

## COMMERCIAL ASSIST (OPTIONAL)

If you choose the Commercial Assist Breakdown Recovery option, and pay the extra premium, you will be entitled to the Call Assist services in the event of a breakdown. This is a dynamic emergency assistance service designed by experts to suit you. Commercial Assist, administered on our behalf by Call Assist, operates a 24 hour, 365 days-a-year service for you to contact should your vehicle experience a breakdown.

Call Assist are trained to the highest degree and are backed by the latest computer technology and mapping facilities together with a fully trained network of Recovery Operators throughout the UK.

## ROADSIDE ASSISTANCE AND NATIONWIDE RECOVERY

If your vehicle breaks down due to mechanical or electrical failure we will send help to the scene of the breakdown and arrange to pay call out fees, mileage charges and up to one hours' labour needed to repair or assist with the vehicle.

If, in the opinion of our Recovery Operator, they are unable to repair the vehicle at the roadside we will assist in the following way:

- arrange and pay for your vehicle, you and up to five passengers to be recovered to the nearest garage able to undertake the repair
- if the above is not possible at the time we will arrange for your vehicle, you and up to five passengers to be transported to your base or original destination.

## BASE ASSIST

We will despatch one of our Recovery Operators to your base address or within a one mile radius. If a repair is not possible we will transport your vehicle to the nearest repairing garage.

## TRAILERS

If your vehicle breaks down and your trailer is attached, providing it is fitted with a standard towing hitch, your trailer will be recovered with your vehicle at no extra cost.

## MESSAGE SERVICE

If you require, we will gladly pass on two messages to your home or office to let them know of your predicament and ease your worry.



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MOTOR INDUSTRY  
CODE OF PRACTICE  
Vehicle Warranty Products



# COMMERCIAL VEHICLES

## VANS, TRUCKS AND COACHES

# MECHANICAL BREAKDOWN WARRANTY



## LEVEL 1

### Parts Included

The following specifically listed components are included against any Mechanical Breakdown occurring during the Warranty period, provided that the terms and conditions of the Agreement are fully complied with.

#### ENGINE

Starter ring gear, flywheel, oil pump, crankshaft and bearings, timing gears and chains, (excluding tensioner and electronic devices) camshafts and bearings, cam followers, oil cooler, intercooler, tappet gear, inlet and exhaust valves, inlet and exhaust valve springs and inlet and exhaust valve guides, pistons and rings, cylinder bores, con rods, Exhaust brake all parts (excluding seizing), core plugs, rear main oil seal, timing cover oil seal.

#### COOLING SYSTEM

Failure of the following mechanical parts: Head gasket (except skim), thermostat, cooling fan clutch, water pump, radiator, excluding choked, blocked or corroded units and all other parts associated with the cooling system.

#### MANUAL TRANSMISSION

Failure of the following parts: Gears, shafts, synchro hubs, selectors, bearings & bushes, splitter mechanisms, range changes and overdrive units when fitted (excluding electrics and external linkages). Range change and splitter valves and solenoids.

#### AUTOMATIC TRANSMISSION

Failure of the following: Torque converter, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes (but excluding external linkages, adjustments and electrics).

#### TURBO CHARGER

All internal parts.

#### RETARDER

Internal failure of hydraulic or electro-magnetic retarders.

#### REAR AXLES

Failure of the following mechanical parts: Crown wheel and pinion, half shafts, half shaft oil seal and bearings, hub reduction gears, bearings and two-speed operating mechanisms (excluding external linkages). Diff locks and mechanism, planetary gears, diff pinion seal.

#### FRONT WHEEL DRIVE

Drive shafts including constant velocity joints, universal joints and couplings (excluding gaiters).

#### PROPSHAFTS

Failure of the propshaft including universal joints and bearings.

#### ELECTRICS

Failure of the following parts: Starter motor, alternator.

#### CASINGS

The following casings are included provided they have been damaged by a failure and/or by the consequential damage of the included parts failing: Cylinder block, cylinder head (except cracks and skim), gearbox/transfer casing, rear axle housing, carrier casing and bell housing. (Damage as a result of accident, frost or overheating is excluded).

#### IMPORTANT

Service materials such as oils and fluids, belts and filter elements are not included. Similarly the rectification of external oil and fuel leaks is not included.

**N.B. Timing Belts are specifically excluded.**

## LEVEL 2

### Parts Included

The following specifically listed components are included against any Mechanical Breakdown occurring during the Warranty period, provided that the terms and conditions of the Agreement are fully complied with.

#### ENGINE

Starter ring gear, flywheel, oil pump, crankshaft and bea rings, timing gears and chains, excluding tensioner and electronic devices) camshafts and bearings, cam followers, oil cooler, intercooler, tappet gear, inlet and exhaust valves, inlet and exhaust valve springs and inlet and exhaust valve guides, pistons and rings, cylinder bores, con rods. Exhaust brake all parts (excluding seizing), core plugs, rear main oil seal, timing cover oil seal. Timing belts are included as long as they have been changed in line with the manufacturer's schedules. You will need to be able to provide proof of this.

#### COOLING SYSTEM

Failure of the following mechanical parts: Head gasket (except skim), thermostat, cooling fan clutch, water pump, radiator, excluding choked, blocked or corroded units and all other parts associated with the cooling system.

#### MANUAL TRANSMISSION

Failure of the following parts: Gears, shafts, synchro hubs, selectors, bearings & bushes, splitter mechanisms, range changes and overdrive units when fitted (excluding electrics and external linkages). Range change and splitter valves and solenoids.

#### AUTOMATIC TRANSMISSION

Failure of the following: Torque converter, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes (but excluding external linkages, adjustments and electrics).

#### CLUTCH

(Manual Transmission). Failure of the following parts: Clutch plate, clutch cover, thrust bearing (excluding external linkages, burnt out parts and general wear and tear). Limited to one clutch repair during the warranty period.

#### FRONT WHEEL DRIVE

Drive shafts including constant velocity joints, universal joints and couplings (excluding gaiters).

#### REAR AXLES

Failure of the following mechanical parts: Crown wheel and pinion, half shafts, half shaft oil seal and bearings, hub reduction gears, bearings and two-speed operating mechanisms (excluding external linkages). Diff locks and mechanism, planetary gears, diff pinion seal.

#### 4 WHEEL DRIVE VEHICLES

Cover as for Front and Rear wheel drive.

#### PROPSHAFTS

Failure of the propshaft including universal joints and bearings.

#### ELECTRICS

Failure of the following parts: Starter motor, alternator, wiper motor, relays, electric window motors, tachograph and sender units, buzzers, horns (including air horns), flasher/headlamp switch (all other parts are excluded).

#### FUEL SYSTEM

Failure of the lift pump and fuel injection pump, EDC units, pump couplings, excluding injectors, pipes, linkages and all other parts associated with the fuel system.

#### STEERING

Failure of the following mechanical parts: Steering box, idler box, power steering unit including pump, pressure pipes and reservoir (excluding power steering belts, external links and joints, rubber boots and swivel pins).

#### BRAKING SYSTEM

Failure of the following mechanical parts: Master cylinder, air control cylinder and brake actuators, air valves, servo, wheel cylinders and calipers, ABS valves and sensors and control units, compressor/air dryer, brake chambers. (All other parts associated with the braking system are specifically excluded).

#### CAB COMPONENTS

Cab levelling valves, tilt pumps and rams, suspension air bag units, front and rear bushes.

#### TURBO CHARGER

All internal parts.

#### ENGINE MANAGEMENT (ECU)

Engine electronic control unit.

#### SUSPENSION

Front and rear levelling valves, load sensor valves, air bags, levelling control unit for raising and lowering of suspension.

#### RETARDER

Internal failure of hydraulic of electro-magnetic retarders.

#### CASINGS

The following casings are included provided they have been damaged by a failure and/or by the consequential damage of the included parts failing: Cylinder block, cylinder head (except cracks and skim), gearbox/transfer casing, rear axle housing, carrier casing and bell housing. (Damage as a result of accident, frost or overheating is excluded).

#### IMPORTANT

Service materials such as oils and fluids, belts and filter elements are not included. Similarly the rectification of external oil and fuel leaks is not included.

## LEVEL 3

### Parts Included

All mechanical and electrical components are included against any Mechanical Breakdown occurring during the Warranty period, provided that the terms and conditions of the Agreement are fully complied with.

#### IN ADDITION

#### OIL SEALS

Crankshaft front seal, camshaft oil seal, auxiliary shaft oil seal, gearbox rear seal, drive shaft(s) seals, differential pinion seal. Also any oil seal required on the engine or gearbox as part of a valid Mechanical Breakdown.

#### CASINGS

If any of the parts included fail and this damages the casings, they will also be included.

#### EXCLUDING

Body, paint, glass, interior/exterior trim, entertainment/communication systems and connected equipment including satellite navigation. Cracked or porous cylinder heads and bores, skimming/pressure testing, burnt valves, catalytic converters and diesel particulate filters, Selective Catalytic Reduction (SCR), AdBlue controls, wheels, airbag and system, hoses, pipes, electrical wiring and wiring looms. Wear and tear/service items and other components subject to routine maintenance or periodic repair or replacement such as plugs, HT leads, brake frictional material, clutch facings, wiper blades/rubbers, auxiliary belts, cables, light bulbs/units, batteries, tyres and exhaust systems.