

Select
WARRANTY
INFORMATION BOOKLET

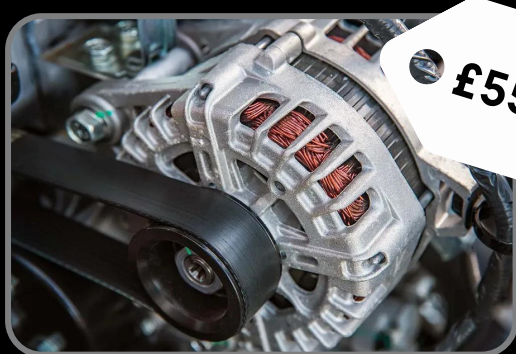
NOVEMBER 2023

Select

Keith Motors would like you to have peace of mind throughout the ownership of your new vehicle. We make every effort to ensure your new car drives out of the showroom in exceptional condition.

Your new car, however, is a highly technical machine with complex components and computers onboard. These parts can unexpectedly fail and the cost of repairs, seen below, can be a real concern.

The average cost to repair your alternator:



The average cost to repair your differential:



Our warranty will cover the cost of repairing or replacing the systems of your vehicle (shown below) that have failed as a result of a sudden or unexpected mechanical or electrical fault.



Braking system

Brake master cylinder, callipers, wheel cylinders, brake bias and restriction valve, vacuum servo, brake vacuum pump, ABS wheel sensors, ABS pump and ABS module.



Clutch

Clutch, master cylinder, slave cylinder and clutch fork. (Please remember that any part of the clutch that needs replacing due to wear and tear is not covered.)



Cooling system

Radiator, oil cooler, heater matrix, thermostat, thermostat housing, water pump, viscous fan coupling, radiator cooling fan and engine-temperature sensor.



Electrical system

Alternator, starter motor, ignition coil, relays, electronic ignition module and distributor, cooling-fan motor, temperature sensors, oil-pressure sensors, fuel-tank sender unit, electric-window motors and switches, central-locking systems (not including wiring), wiper motors and switches, washer motor and pumps, headlight motors, multi-switches, instruments, brake-light switch, reversing-light switch, clutch switch, heater-fan resistor, heater-blower motor, horn, ECUs and airbag system (not including wiring).



Engine management

Knock sensor, MAP sensor, airflow meter and sensor, camshaft sensor, crankshaft sensor, oxygen sensor and TDC sensor.



Engine

Cylinder block, cylinder head, cylinder head gasket, cylinder bores, oil pump, crankshaft, crankshaft bearings, connecting rods, big-end bearings, small-end bearings, gudgeon pins, pistons, piston rings, camshaft and camshaft followers, camshaft bearings, rocker assembly, push rods, hydraulic lifters, inlet and exhaust valves, valve springs, valve guides, inlet and exhaust manifolds, timing gears, timing chains, timing belts, tensioners, flywheel, auto-drive plate and starter ring gear. (Please note that oil seals are not covered.)



Final drive

Differential assembly, driveshafts including CV joints, prop shafts, universal joints and couplings, driveshaft bearings, wheel bearings and hubs.



Fuel system

Injectors, fuel pumps, fuel pressure regulator, auxiliary air valve, idle-speed control valve, stepper motor, EGR valve and throttle body.



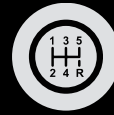
Steering

Steering rack and pinion, steering box, steering column, power-steering motor and power-steering pump.



Suspension

Coil springs, ball joints (not including any on anti-roll bar links), shock absorbers, air springs, suspension compressor and pump.



Transmission

All parts within the transmission casings and transfer box. Not including seals and gaskets.

FAQ's

Our warranty is here for your peace of mind and covers a comprehensive range of mechanical and electrical items in your new vehicle.

What is wear and tear?

Wear and tear is the expected deterioration or performance of a part due to the vehicle's age or mileage. If a part fails due to the mileage or running of the car, it's typically regarded as failure due to wear and tear.

Is cover for wear and tear included?

We make every effort to ensure your vehicle drives out of the showroom in exceptional condition. However, your warranty does not cover items that have failed due to expected deterioration over a reasonable period of time or mileage traveled.

Are consumables covered?

Your warranty will cover consumables on failed parts that are covered under your agreement. If a covered part fails that needs 'topping up' after repair with fluid, it's covered under your warranty.

Do I get any extra benefits for upgrading to a 12, 24 or 36-month warranty?

Yes! You get a £2,000 individual warranty claim limit, a 1,000 miles per month mileage limit, you can make claims up to the price paid for your vehicle and the turbo system & sat nav system are included with up to a £3,000 maximum claim total each

✓ **Keith Motors Select cover is available to purchase (Depending on the age mileage of the vehicle).**

✓ **Essential cover for vital components including engine parts, the braking system and the gearbox.**

✓ **UK Rescue and recovery available. Please ask for details and prices!**

KEITH MOTORS SELECT

WARRANTY TERMS & CONDITIONS

1. Authorisation

Repairs must not be carried out without the administrator's permission.

2. Service requirements

You must have the vehicle serviced in line with the manufacturer's recommendations during the period of this agreement.

If you do not follow the manufacturer's service schedule or maintain the vehicle as recommended by the manufacturer, or you fail to keep the vehicle insured, taxed and with a current MOT certificate, cover under this warranty will not apply and we will be entitled to end the warranty immediately. To help you maintain cover, we will allow you a 1000-mile or four-week extension (whichever is sooner) from the manufacturer's recommended service schedule. If we do not carry out the servicing, it is important that you keep all receipts from the garage that does carry it out, as the administrator will need to inspect these if you make a claim. Without proof of servicing, you may not be able to make a claim.

3. Limiting damage

You, or the driver, must take all reasonable steps to avoid loss or damage. This includes repairing all faults that you know about, whether they are covered by this warranty or not. If you continue to use the vehicle after it becomes apparent that there is a fault, and this use causes further damage that could have been avoided, the warranty will not cover any of the repair costs.

4. Diagnostic charges

You are responsible for giving permission to diagnose the fault, and you will be responsible for all costs until the administrator issues an authorisation number. If we accept your claim, we will pay all reasonable charges for work that was necessary to find the fault.

5. Design faults and recalls

If any of the vehicle's parts have a design fault or are recalled by the manufacturer, that part is not covered.

6. Geographical limits

This warranty is valid in the United Kingdom and for trips of up to 30 days in any other country within the European Union.

7. Rates for refunding costs

We will not pay more than the UK manufacturer's list price for parts (we may need non-genuine parts to be used) and we will pay labour time in line with the recommended repair times. If your vehicle is repaired by anyone other than us, we will pay labour rates up to the maximum third-party hourly labour rate shown on the agreement registration document only, and you will be responsible for paying any difference.

8. Multiple items

If you or the repairing garage reports more than one failed part or fault at the same time, the administrator will deal with them as one claim.

9. Inspecting the vehicle and its parts

The administrator has the right to have the vehicle or any part inspected by a qualified engineer to identify the cause of the fault before they authorise repairs.

10. Governing law

The laws of England and Wales will apply to this agreement and the English courts will deal with any disputes relating to or arising in relation to this agreement.

11. Legal rights

Nothing in these conditions will reduce your legal rights relating to goods that are faulty or that have not been described accurately. For more information about your legal rights, contact your local trading standards department or citizens advice bureau.

12. Administration of this agreement

a. This warranty is an agreement between you and us for the cover shown in this document.

b. The administrator acts on our behalf to manage this warranty only. By signing this agreement you agree that you can make no financial claim against the administrator under the warranty.

General exclusions

The warranty does not cover the following:

1. Any vehicle recovery charges.
2. A mechanical or electrical fault that a qualified engineer appointed by the administrator thinks could have reasonably existed before this cover began.

WARRANTY TERMS & CONDITIONS

3. Any loss, damage or fault which a qualified engineer appointed by the administrator thinks could have been avoided or was totally or partly caused by a lack of maintenance.
4. Any parts which are not faulty but which are replaced or reported during routine servicing or recommended to be replaced as engineering best practice.
5. Any damage which is due to any type of accident or negligence, or caused by continuing to use the vehicle when it is obvious there is a fault or using contaminated fuel or the wrong fuel.
6. The gradual reduction in the performance of any part (wear and tear) due to its age or the vehicle's mileage.
7. Parts that fail or need replacing when they have reached the end of their reasonably expected lifespan due to age or the vehicle's mileage.
8. Any vehicle where the speedometer has been interfered with, altered or disconnected.
9. Any vehicle owned by a motor trader or garage or associated companies, or by the owners of that motor-trader business or garage or people connected to the owners.
10. Repairs, replacements or alterations not authorised by the administrator.
11. Anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the vehicle.
12. Any items that are not covered even if the replacement is needed because of the failure of a covered part.
13. Electrical software updates or reprogramming.
14. Parts, including software, which have been modified from the manufacturer's original specification and any part that fails as a result of those modifications.
15. Water leaking into the vehicle (including damage to covered parts caused by water leaking in).
16. Failure of parts due to them corroding or seizing up, or any extra labour costs for work that is needed due to parts seizing up or snapping.
17. Cleaning or adjusting any parts.

Data protection

We take your privacy very seriously, and we will share only limited information about you with the administrator so they can manage the warranty on our behalf. We will share all of the information on this document and any other information that will help them to process any claims on your vehicle. The administrator will not share your personal information with any third parties without your permission unless they are required or allowed to do so by law. They will keep your personal details on file for no longer than is necessary. For full details of how your information will be used, and an explanation of your rights, please visit www.crystalclearwarranty.co.uk/privacy.pdf. If we have extended your cover to include the GenAssist rescue and recovery service (this will be shown on Page 2), the administrator will write to you when your cover is about to end, unless you have asked them not to. They will invite you to renew this cover. If you do not want to renew your cover, do not respond to the letter. They will then remove your personal details from their records, in line with their privacy policy.

Complaints

We realise that things can go wrong and there may be times when you feel that we have not provided the service you expected. If this happens we want to hear about it so that we can try to put things right. If you have a complaint, it is important you know we are committed to providing you with an exceptional level of service and customer care. Please send your complaint or concern to the administrator. They will act on your behalf and make sure that your complaint or concern reaches the appropriate person.

Referring a complaint to The Motor Ombudsman (Alternative Dispute Resolution - ADR)

If you are not satisfied with our solution to your complaint, you can refer it to The Motor Ombudsman ADR Scheme, which we must keep to.

Their phone number is 0345 241 3008.

If The Motor Ombudsman asks you for more information, you should send them an enquiry or complaint through their website at: www.themotorombudsman.org

Or you can write to:

The Motor Ombudsman 71 Great Peter Street London SW1P 2BN.

The Motor Ombudsman aims to deal with all cases within 90 days. However, sometimes things can be a bit trickier and it may take longer to reach a decision. If that is the case, The Motor Ombudsman will keep both you and us informed at every step of the way.