BAA
Automotive
Alliance

Guarantee

Helping you stay on the road

Thank you for choosing to buy your new vehicle from one of BAA's recommended dealerships. Please take the time to read through this booklet carefully.

This policy is intended to give you additional reassurance in the early stages of owning your car. In the unlikely event that you have any problem with your vehicle, please do not hesitate to contact us. This guarantee is supplied with the intention of providing you the customer, protection on your purchase. In the event of any sudden breakdown/ failure please contact BAA immediately. Your statutory rights are not affected.

BAA Automotive Alliance Ltd administrates this guarantee on behalf of the supplying dealer:

Premium PLUS **GUARANTEE**

WHATS COVERED?

ENGINE

Rocker assembly including rockers, valves (Excluding burnt valves), springs and guides, cylinder head (Excluding cracks and gasket), push rods, camshaft and cam followers timing gears, cam chains and belts (Stretched chains or failed belts not changed within the manufacturer's schedule are excluded), oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins, crankshaft and crankshaft bearings, flywheel and ring gear.

GEARBOX - MANUAL

Failure of the following internal mechanical parts:-

Gears, synchromesh hubs, selectors, shafts, bearings and bushes (Excluding transfer gears).

GEARBOX - AUTOMATIC

Failure of the following internal mechanical parts:-

Shafts, gears, (Excluding transfer gears) clutches, brake bands, valve block, valves, governor, oil pump, bearings and bushes, servo.

TORQUE CONVERTER

Failure of any internal mechanical parts.

CONTINUOUSLY VARIABLE TRANSMISSIONS

Failure of internal mechanical parts:-

Clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes & bearings.

DIFFERENTIAL

Failure of the following internal mechanical parts:-

Crown wheel and pinion, differential unit, gears, shafts, bearings and bushes, thrust washers and spacers.

CLUTCH

Mechanical breakdown of the centre plate, pressure plate, operating cable, master and slave cylinder, clutch release fork and release bearing. (Excluding general wear and tear or oil contamination).

FRONT WHEEL DRIVE

Drive shafts including constant velocity joints, wheel bearing (drive axle), universal joints, (Excluding gaiters, rubber drive couplings, hub disc assembly, and wheel bearing).

REAR WHEEL DRIVE

Half shafts, wheel external drive shafts including constant velocity joints, universal joints and couplings. (Excluding gaiters). Drive axle bearing.

PROPSHAFT

Failure of the propshaft including universal joints, couplings and bearings.

COOLING SYSTEM

Water pump, oil cooler, viscous fan coupling, thermostat, thermostat housing.

TURBO CHARGER (Where factory fitted by manufacturer)

The turbo unit is covered. We reserve the right to send the component away for testing/ repair.

FUEL SYSTEM

Carburetor, fuel pump, tank sender unit, fuel injector pressure regulator, fuel injection pump.

SUSPENSION

Front strut (excluding air suspension), steering knuckle.

STEERING (Including PAS)

Steering rack and pinion (Excluding gaiters), steering box, idler box, power steering rack and pump.

BRAKES

Brake master cylinder, wheel cylinders, servo, restrictor valve, brake calipers (Excluding if seized).

ELECTRICAL SYSTEM

Starter motor and solenoid, pre-engagement mechanism, bendix drive, alternator, voltage regulator, indicator flasher relay.,front windshield wiper and washer motors.

CASINGS

Failure of the following parts:- Engine, gearbox and rear axle casings.

Important note. Only in the event of sudden or unforeseen failure of a listed component. Wear and tear is excluded from this policy. Please refer to the terms and conditions on page 6-7 of this brochure.

Any work that is carried out before authorisation has been given by BAA or the supplying dealer will result in the claim being rejected.

Terms and conditions

Please ensure that on the day you collect your new vehicle you are satisfied with the condition of the vehicle and that you have a completed copy of your pre-delivery inspection. The pre-delivery inspection and validation certificate is provided by all of our recommended dealerships, if you haven't received a copy please insist in seeing it before you drive your car away.

Servicing requirements

During the ownership of your new vehicle you must maintain the service schedule that is recommended by the manufacturer, failing to do this could invalidate your guarantee. An allowance of 500 miles or 30 days either side of the stated servicing schedule is permitted but must not exceed these guidelines.

Servicing can be completed by any VAT registered garage as long as they comply with the service guidelines written in the manufacturers booklet.

Evidence of servicing work may be requested when a claim is submitted. Please retain a copy of the invoices and ensure the vehicles service book is stamped in the appropriate boxes.

General Maintenance

It is the owners responsibility to maintain the vehicle. Regular oil, water and fluid checks are essential in order to keep your vehicle working efficiently. Failure to carry out reasonable day to day checks could result in a claim being rejected due to neglect.

Overseas Use

This agreement is only applicable to repairs reported and undertaken in the UK mainland unless stated otherwise on the validation certificate supplied with your vehicle.

Reasonable Mileage allowance

This policy is intended for domestic ans pleasure use of your vehicle. A reasonable mileage allowance of 15,000 miles per year will be used to calculate the average monthly usage of your vehicle. Any vehicle exceeding this mileage may invalidate the claim.

Transfer of guarantee

This guarantee is not transferable and is intended for the registered owner, named on the policy certificate.

Cancellation rights

The policy owner is able to cancel their guarantee within 30 days of registration with written confirmation. Cancellations after this period will be down to the discretion of the administrator. If the policy owner has upgraded the guarantee, refunds must be approved and issued by the supplying retailer.

Vehicle recovery

Vehicle recovery in not included in this guarantee unless stated on the policy certificate with the appropriate fee paid in full. In the event of a breakdown, it is the vehicle owners responsibility to ensure their vehicle has appropriate breakdown cover.

Exclusions

Serviceable parts are not covered as part of this guarantee and are the responsibility of the vehicle owner. Serviceable parts would include but are not limited to:

Tyres, brakes, exhaust systems (including DPF filters when shown as part of the service schedule), filters, belts, hoses, pipes, wiring looms, light bulbs and LED's, wiper blades, bolts, covers, heat shields, manifolds, gaskets, batteries.

Body panels, paint and interior trim, door and boot locks, petrol tanks and glass of any description is excluded from this agreement.

The cost of any exploratory, investigation, and dismantling work is not included as part of this agreement.

Any failure or defect caused by corrosion, carbon build up, foreign object, water ingress or age related deterioration will not be covered by this guarantee. Leaks caused by deterioration or chemical reaction of gaskets or seals would NOT be considered a valid claim.

All breakdown/ failures must be reported to BAA or the supplying dealer before any work is authorised or carried out. No repairs are authorised by BAA unless you have received the appropriate authorisation number in writing.

This guarantee is designed to cover the failure of parts listed on the 'Whats Covered' page of this brochure (pages 4,5) only. Any consequential damage caused by the initial failure is not covered by this policy.

Parts that are subject to 'recall' by the manufacturer must be adhered to. Failure to carry out any recalls (shown on DVLA website) could result in a claim being rejected due to neglect. Design faults that are inherent from the manufacturer, which are well documented, may also be excluded from this policy agreement.

Once a claim has been authorised, the policy holder cannot make further claims on that specific part. Repairs made by a reputable garage will usually guarantee the work they have carried out mitigating the need for further claims to be made on the same item twice.

Parts or failures that become defected as a direct result of a vehicle road accident, misuse or neglect will not be covered by this guarantee. Use of the vehicle for off-road driving, racing, competition or any other activity that places components under greater strain than normal day-to-day use will invalidate this guarantee. In the event of any doubt as to liability, the supplying dealer reserves the right to arrange an independent inspection to identify the cause of failure.

SUCCESSFUL CLAIMS WILL BE PAID UP TO, AND NOT EXCEEDING THE AGREED CLAIM LIMIT PRINTED ON YOUR VALIDATION CERTIFICATE (INCLUSIVE OF VAT). A maximum hourly labour rate of £60 incl VAT can be recouped as part of any authorised claim. We reserve the right to use AUTODATA to determine the correct amount of hours needed to complete any work.

This guarantee is issued by the supplying dealer to the customer and represents the terms of an agreement between those two parties. BAA Automotive Alliance Ltd is not party to that agreement and holds no responsibility to settle any claim without permission from the supplying dealer. In the event that the supplying dealer of the registered vehicle becomes insolvent this policy will become null and void.

Pre-delivery Inspection

Vehicle History	Service book present and schedule up to date (within 6 months)	
	Current MOT certificate valid	
	VIN and engine number check	
Operation/ condition	Starting system, general performance & behaviour of vehicle	
	Clutch, gears, steering & brakes all performing normally	
	No evidence of abnormal noises	
	No visible leaks or smoke	
	Guages operating normally	
	No engine management warning lights on	
	Engine temperature operating normally	
Exterior Operation/ condition:	No dents more than 10 cm in diameter	
	No signs of bodywork corrosion	
	No evidence of major accident damage	
	All door locks and safety locks working correctly	
Interior operations/ condition:	Wipers & washers working normally	
	Rear view mirror clean with no cracks	
	Parking sensors working normally	
	Sat Nav working unless specified on the order form	
	Interior lights working	
	Instruments, gauges and controls working	
	Door windows working efficiently (manual/electric)	
	Convertible roof mechanism working properly	
	Audio and alarm system working	
	Heater and cooler unit working	
	Sunroof mechanism working as expected	

Road wheels & tyre check	Tyres are within legal limit of 1.6 mm with no cuts or bulges	
	Road wheels are free from distortion, cracks or buckling	
	Spare wheel/ tyre present and within legal limit/ tyre inflation kit if applicable	
Engine compartment checks	Check battery and terminals are working normally	
	Engine oil is at correct level and free from contamination	
	Coolant antifreeze filled to correct level	
	All other fluid levels are correct ie. Power steering, brake, windscreen	
	Wiring, pipes, hoses & fuel feed lines are all free from corrosion	
	No excessive oil/ water leaks visible on inspection	
Under body checks/ condition:	Exhaust, mountings, clamps all secure	
	Tie rod ends, VC joints, drive shafts & steering rack in good condition	
	Brake pads and discs are free from excessive wear. (Over 75%)	
	Check under body for excess corrosion and structurally sound	
	Ensure transmission is secure and free from excessive play	
Convenience	Vehicle fully valeted	
	Owners manual, service book and locking wheel nuts present	
	Key fob in good working order	
	Service history documentation present (if applicable)	

Dealership name/ Stamp	
Customer Signature	
Date	

How to make a claim..

1. Any failure or defect with you vehicle must be reported to BAA immediately either by telephone or email. Do not continue to drive your vehicle until you have spoken to us.

2. Book your car in with a VAT registered garage that is happy to diagnose the problem with your vehicle.

3. Once your chosen repairer has diagnosed the problem, contact BAA with the parts and labour costs that are applicable.

4. Once we have determined that the component is covered and the costs are reasonable we will then issue you with an authorisation number.

5. Once we receive a valid invoice from the repairer, payment will be made directly to their bank account within 48 hours.

SUCCESS!

Contact us today

Email : support@baalliance.co.uk

Helpline : 0330 133 0970

Opening hours : Mon - Fri 09:00 - 17:00

(Closed on Bank Holidays)

Any claims that fall outside these opening hours can be submitted using the email address above or visit **www.baalliance.co.uk** and click on 'Make a Claim'.

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Helpline : 0330 133 0970

Website : baalliance.co.uk

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BAA Automotive Alliance

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