CONSUMER GUIDE

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ROVER

Two-Year Unlimited-Distance Warranty

Should any part of the vehicle require repair or replacement as a result of a manufacturing or material defect within two years from the date of first registration, irrespective of distance, the part will be repaired or replaced completely free of charge by your authorised Dealer, regardless of any change of ownership during the period covered. Any part so repaired or replaced will benefit from these arrangements for the balance of the period applicable to the vehicle.

Under normal circumstances, no responsibility will be accepted where the part has required repair or replacement as a direct result of:

Misuse or neglect; Accidents; Fire; Theft; Racing or Rallying; Fitting of non-genuine parts; Alterations to vehicle specifications without the manufacturer's consent.

The warranty does not cover items replaced during normal service and maintenance operations and which are subject to wear. These items include bulbs, oils and oil filters, sparking plugs, drive belts, wiper blades, brake and clutch linings. These parts will only be replaced free of charge if there is a manufacturing or material defect.

This also applies to adjustments which may be needed from time to time and depend upon the way in which the car is operated, i.e. clutch and brake adjustment, wheel alignment and balancing, headlight alignment and door-lock adjustment.

The warranty does not cover any consequential expenses beyond the warranty repair of the car itself.

The Rover owner is responsible for:

- Having scheduled services and inspections carried out by an authorised Rover Dealer.
- Maintenance of body, trim and paintwork.
- Tyre replacement.

Your Rover Warranty is supplementary to, and does not in any way detract from, your statutory rights.

Three-Year Unlimited-Distance Corrosion Warranty

As a result of thorough testing and development made in design, manufacture, assembly and quality control, JRA and Rover are pleased to offer a Three-Year Corrosion Warranty to the original owner.

It must be recognised, however, that protection from corrosion is not wholly achieved by manufacturing methods and material enhancements. Other factors such as the breakdown of corrosion-prevention materials resulting from accidental damage, severe climatic conditions and the standards of owner maintenance all play an important role in long-term corrosion prevention.

Details of regular servicing required and recommendations on body and paintwork maintenance will be found in your vehicle handbook.

An important part of the Corrosion Warranty Terms and Conditions is that your car is inspected annually by a franchised Dealer; these annual inspections can be completed independently or carried out as an integral part of a maintenance service.

When taking your car in for an Annual Maintenance Service/Corrosion Warranty Annual Inspection, ensure that it is clean and free from deposits. The Corrosion Warranty inspection checks, which are included free in the service, can only be carried out if the car is clean. If you present your car for service in a dirty condition, the Dealer will be required to clean it and could charge you for this work.

Your Dealer will advise you of any body, paint or protective material damage found during inspection. It must be emphasised that to retain the benefits of the Corrosion Warranty, any repairs found necessary during an inspection should be completed within two months from the date of inspection.

To achieve full protection, the Corrosion Warranty Conditions must be complied with. Records of inspections and any required rectification must be noted in your Service Record.

Remember that this Warranty does NOT cover stone chips, scratches or any other form of surface rust which should be attended to and rectified by you as soon as practical as part of normal, regular maintenance.

Terms and Conditions

If, within a period of two years commencing from the date on which the vehicle was registered, irrespective of distance, any general corrosion appears on the vehicle bodywork as a result of faulty workmanship or materials used during original manufacture, then in accordance with the terms of the Rover Warranty Conditions for new vehicles, the bodywork will be repaired free of charge by your franchised Dealer.

In addition, the following Rust-Through Corrosion Warranty* is provided:

If, within a period of three years commencing from the date on which the vehicle was registered, irrespective of distance, any Rust-Through Corrosion of the vehicle body panels occurs as a result of faulty material or workmanship used during original manufacture then, subject to the terms and conditions below, the bodywork will be repaired for the original owner by a franchised Dealer at no charge for labour or materials.

Claims under the Corrosion Warranty are void and will not be considered where Rust-Through Corrosion has occurred as a direct result of:

- External damage or external influences such as, but not being limited to, stone-chipped paintwork, accident damage, atmospheric pollution or the carriage of corrosive materials.
- Failure on the part of the owner, at his/her own cost, to have carried out in accordance with the manufacturer's recommendations, any rectification work found necessary at the mandatory Corrosion Warranty Annual Inspections.
- Body repairs not being carried out exactly in accordance with the manufacturer's recommendation and, where applicable, the fitment of any new components not protected against Rust-Through Corrosion in accordance with the manufacturer's recommendations.
- Deterioration of corrosion-prevention materials as a result of the application of additional corrosion-prevention treatment after manufacture.
- The fitment of parts or accessories not approved by the vehicle manufacturer.

No claim will be considered if:

- A franchised Dealer is not notified of such a claim by the end of the three-year period referred to above.
- The owner has failed to have the Corrosion Warranty Annual Inspections carried out by a franchised Dealer in accordance with the manufacturer's recommendations.

This Corrosion Warranty is in addition to and does not in any way detract from your statutory rights.

*'Rust-Through Corrosion' in the context of this Warranty is defined as the perforation due to rust through of the vehicle body panels. Exhaust, road wheels and chromed parts are NOT included.

QUALITY ASSURANCE

Now you have taken delivery of your new car from your Rover Dealer, you will have the reassurance that, in addition to the car of your choice, you will have the quality necessary and the reliability that is so important to the discerning owner.

To further support our commitment, we provide the Rover Warranty to give you security and peace of mind.

Your Rover Dealer is also committed to quality assurance and has made a significant investment in substantial facilities, the employment of Rover-trained technicians, and the acquisition of the latest electronic diagnostic equipment.

To further assure you of his support, your Dealer provides you with a Customer Delivery and Quality Report as you take delivery of your new car.

This form has several important purposes and provides these benefits:

- **Pre-Delivery Check** – Before being offered for sale, every new Rover undergoes a complete, thorough pre-delivery check. Your Dealer Service Manager gives you his personal assurance by signing a declaration that your new car is in first-class condition for delivery to you.
- **Customer Delivery** – It is most important that you are familiarised with all the features and controls of your new car and have been fully informed of all warranties and responsibilities before taking delivery. Your Dealer Sales Representative will provide this service and ensure any questions you may have are fully explained. He will give you his personal assurance on behalf of the Dealership by signing a declaration.
- **Customer Comment** – This section provides you with the opportunity to comment directly to us on your first impressions of vehicle quality and presentation standard. This information is important to us as it enables us to monitor our performance as viewed by our customers and respond more rapidly to expressed needs.

A Special Gift to Further Enhance Your Motoring Pleasure

Please read on:

It is very important to us that we know how you feel about your car and the way in which it was delivered to you by your Rover Dealer.

We request your comment and if there is anything that you believe we can do to ensure your continued satisfaction, please indicate that you require us to follow up on your behalf.

We seek your co-operation in spending a short amount of time to communicate your views and, as an expression of our thanks following the receipt of your completed report, we will send you a special gift to enhance your travel and motoring pleasure.

To receive your gift, please complete the 'Comments' section of the 'Customer Quality and Delivery Report' and return it, clearly indicating your name and postal address. We have provided a post-paid envelope to assist you in sending your report back to us.

There is also provision for your contact telephone number should you wish to have a phone call from us.

Your Warranty commences on the date of registration of the car. Should your car require attention under the arrangements provided by the Warranty, you should:

- Take your car to the Dealer from whom it was purchased.
- Always provide your Dealer with full information about the nature of your request as quickly as possible. Where the request is of a minor nature and the vehicle may be operated safely, the Dealer will arrange an appointment so that you avoid having to be without the car for longer than necessary.
- Always present the Dealer with the Service Record Book which will provide the information he needs before he can undertake a repair on your car.
- Should you be operating your car away from the locality of the Selling Dealer, work covered by the Warranty will be carried out by an authorised Rover Dealer.

Your Dealer and You

A good relationship between you and your Dealer is most desirable and should be mutually rewarding. The following suggestions may help to avoid misunderstandings before they arise.

Don't forget your Dealer is the person with whom you entered into an arrangement to purchase or carry out repairs on your vehicle. Your Dealer is perfectly capable of solving the majority of queries and you should take full advantage of the facilities he offers.

If you have a problem, find out who is responsible for dealing with customer needs – this is usually the Service Manager – and clearly explain your problem to him.

Should your problem fail to be resolved, ask to see the General Manager or Managing Director of the Dealership. It will be in their interests as much as yours to reach an amicable solution.

If you engage in any correspondence, give as much detail as possible and always include your Vehicle Identification Number and relevant details from your Service Record Book.

Booking Your Vehicle for Service or Repair

When contacting your Dealer, always ask for and make a note of the name of the person dealing with your inquiry.

When you make your appointment, be sure you tell the Receptionist precisely what you require. This is very important as the Receptionist must estimate a time allowance for each job to ensure overbooking does not occur and enables him to let you know how long the service or repairs will take.

Give full details of your requirements and specify any particular symptomatic information that may help such as how often the problem occurs and at what speed, etc.

Make sure the Receptionist notes all the details you give. If the vehicle requires testing before the repair is carried out, the technical staff may be able to do it while you wait. They can also ensure that any parts required to complete the job are available and therefore reduce any inconvenience.

Dealers do their utmost to protect your car and possessions. Help your Dealer minimise the risk of inadvertent loss by removing any valuble possessions from your vehicle before you leave.

Always present your Service Record at Service Reception when arranging for servicing or repairs to your vehicle.

Your Dealer Reception is a very busy place and at certain times suffers from considerable congestion, particularly first thing in the morning and last thing at night. Try to avoid these periods; you will get much more out of the Receptionist's time if you phone or call for appointments after 9.30 a.m. and before 4.00 p.m. In other words, avoid the peak periods if you can.

Some Dealers operate schemes to enable you to leave or collect your car outside normal hours. Inquire about this if normal opening hours are inconvenient to you.

What Will It Cost?

Ask for a quotation or estimate for the cost of all work. You should find out how much the work is going to cost in total.

If a repair is going to require some diagnostic dismantling work before a quotation or estimate is prepared, ensure you are aware of any costs arising from such work.

Repairs under the Rover Warranty, of course, are free of charge.

Paying for Work Done

Make sure you know the method of payment acceptable to your Dealer. Most Dealers will have a notice detailing this on view. Avoid embarrassment by being fully prepared.

Regular maintenance, together with the exclusive use of genuine Rover parts, is the key to economy, safety and reliability for your car.

Therefore it is in your interest to take your car to an authorised Rover Dealer who has the qualified personnel and the required facilities to carry out service and maintenance operations in accordance with Rover recommendations and standards.

The Owner's Handbook provided in your car information wallet details the maintenance operations required.

Some simple owner-responsibility checks are required weekly or before a long journey. These include attention to the following items:

- Engine and automatic transmission oil levels.
- Tyre pressures, including spare tyre.
- Coolant levels.
- Fluid levels, including power-assisted brake and steering reservoirs.
- Windscreen-washer reservoir.

Further information is provided in the Service Record Book and your Dealer will be happy to assist with any inquiry regarding particular service requirements.

The Service Record

The Service Record Book supplied with your new Rover contains the Vehicle Identification Number and the date on which the car was first registered.

This information, together with the record of Maintenance and Annual Corrosion Warranty Inspections, makes the Service Record very important, particularly if work under the terms of the vehicle warranty is required.

Should you decide to sell your car at some future date, the Service Record can be used by you as evidence for a prospective purchaser that the car has been regularly maintained in accordance with the manufacturer's recommendations. If the sale takes place before the warranty has expired, the remaining period of the warranty is transferable to the new owner. The tear-out change of name or address form included at the back of the Service Record must be completed and returned to the address shown on the reverse side of the form.

Safety-Related Defects

Motor Manufacturers and Distributors are bound by the Uniform Code of Practice for the Recall of Motor Vehicles and/or Parts, and will modify, free of charge, any vehicles which are found to have a possible safety-related defect.

Rover takes scrupulous care in making its vehicles safe for our roads and the chances of your vehicle being subjected to a safety-defect recall during its life are small.

However, should such an event occur that affects the model you purchased, it is in your interest to adhere to the advice given in any letter you may receive from us. This may involve your Dealer carrying out a check on your vehicle and you should contact him as speedily as possible to arrange an early appointment.

Your Dealer will record the reference details of any work carried out in the appropriate page of your Service Record Book.

DEALER DIRECTORY

Authorised Rover Dealers are located throughout Australia. We also have a network of JRA State Service Departments in most capital cities.

Should you require assistance while travelling or have moved to another area since you purchased your car, please contact the Dealer most convenient to you.

To assist you in obtaining the benefits of Rover Service and Warranty, a Dealer List is included in the pocket at the rear of this book. However, Dealer details do change from time to time. The Dealer List included in this publication is correct at the time of printing. If you require confirmation of any changes, please contact the JRA office closest to you who would be pleased to provide you with a current Dealer List.

AUSTRALIAN DEALER DIRECTORY

OFFICES OF J

AUSTRALIAN HEA
AND NSW STA
JRA Limite
Cnr Heat
MOOR
Tel

JRA Limited

Part No. TP1216