



**NEW CUSTOMER
PROTECT WARRANTY
TRUSTED AND TRANSPARENT**



WHO IS **AUTOPROTECT**?

Throughout the UK and continental Europe, AutoProtect operates in the new and used sector providing products for cars, vans, motorcycles, trucks, motorhomes, caravans and coaches.

AutoProtect provides a wide range of insurance products and guarantee schemes used by manufacturers and dealerships of all sizes. Combining experience with a flexible, service-oriented approach and a commitment to innovation, the business can tailor customer support programmes to suit your individual requirements.

In fact over 1 million customers trust us to protect their vehicle with an AutoProtect administered product.



www.autoprotect.co.uk

✉ twitter.com/autoprotect

in linkedin.com/company/autoprotect



CUSTOMER PROTECT DEALER BACKED WARRANTIES

Your business' reputation and brand is built upon the service you offer to your customers and so is ours.

To ensure customer confidence in the vehicles you sell, you need to be providing the very best possible mechanical and electrical warranty cover backed up by an experienced claims management team. So when the unexpected breakdown does happen, the problem is solved quickly and efficiently and with no detriment to your reputation and brand. Plus, your happy customers will willingly recommend you to their friends, family and colleagues.

The all-new Customer Protect range was built from the ground up working from the perspective of a car driver, not an insurer. The new products are completely transparent as they are explained in Plain English, verified by the Plain English Crystal Mark. The breadth of the products and owner responsibilities are clear, explaining the range of cover on offer and arguably most importantly so is the claim process.

- ^ DAY ONE INSTANT COVER FROM THREE to 36 MONTHS
- ^ CHOICE OF AN EXTENSIVE PARTS LISTED WARRANTY or
- ^ ALL MECHANICAL AND ELECTRICAL COVER
- ^ WEAR AND TEAR INCLUDED AS STANDARD - TO 60,000 MILES OR SIX YEARS
- ^ TURBO, AIR CON, ABS INCLUDED
- ^ FAST ONLINE CLAIMS AUTHORISATION
- ^ AUTOMATIC INVOICING FROM YOU TO US
- ^ ONLINE DASHBOARD TO TRACK YOUR SALES, CLAIMS AND PAYMENTS
- ^ PLAIN ENGLISH CAMPAIGN APPROVED - FAIRER TERMS AND CONDITIONS



	ESSENTIAL	ESSENTIAL (INC PACK UPGRADE)*	COMPREHENSIVE	SUPERIOR	ABSOLUTE
Day One Protection	>	>	>	>	>
Service Intervals: 12 Months or 12,000 Miles	>	>	>	>	>
£50 Contribution to Recovery Costs	>	>	>	>	Full recovery included
Aircon	>	>	>	>	>
Anti-lock Brakes	>	>	>	>	>
Turbo	>	>	>	>	>
Multimedia Systems	X	>*	>	>	>
Catalytic Converter and Diesel Particulate Filter	X	>*	>	>	>
Turbo inc Wear and Tear (10 yrs/100,000 miles)	X	>*	>*	>	>
Wear and Tear: Years/Miles	X	X	Up to 6 / 60,000 [†]	>	>
All Mechanical and Electrical Components Included	X	X	>	>	>
Enhanced labour rates	X	X	X	>	>
Breakdown Recovery and Home Assist	X	X	X	X	>
Day One Car Hire	X	X	X	X	>

*Requires payment of an additional fee.

[†]At time of claim.

INCLUDED IN ALL LEVELS:

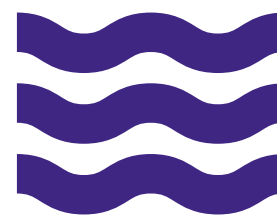


Service intervals – 12 months or 12,000 miles

12,000
MILES



£50 contribution to vehicle recovery



Air-conditioning included

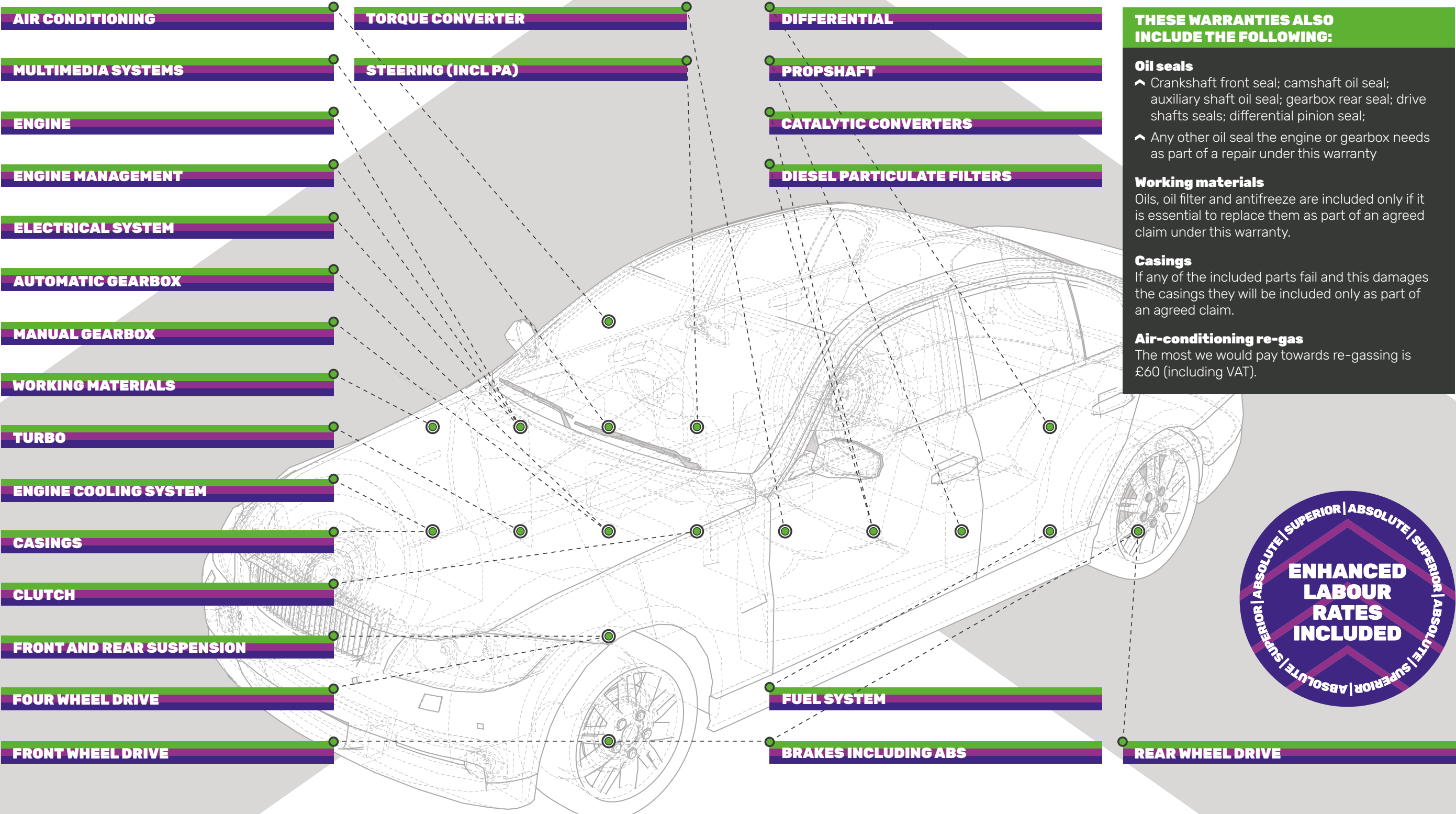


Anti-lock brakes



Turbo

COMPREHENSIVE | SUPERIOR | ABSOLUTE - ALL MECHANICAL AND ELECTRICAL PARTS INCLUDED



EXCLUDING

- ^ 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 a known manufacturer technical bulletin or recall.

Any items subject to routine maintenance, routine adjustments or periodic repair.

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

VISIT | WWW.CUSTOMERPROTECT.COM FOR DETAILS

ESSENTIAL

BELOW IS A LIST OF PARTS INCLUDED WITH THE ESSENTIAL WARRANTY.

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.

PROPSHAFT

- ⬆️ Universal joints, couplings and propshaft bearing

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.

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 STRAIGHTFORWARD WAY TO MAKE A CLAIM

The key test for a warranty is when a claim arises; we have worked to make this easy and fast.

AutoProtect is innovating yet again to make life simpler for dealers and ultimately their customers! We have developed a new online platform that vastly accelerates the warranty claims process.

Introducing iClaim

The next stage of this development is now with us; let us introduce our upgraded iClaim application, courtesy of AutoProtect's sustained investment in our leading-edge AutoProcess technology.

Whilst behind the scenes there is plenty of smart technology.

Cutting to the chase:

iClaim enables dealers and their repairers to speed up the warranty claims process for their customers online. The new, easy to use service simply requires the completion of online claims information, which can be uploaded along with any images and documents to support the claim and we will respond with a decision. There is no need to telephone your claim through.

More information on how to register and use iClaim can be found here:

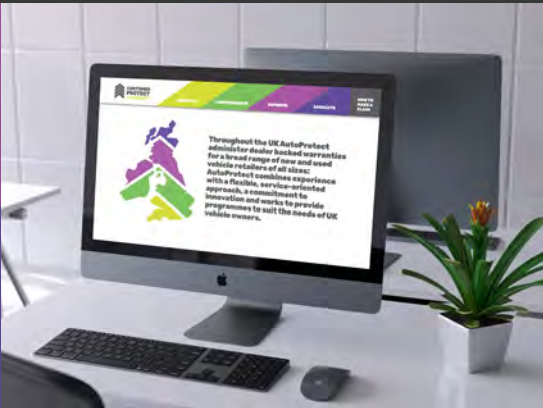
www.claimingiseasy.co.uk

Even faster payments

Being paid on approved claims once a repair is completed is equally as straightforward, just let iClaim create your invoice and we will process payment within 24 hours to arrive in your account within five working days via BACS.

Easy and fast for you and perfectly designed to help your relationship with your customer as well.

POINT OF SALE



Available from your AutoProtect account manager.

Contact details:

Dealer Number:
01279 456555

**YOUR BUSINESS
CARD HERE**

VISIT | WWW.CUSTOMERPROTECT.COM FOR DETAILS



Other products available from AutoProtect.

Extended warranty and guarantee schemes

- ⤴ Cars, commercial vehicles, motorbikes, caravans and motorhomes
- ⤴ Insured, dealer guarantee and administration schemes
- ⤴ Recovery programmes

Guaranteed Asset Protection

- ⤴ Return to Invoice – RTI
- ⤴ Financial Shortfall – GAP
- ⤴ Combined Return to Invoice and Financial Shortfall GAP
- ⤴ Replacement Vehicle
- ⤴ Hire and reward Return to Invoice and Financial Shortfall GAP
– taxis and private hire

SMART/Alloy Wheel Insurance

Paint Protection

- ⤴ Ceramic Coat Protection
- ⤴ Synthetic Coat Protection
- ⤴ MotoGP Motorcycle Paint Protection

MOT Products

- ⤴ MOT Test Insurance and Dealer Guarantee

Tyre Insurance

Key Insurance

Misfuelling insurance

