



County Motors Customer Care Warranty Handbook

Why choose our Warranty?

We have over 19 years of building customer relationships.

As the providers of your car, we are personally invested in you.

We prioritise you to have you back on the road as soon as possible.

'Don't forget, come back and see us when you're ready to change your car. We offer loyalty savings to all our customers'



Validation Certificate

The background of the voucher is a photograph of a long, straight asphalt road with a yellow dashed center line, stretching into the distance. The road is flanked by steep, rocky mountains under a cloudy sky. A small wooden bus stop is visible on the right side of the road.

VOUCHER

**£100
OFF**

YOUR NEXT
VEHICLE PURCHASE

PLEASE ENSURE THAT THIS
VOUCHER IS PRESENTED UPON
ARRIVAL, AS IT WILL NOT BE VALID
IF PRESENTED AFTER A SALE



Maintenance and Service History

Welcome

Date:
Mileage:
Type of work carried out:
Location:

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Type of work carried out:
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General Exclusions

County Motors Promise

County Motors offers a wide range of quality cars at affordable prices. Our dealership has gained its reputation through providing courteous, professional and personal service.

Our customers appreciate the way we do business and we know that you will too. For total peace of mind, County Motors promises to repair or replace any covered components that suffer electrical or mechanical failure.

We ensure that you will receive a first class service that is always reliable and we endeavour to handle claims efficiently to make sure that you get the most from your motoring with the minimum inconvenience.

1. Vehicle recovery.
2. Any failure caused wholly or partly by negligence, accidental damage or abuse.
3. The failure of any part disclosed as defective by COUNTY MOTORS to the customer prior to the sale.
4. Diagnostic costs of any failure.
5. Any fault of parts not standard to the vehicle or fitted by COUNTY MOTORS, or the failure of another part arising as a result thereof.
6. The failure of any repairs and parts carried out by a person not authorised by COUNTY MOTORS Approved.
7. Any claim caused by the introduction of foreign material into the cooling/fuel system.
8. Any claim arising as a result of gradual deterioration through wear and tear.
9. Any claim reported to COUNTY MOTORS Approved more than 14 days after the failure has become apparent.

Definitions

Failure is the complete mechanical failure or breakdown of a component listed as a covered item.



The following parts are NOT covered by the warranty....

Diesel particulate filters (DPF).

Keys and remotes.

Coil springs.

Dual mass flywheels (DMF).

All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass (including front & rear heated screens & elements), weather strips, rubber seals, sheet metal, sun roof guides, seats, carpets, seat belts, wiper arms/blades, wheels and tyres, wheel alignment / balancing, adjustments.

On convertible vehicles the roof together with pumps and motor mechanisms is not included.

Any item or accessory not in the manufacturer's original specifications.

Working materials.

Unless working materials and supplies such as oils, filters, anti-freeze and air conditioning recharges are required as a direct result of the breakdown of an included part.

Clutch.

Where the breakdown is due to the clutch having reached the end of its normal working life due to age or mileage or the clutch is burnt out.

Brakes.

Brake discs, brake pads, brake linings/shoes.

Contaminated fuel.

The clearing of fuel lines, filters, carburettors and pumps/nozzles.

Electrical accessories.

Bulbs, lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections.
Car telephones and satellite navigation systems and radios.

Miscellaneous items.

Air conditioning recharging, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank, corrosion, rubber hoses, metal pipes and unions, all core plugs, air bags, decarbonisation, and breakdowns caused by the build-up of carbon deposits (including burnt valves).

General Information

YOUR QUESTIONS ANSWERED....

What should I do if my vehicle breaks down?

If your vehicle breaks down, you must first contact COUNTY MOTORS Customer Support or the Sales Executive from your supplying dealer.

What if I want to use a local repairer?

It is preferred that you use COUNTY MOTORS, however if you want to use your own local repairer, you must make sure that they provide a pro-forma invoice and obtain authorisation from COUNTY MOTORS before any work is carried out. Please note that COUNTY MOTORS must approve any work before it is carried out and retain the right to request that a vehicle is returned to COUNTY MOTORS for assessment or repair. Invoices with any supporting documentation should be sent to the appropriate address below, quoting the claims authority:

County Motors Leigh

sales@countymotorsleightd.co.uk

When is my Service Due?

The vehicle must be serviced according to manufacturer's recommended service schedules by COUNTY MOTORS or a VAT registered garage. Failure to maintain & provide proof of wservice schedules may invalidate the warranty.



MORE OF YOUR QUESTIONS ANSWERED

Can I Transfer my Warranty to a New Owner?

No, the benefits of the warranty are available to you only, for the period of the warranty or your ownership, whichever is shorter.

Where should I keep My Handbook?

Always keep this handbook with the details shown on your Validation Certificate in your vehicle as you never know when you might need it.

COUNTY MOTORS Approved Warranty

WARRANTY EXTRA BENEFITS.

The extra benefits listed below will be provided, subject to a valid claim, if any of the parts covered under the COUNTY MOTORS Approved Warranty fail and you are stranded with your vehicle.

Vehicle Replacement.

COUNTY MOTORS approved will supply you with a replacement vehicle, subject to availability.

Please note, you can only have a replacement vehicle if your vehicle is being repaired under this COUNTY MOTORS Approved Warranty and prior authority has been given by the claims department. This benefit is only from COUNTY MOTORS Approved, when you return your vehicle to COUNTY MOTORS Approved for an authorised warranty repair.

Exclusions.

1. You will have to arrange or pay insurance and fuel for replacement vehicles.
2. You cannot have a replacement vehicle for the first 24 hours that you are without your vehicle or during any delay the repairer may have waiting for parts or commencing repairs.



COUNTY MOTORS Warranty Parts Covered (Continued...)

Wheel Bearings.

Front and rear wheel bearings.

Prop Shaft.

Universal joints and couplings.

Rear-wheel Drive.

Half shafts, rear-wheel external drive shafts, including constant velocity joints, universal joints and couplings (not gaiters).

Four-wheel Drive.

All four-wheel drive components are covered if the extra fee had been paid.

Fuel System (Diesel and Petrol).

Automatic choke, lift pump, mechanical or electrical fuel pumps and tank sender unit (excluding damage caused by incorrect or contaminated fuel or the use of bio fuel outside of the manufacturer's recommendations).

Engine Management (ECU).

Engine Control Unit.

Working Materials.

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of failure of a part which is covered under this warranty.

Casing.

If any of the covered parts fail and this damages the casing, it will also be covered.

COUNTY MOTORS Approved Warranty

Vehicles up to any age or mileage.

This warranty covers almost all mechanical and electrical parts **(Including labour to fit them)**, of the covered vehicle against mechanical breakdown as defined below.

Subject to exclusions.

You are covered only for parts described in this booklet.

Your warranty does not cover more than the manufacturer's list price for parts.

Repairs must not start without approval and the labour rate is restricted up to a maximum of **£50 per hour**.

Mechanical breakdown is the failure of a component, causing a sudden stoppage of it functioning, for a reason other than wear and tear, normal deterioration or negligence.

Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of the warranty.

There is no restriction to the number of claims you can make, but each claim is limited to a maximum determined by the level of warranty purchased.

The amount you may claim over the whole period of the warranty is limited to the purchase price of your vehicle in aggregate.

PARTS COVERED

Engine.

The rockers assembly, including hydraulic followers, inlet and exhaust valves **(not burnt out, sticking or pitted valves)**, springs and guides, cylinder head **(not cracks and de-coking)**, cylinder head gasket and followers, timing gears and chains **(excluding tensioner)**, oil pump, pistons and rings cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings and inlet manifold.

Timing belts are covered provided that the last due change of belt has taken place as specified by the manufacturer's schedule **(proof required)**.

IMPORTANT

UNLESS SPECIFICALLY LISTED ALL OTHER PARTS ARE EXCLUDED



COUNTY MOTORS Approved Warranty

Manual Gearbox.

Internal gears, synchromesh hubs, selectors, shafts, bearings and bushes and transfer gears.

Fuel Injection System.

Throttle body, airflow meter, idle control valve, cold start valve, overrun cut off valve, warm up regulator, throttle potentiometer, fuel accumulator, pressure regulator, map sensor (except injectors and heater plugs).

Engine Cooling System.

Oil cooler, heater matrix, water pump, viscous fan coupling, thermostat and thermostat housing.

Air Conditioning (factory fitted).

The air conditioning compressor unit is covered.

Steering (including power assisted steering).

Steering rack and pinion (not gaiters), steering box, power steering reservoir and idler box.

Turbo Charger (factory fitted).

The turbo charger unit is covered.

Front and Rear Suspension.

Hydrolastic displacers and hydropneumatic spheres, upper and lower wishbones and ball and swivel joints.

Brakes.

Brake master cylinder, wheel cylinders restrictor valve, brake caliper and seals and servo.

Anti-locking Brake System(ABS) (factory fitted).

This ABS modulator and sensors will be covered.

Electrical System.

Starter motor, alternator/diode pack, ignition coil, voltage regulator, window and sun roof motors, electric window switches, sunroof switch, central door locking solenoids, heater fan motor, indicator flasher relay, distributor, front and rear windscreen wiper and washer motors, electronic ignition amplifier, thermostatically controlled radiator fan motor, horn and multi-function stalk switch.

Automatic Gearbox.

Internal shafts, gears, clutches, brake bands, valve block governor, oil pump, bearing and bushes, servo, drive plate and transfer gears.

Torque Converter.

Failure of any internal mechanical parts.

Continuously Variable Transmission CVT.

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

Differential.

Internal crown wheel and pinion, gears, shafts, bearing and bushes, thrust washers and spacers

Clutch.

Centre plate, pressure plate and release bearing only covered for oil contamination. Master and slave cylinders.

Front-wheel Drive.

Drive shafts, including constant velocity joints, universal joints and couplings (not gaiters).

