

NEW CAR FEELING - PEACE OF MIND



1. Peace of mind with Viking Group Capped Price Service

Peace of mind ... Viking Group Capped Price Service offers you a fixed price servicing solution that gives you the confidence of knowing that your vehicle will be serviced by trained technicians using only Genuine Parts. Your Capped Price Service cost is published online via your respective manufacturers, so you know exactly the total cost upfront.

2. Do service costs change from service to service?

Your vehicle is an important asset and keeping it in good working condition is imperative. Each of your Scheduled Services is different, but all are equally important to ensure your vehicle runs smoothly and reliably. For some Scheduled Services, additional parts have to be replaced and a longer period of time is spent by technicians to complete the service. This means that the price of your Scheduled Service may vary from one service to the next.

3. Not all services are the same

Our Capped Price Service covers all parts, labour, and diagnostics for the stated Scheduled Service interval. If any additional work is required (over and above the stated Scheduled Service price), your Service Advisor will seek your approval before performing such other work.

4. When do I need to service my vehicle?

Built-in sensors that monitor engine and battery functions help to keep your car on the road. Service intervals vary from model to model but are generally based on kilometres or years of service. By making sure your car is serviced regularly by a qualified mechanic, you're ensuring that it stays running smoothly and reliably for longer. This generally will assist with the value of your vehicle when selling.

5. Why service my vehicle at an independent workshop?

- A. Our technicians are trained, and we use only genuine parts designed and tested by the manufacturers.
- B. Logbook servicing is carried out to manufacturers' specifications at required intervals. Our qualified team use parts and lubricants that meet or exceed OEM standards, allowing you to maintain your new vehicle warranty.

Here is what the Australian Competition and Consumer Commission has to say about car servicing and statutory warranties on new vehicles:

"A common concern for new car buyers is their right to have someone, other than the dealer, service the car without putting warranties at risk. Judging by the large number of calls received by the [ACCC](#) many buyers are uncertain.

To put the record straight, dealers cannot declare a warranty void if the buyer has the vehicle serviced by someone else. The buyer, however, has an obligation to ensure that the selected service centre employs qualified staff, that servicing matches manufacturer's specifications and only genuine or appropriate quality parts are used. If the centre implies that it can perform genuine servicing but falls below expectations, then the customer has rights and remedies against it regardless of staff qualifications.

Where a problem arises (other than in servicing) and it is covered by the warranty, the vehicle should be taken to the dealer for repair.

Under the Trade Practices Act dealers cannot limit their warranty obligations or claim the warranty is void if the vehicle is serviced by someone other than the dealer or its agent. The statutory warranty applies to new and second-hand cars. A consumer expects a second-hand car to run effectively without repairs although, depending on price and age, it may not be expected to last as long as, or perform to the same standard as a new car. The warranty does not apply to cars sold for spare parts or one bought at an auction. At auctions the seller's only obligation is to give clear title with no legal restriction on ownership.

The Act prohibits anti-competitive exclusive dealing which can involve a business attaching conditions to the sale of goods thereby restricting the buyer's freedom to choose who they deal with; in the case of a vehicle, who will service it. One particular type of exclusive dealing is third line forcing when the supply of a good is conditional on the purchaser acquiring other goods from a third party. In the motor trade an example would be the car dealer directing a customer to a particular finance company to raise the purchase price.

Third line forcing is unlawful.

A dealer may offer consumers "express" warranties as a way to attract sales by showing that they stand by their vehicles. Express warranties do not override statutory warranties in any way. They may be given on the basis of "money back, no questions asked" or there may be conditions attached such as regular servicing or time limits on claims. A consumer may void an express warranty if, for example, the car is fitted with non-genuine parts. This is something to check before purchase.

If a manufacturer, retailer, or service provider chooses to give a voluntary express warranty then the law requires that they honour it.

The car industry is not the only part of commerce where there is some confusion about warranties and refunds. There is widespread misunderstanding by both buyers and sellers of the real nature of warranties and the difference between statutory and extended warranties.

The statutory warranties entitles the purchaser to seek a refund, compensation, repair, or replacement if the goods are faulty, fail to do the job intended or do not match the sample shown or have hidden defects.

Some retailers encourage consumers to buy an extended warranty offering additional benefits for extra cost. Consumers should check that the protection offered is more than that available under the statutory warranty.

Remember you are not entitled to a refund if you change your mind or discover the product is cheaper elsewhere.

At the Viking Group, we have implemented a Capped Price Service program for our customers to ensure there are no surprises with the cost of servicing your vehicle. We have matched the manufacturer's capped price service program to ensure all costs are transparent, reasonable, and competitive.

Regards,

Darrin Keates

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www.vikinggroup.com.au