



## RAC MOT Check & Repair Plan

Any words in this booklet that are in bold type are defined. Please see the Definition of words which explains the meaning of each defined term.

This **plan** is a contract between **you** and **us**. This **plan** is administered by the **Administrator** on **our** behalf.

Should **you** have any queries regarding this **plan**, please do not hesitate to contact your **RAC Approved Garage** or the dedicated customer service department telephone: 0330 100 3267.

PLEASE READ THIS BOOKLET AND YOUR SCHEDULE CAREFULLY AND IN FULL AS THEY CONTAIN ALL THE DETAILS OF YOUR RAC MOT CHECK & REPAIR PLAN.

**We** base the **plan** on the information **you** have provided as detailed on your **schedule**.

This **plan** is additional to any legal rights **you** have relating to the quality and cost of any work carried out to your **vehicle** by **us** or on **our** behalf.

The **plan** starts with the **health check inspection** and ends on completion of any required **repairs** covered by the **plan** (as detailed below.) The MOT test must be carried out by your **RAC Approved Garage** on or within 1 month before the date stated in the **schedule**. Any required **repairs** must be carried out within 1 month after the MOT.

The **plan** does not cover the MOT test fee or any MOT re-test fees which must be paid by **you**.

Customers with additional requirements. This document and all **our** literature is available in large print, audio and Braille - **we** will be happy to supply **you** with a copy on written request or **you** can call the **Administrator** on 0330 100 3400 or text telephone 0330 100 3330 to request a copy.

## Terms and Conditions

This **plan** is based on the **health check inspection** carried out by the **RAC Approved Garage** on **our** behalf and is built around the requirements of your **vehicle's** next MOT test, as detailed in your **schedule**. The MOT test must be carried out within 12 months of the inspection taking place.

It is a condition of the benefits under this **plan** that your **vehicle** has undergone a **health check inspection** by an **RAC Approved Garage** on **our** behalf. Any remedial work identified by the **health check inspection** must be carried out at your own cost, by the **RAC Approved Garage**, on **our** behalf, prior to the **plan** being issued.

Your **vehicle** must at all times be **serviced** according to manufacturer's specifications or in line with an **RAC Service Plan**.

**You** and your **vehicle** must also be eligible as set out in the 'Eligibility' section below. Other conditions and exclusions are set out in the 'Your Obligations' and 'Exclusions' sections below.

Under this **plan**, **we** will provide the following:

### **Health check inspection**

A **health check inspection** of the items listed in sub-sections 1-6 of the **health check inspection** section below, carried out by your **RAC Approved Garage** on **our** behalf. This will be completed at the time this **plan** is issued.

The **RAC Approved Garage** will highlight and undertake any remedial work required, on **our** behalf. Any work highlighted will need to be completed at your own expense, prior to the **plan** being issued- the **RAC Approved Garage** will take payment for the work on **our** behalf.

### **Repairs**

Provided any remedial work highlighted by the **health check inspection** has been carried out as required, if any of the items listed in sections 1 to 5 of the **health check inspection** section below fail causing your **vehicle** to fail its next MOT test (which must be carried out by your **RAC Approved Garage** on or within 1 month before the date stated in the **schedule**), **we** will **repair** those items. The **repair** will be done on **our** behalf by an **RAC Approved Garage**, within 1 month after the MOT

The fee for your MOT test and any required re-test fee are not covered by this **plan** and must be paid by **you**.

**Our** total aggregate liability for the value of all **repairs** under this **plan** shall not exceed £750 inclusive of any applicable VAT. Any **repairs** over the maximum value must be paid for by **you**.

No **repair**, including the fitting of any replacement unit, may be undertaken or commenced under the terms of this **plan** unless explicitly authorised by means of a repair authority number in respect of agreed liability. **We** will not be liable for any repair where **we** have not given authorisation. **You** must ensure that the **RAC Approved Garage** has the authorisation prior to starting the work.

**We** reserve the right to nominate an **RAC Approved Garage** and to examine the **vehicle** and subject it to independent assessment.

If it is established following the receipt of the repair request that the conditions of the **plan** have not been fully complied with then the validity of your **plan** may be affected.

When applying for or making a repair request, **you** and anyone acting on your behalf must take reasonable care to answer questions to the best of your knowledge and belief. Failure to do so may affect the validity of your **plan** or the maintenance and repair of your **vehicle**.

The terms and conditions of this **plan** cannot be altered or amended except by specific written agreement of **us**.

**We** will meet **our** responsibilities under the **plan** within a reasonable time unless it is impossible for **us** to do this because of circumstances outside **our** reasonable control. **We** accept responsibility for

the quality of all **health check inspections** and **repairs** which are carried out by any third party on **our** behalf in order to meet **our** obligations to **you** under the **plan**.

This **plan** is subject to the laws of England and Wales.

## Eligibility

**You** are eligible if, at the date of the **health check inspection**:

- Your **vehicle** is less than 10 years old and has less than 100,000 miles on the odometer;
- Your **vehicle** has a period of not less than 90 days remaining before the next MOT test becomes legally due;
- Your **vehicle** has been **serviced** by an **RAC Approved Garage** within the last 7 days;
- **You** are an individual resident of, or if a company are registered in, England, Wales, Scotland or Northern Ireland; and
- Your **vehicle** is a private car or light commercial vehicle registered in the UK and not exceeding 3.5 tonnes.

Please note that the following vehicles and vehicle uses are NOT eligible:

- Any American make of vehicle unless it was manufactured as a right hand drive and purchased from an authorised UK distributor and not imported directly.
- Grey imports, emergency vehicles, taxis, courier vehicles, buses, coaches, trucks, motorcycles, scooters, motor homes, trailers, heavy goods vehicles, licensed private hire vehicles, daily rental vehicles, breakdown and recovery vehicles.
- Vehicles used for hire and reward, driving school tuition, chauffeuring, road racing, track days (timed or untimed), rallying, pace-making, speed testing or any other competitive event.
- Any vehicle which has been modified other than in accordance with the manufacturer's specifications.

## Your obligations

In order to receive any benefit under this **plan**, **you** must return to an **RAC Approved Garage** to:

- undertake your **vehicle's** MOT Test; and
- have any valid **repair** conducted.

### *Servicing Requirements*

**You** must have your **vehicle serviced** in accordance with the manufacturer's requirements or in line with an **RAC Service Plan**, if it becomes due between the date of issue of this **plan** and the date your **vehicle's** next MOT test becomes legally due. **We** allow a maximum of 1,000 miles or 4 weeks' leeway on either side of the stipulated **service**, whichever comes first. Please ensure that **you** are fully aware of the manufacturer's recommended servicing intervals for your particular make, type and age of **vehicle**.

### *General Obligations*

**You** must:

- notify the **Administrator** if your address changes.
- notify the **Administrator** if the **vehicle's** registration number changes.
- not make, or permit to be made, any mechanical alterations or modifications to the manufacturer's standard specification of the **vehicle** without obtaining **our** prior written consent.

## Health Check Inspection

The **health check inspection** will comprise of a check on the operation of the items on your **vehicle** listed in sections 1 to 6 (below) to ascertain whether these items are failing to perform their normal function.

The **RAC Approved Garage** will highlight and undertake any remedial work required, on **our** behalf and at your expense- the **RAC Approved Garage** will take payment for the work on **our** behalf.

Any remedial work identified by the health check is not covered under this **plan**, but needs to be completed at your expense, prior to the **plan** being issued.

### Section 1 - Lighting

1. Front and rear lamps, including number plate illumination lamps, headlamps, stop lamps, fog lamps, hazard warning lamps and indicators including the replacement of bulbs.
2. Interior switches for operation of the headlamp, stop lamp, fog lamp, hazard warning lamps and indicators.
3. Headlamp aim.
4. ABS warning light.
5. Rear Reflectors.

### Section 2 - Steering and Suspension

1. Steering control. – wheel/column – steering mechanism and system.
2. Power steering components.
3. Transmission/drive shafts.
4. Front and rear suspension.
5. Shock absorbers, including springs.
6. Wheel alignment.
7. Wheel bearings.

### Section 3 - Braking System

1. Brake controls, including the ABS system.
2. Service brake and parking brake performance and components.
3. Brake pipes & hoses.
4. Brake pedal/servo operation.

### Section 4 - Seats and Seatbelts

1. Front and rear seatbelt mountings.
2. Front and rear seat mountings.
3. Backrest positioning and security.

#### **Section 5 - General**

1. Windscreen wipers and washers.
2. Fuel injection and ECU – a **repair** is only valid in the event of calibration failure to meet MOT Test exhaust gas emission standards.

#### **Section 6 – Miscellaneous (Note these items are not covered by this Plan.)**

1. Front and rear registration plates.
2. Internal and external mirrors.
3. Front and rear wheels and tyres.
4. Fuel tank cap.
5. Condition of windscreen.
6. Exhaust System.
7. Fuel system.
8. General condition of the **vehicle** structure.

#### **Exclusions**

The following are NOT covered by this **plan**:

- Items which do not form part of the manufacturer's original specifications of the **vehicle**.
- Working materials, unless working materials and supplies such as oils, filters and anti-freeze are required as a direct result of a valid **repair**.
- **Repairs** that are not directly provided for by the terms and conditions of this **plan**.
- If during the **plan** the **vehicle** is used for any of those uses not permitted under the 'Eligibility' section above, in which case no claims will be valid.
- Any fault or defect requiring **repair** that is caused by fire, water ingress, frost, flood, failure to respond to a manufacturer's recall, not maintaining your **vehicle** in a safe and roadworthy condition, improper repair, intentional damage, any type of accident, misuse or neglect or any unlawful act or omission.
- Any fault or defect requiring welding or fabrication to the structure of the **vehicle**.
- Any fault or defect requiring repair in relation to a recurring problem where **you** have not sought maintenance or repair advice from an **RAC Approved Garage**.
- Any stripping down of the parts to determine the cause of the failure of parts or breakdown unless **we** accept the **repair** request under this **plan**.
- Any cosmetic damage.
- Where your road risk insurance should pay for a repair or will deem the **vehicle** to be a write-off, then the **vehicle** insurance should be used and not this **plan**.

- Vehicle recovery is not covered as part of this **plan**.
- Any parts which have inherent design faults.
- Where the speedometer or odometer has been interfered with, altered or disconnected in which case no claims will be valid.
- Where a modification to the **vehicle** which has not been approved by **us** contributes to a fault.
- **We** reserve the right to submit the **vehicle** and failed components to expert independent assessment at **our** cost.
- **We** have the right to specify the use of factor, pattern, exchange or re-manufactured parts. Your entitlement under the **plan** will be limited to any such parts

### Cancellation and Transfer

Should **you** wish to cancel this **plan**, **you** have the right to do so at any time by contacting the **Administrator** by telephone on 0330 100 3728 or by post to TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF. As this **plan** is provided to **you** free of charge, there will be no refund due.

**You** may transfer this **plan** to a new private owner of the **vehicle** (i.e. an owner that is not a business connected to the motor trade in any way) provided **we** agree based on **our** standard eligibility criteria at the time of the transfer. The new owner must notify the **Administrator** of the transfer within 14 days, stating their name and address, the **vehicle's** current mileage and enclosing an administration fee of £25.00 made payable to **us**, along with a copy of the **Service** history (if any) for the **vehicle** since the start date of this **plan**.

This **plan** cannot be transferred to a different **vehicle**.

### Complaints

In the unlikely event of a dispute occurring that relates to a **repair** or an inspection, **you** should first address any complaint to the **RAC Approved Garage** that undertook the **repair** or inspection on **our** behalf.

For all other complaints including where **you** are unhappy that your **repair** request has been declined or where **you** wish to complain about the terms of this **plan**, **you** can refer the matter to:

Customer Relations Department,  
 TWG Services Limited,  
 The Aspen Building, Floor 2,  
 Vantage Point Business Village,  
 Mitcheldean, Gloucestershire, GL17 0AF  
[customer.relations@thewarrantygroup.com](mailto:customer.relations@thewarrantygroup.com)

Telephone: 0300 100 3305

### Data Protection

The details **you** supply will be used by the **Administrator** to administer your **plan** including handling **repair** requests and complaints, and by **us** and your **RAC Approved Garage** in respect of providing this **plan**. Please note that telephone calls may be recorded by the **Administrator** for training and

monitoring purposes. Your data will at all times be held securely and handled with the utmost care in accordance with all requirements of English and EU Data Protection law.

In the course of administering your **plan**, your personal data may be transferred outside the EU. Any transfer of data will be managed in accordance with the requirements of English and EU Data Protection law.

Your details will not be kept for longer than necessary. **You** may obtain a copy of the data held about **you** by writing to the **Administrator** at Customer Relations Department of TWG Services Limited at The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF.

The following notice is to ensure that **you** are updated about how **RAC Motoring Services** as data controller is processing your personal data.

The **RAC Approved Garage** will collect certain information about **you** to fulfil its services to **you** and to enable **you** to benefit from certain **RAC** products. This will include your name, contact details, information relevant to your **vehicle** and any other information **you** supply to us or the **RAC Approved Garage**. Any information **you** provide to the **RAC Approved Garage** while arranging services will be passed to **RAC** via a secure portal and on receipt of the data **RAC** will ensure this information is held securely. **RAC** may also need to share some of this data with those of its third party suppliers who supply or fulfil its products, including the **Administrator**.

Your data will be processed for the purposes of delivering the **plan** to **you**, ensuring **you** are receiving services from **RAC Approved Garages** in compliance with our Code of Conduct and providing **you** with information and updates in respect of this **plan** and related products which are relevant to **you**.

## Definitions

**Administrator** means TWG Services Limited a company with registered number 01883565 whose registered office is at Integra House Floor 2, Vicarage Road, Egham, Surrey, TW20 9JZ.

**Health check inspection** means a check on the operation of the items on your **vehicle** listed in sections 1 to 6 of the **health check inspection** section above to ascertain whether these items are failing to perform their normal function.

**Mechanical or electrical breakdown** means a sudden and unforeseen **mechanical or electrical breakdown** of any of the items listed in this booklet as being checked during the **health check inspection** such that the item fails to perform its normal function.

**Plan** means the contract that is subject to the terms and conditions in this booklet and the **schedule**.

**RAC Approved Garage** means a garage in England, Wales, Scotland, Northern Ireland, Jersey, Guernsey or the Isle of Man that has been approved by RAC to work in line with its customer charter. Further details of your nearest **RAC Approved Garage** & the RAC Customer Charter can be found at: <http://www.rac.co.uk/advice/garage-finder>.

**RAC Motoring services/ RAC** means a company with registered number 01424399 whose registered office is at **RAC** House, Brockhurst Crescent, Walsall, WS5 4AW.

**Repair(s)** means the repair, replacement or rectification of any of the items listed in this booklet as being checked during the **health check inspection**.

**Service/Servicing/Serviced** means the servicing of the **vehicle** in accordance with the standard **service** schedules as detailed in the **vehicle** manufacturer's **service** book.

**Schedule** means the document containing important details about the **plan**, which must be read in conjunction with these terms and conditions.

**Vehicle** means the **vehicle** shown on the **schedule**.

**We/Our/Us** means The Warranty Group (Isle of Man) Limited whose registered office is at Third Floor, St George's Court, Upper Church Street, Douglas, IM1 1EE, Isle of Man.

**You** means the person named on the **schedule**.