

Why is choice important in car repair & servicing?

You need to be able to choose your service or repair from a garage or autocentre who you can trust to do the job efficiently, from a location convenient to you.

Thanks to legislation, all garages and autocentres in the automotive aftermarket have the right to access technical information necessary to service and repair your car.

Parts used should be of high quality and conform to original equipment (OE) specifications.

This assures you of quality workmanship, more affordable pricing and convenient locations.

To find your local repairer, please visit www.right2choose.org.uk



Note: This leaflet is intended to introduce interested parties to the topic of BER. It should not be taken as a definition of the law or proposed laws. Whilst every care has been taken in the compilation of this leaflet, the IAAF can accept no liability for any event arising from its use.

Whatever the age of your vehicle, you have the right to take it wherever you wish for servicing & repair...

You may think that when you purchase a new car you should only go back to a Main Dealer and that going to another garage or autocentre will invalidate your warranty, but this is not the case.

Under European legislation, Block Exemption Regulation (BER) No. 1400/2002, renewed in 2010, consumers have the right to use any repair workshop for non-warranty work, during the warranty period.

Your local garage or autocentre offers experienced and qualified technicians as well as the latest diagnostics and equipment. They will also guarantee to fit parts that are of an approved quality standard.

If a vehicle has been acquired using a finance or contract package from a vehicle manufacturer or dealer, then it is possible the contract has restrictions on servicing outside the dealer network. The contract needs to be read carefully to ascertain the contract requirements.

This may also be the case with 'extended warranties' purchased separately - these may be classed as 'insurance policies' and thus, not covered by the new rules.

Your local garage / autocentre:

Your Car, Your Choice Did You know?

...If you buy a **NEW** car you can take it to **ANY** garage or autocentre for servicing & maintenance and the warranty **WILL NOT** be affected* – that's the law!



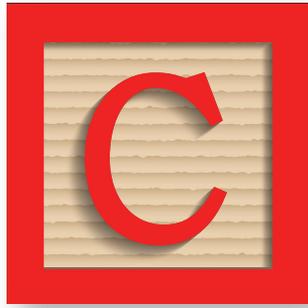
YourCar-YourChoice



Right2Choose

* Providing parts used are of Original Equipment quality & serviced in accordance to vehicle manufacturer service schedules

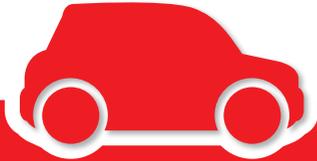
To find out more about your rights as a motorist, visit our website www.right2choose.org.uk



Choose

You have the right to have your vehicle repaired or serviced at any independent garage, franchised dealer or autocentre of your choosing without invalidating your warranty*

Spare parts used must be of OE-matching quality and are recorded as such. Vehicle must be serviced in accordance with the vehicle manufacturer service schedules



? What does a vehicle warranty cover?

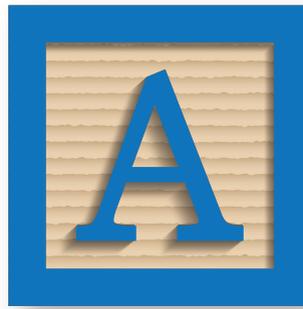
A A vehicle warranty is your contract with the manufacturer, usually lasting three years. You should check with the dealership what the warranty actually covers.

? Who can work on my vehicle?

A There are thousands of garages and autocentres in the UK. Please visit the Right2Choose website to find your nearest garage.

? Who do I turn to if a dealership refuses to honour the warranty?

A Please contact your local garage or Autocentre in the first instance who can provide you with the relevant information.



Any

Choosing an independent garage or autocentre could save you time and money and provide a fast, efficient, hassle-free and friendly service.



? Can my repairer use non genuine parts?

A Yes, provided the parts used are of OE matching quality, are recorded as such and the manufacturer's service schedules are followed..

? My garage is having difficulty updating my digital service record. What can be done?

A Your garage can visit the website www.rmitechnicalforum.co.uk for more information.

? Does the garage have to be VAT registered?

A The garage does not have to be VAT registered to comply with the legislation.



Repair & Maintenance

Providing parts & fluids of Original Equipment (OE) quality have been used in accordance with manufacturer service schedules - you will NOT invalidate your warranty...



? Will garages have access to the same vehicle information and technical data as dealerships? What is the "connected car"?

A The use of Telematics on vehicles for communication and safety has increased dramatically. Garages work on all vehicle makes and have the right to access technical information held by the vehicle manufacturer.

? How will the work be recorded and what should I receive?

A You should ask for an itemised invoice of the work carried out on your vehicle and the associated costs.

? What if I receive a poor service from a garage?

A Firstly, raise your concern with the garage, then the network the garage is affiliated to.