



# COMPREHENSIVE WARRANTY



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



## CUSTOMER PROTECT COMPREHENSIVE WORRY FREE WARRANTY

If your vehicle goes wrong it's inconvenient, aggravating and potentially costly. The Customer Protect Comprehensive 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†**



**Turbo**



**Anti-lock brakes**



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

**60K**

**Breakdown of a listed part due to wear and tear for vehicles up to six years or 60,000 miles at time of claim.**



**Diesel particulate filters and catalytic converters**



**Multimedia Systems**

### † 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\*

# 100K

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

\*Subject to payment of an additional fee.

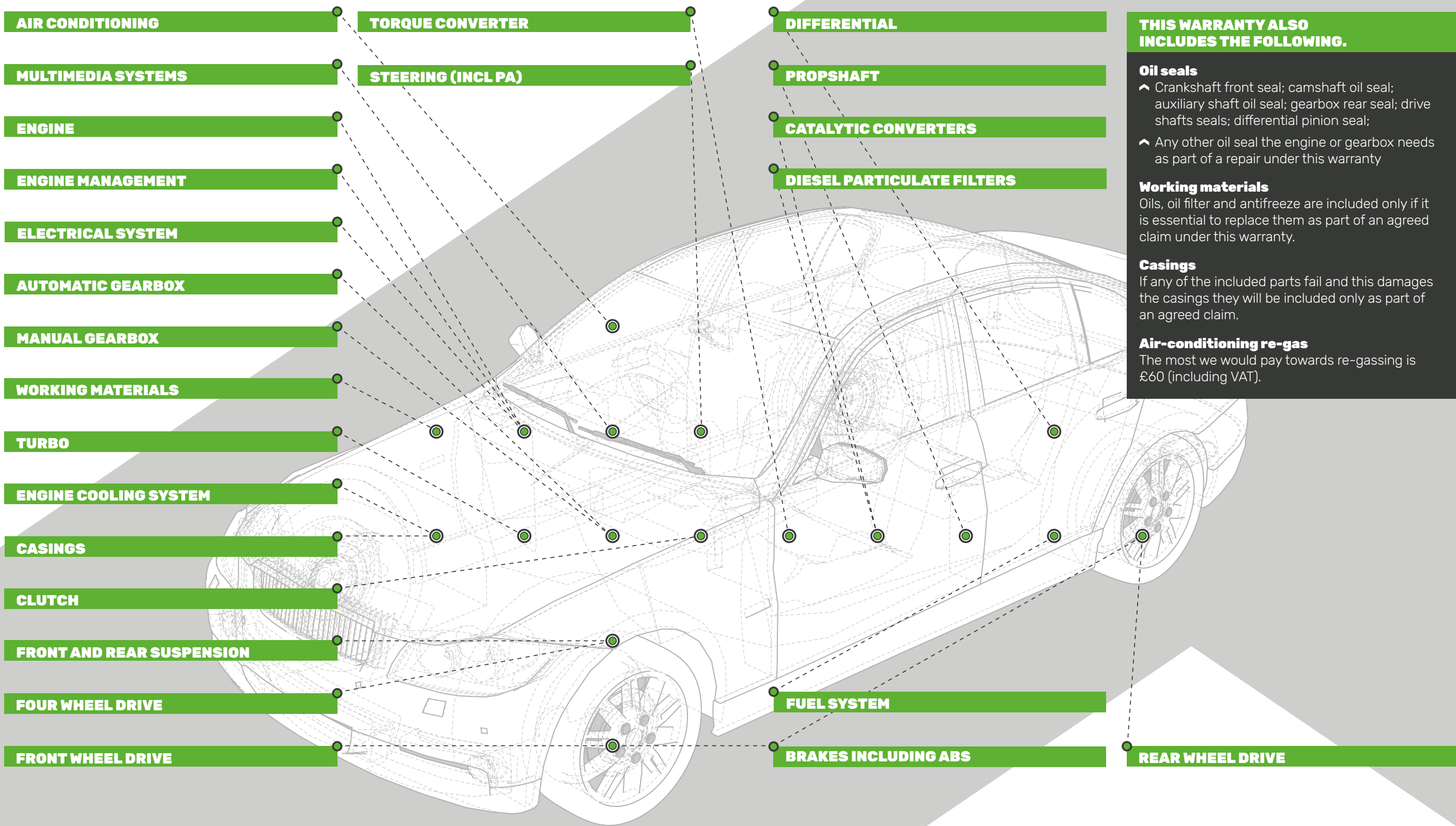


**CLICK HERE TO WATCH OUR VIDEO**



## CUSTOMER PROTECT COMPREHENSIVE

### ALL MECHANICAL AND ELECTRICAL PARTS INCLUDED



**THIS WARRANTY ALSO INCLUDES THE FOLLOWING.**

**Oil seals**  
 ^ Crankshaft front seal; camshaft oil seal; auxiliary shaft oil seal; gearbox rear seal; drive shafts seals; differential pinion seal;  
 ^ Any other oil seal the engine or gearbox needs as part of a repair under this warranty

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

**Casings**  
 If any of the included parts fail and this damages the casings they will be included only as part of an agreed claim.

**Air-conditioning re-gas**  
 The most we would pay towards re-gassing is £60 (including VAT).

The illustration highlights just a selection of the included components. In fact all **MECHANICAL AND ELECTRICAL COMPONENTS** are included under the Comprehensive warranty with just a few exclusions as listed below.

- EXCLUDED**
- ^ Bodywork (Inc. Handles, Hinges and Catches) Painted Surfaces
  - ^ Glass (Heating Elements are Included)
  - ^ Interior or Exterior Trim
  - ^ Key Fobs and Key Cards
  - ^ Remote control units
  - ^ Headphones
  - ^ Discs or removable storage for any part of a multimedia system
  - ^ Cracked or Porous Cylinder Heads and Blocks
  - ^ Skimming and Pressure Testing
  - ^ Burnt Valves
  - ^ Wheels
  - ^ Air Bag and Control System
  - ^ Electrical Wiring Looms
  - ^ Electrical Connectors
  - ^ Light Units Including Led and Xenon Lamps
  - ^ Hoses
  - ^ Pipes
  - ^ Brake Seizure and Corrosion

Any items subject to routine maintenance, routine adjustments or periodic repair including:

- ^ Plugs
- ^ HT Leads
- ^ Air Filters
- ^ Oil Filters
- ^ Fuel Filters
- ^ Pollen Filters
- ^ Oil and Fluids
- ^ Brake Discs and Drums
- ^ Brake Pads and Brake Shoes
- ^ Wiper Blades or Rubbers
- ^ Auxiliary Drive Belts
- ^ Cables
- ^ Light Bulbs
- ^ Batteries
- ^ Tyres and Exhaust Systems

Any items, subject to a known manufacturer technical bulletin or recall. Any part that has suffered a mechanical breakdown due to wear and tear, where the vehicle is either older than six years or has covered more than 60,000 miles at time of claim.

Any part not fitted as standard or equipment not approved by the manufacturer.

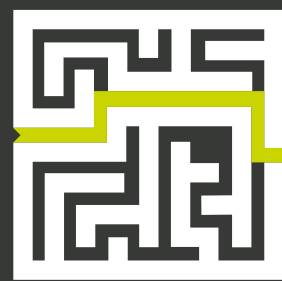
**THE COST OF A BREAKDOWN CAN BE PAINFUL**

 <b>ALTERNATOR</b> <b>£291</b>	 <b>HEAD GASKET</b> <b>£476</b>
 <b>DIFFERENTIAL</b> <b>£1946</b>	 <b>WATER PUMP</b> <b>£198</b>
 <b>BRAKE CALLIPERS</b> <b>£157</b>	

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://icclaimuk.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).