



# 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 appraisal undertaken by qualified impartial AA technicians across our six remarketing centres in the UK.

It's available for cars and LCVs including electric and hybrid vehicles (EV / Hybrid). You can tell which vehicles are covered by referring to either the Assured logo on the vehicle description, 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

- Appraisal report giving you peace of mind when bidding online or in our auction halls
- A 30-point check for Assured, 35-point check for EV Hybrid and 26-point check for Lite.
- A buyer guarantee on the Assured and EV / Hybrid product.
- A dedicated claims line managed by WMS. Contact 01844 299285 or by emailing [astonbarclayclaims@wmsgroup.co.uk](mailto:astonbarclayclaims@wmsgroup.co.uk).

For full terms and conditions, please refer to the [Assured Provided by The AA Terms & Conditions](#).





# The independent AA appraisal process

Assured provided by the AA and Assured provided by the - AA EV/Hybrid are visual, non-invasive multi-point appraisals, which include a kinetic test 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 workshop mechanical inspection or conform to MOT test specifications and should not be taken as an indication of roadworthiness.

Assured provided by the AA and Assured provided by the AA - EV / Hybrid is provided on all cars and LCVs by meeting the required criteria of being under 12 years old and 120,000 miles within the UK.

Assured provided by the AA - Lite is provided for all vehicles over 12 years old or 120,000 miles.



# 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.

### 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)

### 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)

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

## 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)

**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 30 point visual appraisal which covers cars and LCVs up to 12 years old and under 120,000 miles.

Vehicles with an Assured provided by the AA appraisal report are sold with assurance that the areas covered are as described on the AA Report. If a fault hasn't been reported, you may be able to 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 & 1st and reverse drive test
- ✓ 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 / Smoke
- ✓ Exhaust blowing

# Assured provided by the AA (cont.)

## DASHBOARD

- ✓ Warning lights / messages illuminated
- ✓ Service light illuminated (Yes / No)
- ✓ EML illuminated (Fault code included)

## 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

Assured provided by the AA - EV / Hybrid is a 35 point visual appraisal 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 appraisal report are sold with assurance that the areas covered are as described on the AA Report. If a fault hasn't been reported, you may be able to 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 & 1st and reverse drive test
- ✓ 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 and Smoke
- ✓ Exhaust blowing



# Assured provided by the AA - EV / Hybrid

## DASHBOARD

- ✓ Warning lights / messages illuminated
- ✓ Service light illuminated (Yes / No)
- ✓ EML illuminated (Fault code included)

## 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)

# The appraisal report explained

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

## Icon key

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

Assured Provided by The AA



**CK19 ZVF** **MMZDK6W7A0W316055**

MAZDA  
CX-3 HATCHBACK  
White  
19142 miles

✓ OK ⚠ Requires Attention ⊖ Not Tested N/A Not Applicable

### FLUID LEVELS

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

### DASHBOARD

Warning Lights illuminated	✓
Service Light illuminated	No
EML illuminated (P codes with brief description)	✓

### VEHICLE OPERATION

Brakes (operation in test lane only)	✓
Gear Selection & 1st and Reverse Drive Test	✓
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)	N/A
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)	N/A
Power Sunroof (Electrical only)	N/A
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 / Smoke (at idle only)	✓
Exhaust Blowing	✓

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

If the EML is illuminated, we will report the fault codes as follows

### DASHBOARD

EML illuminated (P codes with brief description)	⚠
P0409 egr sensor A circuit P2033 exhaust gas temperature sensor circuit high bank 1 sensor 2	

# Making a claim

You may be able to 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. The claim is made within 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. You are within the terms set out in both the [Assured Provided by The AA Terms & Conditions](#) and the General Conditions of Auction.

If a fault hasn't been reported, you may be able to make a claim under the scheme's buyer guarantee. 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 area where a fault has been declared.

## How do I make a claim?

- To make a claim either call the WMS claims team on 01844 299285, or by emailing [astonbarclayclaims@wmsgroup.co.uk](mailto:astonbarclayclaims@wmsgroup.co.uk) with 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, excluding bank holidays
- When making a claim, you will need to provide **within five working days**:
  1. Your Aston Barclay account name or code, along with your contact details.
  2. The vehicle registrations number
  3. The sale date and collection / delivery date with proof of delivery
  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](#).

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