

# Prepurchase Total Care

## Inspection Report

5496985

This report has been completed for **MS JANE DOE**

### Customer Details

Customer	MS JANE DOE				
Address	101 Richmond Road, Mile End, 5031				
Make & model	KIA, SORENTO EX-L	Body type	4D WAGON	Build date	01/2010
Registration	ABC123	Engine #	KIA20LT		
Odometer	123456	VIN	00000001234567890		
Inspection date	2 July 2025	Transmission	Automatic		
Weather	Overcast	Fuel system	Diesel	Road test speed	60kph

### Your guide to the general condition of the vehicle at the time of inspection

The Traffic Light guide below relates to the vehicle's condition at the time of inspection and does not take into consideration age, indicated kilometrage, statutory warranty or the buying or changeover price of the vehicle. Where warranty is indicated it is based on manufacturer's new vehicle warranty or in accordance with the current South Australian Second Hand Motor Vehicle Dealer Act, NOT extended warranties provided or sold by dealers.

-  **Stop:** The cost of repairs and/or the risk of future reliability/safety should be considered against the value of this vehicle and long term ownership, unless it is intended for restoration and all costs are taken into consideration.
-  **Caution:** If reported defects are repaired effectively and regular servicing maintained, the vehicle should provide reliable service. If purchasing privately or without South Australian "Dealer Statutory Warranty", all defects should be costed for repair prior to purchase. If purchasing from a dealer, roadworthy defects must be repaired at cost to dealer prior to sale.
-  **Go:** Any items reported should only require routine maintenance, adjustment or minor repairs to maintain reliable service.

**This report is not a guarantee or warranty.**  
**Please read all information before purchase.**  
For further information or advice with this inspection,  
please contact our **Car Advice Team** on 8202 4689.

**Important Information**

**This report relates to the vehicle only.** All financial arrangements and warranty conditions are between you and the seller. If purchasing from a South Australian registered vehicle dealer - the vehicle may be covered by the second-hand used vehicle dealer's act and as such may attract warranty provisions by the dealer. RAA does not provide warranty on any areas of the vehicle. We recommend you check the status of recalls with the manufacturer as we cannot check if they have been completed. **Content of report** – This report refers only to the items listed. Mechanical and body components are not dismantled or removed during the inspection. While every care and precaution is taken to ensure the accuracy of this report, some vehicle defects may not be evident at the time of the testing or can be spasmodic in nature and therefore not evident at the time of inspection or undetectable. The cooling system should be cleaned if the history of the vehicle is unknown. Operation of advanced electrical componentry such as in-car infotainment systems, car security systems or cruise control systems (if fitted) has not been checked.

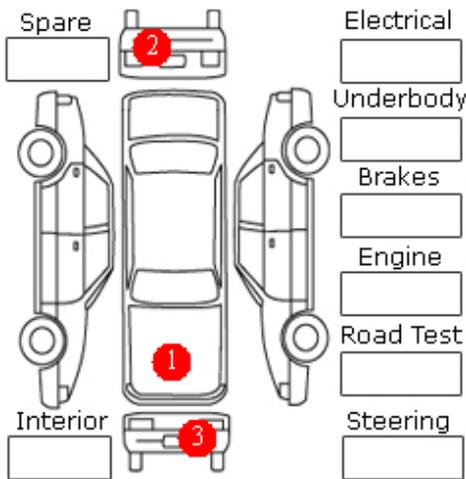
**Brake inspection** – The inspector will check the vehicles brake measurements against industry brake specifications to aid in providing accurate advice for your use. Please note we use a variety of industry sources for brake specifications as information direct from manufacturers may not be obtainable. While we aim to provide accurate brake information, we make no warranties or representations regarding the quality, accuracy, completeness or reliability, therefore you should confirm these against manufacturer's specifications before work commences.

**Paint and Panel advice** – Panel and/or paint repairs may have been undertaken on this vehicle but if repaired to an acceptable trade standard will not be reported. The assessment of the body is visual only and intended to report on rust, corrosion and damage. Minor defects such as dirt in paint, colour variations, paint runs or blemishes from previous repairs will not be detailed or reported if they will not contribute or cause deterioration. Any previous repairs or concealed damage between body and/or under covers cannot be reported as we do not dismantle. Structural sections and wheel alignment are not measured during mobile inspections as workshop specialist equipment is required. If the inspector has noticed damage or previous repairs and the inspector has reason to believe measuring is required a "yes" is entered in the relevant box below:

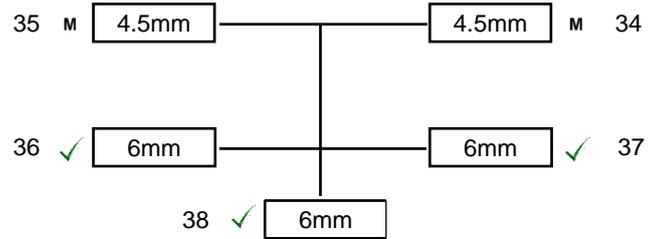
Damage/previous repairs have been identified to structural areas refer to items in report

We recommend a chassis alignment check prior to purchase

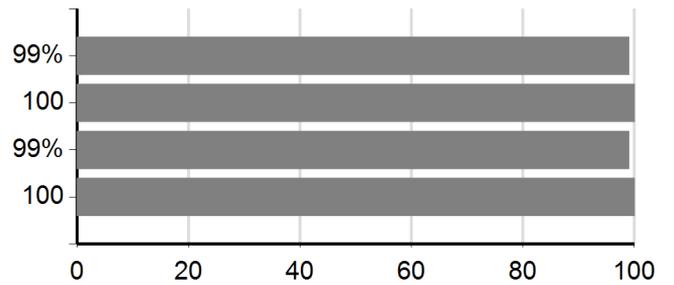
**Vehicle condition**



**Tyre tread depth**



**Engine cylinder performance test**

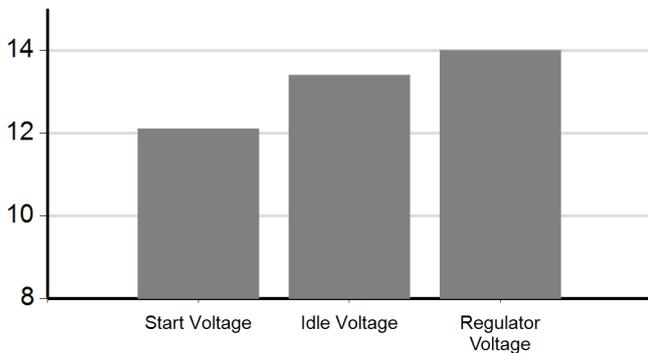


Cylinder variance

**Advisory note: engine cylinder performance testing.**

Relative compression testing combined with visual symptoms of oil fuming, coolant rise, defect codes and road test performance is used to determine engine cylinder performance. Relative compression testing does not identify individual cylinder compression and is purely a test to indicate potential variances. Engine cylinder performance testing does not detect oil burning, leaking head gaskets, the presence of induction air leaks or emission control device faults that affect engine performance. If variances or visual symptoms are identified during the evaluation it may be indicative of an engine performance problem and we recommend further engine testing such as direct compression testing. We are unable to perform relative engine compression testing on some Hybrid vehicles.

**Battery voltage**



Average battery cranking voltage

Cam belt fitted?

If fitted, cam belt was not inspected. If service records do not match manufacturer's recommendations, replace belt.

**Inspection checklist**

**Explanation of symbols used in this report**

- M** Minor: Needs service/adjustment or monitoring for deterioration. For information, or optional repair when body or trim related.
- NA** Not Applicable: Not applicable to vehicle or part of the inspection, or unable to access component for inspection.
- EW** Early Warranty: Requires early attention, should be repaired under statutory used vehicle or manufacturers warranty.
- Satisfactory: Item is in serviceable condition and/or within the manufacturers specifications at time of inspection.
- S** Serious Defect: Safety related, non compliance with legislation or may cause damage to the vehicle if driven before repair.
- SR** Serious (safety related) and Roadworthy defect
- E** Early Attention: Repairs are needed before vehicle is used regularly or over continuous long distance.
- R** Roadworthy: Indicates the item is non compliant with statutory regulations.
- SW** Serious Warranty: Requires urgent attention, should be repaired under statutory used vehicle or manufacturers warranty.

**Engine System**

- 1 **M** Mount/stabiliser condition
- 2 Bearings - Main/Conrod noise
- 3 Piston/Gudgeon noise
- 4 Valve train
- 5 Oil Fuming/PCV system
- 6 Cylinder performance
- 7 Smoke emissions (if possible)
- 8 **E** Oil Leaks
- 9 Oil level/condition
- 10 Engine Covers
- 11 Other Engine Noises

**Braking System**

- 12 Master Cylinder (external leaks if visible)
- 13 Pedal
- 14 ABS / Stability Control
- 15 Brake/Hose/Pipes condition
- 16 Park brake adjustment and operation

**Statutory Electrical Systems**

- 17 Head/Park/Driving Lights
- 18 **SR** Stop/tail/number plate lights
- 19 Turn/hazard lights
- 20 **E** Wipers/washers
- 21 Demisters (front/rear)
- 22 Warning device (horn)
- 23 Speedometer operation
- 24 Reverse lights

**Electrical Systems**

- 25 System warnings (gauges/lights/codes)
- 26 Charging System Operation
- 27 Starting System Operation
- 28 Battery/Mounting/Cabling
- 29 Ignition
- 30 Oil Pressure Sensor
- 31 Engine Wiring

**Wheels and Tyres**

- 32 Wheel/tyre size and condition (ADR's)
- 33 Jack / tools and accessories
- 34 **M** Driv. Side Front Tread Depth
- 35 **M** Pass. Side Front Tread Depth
- 36 Pass. Side Rear Tread Depth
- 37 Driv. Side Rear Tread Depth
- 38 Spare tyre / Tread Depth

**Cooling System (Pressure Tested to Cap PSI)**

- 39 **E** Visual External Radiator Condition
- 40 Radiator Cap and Seal Condition
- 41 Coolant level and visible condition
- 42 External Coolant Leaks
- 43 Combustion entry (rise test)
- 44 Cooling fan operation
- 45 Water Pump
- 46 Visual Core/welch plug condition
- 47 Radiator Hose condition
- 48 Heater / hose condition
- 49 Drive belts (not removed)
- 50 Radiator / coolant level indicator

**Fuel Management Systems**

- 51 Air cleaner induction assembly/system
- 52 Cable/linkage/vacuum controls
- 53 Carburettor/fuel injection
- 54 Fuel tank/s, pipes and hoses
- 55 Exhaust System / Components

**Interior / Optional Electrical / Safety / Glass**

- 56 Map/glovebox lights
- 57 Door/footwell & interior lights
- 58 Door / Boot assembly
- 59 Door glass/windscreen & tinting
- 60 Air conditioning (efficiency not tested)
- 61 Electrical operated mirrors
- 62 Gauge/instrument illumination
- 63 SRS / Air bags / Traction Control
- 64 Mirror glass/es
- 65 Dashboard / Seats
- 66 Door/boot/petrol flap locks/latches
- 67 Seat belts
- 68 Sun visor / Hood linings / handles

**Steering Assemblies**

- 69 Steering Box/Rack wear and leaks
- 70 Steer. wheel/column/spline & joint wear
- 71 Steering (Power/Manual)
- 72 Tie-rods/steering arms/pivots/joints

**Rear / Front Axle Assemblies**

- 73 Wheel bearings noise/freeplay
- 74 Differential and/or hub lubrication/leaks

**Front Suspension Assemblies**

- 75 Drivers side front suspension
- 76 Passenger side front suspension
- 77 applies to both sides of the suspension

**Rear Suspension Assemblies**

- 78 Drivers side rear suspension
- 79 Passenger side rear suspension
- 80 **M** applies to both sides of the suspension

**Transmission Assemblies**

- 81 **M** Oil level and Condition (if accessible)
- 82 Transmission/Transfer case/Oil leaks
- 83 Mount/stabiliser condition
- 84 Gear selectors/linkages

**Propeller / Drive Shaft Assemblies**

- 85 CV joint / driveshaft boots and leaks
- 86 CV joint/driveshaft noise/wear
- 87 Tail/front shaft joints/splines/leaks

**Chassis & Structural Assemblies**

- 88 Previous Structural Repairs
- 89 Chassis Rails / Subframes
- 90 Severe rust corrosion
- 91 Other items

**Other systems**

- 92 Turbo System(if fitted)
- 93 **NA** LPG System (If Fitted)
- 94 Cold start operation (if engine cold)
- 95 **NA** Hub locks 4x4 (not tested under load)
- 96 **NA** Clutch operation and adjustment (if fitted)
- 97 **NA** Clutch hydraulic leaks/linkages
- 98 Oil Cooler (if fitted)

**Body, Paint and Interior**

- 99 **M** Body Paintwork
- 100 Body Panels
- 101 Other items
- 102 Aperture Seal/s
- 103 **M** Seat Upholstery
- 104 **M** Carpets
- 105 **M** Interior Trim

**Road Test**

- 106 Roadtest Performance / Noises

**Brake disc/drum, pad/lining wear advice**

**Anti-lock brakes:** When fitted, the inspection process is limited to an operational test only, performed during the vehicle road test.

**Minimum replacement thickness:** Pads 1.6mm from steel backing. Shoes worn to rivet heads or bonded linings 1mm from steel backing.

	Lining/pad thickness (mm)
Left front	9.0
Right front	9.0
Left rear	6.0
Right rear	6.0

Disc or drum size: minimum manufacturer's specs (mm)	Disc or drum size: actual (mm)	
22.4	23.1	Left front
	23.1	Right front
8.4	9.3	Left rear
	9.3	Right rear

**Comments**

**Defect(s) present - attention required**

These are defects which, in our opinion, should be rectified prior to the vehicle's continued use or purchase. It is highly recommended that a Vehicle History Check be done on all vehicles prior to purchase.

Item	Image ref	Component	Comment
18	<b>SR</b>	Driv. side tail light/s Tail Lights	Light inoperative.

**Other Items noted**

Noteworthy items which, in our opinion, should be drawn to your attention.

Item	Image ref	Component	Comment
80	<b>M</b>	General suspension	Age cracks evident to bushes
81	<b>M</b>	Trans Oil Level / Condition	Advise check service records discoloured - recommend service
99	<b>M</b> 1	Referenced Body Paint Area/s	'Minor chips and scratches noted
99	<b>M</b> 2	Referenced Body Paint Area/s	'Minor chips and scratches noted
99	<b>M</b> 3	Referenced Body Paint Area/s	'Minor dents, chips and scratches Imperfections noted in paint Paint repairs
103	<b>M</b>	'General Seat Upholstery	General wear and tear on seat trim
104	<b>M</b>	Carpet/s general	'General wear
105	<b>M</b>	'Interior Condition	General age/wear deterioration visible and includes - scuffs and scratches to all door trims and dash/console trims.
1	<b>M</b>	All Engine Mountings	Age cracks visible to rubber - continue observation
34	<b>M</b>	Tread / Tyre	Wear on inner and outer edges
35	<b>M</b>	Tread / Tyre	Wear on inner and outer edges
39	<b>E</b>	Radiator	Debris blocking core - clean
8	<b>E</b>	Oil leakage to:	Rear side of engine area, consistent with rear main seal oil leak. To rocker cover area. Underside of bellhousing / transaxle
20	<b>E</b>	Screen Wipers Front	Blades do not clean windscreen efficiently

**Inspector's Comments**

Inspector's Signature



Attention required to items reported.

Photos of vehicle



20250312\_111710[1].jpg



20250611\_141414[1].jpg



20250326\_135318[1].jpg



20250509\_163116[1].jpg



20250422\_155752[1].jpg

**This report is not a warranty or a guarantee for any purpose and is valid only at the time of the inspection.**

Acceptance of this report is acceptance of these Terms and Conditions. Our Terms and Conditions are also displayed on the RAA website.

### 1.0 Definitions

1.1 Prepurchase Totalcare inspection: Designed to give a general overview of the condition of the vehicle including mechanical and body/paint aspects before purchasing. This product includes a technical advisor follow up & PPSR search.

### 2.0 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 on our website at the time the inspection is 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, its important you review the current terms and conditions - you can find these at [raa.com.au](http://raa.com.au).

2.5 You can also ask us to provide you with 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 is 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 the inspection may arise after the time of inspection.

2.8 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 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 anyone 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, we reserve 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 If the inspection is being used to make a decision about whether to purchase a vehicle, you should appreciate that the Vehicle Inspection Report is not a recommendations 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 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 we can't inspect or that we can only conduct a limited inspection on. This might be because of limited access, limitations of test equipment, level of complexity or specialised tools and equipment required. We'll let you know where this might occur before we do the 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 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 for Prepurchase 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 & operation;

3.5.3 Engine: We'll do a relative engine compression test completed by use of electronic test equipment to measure cylinder performance. This tests for compression gases entering cooling system, engine fuming, oil burning & abnormal operation/noises carried out. We'll also report on 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 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: We'll check external/internal lights, instruments, wipers, heater. We don't check Audio/GPS/infotainment systems.

3.5.8 Fuel Systems: We'll check damaged/worn components & leaks.

3.5.9 Dual Fuel: We'll check gas cylinders for compliance, and test for switching to dual fuel.

3.5.10 Chassis: We'll check for rust or damage.

3.6.1 We'll do a road test of up to 5 Km within the immediate vicinity of the inspection location

3.6.2 Any road tests will be completed within speed limits of the immediate test area;

3.6.3 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 is 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 are not 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 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 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 with the vehicle, like the vehicle service records, vehicle manual, damage reports and repair records, won't be inspected. This is because 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. This is 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 We do not guarantee, warrant, or verify the accuracy of any odometer reading as part of an inspection, and are unable to verify whether the odometer has been altered in any way.

4.8 Without limiting the above, we do not check :

4.8.1 If the engine hot, engine automatic cold start device operation;

4.8.2 Neither oil and fuel consumption nor the presence of aftermarket additives in the oil, designed to control/minimise excessive noise or oil burning;

4.8.3 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;

4.8.4 The brake systems on any vehicles with dual driving wheels or where an axle has to be removed;

4.8.5 Additives designed to conceal internal or external coolant leaks from cracks or corrosion;

4.8.6 Source of oil leaks if the areas are dirty, recently cleaned, concealed, or awash with oil concealing the source of the leak;

4.8.7 The correct operation of optional four wheel drive / all-wheel drive and limited slip differentials components;

4.8.8 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;

4.8.9 Air-conditioner / climate control system for gas leaks or efficiency;

4.8.10 The operation of electric and manual retractable and removable roofs, and;

4.8.11 Any aftermarket modifications or inclusions to the vehicle (including, but not limited to, air suspension, tow bars); and

4.8.12 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 to the vehicle as these need the manufacturer's specific testing equipment and procedures.

4.9 We can't tell you about a defect if it is not evident at the time of the inspection and road test or if it can't be detected using the techniques employed by us to do the inspections (being those techniques described in these Terms and Conditions). We won't inspect anything that is not readily accessible or is obstructed eg, locked wheel nuts with no key, boot flooring that's obstructed with cargo, etc.

4.10 Except as specifically referred to in clause 3.8, we do not dismantle or remove any part of the vehicle.

4.11 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 are reported.

5.3 We'll 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. Our professional opinion is purely 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) it is important to know that 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. 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 You can make a payment at the time of booking or at the time of inspection

8.2 Payment may be made 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 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 We'll do our best to notify you no later than the day prior to the booking if we need to cancel or make changes to your booking.

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 If 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 our Car Advice Team 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.