



Mechanical breakdown warranty

Essential

Terms and conditions



Thank you for buying your vehicle from us.

Please read this warranty document carefully and make sure you understand and keep to these terms and conditions. Not keeping to these terms and conditions may affect any claim you make and could lead to the warranty becoming void (not applying).

This warranty is a legal agreement between:

- you, the registered owner of the vehicle shown in the schedule attached to this warranty; and
- us, the dealer who you bought the vehicle and this warranty from.

We have appointed AutoProtect Administration Limited (AutoProtect) to deal with all matters relating to claims made under this warranty.

Please keep this warranty document in a safe place.

1 What is included?

The parts listed in this section 1 are covered against any mechanical breakdown in the United Kingdom during the warranty period shown in the schedule.

Mechanical breakdown is the failure of a part, causing it to suddenly stop working, for a reason other than wear and tear, deterioration or negligence.

The cover under the warranty only applies if these terms and conditions of fully met. The warranty does not apply to any parts not listed in these terms and conditions.

Parts covered

Engine

- The rocker assembly, including hydraulic followers; inlet and exhaust valves, springs and guides
- Buckets; shims; collets; cam journals and cam bearings
- Cylinder head; cylinder head gasket; camshaft and followers; timing gears and chains; oil pump; pistons and rings; cylinder bores; con rods; gudgeon pins and bearings; crankshaft and bearings; inlet manifold; flywheel and ring gear
- Crank main bearings; crank big end bearings and con rod small end bearings; main journal caps and big end caps (not including the crank balance shaft and drive unit)

Except:

Cracked or porous cylinder heads and bores; carbon deposits; skimming or pressure testing; burnt valves; and timing chain or belt tensioners and guides

Timing belts are also covered as long as they have been changed in line with the manufacturer's recommendations. You will need to provide proof of this.

Manual gearbox

- All internal mechanical parts
- Internal gears; syncromesh and syncromesh hubs
- Selector forks and selector shafts
- Speedo drive
- Bearings; input, output and lay shafts and bushes

Except:

External selector mechanisms; all electrical parts; oil seals and leaks.

Automatic gearbox

- All internal mechanical parts
- Internal gears; gear lever; sun and planet gears; carriers
- Brake bands; clutch steel discs and clutch drums (not including friction linings)
- Valve block; pressure valves; internal main shafts and pressure seals

Except:

External selector mechanisms; all electrical parts; oil seals and oil leaks

Torque converter

- All internal mechanical parts
- Pump; turbine; stator and lock-up clutch
- Bearings and internal bushes

Except:

Electrical components and oil leaks

Differential

- All internal mechanical parts
- Crown wheel and pinion; planet gears and pins
- Main input bearing and input seal
- Output bearings (but not output seals)

Clutch

- All internal mechanical parts
- Clutch master cylinder; slave cylinder; release bearing; pressure plate; centre disc and oil contamination of the centre plate only

Except:

Frictional material

Front-wheel drive

- Drive shafts, including constant velocity joints, universal joints and couplings
- Outer constant velocity joint housing, inner race, cage and bearings
- Outer drive shaft housing, inner race, cage and bearings

Except:

Gaiters

Recovery Contribution

We will contribute £50 towards recovery in the event of a valid claim.

Rear-wheel drive

- Rear half shaft bearings and shaft
- Rear constant velocity joint housings, inner race, cage and bearings

Except:

Gaiters

Wheel bearings

- Front and rear wheel bearings

Propshaft

- Universal joints and couplings; propshaft bearings

Fuel-injection system

- Mechanical or electrical fuel pumps; tank sender unit; throttle body; airflow meter; idle control valve; throttle potentiometer; pressure regulator; map sensor
- Pedal and throttle body potentiometer
- Pressure sensor, including fuel rail when not available separately.

Except:

Injectors and glow plugs

Engine cooling system

- Water pump; thermostat; thermostat housing; engine cooling fan; radiator; engine oil cooler and heater matrix only

Steering (including power assisted steering)

- Steering rack and pinion; steering box and pump; steering lock

Except:

Gaiters.

Front and rear suspension

- Coil springs; upper and lower wishbones and ball and swivel joints; suspension arms; tie rod ends; anti-roll bar links; track rod ends

Except:

Bushes

Brakes

- Brake master cylinder; wheel cylinders; restrictor valve; brake callipers; servo

Except:

Seizure and corrosion

Electrical system

- Starter motor; alternator; electric window motors and switches; sunroof motor and switch; central-locking motors; front and rear windscreen wiper and washer motors; heater-fan motor; heater motor resistor; multi-function stalk switch and horn; immobiliser/ alarm; clock; headlight switch; door switch; interior light switch; front and rear fog-light switches; heated rear window switch; heated front window switch

Engine management

- Engine electronic control unit only

Working materials

Oils, oil filter and antifreeze are covered only if it is essential to replace them as part of an agreed claim under this warranty.

Casings

If any of the parts covered fail, and this damages the casing, it will also be included only as part of an agreed claim.

Four-wheel drive

- All four-wheel drive parts except wiring and connectors

Air-conditioning (if fitted by the manufacturer)

- Compressor unit

In the event of a valid claim, the most we would pay towards re-gassing is £60 (including VAT).

Turbo charger (if fitted by the manufacturer)

- Turbo charger unit

ABS – Anti-locking brake system (if fitted by the manufacturer)

- The ABS modulator and wheel-speed sensors

OPTIONAL UPGRADE

If the appropriate box has been selected on the Schedule the following items will also be included against Mechanical Breakdown:

Catalytic Converters & Diesel Particulate Filters

Catalytic converters and Diesel particulate filters are covered for mechanical failure. This does not include the cleaning of fuel lines, filters, carburettors, pumps and the replacement of catalytic converters damaged from the use of contaminated or incorrect fuel or accidental or impact damage

Turbo charger including Wear and Tear (if fitted by the manufacturer)

- Turbo charger Unit
- Turbo Wear & Tear for vehicles up to 10 years, 100,000 miles

Multimedia Pack inclusions

Stereo hi-fi video cassette recorder, LCD screens, media control panel, auxiliary power input socket, 12 volt power supply (excluding remote control unit and headphone). Factory fitted CD player with multi changer, satellite navigation system, games machine and DVD player (excluding discs).

2 What is not covered?

- a We will not accept any claim which is reported to us or AutoProtect more than 14 days after the relevant fault was discovered.
- b We will not accept any claim where the repair has not started within 14 days of the relevant fault being reported to us or AutoProtect.
- c This warranty does not apply if the vehicle:
- is used for any kind of time trial, competition or race;
 - was customised or modified after this warranty started; or
 - is used for hire or reward (for example, taxis, self-drive hire vehicles or driving-school vehicles).
- d This warranty does not cover damage or mechanical breakdown caused by:
- neglect;
 - rust and corrosion;
 - any foreign substance getting into or onto a part;
 - using a grade of fuel not recommended by the manufacturer or using inadequate or incorrect antifreeze protection;

- not keeping the vehicle in a roadworthy condition, including maintaining oil and coolant levels;
- not servicing the vehicle in line with condition 3c (Servicing);
- the effects of overheating, even if caused by a part covered by this warranty;
- freezing;
- abuse;
- the vehicle being overloaded, according to the law or the manufacturer's recommendations; or
- fire, lightning, earthquake, explosion, frost, storm, flood, water damage, theft or attempted theft, aircraft or other flying devices (or articles dropped from them), or any other extreme cause.

e The warranty also does not cover the following.

- Wear and tear or the gradual reduction in performance due to the age and mileage of the vehicle. This includes, but is not limited to:
- the gradual loss of engine compression so that the valves or rings need repairing or replacing; and
- the gradual increase in the amount of oil used, as a result of normal driving.
- Claims arising as a result of negligence or intentional damage (including continuing to drive the vehicle when it is not mechanically sound).
- The effects of poor repairs, or faults that were present when you bought the vehicle.
- Parts which have not been fitted correctly.
- Parts which are of faulty manufacture or design, or which are recalled for repair or replacement by the manufacturer.
- Parts not fitted as standard or an optional extra by the manufacturer, unless we have agreed otherwise beforehand.
- Damage to parts not covered by this warranty or any resulting damage to the covered parts.
- The cost of diagnosis or testing.
- Routine servicing or repairs. The amount of time allowed for labour will be in line with the I.C.M.E standard repair times
- Any parts which were found to need replacing during routine servicing or any repairs.
- Any damage caused by fire, accident or any incident on or condition of the road.
- Any loss, damage, liability or injury arising directly or indirectly as a result of a covered part failing.
- Damage caused by war risks, sonic booms or nuclear radiation.

3 General conditions

You must keep to the conditions in this section 4 to have the full protection of the warranty. If you do not keep to them, we may cancel the warranty, refuse to deal with your claim or reduce the amount of any claim payment, as we see fit.

a Duty of care

You must not drive your vehicle after any damage or incident if this could cause further damage to your vehicle.

b Fraud

If you (or anyone acting on your behalf):

- make a claim which is false or fraudulent in any way; or
 - support a claim with any false or fraudulent document or device;
- this warranty will not apply.

c Servicing

If the vehicle has full service history, you must continue to service the vehicle in line with the manufacturer's specifications.

If the vehicle has no service history, or the service history is incomplete, the vehicle must be serviced by a

VAT-registered garage within 12 months or 12,000 miles (whichever is sooner) from the date you bought the vehicle. It must then be serviced in line with the manufacturer's specifications, or every 12 months or 12,000 miles (whichever is the sooner). The servicing must include the following.

- Changing the engine oil and filter
- Checking oil levels in the gearbox and differential, and topping them up if necessary
- Checking the coolant level and the strength of the antifreeze or inhibitor, and topping up if necessary
- Checking the timing belt (if one is fitted) and renewing it if necessary
- Replacing the brake fluid in line with the manufacturer's recommendation

The interval between services must not go over the set time or mileage by more than 21 days or 750 miles. If any circumstances prevent the service from being carried out on time, you must immediately send us written notice of this by 'Signed for' mail.

You must keep proof of each service as we may need to check it if you make a claim.

The only acceptable proof of servicing will be the fully detailed VAT service invoice, showing the date of the service and the mileage. You must keep all these invoices.

If you do not provide satisfactory proof of servicing, your vehicle will not be covered by the warranty.

d Before you bought the vehicle, we will have checked it to make sure that the parts covered by this warranty were in a good condition.

The mileage quoted in the schedule does not guarantee that this is the true distance your vehicle has covered.

e We will not make or pay for repairs costing more than the limits shown in the schedule or as otherwise restricted by this warranty.

f For any one claim we will not make or pay for repairs costing more than the current vehicle valuation as listed in Glass's Guide.

g AutoProtect are not responsible for any mistakes or incorrect information we provided about the nature or value of this warranty.

h We will not return any payment you have made in connection with us issuing this warranty if you then go on to cancel it.

i We may use, or insist that your repairer uses, exchanged or reconditioned parts or like-for-like parts of a similar make, quality and wear.

j If the part to be replaced has some wear, or the replacement part improves the general condition or value of the vehicle, you will have to pay an amount towards the replacement part.

4 How to make a claim

If the vehicle shows signs that there could be a mechanical breakdown, do not continue to use it as this may cause further damage which you will be responsible for.

- a. Once the vehicle is at your chosen repairer, get them to diagnose the fault.
- b. You may need to give your permission to pay for and carry out any fault finding, diagnosis or dismantling necessary, and agree to pay for any costs outside of the authorised amount.
- c. You may be asked to give the following information prior to carrying out any repair.
 - Your vehicle's registration number
 - Your surname
 - Your postcode
 - The current mileage of your vehicle
 - The nature of your claim
 - Total costs
 - Details of the service history
- d. If a person other than us is to repair or replace any part included under this warranty, they must first contact AutoProtect to get approval for the work and to agree the costs we will pay. Your dealer or repairer must obtain approval for the work via iClaim to agree the claim and costs. Ask that they log on to our web-based iClaim system:
<https://iclaimuk.autoprotect.net>
- e. Information and advice on how the repairer can create a login and use iclaim can be found at: www.claimingiseasy.co.uk
- f. If you choose to use your own repairer, we will only pay them up to the equivalent AutoProtect national labour rate.
- g. Work carried out without prior approval will result in the claim being rejected.
- h. You agree to pay for any costs outside of the amount authorised by AutoProtect.
- i. Before AutoProtect approve the repair they may ask for other estimates, to examine the vehicle, ask an expert to assess the claim, or specify the repairer you must use.
- j. When the repairs have been completed, the repairer can create their invoice via iClaim. The invoice must give full details of the repair, including all replacement parts, labour costs and VAT. The invoice must be made out to us.
- k. We may also need to see your original service invoices.
- l. AutoProtect will settle the repairer's invoice directly with them.
- m. If you and AutoProtect disagree over the claim, follow our complaints procedure set out in section 9 below.

5 Transferring the warranty

Selling the vehicle with this warranty may help you to sell it. To transfer the warranty, phone AutoProtect on 01279 456503 and give them the details of the person you are selling the vehicle to. You cannot transfer this warranty if you are selling

the vehicle to a motor dealer or trader. In this case the warranty will automatically end.

If you sell the vehicle to a private buyer (not a trader or dealer), this warranty can be transferred as long as:

- you have given the new owner all documents relating to the warranty;
- the vehicle has been serviced and maintained according to the manufacturer's recommendations and the terms of this warranty; and
- you have sent a cheque for £25, by 'Signed for' mail, to:

AutoProtect Administration Limited Warwick House
Roydon Road Harlow
Essex CM19 5DY.

The cheque must be made payable to AutoProtect Administration Limited.

The warranty will be governed by the laws of England and Wales.

6 Cancellation

If you cancel this warranty, we will not refund any amount you have paid in connection with it.

7 Complaints procedure

If you have a complaint about this warranty you should contact us. If your complaint relates to how AutoProtect have handled a claim, you should contact them directly by phoning **012794 565000** or writing to:

AutoProtect Administration Limited
Warwick House
Roydon Road
Harlow
Essex
CM19 5DY.

You will need to give the details of the warranty, including the warranty number shown in the schedule.

Following this procedure will not affect your right to take legal action.

8 Data protection

Your data has been shared with AutoProtect Group and we would like to keep you informed on how we use your personal information. For the purposes of GDPR the Data Controller in relation to any personal data you supply is the supplying Dealer and the Data Processor is AutoProtect Administration Ltd. AutoProtect Administration Ltd hold and use your information to set up the products and services presented to you by AutoProtect or your supplying Dealer and may share your information with affiliated companies for the same purpose. For a copy of our complete Privacy Statement, please refer to our website <https://www.autoprotect.co.uk/privacy> or contact us - by email Dataprotectionofficer@autoprotect.net ; by telephone 01279 456500.

9 The law applying to the warranty

The warranty will be governed by the laws of England and Wales.

10. Geographical Limits

Is the region within which this Agreement is valid, being the United Kingdom.