



RAA Group

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Royal Automobile Association of South Australia Inc.

ABN 90 020 001 807 Travel Lic TTA 157

RAA Insurance Limited

ABN 14 007 872 602 AFSL 232 525

Vehicle Inspection Services Generic Terms and Conditions

Applicable to: Prepurchase Total Care Inspection, Prepurchase Mechanical Inspection, New Car Warranty Inspection, Used Car Warranty Inspection and Owner Vehicle Condition Report

1. Definitions

1.1 **Prepurchase Total Care Inspection:** The Prepurchase Total Care inspection is designed for car buyers looking to get a vehicle inspected before they buy. A technical advisor will review the inspection completed by the inspector and then ring the customer to give them an individual consultation. We will also complete a check of the Personal Properties Securities Register for the vehicle and provide you with that search report, it may identify previous stolen, written off or encumbrance information such as outstanding loans on the vehicle.

1.2 **Prepurchase Mechanical inspection:** The Prepurchase Mechanical inspection is designed for car buyers looking to get a vehicle inspected before they buy. This product does not attract a technical 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 they want to know what items require repairing and may be covered under their manufacturers' warranty. This product does not attract a technical 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 they want to know what items require repairing and are covered under their South Australian statutory used car warranty. This product does not attract a technical advisor follow up.

1.5 **Owner Vehicle Condition Report:** This type of inspection is available for customers that simply want an inspection conducted on their vehicle for their own reasons (other than prepurchase, new car warranty and end of used car warranty inspections). This product does not attract a technical advisor follow up.

2. General

2.1 In these Terms and Conditions RAA means the Royal Automobile Association of South Australia Incorporated ABN 90 020 001 807.

2.2 The RAA "Terms and Conditions - Vehicle Inspections" (Terms and Conditions) regulate the terms upon which RAA carries out the vehicle inspections described above.

2.3 The Terms and Conditions will be varied by RAA from time to time.

2.4 The Terms and Conditions which apply to a particular inspection are those published on our website at the time the inspection is booked. If you re-book the inspection this will mean that the applicable Terms and Conditions will be those applicable at the time you re-book. The Terms and Conditions may be found at www.raa.com.au. You should make sure you review the current Terms and Conditions as it is important you understand the scope of the inspections RAA undertakes.

2.5 A hard copy of the current Terms and Conditions can be made available upon request.

2.6 RAA will undertake the type of inspection nominated by you at the time of booking and provide to you at the end of the inspection a report on the inspection (Vehicle Inspection Report). The limitations on what we inspect are described in these Terms and Conditions. It is important you understand these limitations.

2.7 By its nature an inspection can only consider the vehicle as at the time of inspection. You should appreciate defects may arise after the time of the inspection, which defects were not identifiable at the time of inspection.

2.8 Further, but without limiting our obligation to provide services to you in accordance with the requirements of any consumer guarantees which apply under the Australian Consumer Law, an inspection, of its nature, will not necessarily identify all defects with a vehicle. RAA inspectors use generally accepted methods of fault detection in carrying out inspections, but these methods will not necessarily identify all defects.

2.9 The Vehicle Inspection Report may only be read and used by you. You may not provide it to any other person unless we agree. To the extent the law permits, 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, RAA reserves the right to disclose information to a relevant third party on any potential safety issues regarding the vehicle which are identified by this inspection.

2.11 Where the inspection has been requested to assist you in making a decision to purchase a vehicle, you should appreciate that the Vehicle Inspection Report is not a recommendation to purchase, or not purchase, the vehicle. That decision is your own to make having regard to such matters as you consider relevant.

2.12 We do not check if a recall/software update has been completed by the manufacturer, we recommend that you contact the manufacturer to check if there are any recalls/software updates are required for the vehicle and that they have been completed.

3. Inspection

3.1 Your Vehicle Inspection Report can only relate 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 RAA cannot inspect or that RAA can only conduct a limited inspection on. This might be because of limited access, level of complexity or specialised tools and equipment required. RAA will advise where this might occur prior to conducting a vehicle inspection and this will be recorded in the Vehicle Inspection Report.

3.4 Your RAA vehicle inspection is based on the external examination of components. Due to the time and cost involved, it is 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 wish to have an inspection of internal parts undertaken you will need to contact a different service provider and arrange for them to undertake that inspection. We do not 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 & previous repairs (this is not done in the case of Prepurchase Mechanical Vehicle Inspection and Owner Vehicle Condition Report). Note: The ability to note the condition of paint, panel and trim condition may be compromised in the event of wet weather;

3.5.2 Glass - Checked for damage & operation;

3.5.3 Engine - Relative engine compression test completed by use of electronic test equipment to measure cylinder performance. Tests for compression gases entering cooling system, engine fuming, oil burning & abnormal operation/noises carried out. Oil leakage reported;

3.5.4 Cooling System - Pressure tested for leaks, coolant condition, water pump, cooling fan, hoses, corrosion and radiator;

3.5.5 Driveline - check oil leaks, damaged/worn components, leakage;

3.5.6 Suspension/ Steering - Check damage/worn components or leakage and;

3.5.6.1 Owner and Warranty inspections conducted in the RAA workshop at Mile End will include a side slip testing.

3.5.7 Electrical Systems - Check external/internal lights, instruments, wipers, heater. Audio/GPS/infotainment systems are not checked.

3.5.8 Fuel Systems - Check damaged/worn components & leaks.

3.5.9 Dual Fuel - Gas cylinders checked for compliance, and testing for switching to dual fuel performed only.

3.5.10 Chassis - Check for rust or damage.

3.6 A road test of up to 5 Km within the immediate vicinity of the inspection location will be completed.

3.6.1 Road tests will be completed within speed limits permissible within the immediate test area;

3.6.2 You should appreciate that some faults do not become evident unless higher speeds are tested or achieved e.g. wheel bearings.

3.7 4WD operation may be tested where a suitable slippery road surface is available.

3.8 If accessible the following components may be removed to aid in the visible examination of components:

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 one has been requested. This aids our evaluation and our ability to present an accurate report. If we are unable to remove these items due to the risk of damage, it will be reported.

3.9 Prepurchase Total Care Only - Our inspection includes 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 RAA has no means of verifying whether the information on that Register is accurate.

4. Exclusions: An RAA vehicle inspection will not tell you everything you need to know about the vehicle.

4.1 The Vehicle Inspection Report will not tell you about hidden and concealed defects, intermittent problems not apparent at time of inspection, problems which cannot be identified on a visual inspection or unless parts of the vehicle are dismantled, or which become manifest after inspection.

4.2 We do not remove fixed items such as Baby seats and Seat covers during the inspection.

4.3 The inspection may not test the engine through the full operating temperature range of the engine therefore, some issues which are only evident when cold may not be detectable when the engine is presented hot.

4.4 Any documents with the vehicle, such as the vehicle service records, vehicle manual, damage reports and repair records, are not inspected. We do not prepare those documents or verify their accuracy and so will not be making any assessment as to whether their contents are accurate.

- 4.5 Vehicles with a transmission not designed for full time 4WD are not driven in 4WD to avoid risking damage to the vehicle drive train.
- 4.6 4WD operation will not 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 Specific Exclusions Without limiting the above, we do not check :
- 4.7.1 Engine automatic cold start device operation if the engine is hot;
- 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 not detectable with applied testing methods or by external evidence that may be present at the time of the inspection;
- 4.7.4 Vehicles with dual driving wheels or where an axle has to be removed will not have brake systems inspected;
- 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 four wheel drive / 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 controls, radios, in vehicle infotainment systems, operation of automated stop/start, self-steering and automated reverse parking systems;
- 4.7.9 Air-conditioner / climate control system for gas leaks or efficiency;
- 4.7.10 The operation of electric and manual retractable and removable roofs, and;
- 4.7.11 The operation of advanced electronic systems such as; 'lane position monitoring, retina monitoring, collision avoidance systems', as these require manufacturers specific testing equipment and procedures.
- 4.8 We cannot tell you about a defect if it is not evident at the time of the inspection and road test or if it cannot be detected using the techniques employed by us to carry out inspections (being those techniques described in these Terms and Conditions). We will not inspect anything that is not readily accessible or is obstructed eg. locking wheel nuts with no key, boot flooring obstructed with cargo.
- 4.9 Except as specifically referred to in clause 3.8, we do not dismantle or remove any part of the vehicle.
- 4.10 Any additional items not checked will be marked in the Vehicle Inspection Report accordingly.

5. The Vehicle Inspection Report

- 5.1 All items in the inspection checklist are evaluated along with 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 are reported.
- 5.3 RAA will summarise the Vehicle Inspection Report with a cross in the 'Traffic Lights' giving our professional opinion of the overall condition of the vehicle for your guidance. You should appreciate a professional opinion is a matter of judgement, and our professional opinion will assist you in making informed decisions.

6. Risk to Purchaser

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

7. Liability

- 7.1 Under the Australian Consumer Law "consumer guarantees" apply to the vehicle inspection services RAA provides where those services are provided 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 RAA's liability to you in respect of any consumer guarantees which apply between you and RAA. 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 (other than under the Australian Consumer Law consumer guarantees). 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 ensure 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 will not 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 Payment may be made at the time of booking or at the time of inspection.

8.2 Payment may be made by card, cheque or cash.

8.3 A copy of the completed inspection report will be provided to you once payment has been made.

9. Bookings

9.1 Bookings are confirmed once paid in full. Any unpaid booking is not confirmed, meaning the inspection will be subject to both prior payment and availability on the day.

9.2 RAA will endeavour to notify you no later than the day prior to the booking if any change or cancellation is required by RAA.

9.3 We ask that you provide at least 24 hours' notice if you need to alter or cancel your booking. While we will make every effort to accommodate your request, please be advised that changes will depend on availability.

9.4 You acknowledge and agree that where you are 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 in connection with arranging or changing a booking.

9.5 Where you are not the current owner of the vehicle, we will make reasonable endeavours to notify you if a booking is changed at the direction of the current owner or dealership. We confirm that we will not alter the scope of the services or inspection booked without your consent.

10. Queries

10.1 If you have any query in respect of a vehicle inspection or wish to discuss any aspect please contact RAA Technical Advisory Services on 08 8202 4689.

This report is only for the use of the person to whom it is addressed and may not be relied upon by any other person.

Other persons wishing to have a report prepared by RAA in respect of the vehicle to which this report relates must contact RAA directly and order and pay for a report prepared individually for them.