



# ESSENTIAL

WARRANTY



Administered by: AutoProtect Administration Limited  
Warwick House, Roydon Road, Harlow, Essex CM19 5DY





**ESSENTIAL**  
WARRANTY

## CUSTOMER PROTECT ESSENTIAL WORRY FREE WARRANTY

If your vehicle goes wrong it's inconvenient, aggravating and potentially costly. The Customer Protect Essential Warranty helps to ease the stress and minimise the strain on your wallet.



**Extended service intervals – 12 months or 12,000 miles**



**£50 contribution to vehicle recovery<sup>†</sup>**



**Turbo**



**Anti-lock brakes**



**Air-conditioning**

In the event of a valid claim, maximum contribution to system re-gas is £60.00 inc VAT.

### <sup>†</sup> Recovery

For an additional fee, you can take advantage of our full, dynamic recovery service. Please ask for details.

## SIGNIFICANT BENEFITS

- Day one protection.
- Includes parts, labour and VAT.
- National repair network.
- Three to 36 month options available.
- Straightforward claims process.
- Fast payment of valid claims.

## UPGRADE AVAILABLE\*

**100K**

Failure due to wear and tear on turbo for vehicles up to 10 years or 100,000 miles at time of claim.



Multimedia Systems



Catalytic converters



Diesel particulate filters

*\*Additional fee required.*



**CLICK HERE TO WATCH OUR VIDEO**



Administered by: AutoProtect Administration Limited  
Warwick House, Roydon Road, Harlow, Essex CM19 5DY

## CUSTOMER PROTECT ESSENTIAL

### PARTS INCLUDED

#### ENGINE (MECHANICAL COMPONENTS)

- ⬆ Rocker assembly including hydraulic followers
- ⬆ Inlet and exhaust valves
- ⬆ Inlet and exhaust valve 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 (excluding crank balance shaft and drive unit).
- ⬆ Timing belts
- ⬆ Turbo charger unit

**Excluding** cracked or porous cylinder heads and bores, carbon deposits, skimming/ pressure testing, burnt valves and timing chain/belt tensioners and guides.

#### ENGINE MANAGEMENT

- ⬆ Engine Electronic Control Unit

#### ENGINE COOLING SYSTEM

- ⬆ Water pump
- ⬆ Thermostat and thermostat housing
- ⬆ Engine cooling fan
- ⬆ Radiator
- ⬆ Engine oil cooler and heater matrix only

#### 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
- ⬆ Driven axle wheel bearing inner race, cage and bearings

**Excluding** gaiters.

#### WORKING MATERIALS

- ⬆ Oils, oil filter
- ⬆ Antifreeze

#### MANUAL GEARBOX

- ⬆ All internal mechanical components
- ⬆ Internal gears
- ⬆ Syncromesh and syncromesh hubs
- ⬆ Gear lever
- ⬆ Speedo drive
- ⬆ Selector forks and selector shafts
- ⬆ Bearings, input, output and lay shafts and bushes

**Excluding** external selector mechanisms, all electrical components and oil seals and leaks.

#### AUTOMATIC GEARBOX

- ⬆ All internal mechanical components
- ⬆ Internal gears
- ⬆ Gear lever
- ⬆ Sun and planet gears and carriers
- ⬆ Brake bands
- ⬆ Clutch steel discs and clutch drums (excluding friction linings)
- ⬆ Valve block, pressure valves and internal main shafts and pressure seals

**Excluding** external selector mechanisms, all electrical components and oil seals and leaks.

#### AIR CONDITIONING

- ⬆ Compressor unit

#### TORQUE CONVERTER

- ⬆ All internal mechanical components
- ⬆ Pump
- ⬆ Turbine
- ⬆ Stator and lock-up clutch
- ⬆ Bearings and internal bushes

**Excluding** all electrical components and oil leaks.

#### DIFFERENTIAL

- ⬆ All internal mechanical components
- ⬆ Crown wheel and pinion
- ⬆ Planet gears and pins
- ⬆ Main input bearing and input seal
- ⬆ Output bearings (excluding output seals)

**Excluding** all electrical components and oil leaks.

#### CLUTCH

- ⬆ All internal mechanical components
- ⬆ Master cylinder
- ⬆ Slave cylinder
- ⬆ Release bearing
- ⬆ Pressure plate
- ⬆ Centre disc and oil contamination for centre plate only

**Excluding** frictional material.

#### STEERING (INCL POWER ASSISTED)

- ⬆ Steering rack and pinion
- ⬆ Steering box and pump
- ⬆ Steering lock

**Excluding** gaiters.

#### PROPSHAFT

- ⬆ Universal joints, couplings and propshaft bearing

#### 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

**Excluding** bushes.

#### ELECTRICAL SYSTEM

- ⬆ Starter motor and 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
- ⬆ Multifunction stalk switch and horn
- ⬆ Immobiliser/alarm
- ⬆ Clock
- ⬆ Switches: headlight, door, interior light, front and rear fog light, heated rear window, heated front window

#### 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

**Excluding** injectors and glow plugs.

#### REAR WHEEL DRIVE

- ⬆ Rear half shaft bearings and shaft
- ⬆ Rear constant velocity joint housings
- ⬆ Driven axle wheel bearing inner race, cage and bearings

**Excluding** gaiters.

#### BRAKES

- ⬆ Master Cylinder
- ⬆ Wheel Cylinders
- ⬆ Caliper
- ⬆ Servo
- ⬆ Restrictor valve
- ⬆ ABS modulator and wheel speed sensors

**Excluding** seizure and corrosion.

#### WHEEL BEARINGS

- ⬆ Front and rear wheel bearings

#### CASINGS

**These specifically listed components are included against a mechanical breakdown during the warranty period, provided that the terms and conditions of the agreement are fully complied with. Any component not listed is specifically excluded.**

### COLOUR CODING KEY

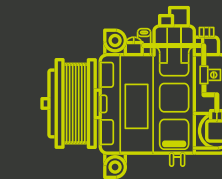
- ⬆ Are included as long as they have been replaced in line with manufacturer's schedules. (proof required)
- ⬆ Are included only if it is essential to replace them as part of an agreed claim.
- ⬆ If any of the included parts fail and this damages the casings they will be included only as part of an agreed claim.

### EXCLUDED

Exclusions apply as detailed in the warranty agreement schedule.

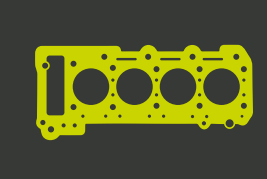
### THE COST OF A BREAKDOWN CAN BE PAINFUL

#### ALTERNATOR



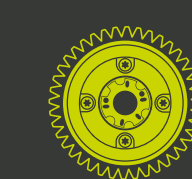
**£291**

#### HEAD GASKET



**£476**

#### DIFFERENTIAL



**£1946**

#### WATER PUMP



**£198**

#### BRAKE CALLIPERS



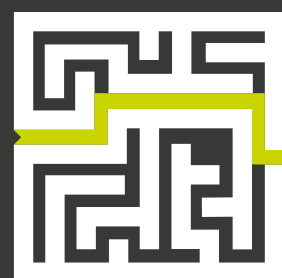
**£157**

Prices include parts, labour and VAT.

The listed components are subject to the terms as described in your warranty agreement and are also subject to certain limitations in the maximum amount paid in the event of a breakdown. Please ask your supplying dealer for further details. Your statutory rights are not affected by the terms of this Mechanical Breakdown Warranty.



## HOW TO MAKE A CLAIM



**SIMPLE  
TO USE**



**NO PHONE  
CALLS**



**RESPONSE  
WITHIN THE  
HOUR**



**FAST  
PAYMENTS**

Where the vehicle is drivable, take your car to your chosen repairer and get them to diagnose the fault. 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.



### OUR ONLINE SYSTEM - iClaim

<https://iclaimuk.autoprotect.net>

Ask the repairer to create a login, although they may already have one. This will take them no more than a couple of minutes and any future claims can be made with us via this simple system.

iClaim not only removes the need for phone calls but also simplifies the claims process, makes invoicing us quick and ensures payments will be settled directly into their account.

If the repairer needs help with iClaim they should visit [www.claimingiseasy.co.uk](http://www.claimingiseasy.co.uk)



### NEXT GIVE THE REPAIRER THIS INFORMATION:

1. **Your vehicle registration**
2. **Your postcode**
3. **Your surname**
4. **Current vehicle mileage**
5. **Nature of the claim**
6. **Copies of any servicing you may have had.**



### WHAT YOU NEED TO KNOW.

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.

**In some cases we may ask the repairer for further information, e.g. diagnostics, images or videos.**

**The repairer must not start any repairs without submitting the claim via iClaim. Work carried out without prior approval will result in the claim being rejected.**

When the repairs have been completed, THE REPAIRER can create their invoice via iClaim. Instructions on how to do this can be found here: [www.claimingiseasy.co.uk](http://www.claimingiseasy.co.uk).