

**RAA Group**

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Vehicle Inspections

Your terms and conditions

These terms and conditions apply to Pre-purchase Total Care Inspection, Pre-purchase Mechanical Inspection, New Car Warranty Inspection, Used Car Warranty Inspection and Owner Vehicle Condition Inspection

1. Definitions

- 1.1 Pre-purchase Total Care Inspection: The Pre-purchase Total Care Inspection is designed for car buyers who want to get a vehicle inspected before they buy. A Car Advice advisor will review the inspection, which is completed by the inspector, and then ring the customer to give them an individual consultation. We will also check the Personal Properties Securities Register for the vehicle and provide a search report, which may identify previous stolen, written off or encumbrance information like outstanding loans on the vehicle.
- 1.2 Pre-purchase Mechanical Inspection: The Pre-purchase Mechanical Inspection is designed for car buyers who want to get a vehicle inspected before they buy. This product doesn't have a Car Advice advisor follow-up.
- 1.3 New Car Warranty Inspection: The New Car Warranty Inspection is for customers who have purchased a brand new vehicle from a dealer, and want to know what items need repair and whether or not that's covered under their manufacturer's warranty. This product doesn't have a Car Advice advisor follow-up.
- 1.4 Used Car Warranty Inspection: The Used Car Warranty Inspection is for customers who have purchased a vehicle from a South Australian-registered dealer and want to know what items need repair, and whether they're covered under their South Australian statutory used car warranty. This product doesn't have a Car Advice advisor follow up.
- 1.5 Owner Vehicle Condition Inspection: This type of inspection is available for customers that simply want their vehicle inspected for their own reasons (other than Pre-purchase, new car warranty and end of used car warranty inspections). This product doesn't have a Car Advice advisor follow-up.

2. General

- 2.1 In these terms and conditions, RAA means us – the Royal Automobile Association of South Australia Limited (ABN 90 020 001 807, ACN 677 371 274).
- 2.2 These terms and conditions regulate the terms upon which we carry out the vehicle inspections described above.
- 2.3 We might vary these terms and conditions from time to time. If we vary these terms the varied terms will be published on our website.
- 2.4 The terms and conditions that apply to a particular inspection are those that are on our website at the time the inspection's booked. If you re-book the inspection, the terms and conditions that apply will be those that are on the website at the time you re-book. Before booking an inspection, it's important you review the current terms and conditions – you can find these at raa.com.au/vehicleinspections.

- 2.5 You can also ask us to provide a hard copy of the current terms and conditions available upon request.
- 2.6 We'll undertake the type of inspection nominated by you at the time of booking and, at the end of the inspection, we'll give you a Vehicle Inspection Report. The limitations on what we inspect are described in these terms and conditions. It's important you understand these limitations.
- 2.7 We can only consider the vehicle as it is at the time of inspection. Defects that weren't identifiable at the time of inspection may arise after the time of the inspection.
- 2.8 Without limiting our obligation to provide services to you in accordance with the requirements of any consumer guarantees that apply under the Australian Consumer Law, an inspection won't necessarily identify all defects with a vehicle. Our inspectors use generally accepted methods of fault detection in carrying out inspections, but these methods won't necessarily identify all defects.
- 2.9 We create the Vehicle Inspection Report specifically for you, and we ask that you don't give it to anyone else unless we agree. To the extent the law permits, no other party may rely on the Vehicle Inspection Report and our only liability in respect of the contents of the Vehicle Inspection Report is to you.
- 2.10 Subject to any restrictions imposed by law, we reserve the right to disclose information to a relevant third party on any potential safety issues regarding the vehicle that are identified by this inspection.
- 2.11 If the inspection is being used to make a decision about whether to purchase a vehicle, you should appreciate that the Vehicle Inspection Report isn't a recommendation to purchase or not purchase the vehicle.
- 2.12 We don't check if the manufacturer has done any recalls or software updates. We recommend you contact the manufacturer to check if any recalls or updates are needed for the vehicle, and whether or not they've been done.

3. Inspection

- 3.1 Your Vehicle Inspection Report only relates to the condition of the vehicle at the time of the inspection.
- 3.2 Some vehicles may only be inspected in our workshop due to vehicle difficulty, inspection location difficulty and safety requirements.
- 3.3 There are some vehicles that we can't inspect or that we can only conduct a limited inspection on. This might be because of limited access, level of complexity or specialised tools and equipment required. We'll let you know if this might occur before we do the vehicle inspection, and this will be recorded in the Vehicle Inspection Report.
- 3.4 Your vehicle inspection is based on the external examination of components. Due to the time and cost involved, it's not feasible for us to dismantle component assemblies to measure internal parts. These are evaluated by such factors as noise, operation and performance on the road test. If you want to have an inspection of internal parts undertaken, you'll need to contact a different service provider and arrange for them to undertake that inspection. We don't provide this service.
- 3.5 Our inspectors will carry out a visual and operating inspection, and check the general state of the vehicle at the time of the inspection.

This includes the following specified items:

- 3.5.1 Paint/Panel/Trim: Check for damage, condition, fit and previous repairs (this is not done for Pre-purchase, Mechanical Vehicle Inspection and Owner Vehicle Condition Report). Our ability

- to properly inspect the condition of paint, panel and trim condition may be compromised in wet weather or if the vehicle is dirty;
- 3.5.2 Glass: We'll check for damage and operation;
 - 3.5.3 Engine: We'll do a relative engine compression test using electronic equipment to measure cylinder performance. This tests for compression gases entering the cooling system, engine fuming, oil burning and abnormal operation/ noises carried out. We'll also report on the oil leakage;
 - 3.5.4 Cooling System: We'll pressure test for leaks, coolant condition, water pump, cooling fan, hoses, corrosion and radiator;
 - 3.5.5 Driveline: We'll check oil leaks, damaged/worn components, leakage;
 - 3.5.6 Suspension/steering: We'll check damaged/worn components or leakage and;
 - 3.5.6.1 Owner and Warranty inspections conducted in the RAA workshop at Mile End will include side slip testing.
 - 3.5.7 Electrical systems: We'll check external/internal lights, instruments, wipers and heater. We don't check audio/GPS/ infotainment systems.
 - 3.5.8 Fuel systems: We'll check damaged/worn components and leaks.
 - 3.5.9 Dual fuel: We'll check the gas cylinders for compliance, and test for switching to dual fuel.
 - 3.5.10 Chassis: We'll check for rust or damage.
- 3.6 We'll do a road test of up to 5 km within the immediate vicinity of the inspection location.
- 3.6.1 Any road tests will be done within the speed limits of the immediate test area;
 - 3.6.2 It's important to note that some faults don't become evident unless higher speeds are tested or achieved, e.g. wheel bearings.
- 3.7 If there's a suitable slippery road surface available, we may test the vehicle's 4WD operation.
- 3.8 We may remove some components to help us better inspect them. These include, but aren't limited to:
- 3.8.1 air cleaner element;
 - 3.8.2 battery cover, under-body covers and engine covers;
 - 3.8.3 boot floor and;
 - 3.8.4 wheel and brake drums may be removed for a brake inspection if requested. This helps our evaluation and our ability to present an accurate report. If we can't remove these items because there's risk of damage, we'll report it.
- 3.9 Pre-purchase Total Care Inspections include a Personal Properties Securities Register Check (PPSR) to check if the vehicle has any record of encumbrance, theft or current write off status.
- 3.9.1 You should appreciate the information on the Personal Properties Securities Register is provided by other parties. Generally, we have no means of verifying whether the information on that register is accurate.

4. Exclusions: A vehicle inspection won't tell you everything you need to know about the vehicle.

- 4.1 The Vehicle Inspection Report won't tell you about hidden and concealed defects, intermittent problems not apparent at time of inspection, problems that can't be identified on a visual inspection or unless parts of the vehicle are dismantled, or which manifest after inspection.
- 4.2 During the inspection, we don't remove fixed items like baby seats and seat covers.
- 4.3 We may not test the engine through the full operating temperature range of the engine, which means that some issues which are only evident when cold may not be detectable when the engine is presented hot, and vice versa.
- 4.4 Any documents that come with the vehicle, like the vehicle service records, vehicle manual, damage reports and repair records, won't be inspected. This is because we don't prepare those documents or verify their accuracy, and so we can't make any assessment as to whether their contents are accurate.
- 4.5 Vehicles with a transmission not designed for full-time 4WD won't be driven in 4WD. This is to avoid risking damage to the vehicle drive train.
- 4.6 4WD operation can't be performed where there is a requirement for the vehicle manufacturer's specific tooling, test equipment and/or special procedures to be utilised.
- 4.7 Without limiting the above, we don't check:
 - 4.7.1 If the engine is hot, engine automatic cold start device operation;
 - 4.7.2 Neither oil and fuel consumption nor the presence of aftermarket additives in the oil, designed to control/minimise excessive noise or oil burning;
 - 4.7.3 Cooling system performance outside the normal inspection road test, internal cracks or corrosion in the system that's not detectable with applied testing methods, or by external evidence that may be present at the time of the inspection;
 - 4.7.4 The brake systems on any vehicles with dual driving wheels or where an axle has to be removed;
 - 4.7.5 Additives designed to conceal internal or external coolant leaks from cracks or corrosion;
 - 4.7.6 Source of oil leaks if the areas are dirty, recently cleaned, concealed, or awash with oil concealing the source of the leak;
 - 4.7.7 The correct operation of optional 4WD/all-wheel drive and limited slip differentials components;
 - 4.7.8 Operation of compact disk players, cassette players, auxiliary input devices, telephone and Bluetooth® systems, audio and visual equipment, satellite navigation systems, alarms, immobilisers, cruise control, radios, in-vehicle infotainment systems, operation of automated stop/start, self-steering and automated reverse parking systems;
 - 4.7.9 Air-conditioner or climate control system for gas leaks or efficiency;
 - 4.7.10 The operation of electric and manual retractable and removable roofs;
 - 4.7.11 Any aftermarket modifications or inclusions to the vehicle (including, but not limited to, air suspension, tow bars); and

- 4.7.12 The operation of advanced electronic systems, like lane position monitoring, retina monitoring, or collision avoidance systems, autonomous driver assistance systems, specific manufacturer diagnostic codes, subscription accessed systems, and any computer or mobile application applicable to the vehicle as these need the manufacturer's specific testing equipment and procedures.
- 4.8 We can't tell you about a defect if it's not evident at the time of the inspection and road test, or if it can't be detected using the techniques that we use to do the inspections (being the techniques described in these terms and conditions). We won't inspect anything that's not readily accessible or is obstructed, such as locked wheel nuts with no key, boot flooring that's obstructed with cargo, etc.
- 4.9 Except as specifically referred to in clause 3.8, we don't dismantle or remove any part of the vehicle.
- 4.10 We'll mark any additional items not checked in the Vehicle Inspection Report.

5. The Vehicle Inspection Report

- 5.1 We'll evaluate all items in the inspection checklist, plus those requested by you and agreed by us at the time of the booking.
- 5.2 Only defects detectable at the time of the inspection will be reported.
- 5.3 We'll summarise the Vehicle Inspection Report with a cross in the 'Traffic Lights', which gives our professional opinion of the overall condition of the vehicle. Our professional opinion is purely a matter of judgement, and is designed only to help you make informed decisions.

6. Risk to purchaser

- 6.1 Due to the limitations on the detection and/or analysis of some faults (including those that are internal, concealed or hidden, and/or are not audible within the limitations of our road test), it's important to know that purchasing a vehicle without a warranty from the seller may expose the purchaser to significant risks.

7. Liability

- 7.1 Under Australian Consumer Law, "consumer guarantees" apply to the vehicle inspection services we provide to consumers (as defined in the Australian Consumer Law). The guarantees include that services will be rendered with due care and skill.
- 7.2 Nothing in these terms and conditions varies our liability to you in respect of any consumer guarantees that apply between you and us. The remedies you have for any breach of these guarantees are set out in the Australian Consumer Law.
- 7.3 Apart from our liability under the Australian Consumer Law consumer guarantees, to the extent the law permits we exclude all liability to you of any nature in connection with the vehicle inspections we undertake or for anything which happens to the vehicle while it is in our possession, custody or control. This exclusion extends to actions in tort (including negligence), for breach of contract, for breach of bailment conditions or on any other basis whatsoever. The circumstances in which our liability is

excluded include without limitation where the vehicle is involved in an accident during a test drive. You should make sure that the vehicle is appropriately insured.

- 7.4 Subject to our liability under the Australian Consumer Law consumer guarantees, to the extent permitted by law, we won't be liable for any delay in performing, or any failure to carry out, a vehicle inspection to the extent that such a delay or failure results from events or circumstances outside our reasonable control. Nothing in this clause 7.4 limits the scope of clause 7.3.

8. Payment

- 8.1 You can either make a payment at the time of booking or at the time of inspection.
- 8.2 You can make a payment by card, cheque or cash.
- 8.3 We'll give you a copy of the completed inspection report once the inspection is complete and payment has been made.

9. Bookings

- 9.1 Bookings are only confirmed once they're paid in full. Unpaid bookings will be subject to both prior payment and availability on the day.
- 9.2 We'll do our best to notify you no later than the day prior to the booking if we need to cancel or make any changes to your booking.
- 9.3 We ask that you give us at least 24 hours' notice if you need to alter or cancel your booking. While we'll do our very best to accommodate your request, changes will depend on availability.
- 9.4 You acknowledge and agree that if you're not the owner of the vehicle, we may contact or take instructions from the owner of the vehicle, any dealership the vehicle is located at, or any other relevant third party to arrange or change the booking.
- 9.5 If you're not the current owner of the vehicle, we'll do our best to tell you if a booking has been changed at the request of the current owner or dealership. We won't alter the scope of the services or inspection booked without your consent.

10. Queries

- 10.1 If you have any questions or you'd like to speak to someone in person, give our Car Advice team a call on 8202 4689.

The Vehicle Inspection Report has been created specifically for the person that it's addressed to. If you or someone else would like us to prepare another report, give us a call and we'll organise one for you.