



Silver Guarantee

**TOTAL**  
warranty



Thank you for purchasing your vehicle from us

We hope that your new vehicle will provide you with trouble free motoring.

Customer Care is important to us and, in partnership with TOTAL Warranty Solutions, we are able to offer you Warranty Protection.

Modern vehicles are both complex and sophisticated machines made up from thousands of individual components. Your Dealer Guarantee has been designed to help pay towards the cost of repairs in the event of an unexpected Mechanical or Electrical failure. Attached to this agreement is your schedule which lists the level of cover, agreed claims limit, labour rate, excess and options.

TWS works with us to provide you with the best level of service and support in the unfortunate event of a sudden failure.

In order that you can get maximum benefit from your agreement it is important that you read and understand the terms and conditions. TWS are happy to answer any questions that you may have. Please e-mail [info@totalwarranty.co.uk](mailto:info@totalwarranty.co.uk).

Treating  
Customers  
Fairly

Treating Customers Fairly is central to our corporate culture. Details of this are available on [www.totalwarranty.co.uk](http://www.totalwarranty.co.uk)

## **Definitions**

**The dealer:** The supplying dealer from whom you purchased the vehicle and the guarantor of this agreement.

**TWS:** Total Warranty Solutions Ltd the administrator of this guarantee on behalf of the dealer.

**You:** This is the agreement holder of this guarantee and the registered owner of the vehicle.

**The vehicle:** The vehicle specified in this agreement.

**The Guarantee:** The guarantee is a promise from the dealer to repair or replace any covered component which suffers a mechanical or electrical failure under the terms of the agreement. The dealer has appointed TWS to administrate the guarantee. This guarantee does not affect your statutory rights.

**The claims limit:** This is the maximum amount including VAT payable for any single claim.

**The labour rate:** This is the maximum hourly labour rate including VAT payable under the terms of the guarantee.

**Mechanical or Electrical Breakdown:** Is the sudden and unexpected failure of a mechanical or electrical component listed under the terms of the agreement. Wear and tear or normal deterioration is not covered under the definition of mechanical or electrical failure.

**Geographical Limits:** This guarantee is only valid in the United Kingdom. The dealer may at his own discretion extend this cover to the countries within the EU if you apply to the TWS prior to leaving the UK.

**Excess:** This is the agreed amount that we deduct on every valid claim and is payable by you.

# Silver Guarantee

## What is covered?

The parts listed below are covered by the Silver Dealer Guarantee including the scheduled labour time to fit them, subject to the terms of this agreement.

Automatic Gearbox Including CVT and Semi-Automatic	All internally lubricated and moving components. Excluding external selector mechanisms, external electrical components, oil seals and leaks. Excluding SMG and DSG hydraulic actuator.
Casings	Casings are covered if damage is caused by the failure of an internal component as part of an agreed claim.
Differential	All internally lubricated and moving components. Excluding electrical components and oil seals.
Engine	All internally lubricated and moving components. Excluding external electrical components, oil seals and leaks Excluding, overheating, decarbonisation, burnt or pitted valves and valve seats.
Front wheel drive	Driveshaft, bearings, couplings and constant velocity joints. Excluding gaiters.
Manual Gearbox	All internally lubricated and moving components. Excluding external selector mechanisms, electrical components oil seals and leaks.
Propshaft	Propshaft, bearings and universal joints and couplings Excluding gaiters and bushes.
Rear wheel drive	Drive shafts, half shafts, bearings, couplings and constant velocity joints. Excluding rubber gaiters.
Timing belts	Timing belts and tensioners are covered providing that the last due change has taken place as specified by the manufacturer's current recommended interval. Proof is required. Timing belt failure can cause severe engine damage, if in doubt please consult your dealer.
Torque converter	All internally lubricated and moving components. Excluding oil leaks and all electrical components.
Working materials	Oils, oil filters and antifreeze are included only if it is necessary to replace them as part of an agreed claim.

## Excluded Parts

Any part not listed in the above list of parts covered.

All service items needing periodic replacement which includes but is not limited to auxiliary drive belts, batteries, brake discs, drums and facings, bulbs, glow plugs, spark plugs, wiper blades, all electrical wiring, fuses and connections.

All exhaust components (Catalytic Converter is covered provided the additional payment has been made), hoses, pipes and connections.

All non-mechanical and non-electrical parts.

Any item that has failed due to wear and tear or that has not suffered a sudden or unforeseen mechanical or electrical failure and any part not listed under the terms of the agreement.

Air bag systems, seat belt systems and seats including internal electrics.

Bodywork, paintwork, all parts that are interior and exterior trim, bright work, glass, rubber and plastic including all lights, cabriolet roofs, fuel tanks, handles, hinges, check straps, locks, struts and cables.

Water ingress, wheels and tyres.

## General Conditions

The dealer will not be liable under this agreement for the following:

1. Wear and tear or the gradual deterioration of a component.
2. The vehicle must be serviced and maintained in accordance with the manufacturer's recommendations and the relevant VAT invoice must be kept as proof of service. A maximum of 1 calendar month or 1000 miles tolerance is permitted. Incorrect servicing will invalidate the guarantee.
3. If the customer exceeds the maximum annual mileage as stated on the guarantee administration document the customer must inform TWS.
4. TIMING BELTS must be replaced at the manufacturer's current recommended interval. Timing belt failure causes unnecessary engine damage. Proof of replacement will be required in the event of a failure. IF IN ANY DOUBT PLEASE CONSULT YOUR DEALER.
5. You must take all reasonable steps to safeguard your vehicle against sudden failure. Your vehicle has warning lights, displays and gauges and it is the driver's responsibility to pay attention to these.
6. The cost of diagnosis of any failure.
7. The amount of time allowed for labour will be in line with the ICME standard repair times.
8. Claims are subject to the maximum limit listed in the agreement. There is no limit to the number of claims under this guarantee, however the total amount must not exceed the retail value of the vehicle as determined by Glass's Guide at the time of the claim.
9. Working materials are covered if they are an essential part of any authorised repair. This includes the replacement or topping up or replacement of oil and oil filter and coolant.

10. Any failure which is due to carbon build up.
11. This guarantee does not entitle you to any Breakdown or Rescue Services. It is recommended that you make sure that you protect yourself with a breakdown service which includes Nationwide Recovery.
12. Any repairs not authorised by the administrator prior to the repair being carried out.
13. The cost of any investigation work can only be authorised by you, in the event that it is found that the problem is not covered by the warranty, you will remain responsible for any costs incurred.
14. We reserve the right to have your vehicle inspected by an expert before authorising repairs and may also arrange for components to be examined by an expert. You may be asked to ensure any faulty component is retained for our inspection following a repair.
15. Your vehicle must not be used for hire or reward, public services, commercial use, professional instruction, competition or off-road use, motor rally, speed or duration tests.
16. The failure of a part arising from negligent servicing or repair by a person not authorised by the supplying dealer.
17. The failure of a part disclosed as defective by the supplying dealer at time of sale, and the failure of a part fitted after the sale of the vehicle.
18. For damage caused by: The effects of overheating and freezing, incorrect fuel, lack of maintenance, neglect, the interference of foreign matter, abuse, fire or any other event not related to the sale of the vehicle.
19. This agreement is governed by English law and does not affect your statutory rights.

## Timing belts – Important information

Recommended timing belt intervals can change and the current manufacturer's recommendation may vary from the one in your service book. Please consult your dealer.

## Customer Support

The Administrator

Total Warranty Solutions Ltd

Cassini House

Hanborough Business Park

Long Hanborough

Oxfordshire

OX29 8Sd

Web

[www.totalwarranty.co.uk](http://www.totalwarranty.co.uk)

Customer Services

[info@totalwarranty.co.uk](mailto:info@totalwarranty.co.uk)

Claims

[claims@totalwarranty.co.uk](mailto:claims@totalwarranty.co.uk)

Telephone

01865 582336

Fax

01865 987573

## If you need to submit a claim

TWS working hours are Monday to Friday 09.00 to 17.00 excluding bank holidays.

If the vehicle shows any signs of an imminent failure DO NOT CONTINUE TO USE IT, as this may aggravate the problem causing greater damage for which the dealer will not be liable.

Please submit a claim using the claims form on [www.totalwarranty.co.uk](http://www.totalwarranty.co.uk) TWS uses an e-mail claims process to maintain clarity and transparency. If you have no access to the internet then please call TWS on 01865 582336.

You will need the following information.

Your agreement number

The current mileage

The nature of the claim

Confirmation of the vehicle's service history (if applicable)

In most circumstances TWS will direct you to your selling dealer, however if this is not possible TWS will seek a repairer local to the breakdown.

In order for you to get the best possible service TWS advise you to ensure that you are a member of a motoring organisation and have full nationwide recovery.

**YOU MUST OBTAIN CLAIMS AUTHORITY FROM TWS BEFORE COMMENCING ANY REPAIRS.**

If the vehicle is not returned to your selling dealer then TWS will find a suitable local repairer for you. You must then take the vehicle to the repairer and give them your permission to investigate the fault.

The repairer will then contact TWS with details of the fault and the associated costs of repairs. If the repair fulfils the terms and conditions of the agreement then TWS may give the repairer an authorisation number immediately.

TWS reserve the right to nominate another repairer, investigate the claim further or appoint an independent assessor to inspect the vehicle and the failed components.

If TWS has authorised a third party to carry out repairs, the customer may be required to settle the repair cost and claim reimbursement on submission of the appropriate documents.

All authorised claims must be invoiced to the supplying dealer.

You will be responsible for the excess listed on your agreement.

If the repair is not covered by the guarantee, the customer is liable for any investigation work that has been carried out. Dismantling costs are only paid as part of an authorised repair.