty is in addition to your legal rights, and does not affect your statutory rights as a consumer.

Any exploratory dismantling charges will only be reimbursed as part of a valid claim. It is the responsibility of the vehicle owner to authorise dismantling and to pay charges if such dismantling proves that the failure is not covered by the MOT Test Warranty. The Administrator reserves the right to subject the failed parts to expert assessment.

If any claim is fraudulent in any respect all benefits under this MOT Test Warranty will be forfeited.

The reimbursement for any claim under this MOT Test Warranty shall not exceed the manufacturer's list prices for parts and warranty labour costs necessarily incurred in repair of covered components up to the maximum claim liability.

The Administrator shall not be liable for any statement or representation, written or verbal (by whomsoever made), which contradicts the Terms and Conditions in this MOT Test Warranty, unless such statement or representation is supported in writing by the Company on their behalf.

A VAT receipted invoice from your Land Rover dealer must support all claims.

### **This MOT Test Warranty does not cover:**

- Any parts which have not actually failed, which are replaced or reported during routine servicing and/or repair of other parts which have failed.
- Any component covered by any other existing warranties or insurances.
- Any loss to the Warranty Holder in excess of the maximum claim liability.
- Liability which attaches by virtue of an agreement but which would not have attached in the absence of the said agreement.
- Any liability for death, bodily injury, or damage to other property or any consequential loss of whatsoever nature arising directly or indirectly from the claim or event giving rise to a claim under this MOT Test Warranty.
- The MOT test and re-test fee.

### **Territorial Limits**

Cover under this MOT Test Warranty may only be granted to individuals residing, or corporate bodies registered in the United Kingdom. This MOT Test Warranty does not become effective until the application is received by Land Rover Approved Warranty Administration, (hereinafter called the 'Administrator').

On receipt of the above the Administrator will issue a Registration Confirmation Letter.

When and only when, you receive the Registration Confirmation Letter shall the Administrator accept liability for any claim.

## Land Rover Assistance – Optional Purchase

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Land Rover Assistance is a comprehensive assistance programme, designed specifically for Land Rover drivers to promote absolute peace of mind.

If you have purchased this valuable optional extra this programme will provide assistance in any motoring emergency, from immobilisation due to breakdown or accident to minor emergencies such as a puncture. The benefits of Land Rover Assistance are available throughout the warranty period however limitations apply to specific causes of immobilisation. For details see the separate Land Rover Assistance booklet.

### What to do when you need Assistance

Should you require assistance following vehicle breakdown, fire or theft, contact Land Rover Assistance first. (Please do not make your own arrangements.)

Telephone:

When in the UK **0800 521786**.

When in Europe **+44 208 239 3963**.

Please have the following information to hand when calling Land Rover Assistance:

- Your exact location.
- A contact telephone number.
- The registration number of your vehicle.
- Your membership number, which can be found on your Assistance card.

All calls to Land Rover Assistance are recorded in order to assist in confirming details of calls that may be incomplete or unclear. In addition, recordings may be used for training purposes.



## Warranty Transfer Request

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There is no charge for this service but it is only available for private sales.

If you require assistance in transferring your Warranty, please contact us on:  
0870 752 7055.

### Part 1 The former owner must fill in this section

I sold my vehicle privately on \_\_\_\_\_

I want to transfer this Warranty to the new owner.

#### New Owner's Details

Title \_\_\_\_\_ Initials \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

#### Vehicle Details

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

Warranty type and number \_\_\_\_\_

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

Signature (former owner) \_\_\_\_\_

Date \_\_\_\_\_

### Part 2 The New Owner Must Fill in this Section

1. I have read and fully understand the contents of this booklet and accept the terms and conditions of this Warranty.
2. I certify that:
  - a) as far as I know, the vehicle has been serviced according to the manufacturer's service recommendations; and
  - b) the details in Part 1 are correct.
3. I understand that the Warranty will not be transferred to me until the Administrator tells me that it has accepted this request for transfer.  
  
I will then take the place of the former owner as the Warranty Holder.

Signature (new owner) \_\_\_\_\_

Date \_\_\_\_\_

#### Important

The Administrator should receive this form, completed within seven days of the vehicle being sold privately.

#### Land Rover Approved Warranty Administration

Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.

## Complaints and Arbitration

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In the event of a dispute occurring under this insurance, the following procedures are provided to assist you. In the first instance, any enquiries should be made to the administrator at the following address:

**Land Rover Approved Warranty Administration**  
**Jubilee House**  
**5 Mid Point Business Park**  
**Thornbury**  
**West Yorkshire BD3 7AG.**

If the administrator is unable to provide a satisfactory solution, you should, write to:

**The Risk Manager**  
**Motors Insurance Company Limited**  
**Jubilee House**  
**5 Mid Point Business Park**  
**Thornbury**  
**West Yorkshire BD3 7AG.**

Should you remain dissatisfied, you have the right to ask the Financial Ombudsman Service to review your case. The right to apply to the Ombudsman must be exercised within six months of the date of our decision. The contact details are as follows:

**The Financial Ombudsman Service**  
**South Quay Plaza**  
**183 Marsh Wall**  
**London E14 9SR.**  
**Telephone: 0845 080 1800.**

The above procedures are in addition to your legal rights as a consumer.

### Compensation Scheme

Motors Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if they cannot meet their obligations. You can obtain more information about FSCS arrangements by telephoning them on 020 7892 7300.

