

**ALAN
MANANCE
MOTORS**

Warranty Booklet

Alan Mance

MOTORS

Mechanical Protection Plan

The contract holder

Surname: _____
First names: _____
Address: _____
State: _____ Postcode: _____
Phone: _____ Email: _____

Vehicle information

Make: _____ Model: _____
Stock No. _____ VIN No. _____
Registration No. _____ Date of First Registration _____
Delivery Date _____ Kms _____ Year Manuf. _____

Petrol <input type="checkbox"/>	LPG/CNG <input type="checkbox"/>	4WD <input type="checkbox"/>	AWD <input type="checkbox"/>	Auto <input type="checkbox"/>	Aircond. <input type="checkbox"/>
No. of cylinders <input type="checkbox"/>		Demonstrator <input type="checkbox"/>		Commercial use <input type="checkbox"/>	

List any modifications to the vehicle (eg exhaust, suspension) _____

The Manufacturer's Statutory Warranty applicable to this vehicle is _____ months and _____,000 Kms

Terms of contract

The cover provided by this contract will commence at the expiration of the manufacturer's full warranty provided with the vehicle and cease _____ years after the date of first registration of the vehicle or at 175,000 kms (whichever occurs first). Expiry Date: ____ / ____ / ____ Expiry kms: 175,000

Limit of liability

The maximum amount which can be claimed for any repair is \$1000. The maximum claimable amount over the period of the protection plan is \$5,000.

Declaration

I declare that

- I have read and understood the warranty booklet and agree to be bound by its terms and conditions;
- The information I have provided on this warranty application is a truthful and complete record of the information provided by me;
- I authorise the dealer to collect or disclose any personal information relating to this warranty to/from any other dealer, warranty administrator, manufacturer, credit provider, or as requested by law.
- I understand that all services and repairs must be undertaken by Alan Mance Motors during both the manufacturer's warranty period and the Mechanical Protection Plan to which this contract refers.
- I understand that all services must be carried out in accordance with the manufacturer's guidelines.

I consent to receiving marketing material from Alan Mance Motors. I am aware that I can opt-out at any time.

Customer signature

Dealer signature

Date

Non exclusion of statutory warranties and other rights

The benefits conferred by this contract and by the seller's warranty, if any, are in addition to all other rights and remedies in respect of the purchase vehicle which the purchaser has under the *Competition and Consumer Act 2010* and any other Commonwealth, State, or Territory laws.

Your rights under the Australian Consumer Law

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 replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Dear Customer,

Congratulations on the purchase of your vehicle and our **Mechanical Protection Plan**.

This booklet sets out the terms, conditions and limitations that apply to your warranty. Before completing the proposal page, please read this booklet of what is covered. All pages in this booklet are numbered and if any pages are missing, please contact us for a replacement booklet.

Please keep this booklet in a safe place.

The way we handle your personal information

We collect personal information from you for the purpose of providing you with vehicle sales, services, warranty, insurance and financial products information and services and for processing and assessing any claims in relation to these products or services.

You can choose not to provide this information, however we may not be able to provide you with the product or service you have requested. We may disclose information we hold about you to other dealers, vehicle manufacturers, insurers, warranty administrators, credit providers or as required by law. In the event of a claim, we may disclose information and/or collect additional information about you from investigators/legal advisors.

If you wish to update or access the information we hold about you, please contact us.

Dealer Details

The retailer offering this warranty is

Alan Mance Motors
435 Barkly St
Footscray 3012

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Our agreement with you

We agree to repair any covered component of the vehicle that suffers a mechanical failure during the warranty period, subject to the terms and conditions of this warranty.

In particular, you must service your vehicle with us strictly in accordance with the manufacturer's recommendations. This servicing requirement applies both during and after the manufacturer's new car warranty period.

Your contract

The warranty is a contract between you and us.

Your warranty is made up of:

1. The proposal page: and
2. This warranty booklet.

Together these documents set out the terms and conditions of your warranty. It is your responsibility to ensure that all details contained on the proposal page are correct.

Definitions

The following definitions apply to words used frequently in this contract.

Covered component

Means the components described as covered components on page 3 of this booklet.

Retailer, we us and our

Alan Mance Motors

GST

Means the tax payable under the A New Tax System. (Goods and Services Tax) Act 1999.

Manufacturer's vehicle warranty

Means the warranty provided by the vehicle manufacturer covering the mechanical components of your vehicle (excludes rust, corrosion and perforation warranties, and battery or tyre warranties).

Mechanical failure

Means the failure of a covered component, excluding failure due to normal wear.

Normal wear

Means the gradual reduction in operating performance of a covered component, having regard to the age of the vehicle and the total distance the vehicle has travelled. (This includes corrosion and rust).

Vehicle

Means the vehicle described in the proposal page.

Warranty administrator

Means any entity we authorise to administer this warranty from time to time.

Warranty application

Means the warranty application contained in the proposal page at the front of this booklet which contains details specific to you, your vehicle and this warranty.

Warranty period

Means the warranty period described on the Proposal page at the front of this booklet, under the sub heading 'Term of Contract'.

You and your

Means the person(s) named in the warranty application.

Our liability

The limits of liability of this Contract shall be those indicated under 'Limits of Liability' shown on the proposal page at the front of this booklet.

Important note

The warranty is contingent upon the vehicle being returned to the selling dealer at 15,000 kilometres or in nine monthly intervals (whichever occurs first) or more frequently if required by the manufacturer's specifications (or at a mutually acceptable time within 14 days after the due date), so that a full inspection can be undertaken and the required services carried out.

Services and inspections performed by other operators will not be approved or recognised.

For example if you as an owner move interstate, your warranty will be void unless you return for service at nine monthly intervals.

This warranty is not transferable and is only valid to the person who is listed on the Alan Mance Motors contract of sale when the vehicle was purchased.

Covered Components

1. Engine

All internal parts contained within the engine, as listed: pistons, piston rings and pins; connecting rods and bearings; crankshaft & main bearings; camshaft; bearings; followers; timing gears, guides; tensioners; rocker arms, shafts, bushings; valves, valve guides, lifter, springs and seats; push rods; oil pump; fuel pump; fan and fan clutch; harmonic balancer, oil pan; timing chain cover; intake and exhaust manifolds; cylinder head(s). Fuel management systems including injectors, fuel pump and carburettor. Cylinder block(s) are covered if damaged as the result of the failure of a covered component. (Gaskets are seals alone, are not covered components).

2. Transmission and Transfer Case (Automatic and Standard)

All internal parts contained within the transmission and transfer case plus: torque converter, flywheel/flex plate (breakage), vacuum modulator, oil pan and transmission cases if damaged as the result of a failure of a covered internal part of transmission. Clutch pressure plate assembly (not linings), clutch master cylinder. (Gaskets and seals alone, are not covered components).

3. Cooling

Fan and fan Clutch; engine cooling fan motor; radiator; thermostat; water pump.

4. Drive axle (Front and Rear)

All internal parts contained within the drive axle, plus; locking hubs, drive shafts, universal joints, constant velocity joints (unless failure was caused by torn drive boots) and axle bearings. Oil pan and drive axle case if damaged as a result of the failure of a covered internal part of the drive axle. (Gaskets and seals alone, are not covered components).

5. Brakes

Master cylinder; power brake cylinder; vacuum assist booster and pumps; hydro boost; disc brake calliper; compressing valve; hydraulic lines and fittings.

6. Steering

All internal parts contained within the steering box; power cylinder; rack and pinion gear, and power steering pump. Steering box and rack and pinion gear housings if demanded as the result of the failure of a covered internal part. (Gaskets and seals are not by themselves covered components).

7. Front/Rear Suspension

Upper and lower control arms; control arm shafts and bearings; upper and lower ball joints; king pins; torsion bars; mcpherson strut housing (does not include hydraulic portion of strut or coil spring); stabiliser bar links, stub axle and support; wheel bearings, sway bar and brushes.

Covered Components (continued)

8. Air Conditioner

Compressor; compressor clutch. Cover does not include any modification required as a result of CFC phase out (retrofit).

9. Electrical

Alternator; voltage regulator; starter motor; including solenoid, wiper motor, and including the engine management control module.

Claim Recovery

If you make a claim on this warranty for an incident where we believe costs could be recovered from another party, we reserve the right to take action to recover money paid by us. When we do this we may need to take such action in your name, and therefore you must co-operate with us and give us any information we may require. We will pay for any legal expenses.

What is not covered?

This warranty does not cover:

1. Any components not listed as covered components or any failures not covered within this contract.
2. Any claims where the repair has not been performed by us.
3. Maintenance such as cleaning, servicing, recalibration, adjustment, alignment, tuning, balancing and re-gassing. Maintenance items including but not limited to auxiliary drive belts, batteries, body hardware, body panels, brake and clutch friction linings, brake discs, exhaust systems fan belts, filters, fuses, gaskets, glass, hoses, light globes, lubricants, mufflers, paintwork, rubbers, seals, shock absorbers, spark plugs, suspension struts, timing belts, trim, tyres, wiper blades.
4. Any failure caused as a result of negligence, abuse, misuse or failure to carry out proper servicing and maintenance in accordance with the manufacturer's recommendations.
5. Any failure caused by overheating, lack of coolant or incorrect maintenance of oil levels.
6. Any failure caused by a non-covered component.
7. Replacement of any components that have not failed unless required as part of a repair of a covered component.
8. Any component modified from the manufacturer's original specifications or failure of a covered component as a result of modification to the manufacturer's original specification after sale.
9. Consequential loss of damage of any kind.
10. Damage as a result of accident, impact, corrosion, rust, theft, vandalism, earthquake, flood, hail, water, extreme weather, or as a result of natural disaster.
11. For any failure, malfunction, defect, inoperability, breakdown, disruption or stoppage of the vehicle or any vehicle functions or the function of any related components caused by, arising from or related to, directly or indirectly any design, planning or engineering compatibility, omission or deficiency as a consequence of date recognition.
12. Any failure that can be attributed to fitment with an LPG or CNG unit other than a unit supplied, fitted and endorsed by the vehicle manufacturer.
13. Seals and gaskets unless required in conjunction with repair or replacement of a failed covered component.
14. Failure of clutch friction linings in any vehicle and in any other clutch components in four wheel drive vehicles.
15. Any failure covered by a manufacturer's repairer's or express warranty or recall, or for which another party is otherwise liable or accepts liability.
16. Any legal liability or consequence of whatsoever nature directly or indirectly caused by or contributed to by or arising from war, acts of terrorism, civil disturbance, ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
17. Any damage as a consequence of operation of the vehicle after it is known to be defective.
18. Any vehicle that is being used for hire, rental, courier purposes, driver instruction, conveyance of passengers for fare or reward, or participation of preparation for or any form of motor sport, speed or time trials or like activities.

What is not covered? (continued)

- 19.** Any vehicle that is was not import into Australia by the vehicle manufacturer or their authorised Australian distributor.
- 20.** Any vehicle that was not imported into Australia by the vehicle manufacturer or their authorised Australian distributor.
- 21.** Any vehicle that is being used outside Australia or for the purpose for which was not designed or is un-roadworthy or unregistered.
- 22.** Any liability for damage to other property or persons including injury or death.

Vehicle Servicing

Is a condition of this warranty that you have the vehicle properly, regularly and punctually serviced in accordance with the manufacturer's recommendations.

All servicing and repairs must be performed by us. Our workshops are well equipped with qualified personnel, ensuring quality service for the vehicle. When you present the vehicle for service, please pass this booklet to one of our staff along with your owner's manual. Once the service is complete, please ensure that the service coupons have been completed and stamped. This information will be needed in the event of a claim. If you do not comply with these servicing requirements we may refuse a claim or cancel this warranty.

Please note that most manufacturers recommendations refer to service intervals of time or kilometres travelled, whichever occurs first. In certain vehicles it may be possible to undertake a minor service if kilometres have not been travelled (please refer to your owner's manual for details).

Our Service Commitment

In the unlikely event that you are not satisfied with our product, the service you receive or the way we handle your personal information, please write to us, making your letter to the Attention of the General Manager of the dealership from which you purchased your vehicle. The General Manager will act on your concerns and respond to you within 21 days of receiving your correspondence. If you do not agree with the General Manager's response to your concerns about our collection, use of access to your personal information you may refer the matter to the Australian Privacy Commissioner who will investigate your concerns and make a decision at no cost to you.

What You Must Pay in the Event of a Claim

1. You may be asked to contribute toward the repair costs if the type of repair being performed will restore the vehicle to a better condition than that prior to the mechanical failure.
2. You will be required to pay for items of a periodic replacement nature such as oil, coolant etc. when we conduct a warranty repair.

Cancelling This Warranty

You may cancel this warranty at any time by writing to the warranty administrator to request cancellation. We may also cancel this warranty where you have not fully complied with the conditions of the warranty.

Making a claim

To make a claim on this warranty:

1. Return the vehicle to one of our workshops.
2. Provide details of this warranty when delivering the vehicle to us and ask our service personnel to lodge a claim on your behalf.

The service manager will contact the warranty administrator to confirm that your servicing is up to date.

3. Complete a claim form if requested. Other documentation such as proof of servicing, invoices etc. may also be required. We will ask for this documentation if needed.

4. If the breakdown occurs outside the greater metropolitan area of Melbourne or more than 50 kilometres from each of us, and you are unable to deliver the vehicle to the nearest reputable repairer. You or your repairer should then contact the warranty administrator who will co-ordinate the claim on behalf of us.

Reimbursement of the owner or repairer for work completed will only be authorised if this procedure is strictly followed. The address and telephone details of the warranty administrator are as follows:

Program Administrator, **Alan Mance Holden**
435 Barkly Street, Footscray 3012
Tel: 9396 8000 Fax: 9396 8001

**All claims must be authorised prior to
commencement of any repairs.**

Important Note:

There may be some instances when repairs cannot be authorised until the vehicle has been dismantled. In these cases we will need your authority to dismantle the vehicle for proper diagnosis prior to commencing any repairs. Provided that the problem is covered by this warranty, you will be responsible for all costs associated with dismantling the vehicle.

Alan Mance Holden

*Service Booking & Accident
Information*

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Alan Mance Holden

Alan Mance Holden was established in Footscray in 1978. The firm grew from the vision of Alan Mance, who has achieved over 35 years experience in the Australian Car Industry.

In 1987 the firm opened a new branch of the business, Alan Mance Mitsubishi.

In 1987 Alan Mance Motors opened their Melton and Bacchus Marsh branch to accommodate the growing demand of vehicles in the growing outer Western suburbs of Melbourne, which makes the firm the biggest car retailer in the west. In 1988 Alan Mance established P.A.R. Leasing, providing excellence in business fleet servicing and management.

Alan Mance prides itself on its personal link between its clients and sales consultants. All staff are courteous, professional and highly trained. They maintain close client contact and attend to every individual need.

The firm offers a full client service from sales and leasing to servicing and genuine spare parts. Alan Mance Motors constantly strive to achieve excellence and establish a unique franchise culture which continually improves customer loyalty and respect. Over the years in operation the firm has sold over 45,000 cars.

Whether you are buying, selling or leasing...

Don't Take A Chance, Go To Alan Mance.

Alan Mance Mission Statement

To create a dealership that can offer a 'whole of life' solution for our customers. Offering the highest level of service and customer care, and in doing so helping to grow our local community.

Alan Mance Holden Service

Workshop facility

To support the extensive range of services such as regular maintenance schedules, tune ups etc, a work shop must have the right equipment and expertise. Alan Mance Holden are very proud of their service centres which are extensively equipped with the latest diagnostic computer and vehicle maintenance machinery.

Express Check-out

An Express Service CheckOut lane has been established for our fleet and account customers. Phone though to book this service and your vehicle, after it has been service, will be waiting read to drive away in our express lane.

Fax Booking Service – 9396 8045

A fax booking service is available using the form provided in your owners manual wallet. If you require further information please contact our customer service department on:

Footscray:	9396 8000
Melton:	9746 9666
Bacchus Marsh:	5367 4300

Early Bird Service

If you need to drop your vehicle off earlier we have an Early Bird Letter Bow so that you can safely drop your car off prior to our opening times. Enclosed for you is an Early Bird Envelop should you wish to use this service.

Courtesy Pick Up & Delivery Service

As part of the service to our customers we also offer a free pickup and delivery of new vehicles for cars in the city precinct. We pick up your car before 10.00am and return it to you before 4.00pm.

Authorised Repairer

Alan Mance are an approved RACV and VACC repairer, and a licence Roadworthy Certificate examiner.

Fleet Authorisation

Alan Mance Service Centres are also authorised agents for servicing with most major fleet companies.

Waiting Room/Breakfast Bar/Office

Our customer lounge enables you to relax in comfort. Have a complimentary breakfast, tea or coffee and watch TV while your vehicle service is taking place. You may also wish to take advantage of our customer office space with fax.

Alan Mance Holden Service (continued)

Car Wash

Customer satisfaction is of the utmost importance to Alan Mance Holden. We can arrange to have your vehicle washed and vacuumed - Please talk to our service staff.

Detailing

A detailing service can be arranged by appointment only – Please talk to our service staff.

Easy Payment Facilities

Alan Mance accepts all major Key Cards, Credit Cards and Charge Cards.

Customer Satisfaction Survey

You will be receiving a customer satisfaction survey from Holden and we ask that you do complete and return the survey form to assist us in giving you the highest level of service and satisfaction.

Accident Advice

In the unfortunate result of an accident please contact:

Craig Moloney or Alan Nortman on: 9396 8041

for further assistance to be referred to one of our preferred accident repair contacts.

- For **Police, Ambulance** or **Fire service: 000**
- If your vehicle need to be towed: **Road Accident Allocation: 13 11 78**
- It is your right to have your vehicle towed wherever you wish
- If another vehicle is involved, exchange names, addresses, phone numbers, licence number, registration and insurance company details.
- Seek witnesses if the accident is not your fault.

Warranty

Warranty is something that people often have trouble understanding, but we at Alan Mance Holden are more than happy to fully explain what your warranty entitlements are. We stress the importance of reading your owner's manual.

For a more detailed explanation of your new vehicle warranty please read the relevant section in your owner's handbook.

You will find it in you index under After Sales.

'We aim to meet your expectation. If you have any matter you would like clarified please phone me personally.'

**Phillip Mance
(Managing Director)**