

Legal Summary – Lifetime Warranty Repair Refusal – Vauxhall Astra (2011)

Customer: [Redacted Name]

Vehicle: Vauxhall Astra J 1.6 Turbo (2011)

Registration: [Redacted Registration]

Date: 28 May 2025

1. Governing Legislation: Sale of Goods Act 1979 (as amended)

As the vehicle was purchased prior to 1 October 2015, the applicable consumer legislation is the Sale of Goods Act 1979 (SOGA). This law remains in force for purchases made before the Consumer Rights Act 2015 came into effect and continues to govern related warranties.

2. Key Protections Under SOGA:

- - Satisfactory Quality & Fitness for Purpose: Goods sold must remain fit for normal use and of reasonable durability.
- - Warranty Enforcement: Where a seller (or manufacturer) provides a warranty, they are legally bound to honour it under the terms promised at sale.
- - Reasonableness: If parts become unavailable from the original manufacturer, the use of equivalent quality replacement parts is a reasonable and industry-accepted alternative.

3. Lifetime Warranty Terms (as provided by Vauxhall):

- - Vauxhall promises “free of charge repair or replacement of defective parts” by an Authorised Repairer.
- - There is no prohibition on using equivalent quality components, especially where OEM parts are discontinued.
- - A clause allowing Vauxhall to refuse repairs “where parts are no longer available” must be interpreted in good faith, not limited solely to Vauxhall’s internal supply chain.

4. Availability of Equivalent Parts:

The required A/C compressor, although no longer supplied by Vauxhall, is readily available through reputable aftermarket OEM-equivalent brands (e.g. Delphi, Valeo, Lucas). The condenser is still available through Vauxhall directly.

Thus, it remains entirely feasible to complete the repair using functionally equivalent components — as is standard practice across the industry.

5. Summary Position:

Vauxhall's refusal to perform the warranty repair on the basis of internal parts availability:

- - Contradicts the intent of the Lifetime Warranty,
- - May constitute a breach of contract under the SOGA,
- - Fails the test of reasonableness, given that equivalent parts are available.

Request:

The customer respectfully requests that Vauxhall:

- 1. Authorise the repair using a suitable OEM-equivalent compressor, in conjunction with the available condenser.
- 2. Confirm in writing their acceptance of this course of action or provide clear justification for denying a repair that is demonstrably feasible.

Prepared by:

[Redacted Name]

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