AUTO TRAIL

Warranty Terms and Conditions

2023

For the purposes of this warranty document, the person who may be entitled to claim under the Auto-Trail warranties is the person(s) who purchased the motorhome (referred to as “you”/” your” or “the customer” below), and company providing the Auto-Trail warranties is Auto-Trail VR Ltd (referred to as “we”/”us”/”our” or “Auto-Trail” below).

Your motorhome has three warranties:

1. Base Vehicle Warranty

Provided by Fiat

Fiat provide a manufacturer’s warranty for the base vehicle of your motorhome,. Fiat’s base vehicle warranty is for 2 years from date of registration of the motorhome and 3years breakdown cover (Camper Assist).

Your supplying Auto-Trail dealer may be able to offer you an extension to Fiat’s base vehicle warranty cover of up to 5 years or 60,000 miles (whichever is the first to expire) from Fiat, but this is not available for purchase from all Auto-Trail dealers. Your supplying Auto-Trail dealer will be able to confirm whether this extended warranty is available to you, and (where applicable) advise you about the cost of this.

Fiat’s base vehicle warranty is subject to the terms and conditions contained in the Fiat handbook supplied with the vehicle, which includes a requirement that the base vehicle must be serviced in accordance with Fiat’s requirements. Fiat’s extended warranty (where available) is also subject to associated terms and conditions. For any issues with the Fiat base vehicle warranty, or Fiat’s extended warranty, please contact your local Fiat dealer.

Please note that the Auto-Trail Conversion Warranty (below) does not cover the base vehicle of the motorhome.

Provided by Ford

Ford provide a manufacturer’s warranty for the base vehicle of your motorhome, Ford base vehicle warranty is for 3 years from date of registration of the motorhome with 1-year Ford Assist/ roadside.

Ford’s base vehicle warranty is subject to the terms and conditions contained in the Ford handbook supplied with the vehicle, which includes a requirement that the base vehicle must be serviced in accordance with Ford’s requirements. For any issues with the Ford base vehicle warranty, please contact your local Ford dealer.

Please note that the Auto-Trail Conversion Warranty (below) does not cover the base vehicle of the motorhome.

2. Auto-Trail Conversion Warranty- provided by Auto-Trail

Scope of warranty

Subject to the terms, conditions and exclusions below, Auto-Trail will at its own cost, through its dealer network cover the costs of the basic repair work (namely, labour and materials) to repair or replace defective motorhome components during the following periods:

- Adjustments (doors, locks, handles) defects for 9 months from the date of first registration.
- GRP (Glass reinforced Plastic) defects with the motorhome external body shell for 1 year from the date of first registration.
- Leisure batteries for 1 year from the date of first registration
- LED and bulb lighting for 1 year from the original date of first registration

- Other defective motorhome components:

(a) **During the first 24 months** following the date of first registration, the Auto-Trail Conversion Warranty will cover any other defective components, other than those referred to in the Exclusions section (Exclusions - Auto-Trail Conversion Warranty) below.

(b) **In years 3, 4 and 5** following the date of first registration, the Auto-Trail Conversion Warranty will only cover defects with the following components:

- Electrical System: PSU, battery charger, Digital control panels and EM40.
- Water system: water heater, fresh water tank, water pump, taps (shower head, hoses and pipework excluded).
- Cooker: the cooker unit including grill, oven, burners, igniter and flame failure device.
- Refrigerator: gas igniter, flame failure device, gas control valve, 12V and 230V heater elements, gas thermostat, 230V thermostat and 230V temperature control switch.
- Cassette toilet: the cassette toilet (excluding seals, and glands).
- Heating system: thermostat, motor, switches, control unit, gas heater, flame failure device, electric element and igniter (excluding ducting and fittings).

Conditions and Limitations -Auto-Trail Conversion Warranty

- All warranty work must be carried out with our prior approval by an authorised Auto-Trail dealer or NCC approved dealer.
- All parts and components which are replaced under the warranty shall become the property of AutoTrail. They will be retained by the repairers and (if required) returned to Auto-Trail using approved procedures.
- Should you travel to mainland Europe and encounter a defect covered by the warranty, Auto-Trail will endeavor, through your supplying dealer, to assist in the most efficient manner possible. Please note however that Auto-Trail does not have any dealer representation outside the United Kingdom.
- The warranty only covers parts that were part of the vehicles' original specification (or replacement parts supplied under warranty).
- The General Warranty Conditions below also apply.

Exclusions -Auto-Trail Conversion Warranty

- The warranty does not cover the components of the vehicle chassis.
- In years 3, 4 and 5, the warranty will not cover defects relating to:
    - audio equipment
    - microwaves
    - televisions
- The warranty does not apply to motorhomes permanently exported from the UK ('grey exports').
- The General Warranty Exclusions below also apply.
- Rental and ex-rental will exclude carpets and soft furnishings.

3. Auto-Trail Body Integrity Warranty- provided by Auto-Trail

Scope of warranty

The Body Integrity Warranty covers certain defects resulting in water ingress through any permanent/fixed seam or seal joints in the habitation body of the motorhome.
Auto-Trail will, through its dealer network, cover the costs of the basic repair work (namely, labour and materials) to repair any defects with the habitation body permanent/fixed seamed or sealed joints for 5 years from the date offirst registration of the motorhome, subject to the terms, conditions and exclusions below. There is an option for the pt registered keeper to purchase an extension to the ingtegrity warranty, this can only be purchased at the original point of sale and is for years 6-10.

(a) **During the first 5 years**

The Auto-Trail Body Integrity Warranty covers the costs of basic repair work to repair or replace permanent/fixed seam or sealed joints in the habitation body which encounter water ingress during the first 5 years from the date of registration.

For van conversions, the warranty does not cover the chassis, but does cover every converter cut aperture.

Guidance on damp readings obtained during Annual Habitation Service

- Readings between 0 - 15% - are no cause for concern.
- Readings between 15% - 20% - A further check within 3 months is recommended.
- Readings between 20% - 24% indicate possible early signs of water ingress and it is likely that there will be visible evidence of water ingress. Remedial work may possibly be required. A further check within 3 months is recommended.
- Readings between 25% - 30% indicate that moisture ingress is occurring and remedial work is necessary further check within 3 months is to be considered.
- Readings more than 30% indicate that damage is possible and remedial work is necessary.

Conditions & Limitations - Auto-Trail Body Integrity Warranty

- All warranty work must be carried out with our prior approval by an authorised Auto-Trail dealer or NCC approved dealer.
- All parts and components which are replaced under the warranty shall become the property of AutoTrail. They will be retained by the repairers and (if required) returned to Auto-Trail using approved procedures.
- Should you travel to mainland Europe and encounter a defect covered by the warranty, Auto-Trail will endeavor, through your supplying dealer, to assist in the most efficient manner possible. Please note however that Auto-Trail does not have any dealer representation outside the United Kingdom.
- The warranty only covers parts that were part of the vehicles' original specification (or replacement parts supplied under warranty).
- The General Warranty Conditions below also apply.

4. General Warranty Exclusions
(apply to the Auto-Trail Conversion Warranty and Body Integrity Warranty)

- The Auto-Trail warranties will not cover any of the following:
    - Damage to the motorhome or its components caused by fire, theft or attempted theft, impact, any road traffic accident, accidental damage, lack of lubrication or fluids, damage caused in recovery or failure of mountings and fixings of any description.
    - Damage to the motorhome or its components caused by misuse, incorrect fitting or any deliberate or negligent action or omission by you or other persons.
    - Adjustments (doors, locks, handles etc.) after 9 months.
    - Damage which is covered by another warranty or guarantee.
    - Any costs incurred in excess of, or outside the scope of cover in the Auto-Trail warranty; it is your responsibility to meet any repairer charges in excess of, or rejected as not being covered under warranty.
    - Any costs arising from depreciation in the value of the motorhome.
    - The repair costs or replacement costs of components where the repair, replacement, loss, damage or liability is covered under a more specific warranty (for example, some appliances/ components have their own warranty coverage by the direct manufacturer).
    - Damage which is caused by any modification made to the motorhome which is not part of the manufacturer's specification.
    - The failure of any part due to fair wear and tear.

- Damage resulting from freezing, fire, over-heating or accidents (whether caused by you or other persons).
- Normal deterioration, corrosion, intrusion of foreign or harmful bodies, lack of servicing or negligence of any person which causes stoppage of or impairment to the function of any component of the motorhome.
- Replacement of parts which have reached the end of their effective working life because of age and/or usage.
- Cleaning or adjustment of any assemblies.
- Cosmetic finishes to kitchen sinks, cooker tops, vanity units, shower trays.
- Routine maintenance of items which are part of the annual service including lubricants, rubber gas hose, the cleaning of the heater and fridge flues, the replacement of gas jets, the resealing and/or replacement of shower room sealant, and the adjustment and lubrication of locks.
- Water gauges and measuring sensors.

- **Vehicle recovery -** The Auto-Trail warranties will not cover the costs of transporting, towing or moving the motorhome to or from the place of repair. Any such costs (whatever the method used) will be your responsibility.
- **Incorrect Fitting -** The Auto-Trail warranties will not cover water ingress through a component replaced by a dealer/repairer that has been incorrectly fitted.
- **Non-Production parts -** The Auto-Trail warranties will not cover any component or part which was not fitted at the time of production and originally supplied with the motorhome (except replacement parts supplied under an Auto-Trail warranty).
- **Associated costs & Business & consequential losses excluded -** Auto-Trails' liability under the Auto-Trail warranties is limited to reimbursing the reasonable costs of labour and materials for repair/replacement covered under the warranty concerned (as described above). We will not be responsible under Auto-Trail warranties for any associated costs or expenses which you may incur relating to the problems you have experienced, including (without limitation) replacement vehicle hire or travel costs, hotel or other accommodation expenses, or subsistence costs (such as meals). We will also not pay you compensation for 'loss of use'. If you use the motorhome for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

5. General Warranty Conditions
(apply to the Auto-Trail Conversion Warranty and Body Integrity Warranty)

You must comply with the following conditions to have the full protection from the Auto-Trail warranties described above. If you do not, this may (depending upon the circumstances) result in invalidation of warranty cover altogether, or the amount of your claim being reduced.

- **Registration -** All new motorhomes must be registered with Auto-Trail at the point and time of registration.
- **UK only -** The Auto-Trail warranties only apply to motorhomes purchased within the UK, and used primarily within the UK. This means that the motorhome must not be used for continuous journeys outside of the UK of longer than 90 days per journey, or exported from the UK.
- **Maintenance & servicing -** It is your responsibility to ensure that your motorhome is maintained in a legal and roadworthy condition at all times following the manufacturers' recommended service schedule, (i.e. Fiat for chassis and driveline components, and Auto-Trail's recommendations for habitation components, fixtures and fittings).

You must ensure that the habitation part of your motorhome has an Annual Habitation Service within +/- 30 days of each anniversary of the original date of registration. The 5th Annual Service must be carried out before the expiry of the 60-month period from the original date of purchase. These services must be carried out by an Auto-Trail Service Centre, an Auto-Trail dealer (preferably the original selling dealer) or a VAT-registered AWS (Approved Workshop Scheme) approved workshop. You will be responsible for all charges made for Annual Habitation Services.

If the Annual Habitation Service is performed by an Auto-Trail Service Centre then Auto-Trail accepts that the Annual Service has been performed correctly. If the Annual Habitation Service is performed by an unauthorized repairer or Service Centre, or if the Annual Service has not been performed in accordance with the requirements of the warranty, or work has been performed on your motorhome that is defective or faulty, then AutoTrail may not be obliged to perform any work under an Auto-Trail Warranty.

Original VAT invoices, check sheets and damp reports must be retained as proof that all Annual Habitation Services have been carried out, showing the date of the habitation services. It is vital that you retain these documents, as they will be required in the event of a warranty claim; failure to demonstrate you have complied with these servicing requirements will usually invalidate your warranty cover.

- **Carry out repairs promptly.** If any repairs are identified as being necessary to the body shell or habitation areas during an Annual Habitation Service or otherwise, Auto-Trail require that work covered under an Auto-Trail warranty must be performed by an authorized Auto-Trail Service Centre. Repairs should be carried out within 6 weeks of the Annual Habitation Service in which those repairs were identified.
- **Driving after an incident.** You must not continue to drive the motorhome after any damage or incident has occurred if this could cause further damage to your motorhome.
- **Gauges.** It is your responsibility to understand the warning devices and gauges on your motorhome and ensure that they are operating correctly.
- **Prohibited Uses.** Your motorhome should only be used for recreational purposes and must not be the permanent residence for any person, including you or any member of your family. Your motorhome must not be used for hire, reward or commercial use, and race or rally use is prohibited.
- **Neglect, misuse, modification or total loss claim.** Auto-Trail warranties will not apply if the Motorhome has been neglected, misused or subject to unauthorized modification, or if the identification marks (chassis/VIN numbers) have been removed or defaced, or if it has been part of an insurance claim which resulted in a total loss.
- **Fraudulent claims.** If you, or anyone acting on your behalf or with your knowledge or consent has used any fraudulent means, including inflating or exaggerating costs or submitting falsified documents relating to an Auto-Trail warranty claim, then all Auto-Trail warranties for the motorhome will automatically be cancelled. We will in these circumstances also act to recover any previously paid claims and any other loss or damage incurred by us.
- **Transfer of warranty.** If you sell your motorhome, the Auto-Trail warranties are to the vehicle and therefore any proof of service history must be passed from the previous owner to the new owner, otherwise the the vehicle may fall out of warranty.
- **Limits of cover.** Our total liability under all Auto-Trail warranties in respect of a motorhome shall not in any circumstances exceed the original purchase price of the motorhome concerned.
- **No variations.** None of our employees, dealers, service partners, contractors or agents has the authority to vary, modify or amend any of the terms and conditions of the Auto-Trail warranties.
- **Which laws apply.** Auto-Trail warranties are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland, you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

Warranty Provider. The name and address of the warranty provider is: Auto-Trail VR Ltd, Trigano House, Genesis Way, Europarc, Grimsby, North East Lincolnshire, DN37 9TU.
Obtaining Warranty Service. To make a claim under an Auto-Trail warranty, please contact your Auto-Trail dealer or NCC approved Dealer. Alternatively, details of your nearest authorised Auto-trail Service Centre can be obtained from our website: www.auto-trail.co.uk.

You have legal rights under UK law governing the sale of consumer goods. These warranties do not affect your statatory rights.