

VEHICLE PROTECTION PLAN



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WELCOME TO YOUR VEHICLE PROTECTION PLAN

Congratulations on the purchase of your quality vehicle from Our Dealership.

One of the advantages of buying from our Dealership is the reassurance and peace of mind obtained from our Dealership’s Vehicle Protection Plan. Every vehicle we sell has to pass an extensive pre-delivery inspection to ensure its safety and quality meets our very high standards. With this in mind we are pleased to be able to offer you this extended ‘Plan’ and the benefits it provides.

Some of the benefits can include:

- Servicing performed by fully trained and trusted technicians
- Knowledge that your vehicle is being maintained to highest standards
- Repair claims are made by simply contacting our Service Department
- Only quality parts and lubricants are used
- Peace of mind in knowing that our Dealership is backing all work carried out on your vehicle

This booklet explains the terms and conditions associated with this ‘Plan’, how to keep the ‘Plan’ valid and if necessary, make a claim. Please pay particular attention to the sections ‘Vehicle Protection Plan in brief’ and ‘Claims Procedures’ for a more detailed explanation.

The Vehicle Protection Plan we have offered you is our own coverage and is not a licensed insurance product. The Agreement you have signed is between the Dealership and yourself for the purpose of maintaining your vehicle to the highest possible standards only at our Service Centre.

THE PLAN

Provided the service requirements and conditions specified in this Agreement are met, Our Dealership will pay the reasonable cost of repairing the Failure of Covered Components up to the claim limits described below.

TERM OF COVER

The cover provided will commence upon the expiry of any manufacturer's or statutory warranty.

The cover provided will cease upon the expiry of either 'the nominated period of time' or 'the nominated distance travelled' as indicated under the 'Term of Cover' listed on the Application page.

CLAIM LIMIT

Please refer to the Application Page for the cover that applies to your vehicle as noted under the 'Term of Cover' for the claim limit and total claim limits.

VEHICLE PROTECTION PLAN IN BRIEF

The cover provided will commence upon the expiry of any manufacturer's or statutory warranty. Your vehicle is covered under the terms and conditions of this Plan by this Dealership for the period specified in the Application Page under 'Term of Cover'. Certain terms, conditions and exclusions apply and are detailed in this booklet.

An important requirement to keep your plan valid is that you have all your services performed at Our Dealership in accordance with the manufacturer's service schedules, whilst under warranty, and at the subsequent service periods identified on the attached Application Page.

Your vehicle owner's manual lists varying servicing recommendations based on your individual driving habits and climate conditions. You are required to follow the maintenance schedule that applies to your conditions. Failure to follow the manufacturer's recommendations that apply to your specific conditions may result in the denial of coverage. If an owner's manual is not available to you, contact this Dealership for assistance.

Claims for repairs will only be accepted if you have met the requirements set out in this section. The Dealership nor the Administrator of this Plan will accept or recognise services performed elsewhere and your Plan may be cancelled as a result.

REGULAR SERVICING MAINTAINS YOUR VEHICLE

Maintaining the mechanical and operational standard of the vehicle over its lifetime is critical to ensure the safety and long-life of your vehicle.

In the event that the vehicle is still under the manufacturer's warranty, servicing must be undertaken in accordance with the manufacturer recommendations until that warranty expires. This will maintain the validity of the Vehicle Protection Plan until required.

Failure to comply with these servicing requirements will result in the cancellation of this Plan.

CLAIMS PROCEDURE

In the event of a claim arising under this Vehicle Protection Plan you must do the following:

1. Return your vehicle to the service department of Our Dealership. Ensure you have this booklet with you and your service records are complete.
2. Our service department will contact the Administrator for authorisation.
3. If your vehicle cannot be driven you should have the vehicle towed to the service department of Our Dealership. Any costs associated with this towing will be at your own expense.
4. Should you require repairs but you are more than 50 kilometres from Our Dealership's service department, you must contact the Vehicle Protection Plan Administrator on 1800 817 743 and obtain the Administrator's authorisation prior to any repairs taking place.
5. If you fail to comply with any of these required procedures you will not be reimbursed for the associated costs. You must bear all other costs in connection with making a claim under this Vehicle Protection Plan.

LIMITS OF LIABILITY

- a) This Agreement is between Our Dealership and you and is not transferrable.
- b) Subject to the 'Term of Cover' and customer service obligations, Our Dealership's liability will end at the expiry of this Agreement, or upon payment of the maximum monetary limits as specified under this Agreement.
- c) Any payments made shall be in full and final discharge of any claim made under this Agreement and no further claims relating to that damage will be accepted.
- d) It is your responsibility to minimise where possible the liability of Our Dealership. To drive this vehicle when to do so may cause further damage, may result in us cancelling this Agreement.
- e) In all cases liability extends only to Our Dealership. The Administrator is not a party to this Agreement and will not at any time be held liable in any way under the terms of this Agreement.
- f) In no event shall the Administrator's obligations to administer claims extend beyond the term of coverage as shown on the Application Page.
- g) In the event of any breach of the terms and conditions of this Agreement by the customer, Our Dealership has the right to cancel the Agreement.
- h) If the covered vehicle is or has at any time been used for competitive driving, rallying, racing or tested in preparation thereof, then this Plan will be cancelled, and the Customer's right to claim shall be at an end in respect of all past, present, and future claims.

STATUTORY CONSUMER GUARANTEES

The benefits to you given by this Vehicle Protection Plan are in addition to the rights and remedies of the consumer under law in relation to the goods and services the subject of this Plan. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In some cases the protection given by this Vehicle Protection Plan may overlap with the rights and remedies available under the Australian Consumer Law and other laws in relation to the goods or services to which the Vehicle Protection Plan relates.

This Vehicle Protection Plan does not take away or limit such rights.

PRIVACY

We are committed to protecting Your privacy. We use the personal information You provide to Us to administer this Vehicle Protection Plan including assessing Your benefits, rights and services in relation to the Plan, and managing a claim or warranty under the Plan.

We may provide Your information to a person who assists Us, such as the Administrator or any other person involved in providing the benefits to You (including the roadside assistance providers) or to people who act for us such as our lawyers or adviser, if there is a dispute involving You. If You don't provide personal information to Us, We may not be able to provide the Plan to You or process Your Claim.

You can check and amend the personal information We hold about You at any time, by requesting access from Us. For information about how to access the personal information We hold about You, how to have the information corrected and how to complain if You think We have breached the privacy law, ask Us for a copy of Our Privacy Policy or visit Our website.

ISSUER AND CONTACT DETAILS

The Vehicle Protection Plan is issued by Our Dealership. Our Dealership contact details are in the Application Page.

COVERED COMPONENTS

During the Vehicle Protection Plan and 'Term of Cover' noted on the Application Page, Our Dealership will undertake to repair or replace any mechanical components listed in the applicable Plan, when such repair or replacement is necessitated by the mechanical breakdown of, or failure of any such parts as follows (provided none of the Exclusions or Limits apply).

	BASIC PLAN	PLATINUM PLAN
Engine	The following Internal Parts contained within the Engine: Pistons, Piston Rings and Pins, Connecting Rods, Connecting Rod Bearings, Crankshaft, Crankshaft Main Bearings, Camshaft, Hydraulic Lifters, Timing Chain, Timing Gears, Rocker Arms, Valves, Valve Guides, Valve Retainers, Valve Seats, Push Rods, Oil Pump, Valve Springs,, Cylinder Head(s).	The following Internal Parts contained within the Engine: Pistons, Piston Rings and Pins, Connecting Rods, Connecting Rod Bearings, Crankshaft, Crankshaft Main Bearings, Camshaft and Bearings, Hydraulic Lifters, Camshaft Gears, Balance Shafts and Chains, Timing Chain, Timing Chain Guides and Tensioner, Timing Gears, Rocker Arms, Rocker Shafts, Valves, Valve Guides, Valve Springs, Valve Seats, Valve Seals, Valve Retainers, Push Rods, EGR Valve, Oil Pump, Oil Pressure Relief Valve, Harmonic Balancer, Cylinder Head(s).
Transmission (Automatic or Manual)	All Internal Lubricated Parts within the Transmission Case including Bands, Clutches, Gears and Bearings and Transmission Case (only if damaged as the result of the failure of a covered Internal Part of the Transmission).	All Internal Parts within the Transmission Case including Accumulators, Bands, Clutches, Bearings, Gears, Solenoids, Oil Pump, Electronic Control Unit, Overdrive Clutch, Neutral Start Switch, Valve Body, Flywheel/Flex Plate, Torque Converter. Oil Pan, and Transmission Case, (only if damaged as the result of the failure of a covered Internal Part of the Transmission).
Drive Axle (Front and Rear)	All Internal Parts contained within the Drive Axle including Crown Wheel, Pinion and Side Gears, Bearings, Universal Joints, Constant Velocity Joints (unless failure was caused by a neglected torn Drive Shaft Boot). Oil Pan and Drive Axle Case (only if damaged as the result of the failure of a covered Internal Part of the Drive Axle), Axle and Hub Bearings.	All Internal Parts contained within the Drive Axle including Crown Wheel, Pinion and Side Gears, Bearings, Limited Slip Components, Locking Hubs, Drive Shafts, Universal Joints, Centre Bearing, Constant Velocity Joints, (unless failure was caused by a neglected torn Drive Shaft Boot), Swivel Hubs and Bearings. Oil Pan and Drive Axle Case, (only if damaged as the result of the failure of a covered Internal Part of the Drive Axle), Axle and Hub Bearings.
Front Suspension	Upper and Lower Control Arms and Bushings, Upper and Lower Ball Joints, Strut Bar and Mount, Wheel Bearings, Stabiliser bar, Bearings or Bushings, Strut Bar, Stub Axles, Links and Bushings.	Upper and Lower Control Arms and Bushings, Upper and Lower Ball Joints, Strut Bar and Mount, Lateral Arms and Bushings, Stub Axles, Hub and Wheel Bearings, Sway Bar Bushes and Links, Stabiliser bar, Bearings or Bushings, Strut Bar, Stub Axles, Links and Bushings.
Brakes	Master Cylinder, Brake Vacuum Booster, Disc Brake Calipers, Wheel Cylinders, Hydraulic Lines and Fittings. Excludes Discs, Pads and Shoes	Master Cylinder, Brake Vacuum Booster, Disc Brake Calipers, Wheel Cylinders, Compensating Valve, ABS Module and Pump, Handbrake Assembly, Hydraulic Lines and Fittings. Excludes Discs, Pads and Shoes.

	BASIC PLAN	PLATINUM PLAN
Cooling System	Water Pump, Thermostat, Electric Radiator Fan Motor and Temperature Sensor. Excludes Radiators and Cores.	Water Pump, Thermostat, Electric Thermostat, Electric Radiator Fan Motor, Condenser Fan Motor, Temperature Sensor, Heater Valve/Tap, Radiator.
Clutch (Two Wheel Drive Vehicles)	Master Cylinder, Slave Cylinder, Throwout Bearing and Fork, Pressure Plate.	Master Cylinder, Slave Cylinder, Pressure Plate, Throwout Bearing and Fork, Spigot Bearing, Clutch Cable.
Fuel Delivery	Fuel Delivery Pump and Injectors. Excludes Cleaning and Servicing.	Electronic Fuel Sender Unit or Module, Fuel Injection Primary Pump, Fuel Injection Pump, Injectors, Fuel Pressure Regulator. Excludes Cleaning and Servicing.
Electrical	Alternator, Voltage Regulator, Starter Motor, Wiper Motors, Engine Management Computer.	Alternator, Voltage Regulator. Motors: Starter Motor, Windshield Washer Motor, Wiper Motors, Door Mirror Motors, Power Window Motors and Regulators, Power Seat Motor, Power Antenna Motor, Headlight Motors, Power Sunroof Motor. Switches: Headlight Switch, Sidelight Switch, Hazard Warning Switch, Indicator Switch, Interior Light Switch, Boot Release Switch, Demister Switch, Door Mirror Switch, Power Window Switches, Power Door Lock Activator Switch and Wiper Switches. Electronic: Engine Management Computer and Powertrain or Body Control Module.
Steering	Power Steering Rack & Pinion, Power Steering Pump, Tie Rod Ends. Excluding Flexible Hoses.	All Internal Parts contained within the Power Steering Box, Power Steering Rack and Pinion and Power Steering Pump, Tie Rods and Ends, Tilt Lever, Upper and Lower Steering Column Shafts and Couplings, Electric Steering Module, Including Flexible Hoses.
Air Conditioning	Compressor, Clutch, Bearing and Pulley, TX Valve.	Compressor, Clutch, Bearing and Pulley, High and Low Pressure Control Switches, TX Valve, Air Conditioning Control Switch, Blend Door Motor, Evaporator, Condenser, Receiver Drier, A/C Heater Fan and Resistor, HVAC Module. Excluding items failed due to corrosion.
Seals & Gaskets	Coverage applies only when necessitated in connection with the repair or replacement of the covered components listed.	Coverage applies only when necessitated in connection with the repair or replacement of the covered components listed.
Turbo Charger (Factory installed only):		All Internal Parts. Turbocharger Housing (only if damaged as the result of the failure of an Internal Part).

EXCLUSIONS

Claims will not be paid with respect to:

- a) Any part which is not listed, or is noted as being not covered, under ‘Covered Components’;
- b) Any Covered Component damaged due to overheating;
- c) Any bearing and coupling or moving joint protected by a boot or mounting where that boot or mounting has split or broken;
- d) Freight, towing or any other out-of-pocket or miscellaneous item or expense;
- e) Any Failure as a result of the modification of the vehicle;
- f) Failure of Covered Components caused by normal wear and tear relative to the age of the vehicle and the number of kilometres travelled;
- g) Failure due to damage suffered during impact, collision, fire, flood, earthquake or theft;
- h) The Failure of Covered Components related to known manufacturer recalls and modifications;
- i) If the vehicle is used in competitions, racing events, stunts or any other sporting or non-standard use, all rights to this Agreement will be automatically cancelled;
- j) Consequential loss or damage of any type.

Our Dealership is not liable under this Agreement for any cost, loss or damage beyond what is said in this Agreement.

DEFINITIONS

Within this Agreement, the following definitions apply:

- Administrator:** means any entity that We authorise to administer this Vehicle Protection Plan from time to time.
- Agreement:** means this Vehicle Protection Plan that you have been issued by Our Dealership to protect your vehicle and includes the Application Page.
- Application Page:** means the document headed ‘Vehicle Protection Plan Application Page’ which is appended to the inside cover of this booklet. It lists information regarding your vehicle to be covered, Agreement terms and other vital information.
- Covered Components:** means the parts described as Covered Components in this booklet.
- Failure:** means an event caused by the unexpected or sudden failure of a Covered Component. A Covered Part has failed when it is solely because of its condition and not because of the action or non-action of other parts not covered under this Agreement. Noise does not necessarily constitute failure.
- Our Dealership or this Dealership:** means the Dealership from which you purchased your vehicle.
- Period of Cover:** means the period stated in the Application Page under the sub-heading, Term of Cover.
- Us, We, Our:** refers to “Our Dealership” (other than in the Application Page).
- You or Your:** means the Vehicle Protection Plan holder noted on the Application Page.
- Your Vehicle:** means the vehicle described on the Application Page and covered under this Agreement.



CONTRACT NUMBER:

ENJOY GREATER
PEACE OF MIND