



# Assured Provided By The AA Buyers' Guide

For details on making a claim - see page 10



# What is Assured provided by the AA?

Assured provided by the AA is a visual inspection undertaken by qualified impartial AA mechanics across our six remarketing centres in the UK.

It's available for cars, LCVs and self charging/plug-in hybrid vehicles, identified by the Assured logo within the vehicle description on our website, or physically on the vehicle windscreen. It's available to buyers in England, Scotland and Wales. It isn't available in Northern Ireland or outside of the UK.

## Benefits

- Inspection report on every vehicle giving you peace of mind when bidding online or in our auction halls
- Two working days of the vehicle leaving Aston Barclay's premises to make a claim
- Detailed information provided for every vehicle, enabling you to make better buying decisions
- A completely independent, quick claims process by contacting WMS directly.

## Example policy expiry

Vehicle Collection	Policy Expires
Monday	Wednesday 17:00
Tuesday	Thursday 17:00
Wednesday	Friday 17:00 (where bank holiday, Monday 17:00)
Thursday	Monday 17:00 (where bank holiday, Tuesday 17:00)
Friday	Tuesday 17:00 (where bank holiday, Wednesday 17:00)



# The independent AA inspection process

Assured provided by the AA and Assured provided by the - AA EV/Hybrid are non-invasive multi-point appraisals, which are carried out both statically, and kinetically over a 20 metre distance. The AA report provides an independent & trusted insight into the mechanical condition of a vehicle at the time the appraisal was completed.

Whilst the report is designed to help you make an informed buying decision, it does not replace a full mechanical inspection or conform to MOT test specifications and should not be taken as an indication of roadworthiness.

Full details of the checks conducted, and components included can be found in the scheme terms and conditions. Assured provided by the AA is available on all cars and LCVs throughout our network by meeting the required criteria of under 12 years old and 120,000 miles within the UK.



# The inspection report explained

Vehicle detail includes:  
VRN & VIN  
Make & Model  
Colour  
Mileage

## Icon key

- ✓ Is in a working state or condition
- ⚠ Is not in a working state or condition
- ⊖ Vehicle doesn't have applicable item
- ⊖ Item not tested - inaccessible

Assured Provided by The AA



**DX19 TKN** **ZFA3120000JB45022**

FIAT  
500 HATCHBACK  
Grey  
6424 miles

✓ OK ⚠ Requires Attention ⊖ Not Applicable ⊖ Not Tested

### FLUID LEVELS

Engine oil level (topped up to min)	✓
Brake Fluid Level	✓
PAS (topped up to min)	⊖
Coolant (topped up to min)	✓
Oil Contamination (visual only)	✓

### DASHBOARD

Warning Lights illuminated	✓
EML Illuminated (P codes with brief description)	✓

### VEHICLE OPERATION

Brakes (operation in test lane only)	✓
Gear Selection (with Engine Running)	✓
1st and Reverse Gear Drive	✓
Parking Brake / handbrake Holds	✓
Suspension Ride Height (visual only)	✓
Bonnet Release (Mech / Elec)	✓

### VEHICLE INTERIOR

Air Con (Excl. Temp & Gas)	✓
Sat Nav (Excl. system Functionality)	⊖
Central Locking (Excl. Fob & Remote Access)	✓
Entertainment System powers up (Excl. Functionality)	✓
Entertainment Screen powers up (Excl. Functionality)	✓
Reverse system activates (Excl. Functionality)	⊖
Drivers seat adjustment (mech & elec)	✓
Power Conv. Roof (Electrical only)	⊖
Power Sunroof (Electrical only)	⊖
Wipers and Jets operate (Excl jet spread & wiper blade condition)	✓
Lights	✓
Horn	✓
Mirrors (reflective only excl functionality)	✓
Windows (electric only operated from drivers seat)	✓

### ENGINE OPERATION

Starts (with or without the aid of a battery pack)	✓
Engine Noise (at idle only)	✓
Smoke (when idle) (visual only)	✓
Noise (Drive Belt)	✓
Noise (Power Steering Pump)	⊖
Exhaust Blowing	✓

For more information on this Scheme provided by AADL and administered by WMS, please see Terms & Conditions [here](#).

Each section includes all the relevant checks, with icons on whether each is OK, Needs Attention, Hasn't been Checked, or isn't applicable.

# Assured provided by the AA - Lite

Assured by the AA - Lite has been developed to give you more information on older and/or higher mileage vehicles. This is beneficial for both online and physical bidding, as it gives you a overview on the condition of the vehicle before you purchase. **This is an information-only report, and not part of the Assured provided by the AA buyer guarantee scheme.**

## What is included?

The following areas are detailed within the report.

### ENGINE

- ✓ Engine starts with or without the aid of a battery pack
- ✓ Engine noise at idle only. Potential issue highlighted on report
- ✓ No engine management light

### LIGHTS

- ✓ Headlight illumination
- ✓ Front/side running lights illumination
- ✓ Rear/side running lights illumination
- ✓ Front fog light illumination
- ✓ Rear fog light illumination
- ✓ Brake light illumination
- ✓ Indicator light illumination
- ✓ Hazard warning light illumination

### VEHICLE OPERATIONS

- ✓ Drive capable
- ✓ Brake capable
- ✓ Parking Brake/ handbrake holds
- ✓ Suspension level (visual only)

# Assured provided by the AA - Lite (cont.)

## VEHICLE INTERIOR

- ✓ Horn
- ✓ Entertainment system powers up (excluding functionality)
- ✓ Drivers seat adjustment (mechanical & electrical main operations only. Excludes massage features, lumbar adjustments etc.)
- ✓ Entertainment screen powers up (excluding functionality)
- ✓ Air Conditioning (excluding temperature and gas)

## TYRES

- ✓ NSF (middle tread taken only)
- ✓ NSR (middle tread taken only)
- ✓ OSF (middle tread taken only)
- ✓ OSR (middle tread taken only)
- ✓ OSRI (middle tread taken only)
- ✓ NSRI (middle tread taken only)

## HOW MUCH DOES IT COST?

Assured provided by the AA - Lite is £7.50+VAT per vehicle. For more information and T&Cs visit: [www.astonbarclay.net/services/assured-by-the-aa](http://www.astonbarclay.net/services/assured-by-the-aa)

Assured Provided by The AA - Lite

ASTON BARCLAY  
Vehicle Financing

AA

HW63KVH WMWZH72090T774006

OK Requires Attention Not Applicable Not Tested

MINI  
CLUBMAN DIESEL ESTATE  
Black  
95239 miles

DASHBOARD

Fault codes listed (DML only brief description entered)

VEHICLE OPERATION

Brake operation (in test lane only)

Parking Brake / handbrake holds

Suspension level (visual only)

Drive Capable

VEHICLE INTERIOR

Air Con (Excl. Temp & Gas)

Entertainment System powers up (Excl. Functionality)

Entertainment Screen powers up (Excl. Functionality)

Drivers seat adjustment (mech & elec)

Horn

ENGINE OPERATION

Engine Starts

Runs

Headlight Illumination

Front / side running light Illumination

Rear / side running light Illumination

Front fog light Illumination

Rear fog light Illumination

Brake light Illumination

Indicators Illumination

Hazards Illumination

ENGINE OPERATION

NSF (middle tread taken only)

NSR (middle tread taken only)

OSF (middle tread taken only)

OSR (middle tread taken only)

OSRI (middle tread taken only)

NSRI (middle tread taken only)

This is an information-only report, and not part of the Assured provided by the AA buyer guarantee scheme.

# Assured provided by the AA

Assured provided by the AA is a 34 point visual inspection which covers cars and LCVs up to 12 years old and under 120,000 miles.

Vehicles with an Assured provided by the AA inspection report are sold with assurance that the areas covered are as described on the AA Report. If you find something is wrong with the vehicle where the inspection has been described as "OK", you can make a claim under the scheme's buyer guarantee.

## What is included?

The following areas are detailed within the report.

### FLUID LEVELS

- ✓ Engine oil level (topped up to minimum)
- ✓ Brake fluid (topped up to minimum)
- ✓ PAS (topped up to minimum)
- ✓ Coolant (topped up to minimum)
- ✓ Oil / coolant contamination (visual only)

### VEHICLE OPERATIONS

- ✓ Brakes - does the vehicle stop within 20 meters? Condition of components aren't checked.
- ✓ Gear selection (with engine running)
- ✓ 1st and reverse gear drive
- ✓ Parking brake holds
- ✓ Suspension level (visual only)
- ✓ Bonnet release (mechanical / electrical)

### ENGINE OPERATIONS

- ✓ Starts with or without the aid of a battery pack
- ✓ Engine noise at idle only. Potential issue highlighted on report
- ✓ Smoke (when idle, visual only)
- ✓ Noise (drive belt)
- ✓ Noise (power steering)
- ✓ Exhaust blowing

# Assured provided by the AA (cont.)

## DASHBOARD

- ✓ Warning lights / messages illuminated
- ✓ EML illuminated (brief description entered)

## VEHICLE INTERIOR

- ✓ Air conditioning (excluding temperature and gas)
- ✓ Satellite navigation (excluding functionality)
- ✓ Central locking (excluding fob & remote access)
- ✓ Entertainment system powers up (excluding functionality)
- ✓ Entertainment screen powers up (excluding functionality)
- ✓ Reverse system activates (excluding functionality)
- ✓ Drivers seat adjustment (mechanical & electrical)
- ✓ Power convertible roof (electrical only)
- ✓ Power sunroof (electrical only)
- ✓ Wipers and jets operate (excluding jet spread & wiper blade condition)
- ✓ Lights
- ✓ Horn
- ✓ Mirrors (reflective only excluding functionality)
- ✓ Windows (electric only operated from drivers seat)

## HOW MUCH DOES IT COST?

Assured provided by the AA is £35+VAT per vehicle. For more information and T&Cs visit: [www.astonbarclay.net/services/assured-by-the-aa](http://www.astonbarclay.net/services/assured-by-the-aa)

# Assured provided by the AA - EV / Hybrid

AA Assured - EV / Hybrid is a 36 point visual inspection which covers electric, hybrid and self-charging cars and LCVs up to 12 years old and under 120,000 miles.

Vehicles with an Assured provided by the AA - EV / Hybrid inspection report are sold with assurance that the areas covered are as described on the AA Report. If you find something is wrong with the vehicle where the inspection has been described as "OK", you can make a claim under the scheme's buyer guarantee.

## What is included?

The following areas are detailed within the report.

### FLUID LEVELS

- ✓ Engine oil level (topped up to minimum)
- ✓ Brake fluid (topped up to minimum)
- ✓ PAS (topped up to minimum)
- ✓ Coolant (topped up to minimum)
- ✓ Oil / coolant contamination (visual only)

### VEHICLE OPERATIONS

- ✓ Brakes - does the vehicle stop within 20 meters? Condition of components aren't checked.
- ✓ Gear selection (with engine running)
- ✓ 1st and reverse gear drive
- ✓ Parking brake holds
- ✓ Suspension level (visual only)
- ✓ Bonnet release (mechanical / electrical)

### ENGINE OPERATIONS

- ✓ Starts with or without the aid of a battery pack
- ✓ Engine noise at idle only. Potential issue highlighted on report
- ✓ Smoke (when idle, visual only)
- ✓ Noise (drive belt)
- ✓ Noise (power steering)
- ✓ Exhaust blowing

# Assured provided by the AA - EV / Hybrid

## DASHBOARD

- ✓ Warning lights / messages illuminated
- ✓ EML illuminated (brief description entered)

## VEHICLE INTERIOR

- ✓ Air conditioning (excluding temperature and gas)
- ✓ Satellite navigation (excluding functionality)
- ✓ Central locking (excluding fob & remote access)
- ✓ Entertainment system powers up (excluding functionality)
- ✓ Entertainment screen powers up (excluding functionality)
- ✓ Reverse system activates (excluding functionality)
- ✓ Drivers seat adjustment (mechanical & electrical)
- ✓ Power convertible roof (electrical only)
- ✓ Power sunroof (electrical only)
- ✓ Wipers and Jets operate (excluding jet spread & wiper blade condition)
- ✓ Lights
- ✓ Horn
- ✓ Mirrors (reflective only excluding functionality)
- ✓ Windows (electric only operated from drivers seat)

## CHARGE CABLE

- ✓ Type (standard domestic/ fast or both)
- ✓ Condition (excluding functionality)

## HOW MUCH DOES IT COST?

Assured provided by the AA - EV / Hybrid is £40+VAT per vehicle. For more information and T&Cs visit: [www.astonbarclay.net/services/assured-by-the-aa](http://www.astonbarclay.net/services/assured-by-the-aa)

# Making a claim

## What can I, and what can't I claim on?

You can make a claim on a vehicle sold with an "Assured provided by the AA report" and/or "Assured provided by The AA - EV/Hybrid" report, if the following criteria have been met:

1. Two working days of the vehicle leaving Aston Barclay's premises; and before the vehicle has been driven more than 250 miles above the assured report mileage.
2. Within the terms set out in the General Conditions of Auction.

You can claim on aspects of the AA report which have been misreported. You cannot claim for faults in areas which are not covered by the "Assured provided by The AA" scheme. You cannot claim for any aspects on the "Assured provided by The AA - Lite" report. **This report is for your information only and not covered under the scheme.**

Where any reported fault is found within a section in the Assured provided by the AA Report, this indicates that the state or condition of the item is below working state or condition. You cannot claim under the Scheme for any item, which has been marked "requires attention".

## How do I make a claim?

- To make a claim either call the WMS claims team on 01844 299285, or complete the [PDF claim form](#)
- The team are experienced technical advisors who have knowledge of all aspects of the scheme and are on hand to process your claim.
- The team are available 0900-1700 Monday to Friday, and 0900-1300 Saturday, excluding bank holidays.
- On the call you will need to provide:
  1. Your Aston Barclay account name or code, along with your contact details.
  2. The vehicle registrations number
  3. The sale date and collection or delivery date
  4. Current mileage
  5. Supporting documents for your claim including photos and/or videos.

Please ensure before you make a claim that you have read the "Assured provided by the AA Terms and Conditions" available from the [Aston Barclay website](#), or from any Aston Barclay branch.

WMS GROUP LIMITED  
Oxford House, Oxford Road  
Thame, Oxfordshire OX9 2AH  
Telephone: Claims 01844 299285  
Email: [claims@wmsgroup.co.uk](mailto:claims@wmsgroup.co.uk)

# Key information

Take a moment to read our key information section, some answers to your question might be here.

## Static checks – Gearbox, Brakes

A claim brought under the buyer guarantee regarding a vehicle's brakes and first and reverse gears will only be considered under the Scheme when, having selected first or reverse gear, the vehicle fails to move forwards or backwards (as applicable) and come to a stop within 20 metres.



The buyer guarantee included in the Scheme regarding the operation of a vehicle's gear box will differ depending upon the type of gearbox fitted to the vehicle. Claims will only be considered when there is a fault, as described below, that is apparent when the vehicle is stationary, and the engine is running:

1. Where a manual gearbox is fitted, one or more of the gears cannot be engaged with the engine running
2. Where an automatic gearbox is fitted, one or more of the gears that is indicated on the gate as being available for manual selection cannot be engaged with the engine running
3. Where a semi-automatic gearbox is fitted, one or more of the gears which should be available for manual selection cannot be engaged with the engine running

## Oil/fluid leaks

The assessment is carried out without a ramp and static so although it may be noted that there is an oil or fluid leak, this will only be from observing the engine from above and as a result no source of a leak can be confirmed.

## Warning Lights

- Any dashboard warning light / illumination will be recorded on the Assured provided by the AA report
- All EML fault codes will be listed with a brief description of the fault

## Satellite Navigation / In Car Entertainment / Air Conditioning

During AA inspections, the assessor will switch the Satellite Navigation / In Car Entertainment / Air Conditioning on and off. Claims will be considered, if during the inspection, the item in question fails to receive power, inspectors are unable to test the functionality of the system.

For the avoidance of doubt, no claims will be considered when the fault is the result of no data feed for the navigation system or gas for the air conditioning system.