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## Fixed Price Servicing

### Carzoos Warranty Term and Servicing Requirements

The conditions of the Contract commence on the Delivery Date and the benefits commence on the later to occur of either the Delivery Date, the expiry of the full Manufacturer's Warranty or Dealer's Statutory Warranty provided with the Vehicle and, subject to your compliance with the conditions contained in your warranty booklet, will continue until the expiry date or expiry kilometres shown on the Customer Contract page affixed to your warranty booklet.

**To avoid any misunderstanding, please read this carefully. Two Important conditions of the warranty plan are:-**

1. You will enjoy the benefits of the Carzoos Warranty if the Vehicle is serviced by one of our Dealerships, during both the Manufacturer's Warranty (in accordance with the manufacturer's requirements) and also the Carzoos Warranty until both periods expire. After the expiry of the Manufacturer's Warranty period and upon commencement of the Carzoos Warranty, you can enjoy the six month or 10,000km (whichever occurs first) Fixed Price Service Plan. It is the responsibility of the Customer to ensure these services are performed and that the service details are recorded correctly on your platinum warranty documents. Failure to do so will void the Carzoos Warranty without further notice. It is the responsibility of the Customer to check coolant and oil levels on a regular basis.  
The Company will not be responsible for failure due to lack of appropriate oil or coolant.
2. Your Vehicle **MUST** be returned to one of our Carzoos Service Agents, for servicing during the Term of the Contract (as defined on the Customer Contract page affixed to your warranty booklet). Other servicing will not be approved or recognised.

**In simple terms, our Dealerships will repair or replace covered components, to the limits of the Carzoos Warranty, if you have the vehicle serviced ONLY by us.**

After the expiry of any Manufacturer's Warranty period we will agree to service your Vehicle under Carzoos six-monthly/10,000 km Fixed Price Service Plan at the price quoted on the Customer Contract page affixed to your booklet. Carzoos six-monthly/10,000 km Fixed Price Service Plan includes:

- Oil change with quality brand motor oil
- Replace oil filter
- Carry out minor engine tune
- Check Condition of automatic transmission fluid (where applicable)
- Lube all doors and locks as required
- Check and top up all fluid levels including battery, brake, power steering, radiator and windscreen washers
- Inspect engine belts (external only)
- Inspect condition and pressure of all tyres, including spare
- Inspect cooling system and check glycol concentrate
- Inspect complete exhaust system
- Check front and rear brake material and rotors for excessive wear
- Check operation of hand brake
- Test engine management system (if applicable)
- Check condition of air filter
- Check operation of all lights
- Check operation of all instruments
- Test wipers and inspect wiper blades
- Check air conditioning operation (where fitted)
- Check steering and all suspension components
- Complete visual inspection of under carriage
- Conduct road test

**Total price including parts, oil & Labour are:**

<b>Extended Plan Fixed Price Service Cost:</b>	<b>A. Passenger</b>	<b>\$ 229.00</b>
	<b>B. 4WD Petrol</b>	<b>\$ 269.00</b>
	<b>C. 4WD Diesel</b>	<b>\$ 329.00</b>

Servicing is necessary to maintain your Vehicle in good condition. You will be advised of any defect found. Any items covered by Carzoos Warranty will be repaired at a mutually convenient time in accordance with the terms of the Warranty. In the event any additional work is required, we will refer any other required repairs or defects outside of this Platinum Warranty, to you for your approval, prior to any work being commenced.

Please note that whilst Carzoos Fixed Price Service Plan is intended to cover part of you Vehicle's regular servicing needs during its lifetime, it is **NOT** a substitute for the full Manufacturer's service requirements for your Vehicle. **In order to meet the Manufacturer's service requirements your Vehicle will require additional periodical maintenance on specific items from time to time. These will be at additional cost to you. For example, automatic transmission servicing, timing belt replacement, spark plugs, brake fluid or engine coolant replacement will be required at the Manufacturer's recommended intervals.**

**The Carzoos Warranty is not an insurance policy. It is a contract between You and the Company, designed to ensure that your Vehicle is maintained to a standard that will help protect You from costly repairs to defective parts.**

## CARZOOS WARRANTY PARTS COVERED

### Standard Cover

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**Engine** - All Internally Lubricated Parts, Including: Pistons, Piston Rings & Pins, Crankshaft & Main Bearings, Connecting Rods & Rod Bearings, Camshaft, Timing Chains Or Gears, Rocker Arms, Valves & Springs, Valve Guides & Seats, Push Rods & Lifters, Oil Pump  
**Excluded From This Cover Are** : Engine Head(s), Engine Block, Cylinder Barrels or blown Head Gaskets

**Differential & Drive Line** - Bearings, Centre Bearings, Half Shafts, U & CV Joints, U Bolts, Crown Wheel & Pinion, Gears, Limited Slip Clutch Pack, Drive Shafts, Drive Axle Housing If Damages Are Due To Failure Of Internally Lubricated Components

**Brakes** - Callipers, Hydraulic Lines, Master Cylinder, Vacuum Boosters, Wheel Cylinders

**Suspension** - Covers Front Suspension Only - Control Arms, Radius Rods, Top & Bottom Ball Joints, Wheel Bearings & Stub Axles

**Fuel Management System** - Fuel Pumps, Injector Pump, Injectors

**Transmission** - Internally Lubricated Parts Only, Transmission Case If Damages Are Due To Failure Of Internally Lubricated Components

**Clutch Assembly - 2wd Vehicles Only**, Pressure Plate, Clutch Fork, Thrust Race Bearing, Clutch Master & Slave Cylinder

**Cooling System** - Electric Fan Thermostat, Fan Hub, Thermostat, Water Pump, Radiator Cooling Fan Motor

**Electronics & Electro Mechanical** - Engine Management Computer, Starter Motor, Wiper Motor, Voltage Regulator, Alternator

**Steering** - Idler Arms, Power Steering Pump, Steering Rack, Tie Rod Ends, Power Steer Box, Pitman Arms

**Air Conditioning** - Compressor, Compressor Clutch

**Other** - Seals & Gaskets Will Be Replaced Only When Such Replacement Is Required In The Normal Course Of Repair Of A Covered Component

### Premium Cover

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**Engine** - Balance Shafts, Camshafts, Camshaft Pulley, Camshaft Tower, Connecting Rods, Big End Bearings, Crankshaft & Main Bearings, Cylinder Head(S), Distributor, Oil Sender Unit, EGR Valve, Factory Fitted Turbo, Harmonic Balancer, Idler Pulleys, Lifters, Oil Pressure Relief Valve, Oil Pump, Piston Rings, Gudgeon Pins, Pistons, Push Rods, Rocker Arms & Shafts, Throttle Cables, Throttle Linkages, Timing Belt Pulleys, Timing Chain, Timing Gears, Valves, Valve Guides, Valve Springs, Valve Stem Seals, Waste Gates, Flywheel, Flex Plate, Starter Ring Gear

**Excluded From This Cover Are** : Engine Head(s), Engine Block, Cylinder Barrels or blown Head Gaskets

**Differential and Drive Line** - Axle Hub Bearings, Axle Shafts, Bearings, Bushings, Centre Bearings, Crown Wheel & Pinion, Front Hub Bearings, Gears, Half Shafts, Limited Slip Clutch Pack, Locking Hub Assemblies, U & CV Joints, U-Bolts, Drive Shafts, Swivel Hubs, Drive Axle Housing If Damages Are Due To Failure Of Internally Lubricated Components

**Brakes** - Brake Linkages, Brake Pressure Limiter, Handbrake Cable, Callipers, Handbrake Mechanism, Hydraulic Lines, Master Cylinder, Brake Booster Unit, Proportioning Valve, Brake Pedal Box, Wheel Cylinders

**Suspension** - Sway Bar Bushes, Bump Stop Cushions, Control Arms, Radius Rods & Bushes, Steering Rack Mounts, Tension Rod, Top & Bottom Ball Joints, Wheel Bearings & Stub Axles

**Fuel Management System** - Fuel Pumps, Fuel Sender Unit, Fuel Relay, Injector Pump, Pressure Regulator, Vacuum Pump, Injectors, Accelerator Pump, Solenoids

**Transmission** - All Internal & External Mechanical Parts Including Accumulators, Bearings, Bushes, Chain & Sprockets, Clutch & Band Assemblies, Electric Shift Control Unit, Gears, Interlock Control Unit, Internal Seals, Solenoids, Inhibitor Switch, Oil Pump, Over Drive Clutch, Pressure Switches, Selector Forks, Selector Shafts, Servo Units, Synchronesh Assembly, Valve Body, Speedo Transducer, Transmission Case and Torque Converter Case If Damages Are Due To Failure Of Internally Lubricated Components

**Clutch Assembly**  
**2WD Vehicles Only.**

Clutch Master & Slave Cylinder, Clutch Fork Pressure Plate, Spigot Bearing, Clutch Linkage, Throw Out Bearing, Clutch Cable, Clutch Pedal Box

**Cooling System** - Radiator Cooling Fan Motor, Electric Fan Thermostat, Fan Hub, Thermostat, Water Pump, Heater Tap

**Electronics & Electro-Mechanical**- Central Locking Actuator, Door Light Actuator & Switch, Electric Boot Release, Engine Management Computer, Air Suspension Compressor, Alternator, Starter Motor, Voltage Regulator, Hazard Light Switch, Headlights Switches, Indicator Switches, Key Remote, Power Seat Motors, Rear Demister Switch, Remote Fuel Release Mechanism & Cable, Headlight Motors, Sun Roof Motor, Window Motors, Window Regulators, Windscreen Washer Motors, Windscreen Wiper Arms & Linkages, Wiper Motor, Wiper Switches, Load Levelling Sensor, Aerial Motor, Mirror Motors, Mirror Switch

**Steering** - Centre Links, Idler Arms, Pitman Arms, Power Steering Pulley, Power Steering Pump, Steering Column & Bushes, Steering Lock, Steering Rack, Tie Rod Ends, Tilt Lever, Power Steer Box

**Air Conditioning** - A/C Switch, Compressor, Compressor Bearings, Compressor Clutch, Recycle Vent Flap, Blendor Motor, Idler Pulley, Idler Pulley Bearing, TX Valve, Vacuum Control Switch

**Body & Interior** - Accelerator Pedal & Cable, Boot Struts, Bonnet Hinges, Bonnet Lock & Cable, Bonnet Striker, Bonnet Struts, Boot Hinges, Boot Lock Striker, Boot Lock & Cable, Door Handles & Rods, Door Hinges, Door Locks & Cable, Door Strikers, Glove Box Lock, Locks, Mechanical Switches, Seat Belt Tensioners & Locking Mechanism, Seat Recliner Mechanism, Seat Runners, Speedo Cable, T/Bar & Bushes, Vent Cables

**Other** - Seals & Gaskets Will Be Replaced Only When Such Replacement Is Required In The Normal Course Of Repair Of A Covered Component

## CLAIMS PROCEDURES

TO ENSURE YOUR CLAIM IS PROCESSED AS QUICKLY POSSIBLE, PLEASE FOLLOW THESE STEPS WHEN MAKING A CLAIM.

### **BEFORE YOU PHONE, YOU WILL NEED ;**

- ✓ CUSTOMERS CONTRACT NUMBER
- ✓ PART YOU ARE CLAIMING
- ✓ LAST 2 SERVICE DATES AND KILOMETRE READINGS
- ✓ CURRENT SPEEDO READING
- ✓ ESTIMATE AS TO HOW MUCH THE CLAIM IS FOR AND
- ✓ REPAIR ORDER NUMBER GENERATED.

**1. CHECK CUSTOMER CONTRACT BOOKLET TO VERIFY:**

- A. EXPIRY DATE.
- B. EXPIRY KILOMETRES.
- C. THAT SERVICES HAVE BEEN CARRIED OUT AT THE REQUIRED INTERVALS.

**2. IS THE PROBLEM COVERED UNDER "PARTS COVERED" IN THIS CUSTOMER'S BOOKLET?**

**3. WHAT IS THE ESTIMATED COST?**

IS THAT COST WITHIN THE "LIMITS OF LIABILITY" IN THIS CUSTOMERS BOOK?

SHOULD THE REPAIR COST EXCEED THE LIMIT OF LIABILITY, ADVISE YOUR CUSTOMER **IMMEDIATELY**. THE CUSTOMER MUST PAY ANY AMOUNT EXCEEDING THE CONTRACT LIMIT OF LIABILITY. REMEMBER TOO, THAT SERVICE ITEMS ARE NOT COVERED, EVEN AS PART OF AN AUTHORISED REPAIR.

**4. PHONE HARRIER-NATIONAL (1300 728 687) FOR AN AUTHORISATION NUMBER BEFORE BEGINNING REPAIR. HARRIER'S COMPUTER WILL CONFIRM THAT THE CONTRACT REMAINS IN FORCE (IE. NOT CANCELLED, EXPIRED, ETC.).**

**5. PLEASE NOTE THAT THIS PLAN IS NOT DESIGNED TO REPAIR FAULTS EXISTING AT THE DATE OF SALE OF THE VEHICLE, AS THESE REMAIN THE RESPONSIBILITY OF THE USED CAR DEPARTMENT.**

**6. AFTER REPAIR:**

FORWARD THE COMPLETED **REPAIR ORDER (R/O)** WITH ALL THE DETAILS TO HARRIER-NATIONAL AT P.O. Box 444, GORDON NSW 2072. HARRIER WILL CHECK AND VALIDATE THE R/O AGAINST THE COMPUTER RECORDS.

AT THE END OF THE MONTH, ALL FINALISED CLAIMS (WHERE WE HAVE RECEIVED THE R/O) WILL BE RETURNED TO YOUR FINANCIAL CONTROLLER, WITH THE DEALERSHIPS MONTHLY REPORT. THE VALUE OF THOSE CLAIMS WILL BE CREDITED TO YOUR WORKSHOP ACCOUNT.

#### **REPAIRS OUTSIDE YOUR METROPOLITAN AREA**

ON A VERY RARE OCCASION, A CLAIM WILL OCCUR OUTSIDE YOUR AREA. THE REPAIRER SHOULD CONTACT US ON OUR '1300' NUMBER. WE WILL CONFIRM THAT THE CONTRACT IS CURRENT, THE PART IS COVERED AND THE AMOUNT IS REALISTIC AND WE WILL THEN CONTACT YOUR SERVICE MANAGER AND OBTAIN AN ORDER NUMBER. YOU WILL TREAT IT AS A NORMAL SUB-LET, PHONE IT IN TO OUR OFFICE AND GET A CLAIM NUMBER. THE REPAIRER WILL BE REQUESTED TO SEND HIS R/O TO YOU. YOU WILL SEND YOUR R/O TO US. WE WILL VET THE R/O AND INCLUDE IT IN OUR MONTHLY REPORT. YOUR ADMINISTRATION DEPARTMENT WILL THEN REMIT PAYMENT TO THE REPAIRER. NOTE: IF THE REPAIRER CONTACTS YOU DIRECT, PLEASE PHONE US AND OBTAIN AN AUTHORISATION, IN THE NORMAL WAY.

#### **CLAIMS ACCOUNTING**

ANY CLAIMS ON THE SYSTEM, (USUALLY PAYABLE TO YOUR OWN WORKSHOP) ARE PAID FROM THE CLAIMS POOL. THESE WILL BE LISTED ON OUR MONTHLY REPORT. THE VAST MAJORITY OF CLAIMS WILL BE DONE IN YOUR OWN WORKSHOP. CLAIMS WILL BE BACKED UP BY A COPY OF YOUR SERVICE DEPARTMENT INVOICE. OCCASIONALLY THERE WILL BE CLAIMS PAYABLE TO AN OUTSIDE REPAIRER, (OR TO THE CUSTOMER DIRECT, WHERE A SUB-LET REPAIRER REQUIRED IMMEDIATE PAYMENT). ONCE AGAIN, THESE WILL BE BACKED UP BY A COVERING INVOICE. CLAIMS PAYABLE TO YOUR WORKSHOP REQUIRE ONLY A TRANSFER TO THE RELEVANT WORKSHOP ACCOUNT.