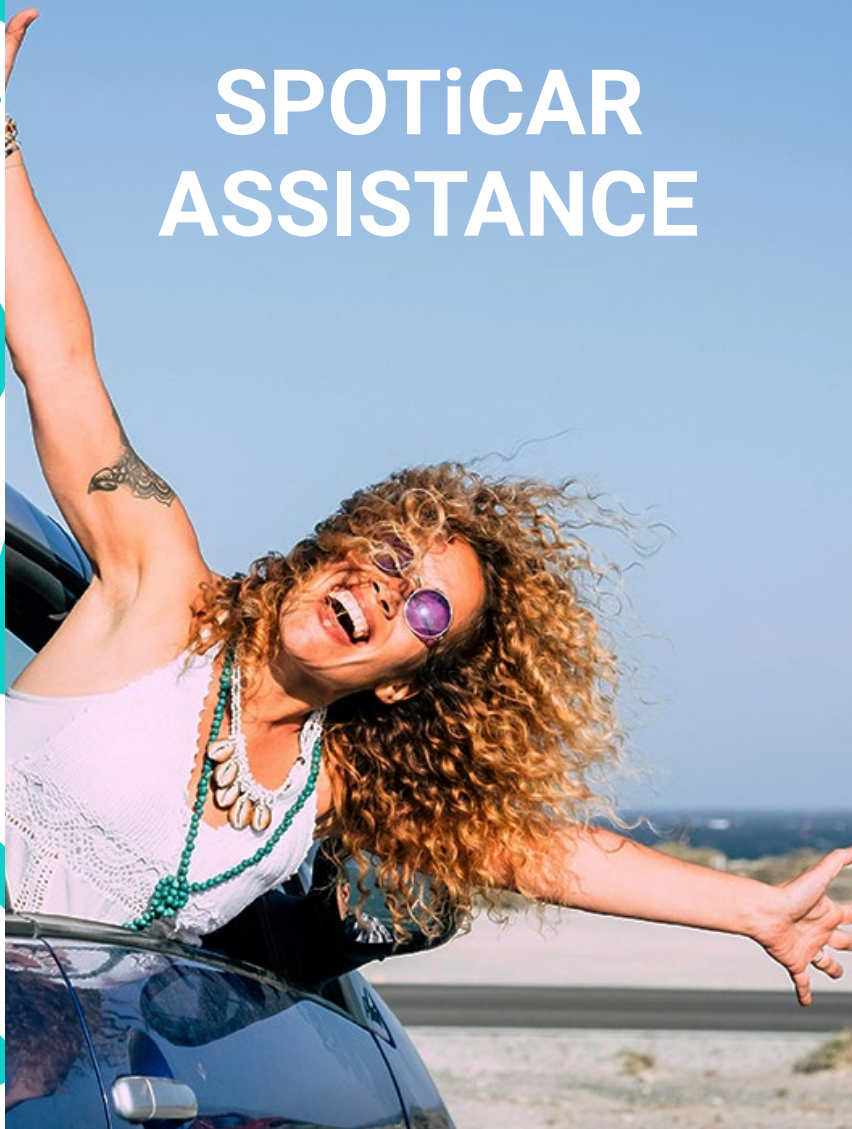


SPOTiCAR ASSISTANCE



SPOTiCAR

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SPOTiCAR ASSISTANCE



SPOTiCAR ASSISTANCE SERVICE

SPOTiCAR Assistance Service is provided by the RAC.

SPOTiCAR Assistance Service offers the support services (in the Countries and according to the methods shown on page 5) during the entire Vehicle warranty period:

- Mobile Workshop
- Recovery
- Travel Expenses
- Return Home or Onward Journey
- Hotel Accommodation
- Repaired Vehicle Recovery
- Courtesy Vehicle
- Information Service

HOW TO CONTACT SPOTiCAR ASSISTANCE SERVICE

The SPOTiCAR Assistance Service for Customers is guaranteed 24 hours a day, every day of the year.

If you require the services which are provided, you should call one of the numbers below.

From the UK, please call:
0333 202 2997

From the Republic of Ireland, please call:
1 800 646 549

From Europe, please call:
0033 487 257 036

The UK telephone number is free for most calls from landline and mobile phones. Calls from certain mobile phones and public telephones in some European countries may be charged according to the rates applied by the telephone operator. Please check with the operator before proceeding.

Each service must be authorised by the SPOTiCAR Assistance Service. If you cannot call the number, take the necessary actions and then inform the operator. In the latter case, expenses incurred will be reimbursed after providing appropriate receipts.

COUNTRIES WHERE THE SERVICE APPLIES

The service is available in the following countries: Albania, Algeria, Andorra, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Czech Republic, Cyprus, Croatia, Denmark, Estonia, Egypt, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Iceland, Ireland, Israel, Italy (including Vatican City), Jordan, Kazakhstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Kosovo, Macedonia, Malta,

Moldova, Monaco, Morocco, Palestine, Netherlands, Norway, Poland, Portugal (including Azores and Madeira Islands), Romania, Russia, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including Balearic Islands and Canary Islands, Melilla and Ceuta), Sweden, Switzerland, Tunisia, Turkey, Ukraine, Hungary, United Kingdom (including Channel Islands).

The Service is not available in countries that are at war.

DEFINITIONS

Applicable to the SOTiCAR Assistance Service section of this document only.

VEHICLE

All pre-owned SPOTiCAR Group vehicles sold in the UK and registered with a UK number plate since 1 March, 2023. The service will remain valid if the Vehicle is re-sold and ownership transferred until its expiry date.

Exclusive service for Light Commercial vehicles

The service is valid for all vehicles weighing less than 4.5 tonnes.

Assistance service for SPOTiCAR vehicles

An Operations Centre open 24 hours a day every day of the year answers calls from Customers and provides the assistance offered under the SPOTiCAR

Assistance Service at SPOTiCAR's expense.

EVENT

A Breakdown or Other Assistance Problem that allows the Beneficiary to access the SPOTiCAR Assistance Service.

CUSTOMER/BENEFICIARY

The driver/user of the Vehicle concerned by the Event and, once specified, any other person aboard the Vehicle.

BREAKDOWN

Any significant occurrence or happening which causes or requests (red light) the Vehicle to stop running or prevents it from being started or to be used in roadworthy conditions. Any defect of the Vehicle that does not permit the usage on the road accordingly by local law/regulation.

WHAT IS INCLUDED

ACCIDENT

An undesired Event, caused by error, negligence or failure to observe rules and regulations or an unexpected Event related to road traffic, which causes damage to your Vehicle such to make use of the same in normal conditions impossible, as certified by the SPOTiCAR Service Network.

OTHER ASSISTANCE PROBLEMS

Circumstances arising during the contractual warranty period of the Vehicle that the Customer cannot solve, and that cause immobilisation of the Vehicle: flat 12V lead battery (not due to technical issue), flat or punctured tyre/tyres, and, for BEV (Battery Electric Vehicle) models only, completely flat high-voltage battery. Only Roadside Assistance with Mobile Workshop and/or Recovery to the closest SPOTiCAR Service Network is provided for the Events listed above.

For BEV models only, if the high-voltage battery is completely flat, where possible, roadside assistance is provided through the mobile workshop in certain selected areas and, depending on where the car has broken down,

only to provide emergency charging on site. This emergency charge, carried out for up to 30 (thirty) minutes, allows the Customer to continue the journey to the nearest charging point. Where this mobile workshop service is not available, the Customer will be guaranteed the recovery service to the nearest public charging station, if there is one within a range of 50 km / 31 miles.

Alternatively, within a 50 km / 31 miles radius from the stopping place, the Customer may request to be taken home, provided it is equipped with a charging station. If there is no charging station within a 50 km / 31 miles radius of the Vehicle's location, the Vehicle shall be recovered to the nearest Retailer, (if equipped with charging station) or Roadside Assistance spot (if equipped with charging post).

Charging at public charging stations is at the Customer's expense. The service can be provided up to a maximum of the 3 (three) times per year.

CONDITIONS FOR USING THE SERVICE

SPOTiCAR Assistance Service can be used by the Customer only if the Event occurs during the validity period of the service and providing that the Vehicle has regularly undergone the scheduled service operations indicated and certified in the Quick Guide supplied with the Vehicle (also in the Owner Handbook, if purchased by the Customer).

MOBILE WORKSHOP

If the Vehicle is not in a condition to continue the journey because of a Breakdown, Accident or Other Assistance Problems, the Customer must contact SPOTiCAR Assistance Service, who will send an operator (if possible) to the place where the Vehicle is located to repair it.

If the Vehicle cannot be repaired on the spot, the operator will have the Vehicle recovered to the nearest Vauxhall Retailer / Authorised Repairer.

For BEV models only, the work will be carried out as specified in the 'Other Assistance Problems' section if the high-voltage battery is completely flat.

The Customer will be charged for fuel needed to restart the engine, any spare parts used for the intervention and all other repairs not covered by warranty.

RECOVERY

If, following a Breakdown, Accident or Other Assistance Problems, the Vehicle is damaged and consequently cannot move under its own power, the Customer will be provided with a recovery service, paid for by SPOTiCAR Assistance Service, to recover the Vehicle to the Retailer chosen by the Customer (if the Vehicle has stopped at a maximum of 30 km / 19 miles from the aforementioned Retailer) or to the nearest Vauxhall Retailer / Authorised Repairer.

For BEV models only, the Vehicle shall be recovered to the Retailer chosen by the Customer (if the stop occurs

within 50 km / 31 miles of said Retailer) or to the nearest Vauxhall Retailer / Authorised Repairer.

The Vehicle will be recovered to another site identified by the recovery operator if the nearest Vauxhall Retailer / Authorised Repairer is closed. The Customer is entitled in all cases to ask that the Vehicle be recovered to the nearest Vauxhall Retailer / Authorised Repairer.

For BEV models only, the work will be carried out as specified in the 'Other Assistance Problems' section if the high-voltage battery is completely flat.

If the Vehicle is recovered by a company who is entitled to the service on an exclusive basis, the Customer, if required by the recovery operator, must pay for the service and then request reimbursement.

COURTESY VEHICLE

If the time needed to repair the Vehicle following a Breakdown is longer than 2 hours (as certified by a Vauxhall Retailer / Authorised Repairer on the basis of the manufacturer's flat rate schedule), the Vauxhall Retailer / Authorised Repairer will make a courtesy vehicle available free of charge for a maximum of 4 working days plus non-working days.

The Vauxhall Retailer / Authorised Repairer carrying out the work will supply one of its courtesy vehicles to the Customer for a maximum of 4 working days plus non-working days; if no such cars are available, the Retailer will arrange a hire car.

If a hire car is used, the Customer must respect the terms and conditions of the rental company.

In case of the presence of a child inside the Vehicle, if required by the Customer or foreseen by the law, the provider must proactively propose and assure that child seats are provided with the courtesy vehicle offered to the Customer.

In case of young drivers or additional driver presence, the service will be provided without any additional fee. If the Customer decides to have scheduled and/or routine servicing operations carried out on the Vehicle at the same time as the repairs relating to the Breakdown, the Customer will bear any car hire costs which are incurred because of the increased amount of time that the Vehicle is off the road. For commercial vehicles, a replacement van will be provided wherever possible. For commercial passenger vehicles for private use with more than five passengers on board, where no such suitable cars are available, at the Customer's request and if there is another passenger with a valid licence, the assistance shall provide two cars of a lower category. The service is provided as an alternative to the Return Home or Onward Journey services.

Disabled drivers

If the Customer has a disability, for which the Vehicle has been adapted specifically, he/she/they can make use of an appropriate courtesy vehicle for a maximum of ten days. Should the courtesy vehicle on offer not meet his/her/their needs, a driver will be provided for a maximum of ten days.

TRAVEL EXPENSES

SPOTiCAR Assistance Service is not provided in the case of Vehicle immobility for scheduled servicing operations required by SPOTiCAR, fitting of accessories and repairs consequent to recall campaigns carried out by the manufacturer.

Following a Breakdown or Accident the Customer and any passengers, if authorised by the SPOTiCAR Assistance Service, may use a taxi (or other means of transport) up to a maximum of €120 / £100 per Event, regardless of the number of persons assisted. This amount will later be reimbursed. In order to obtain reimbursement, the Customer must send:

- a) dated original receipts for the taxi (or other means of transport);
- b) copy of a Vehicle acceptance document indicating reception date and copy of repair invoice, both issued by the Vauxhall Retailer / Authorised Repairer.

The above amounts will be reimbursed once the documentation listed above has been sent to the address specified directly by the SPOTiCAR Assistance Service Call Centre.

For compensation, the date of the receipt for the taxi (or other means of transport) must be between the date shown on the Vehicle acceptance document (completed by a Vauxhall Retailer / Authorised Repairer) and the date of the Vehicle repair invoice.

RETURN HOME OR ONWARD JOURNEY

If, following a Breakdown or Accident the Vehicle is immobilised more than 100 km / 62 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, SPOTiCAR Assistance Service will organise the return of the Customer and passengers to their home or the continuation of their journey by train (first class), or by bus, or if the distance is greater than 500 km / 312 miles by aeroplane (economy class) and be charged for all expenses. The service is provided as an alternative to the Courtesy Car.

HOTEL ACCOMMODATION

If, following a Breakdown or Accident the Vehicle is immobilised more than 100 km / 62 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, a stay in a local three/four-star hotel will be organised for the Customer and passengers.

SPOTiCAR Assistance Service will pay for board and breakfast, for up to 4 nights and €800 / £680 for a maximum of the same number of permitted passengers stated in the Vehicle's registration document.

For BEV models only, the SPOTiCAR Assistance Service will cover the cost of accommodation and breakfast up to a maximum of 4 nights and €1000 / £850 per Event.

REPAIRED VEHICLE RECOVERY

If, following a Breakdown or Accident the Vehicle is immobilised more than 100 km / 62 miles from the Customer's place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, the Customer will be provided with a one-way train ticket (first class) or a one-way bus ticket, if the distance is greater than 500 km / 312 miles, a one-way aeroplane ticket (economy class) to pick up the Vehicle as soon as it has been repaired.

The service is provided as an alternative to the Return Home or Onward Journey services.

For BEV models only, the Customer can request to have the Vehicle recovered to their place of residence.

UNREPAIRED VEHICLE RECOVERY ABROAD

If, following a Breakdown, the Vehicle is immobilised and the time needed to repair it is longer than five days (as certified by the Vauxhall Retailer / Authorised Repairer), SPOTiCAR Assistance Service shall bear every cost for repatriating the unrepaired Vehicle to the Customer's place of residence or to the Vauxhall Retailer / Authorised Repairer nearest to the Customer's place of residence or, alternatively, to the SPOTiCAR Group Retailer from which the Vehicle was purchased. The cost of transportation must not exceed the residual value of the Vehicle.

INFORMATION SERVICE

All Customers can receive, upon asking, information about shifts and opening times of Vauxhall Retailers / Authorised Repairers. SPOTiCAR Assistance Service is open 24 hours a day, every day of the year.

REIMBURSEMENT OF EXPENSES PAID BY THE CUSTOMER

In order to be reimbursed for expenses incurred, the Customer must send the original (not copies) of receipts or equivalent documents with a brief description of the Event, indicating whether the expense was authorised and supplying the reference number provided by the SPOTiCAR Assistance Service, the Vehicle data and the personal data of who the reimbursement should be made out to, with bank account information to speed up the bank transfer. All the above must be sent to the addresses specified directly by the SPOTiCAR Assistance Service Call Centre.

EXCLUSIONS

The following exemptions additionally apply, notwithstanding the conditions and specific exclusions of each service:

1. Services are not available following: motor racing, rallies, speed or duration tests, practice runs, wars, riots, uprising, mass political demonstrations, pillage, strike, uses for military purposes or acts of terrorism, earthquake damage, extraordinary atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles, deliberate damage, vandalism or participation in a criminal act or offence, any damage caused by a trailer, load or other external influences.
2. No service providers are liable for damage caused by the intervention of public authorities in the country where the service is supplied or consequent to any other fortuitous, unexpected circumstance.
3. Ambulances, vehicles used by public transportation companies, vehicles sold to official bodies such as the police, customs and fire services or other specific mission to provide government services are only eligible for Mobile Workshop and Recovery services; for BEV models, if the high-voltage battery is completely flat, the work shall be carried out as specified in the "Other Assistance Problems" section.
4. A Customer choosing not to use one or more services is not entitled to compensation or alternative services of any kind by way of compensation.
5. Costs borne which are not related to the occurrence of the Event (food, lodging, taxi, fuel, etc.) shall not be refunded.
6. Scheduled servicing activities are not included in the service.
7. Vehicles in unsafe conditions or those maintained without following the manufacturer's instructions are excluded from the service.
8. Vehicles sold without warranty.

SPOTiCAR MOT TEST FAILURE COVER



INTRODUCTION

SPOTiCAR MOT Test Failure Cover covers the cost of repair and replacement of the parts listed in this section which require replacement due to the covered vehicle failing its MOT within 30 days of its due date and not beyond the expiry date of this cover. Claims will only be accepted where parts have been cited in a 'notification of refusal to issue an MOT certificate'

(form VT30) causing the vehicle to fail its MOT test. This cover does not pay for the cost of repair/replacement where the items are cited as advisory on the 'notification of refusal'.

Note: Only one MOT Test Failure Cover claim is permissible during each 12-month cover period.

COVERED PARTS

LIGHTING EQUIPMENT

Headlamps, front, rear and side lights, number plate illumination lamp, stop lamps, rear reflectors, rear fog lamps, hazard warning lamps, and control, direction indicator control, fog lamp on/off indicator.

STEERING AND SUSPENSION

Steering control, steering mechanism and system, power steering, transmission shafts, wheel bearings, front and rear suspension and shock absorbers, suspension drag link, track rod ends, suspension springs, wishbones, swivel joints, suspension mountings.

FUEL SYSTEM

Carburettor, fuel injection, ECU or sensor replacement directly as a result of calibration failure to meet MOT exhaust gas emission standards.

Tuning and adjustments only if necessary to meet MOT exhaust gas emission standards.

Fuel leaks are not covered.

BRAKES

Master cylinder, wheel cylinders, discs/drums, load compensator, ABS modulator/sensors/ECU (electronic control unit) brake pipes, hoses and cables.

SEAT BELTS

All seat belts and seat mountings.

WINDSCREEN WIPER

Windscreen wiper motor, washer motor (excluding wiper blades and rubbers).

GENERAL

Horn, speedometer and speed limiter.

EXCLUSIONS

Accident or structural damage, rust or corrosion, windscreen, exhaust system and catalytic converter, adjustments, wheel alignment, brake friction material, items subject to fair wear and tear such as tyres, brake pads and consumable items. Friction materials are excluded where condition relates to wear and tear, discs/drums, driveshaft and steering rack gaiters.

This MOT Test Failure Cover does not pay for the cost of repair and/or replacement and/or alteration to the vehicle where:

1. The conditions of this cover have not been complied with.
2. The defect is noted prior to the submission of the vehicle for an MOT.
3. The parts have:
 - Been improperly repaired or modified from the manufacturer's specifications.

- Not been fitted originally whether they are a manufacturer's genuine part or have been approved by the vehicle manufacturer.
 - Failed as a result of corrosion.
4. The fault caused by mechanical or electrical failure is contributed to or caused by: misuse, any type of accident, or is the subject of a manufacturer's safety recall.
 5. The vehicle has been used for competition, racing, pace making or off road use.
 6. Claims for repair, replacements or alterations are not in accordance with the claims procedure outlined.
 7. Any item not listed is not covered.

ELIGIBILITY

A vehicle is eligible if it is new enough not to have required an MOT Certificate when the cover commences or the vehicle has a valid MOT Certificate (VT20).

Important: The cost of an MOT test or re-test (Northern Ireland Pre-test inspection) is not covered.

CLAIMS PROCEDURE

Please take your vehicle back to any authorised Vauxhall Retailer when it is necessary to have the MOT test.

Claims will only be accepted where a 'notification of refusal to issue an MOT certificate' (form VT30) is issued during the period of cover.

You can make a claim on this cover by adhering to the following steps:

1. Check that the part which has failed is listed under covered parts on page 13.
2. Give the authorised Vauxhall Retailer your permission to carry out any fault/findings/diagnosis or dismantling necessary.

3. You agree that you will pay the costs of dismantling and repairing the vehicle if the cause of the failure is not covered by the warranty. You are also responsible for paying for any other work you ask the Retailer to carry out.
4. The authorised Vauxhall Retailer must then submit an electronic claim.



SPOTiCAR BRAKES, BATTERY AND CLUTCH WARRANTY



COVER AND LIMITS

SPOTiCAR Brakes, Battery and Clutch Warranty will provide you with cover for the replacement of genuine Vauxhall* parts and the labour required to fit them. Cover for your brake and clutch frictional material will commence 30 days / 1,000 miles from the policy start date. The cost of battery replacement is covered from day 1 of the policy start date.

Cover will cease at the end date of the 12-month warranty period or 20,000 miles from the warranty start mileage, whichever occurs first.

Your policy confirmation email will confirm if this cover applies to your vehicle.

WHAT YOUR BBC WARRANTY COVERS

- Brake pads, discs, drums and shoes replacement.
- Clutch kit, friction plate and pressure plate are covered against failure including wear and tear (failed cylinder if required, is covered under your normal warranty benefit).
- Replacement discs due to warping and corrosion.
- Batteries (both main and auxiliary if fitted), supported with the battery test print out.

* Should your vehicle not be a Vauxhall, then parts will be sourced locally by the Vauxhall Retailer.

EXCLUSIONS

Claims will not be accepted for the following.

- Routine replacement of frictional materials, discs and drums if they are above manufacturer minimum thickness tolerances.
- Clutch or brake frictional materials that are deemed to have been damaged by misuse, neglect or overloading.
- Batteries specifically designed for use on hybrid/electric/PHEV vehicles.
- Cleaning, adjustment or lubrication of any of the covered components.
- Incorrect fitment or faulty workmanship.

HOW TO MAKE A CLAIM

All repairs under this warranty must be completed by an authorised Vauxhall Retailer. Take your vehicle to your local Retailer and advise them that you have cover and they will process the claim on your behalf.

Claims under this cover must be submitted to the administrator within 7 days of completion of the repairs.

This document is available in large print, audio and Braille. Please contact us on 0345 600 2075 (option 1) and we will be pleased to organise an alternative version for you.