WHAT IF...

...your car refuses to start or breaks down? Even the most reliable of vehicles can let you down sometimes, and cost a fortune to repair.

It’s always worth thinking ahead. A car that’s in perfect working order now may be more likely to break down as it ages.

It’s enough to keep you awake at night. Unless you invest in our Customer Protect Silver Plus Warranty.

SIGNIFICANT BENEFITS

Customer Protect Silver Plus Warranty is designed to help with the cost of repairs, including replacement parts, labour and VAT.

And when you consider that modern vehicles contain over 700 components, any of which might fail over time, the impact on your pocket could be painful.

WHY NOT LET US FOOT THE REPAIR BILL INSTEAD?

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**WHEN IT FAILS, WE PAY**

<table>
<thead>
<tr>
<th>Component</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>WATER PUMP</td>
<td>£198</td>
</tr>
<tr>
<td>ALTERNATOR</td>
<td>£291</td>
</tr>
<tr>
<td>HEAD GASKET</td>
<td>£476</td>
</tr>
<tr>
<td>BRAKE CALLIPERS</td>
<td>£157</td>
</tr>
<tr>
<td>DIFFERENTIAL</td>
<td>£1946</td>
</tr>
</tbody>
</table>
PROTECTING YOUR VEHICLE FOR THE ROAD AHEAD

SILVER PLUS PARTS INCLUDED
The following specifically listed components are included against any Mechanical Breakdown occurring during the Warranty period, provided that the terms and conditions of the Agreement are fully complied with. Any component not listed is specifically excluded.

ENGINE
The rocker assembly including hydraulic followers, inlet and exhaust valves, inlet and exhaust valve guides. Bucketets, shims, collars, cam journals and cam bearings. Cylinder head, cylinder head gasket, camshaft and followers, timing gears and chains, oil pump, pistons and rings, cylinder bores, crank rod, gudgeon pins and bearings, crankshaft and bearings, inert manifold, flywheel and ring gear. Crank main bearings, crank big and bearings and con rod small and bearings, main journal caps and big end caps (excluding crank balance shaft and drive end).

TORQUE CONVERTER
All internal mechanical components. Pump, torque, stator and lock up clutch. Bearings and internal seals and leaks.

MANUAL GEARBOX
All internal mechanical components. Internal gears, synchronesh and synchronesh hubs, gear lever, speeds drive. Selector forks and selector shafts. Bearings, input, output and lay shafts and bushes. Excluding external selector mechanism, 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 lining). Valve block, pressure valves and internal main shafts and pressure seals. Excluding external selector mechanism, all electrical components and oil seals and leaks.

Differential
All internal mechanical components. Crown wheel and pinion, planet gears and pins. Main input bearing and input seal. Output bearings (excluding output seal). Excluding all electrical components and oil leaks.

CLUTCH
All internal mechanical components. Clutch master cylinder, slave cylinder, release bearing, pressure plate, centre disc and oil contamination for centre plate only. Excluding frictional material.

ENGINE COOLING SYSTEM
Water pump, thermostat, thermostat housing, engine cooling fan, radiator, engine oil cooler and heater matrix only.

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 gine plugs.

ENGINE MANAGEMENT
Engine electronic control unit only.

WORKING MATERIALS
Oils, oil filter and antifreeze are included only if it is essential to replace them as part of an agreed claim.

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

OPTIONAL PARTS AVAILABLE
If the appropriate box has been selected on the Schedule that item will also be included against Mechanical Breakdown.

FOUR-WHEEL DRIVE*
All four wheel drive components are included.
Excluding wiring and connectors.

AIR CONDITIONING (FACTORY FITTED)*
The air conditioning compressor unit. In the event of a valid claim, maximum contribution to system re-gas is £45.00 inc VAT. (proof required).

TURBO CHARGER (FACTORY FITTED)*
The turbo charger unit is included.

ANTI LOCKING BRAKE SYSTEM - ABS (FACTORY FITTED)*
The ABS modulator and wheel speed sensors only.

EXCLUDED
Exclusions apply as detailed in the warranty agreement schedule.

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.

*Optional cover.
Silver Plus
Mechanical Breakdown Warranty

Thank you for purchasing your vehicle from us. Please read this document carefully and make sure you understand and comply with these terms and conditions. Failure to do so may affect any claim which may arise and could lead to the Agreement becoming void.

This Agreement and its terms and conditions, detailed here, are between the Agreement holder and the company which sold the Agreement (the guarantor).

Please keep this document in a safe place.

DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this Agreement. For ease of reference, these have been placed in alphabetical order.

APA: AutoProtect Administration Limited, Warwick House, Roydon Road, Harlow, Essex CM19 5DY, who have been appointed by the Dealer to deal with all administrative matters relating to claims handling, including payment of claims, arising under this Agreement by the guarantor.

Dealer/We/Us/Our: the dealer who supplied this Agreement and is its guarantor.

Geographical Limits: is the region within which this Agreement is valid, being the United Kingdom.

Mechanical Breakdown: is the failure of an item included under ‘What is included?’ causing a sudden stoppage of function, for a reason other than wear and tear, deterioration or negligence.

Mechanical Breakdown Warranty: provided in relation to the Vehicle specified in the Schedule and subject to the General Conditions and What is not included? and the other terms of this Agreement.

Owner/You/Your: the registered owner of the Vehicle forming the subject matter of this Agreement as specified in the Schedule and any subsequent registered owner to whom the benefit of this Agreement may be transferred.

Schedule: the schedule attached to this Agreement.

Vehicle: the vehicle specified in the Schedule.

Warranty Period: the period this Agreement is in force as indicated on the Schedule.

WHAT IS INCLUDED?

The following specifically listed components are included against any Mechanical Breakdown occurring during the Warranty period, provided that the terms and conditions of this Agreement are fully complied with. Any component not specifically excluded.

Engine

The rocker assembly including hydraulic followers, inlet and exhaust valves, inlet and exhaust valve springs and inlet and exhaust valve 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). Excluding cracked or porous cylinder heads and bores, carbon deposits, skimming/pressure testing, burnt valves and timing chain/belt tensioners and guides.

Timing belts are included provided that the last due change of belt has taken place as specified by the manufacturer’s schedule (proof required).

Manual gearbox

All internal mechanical components. Internal gears, synchromesh and synchromesh 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.

Torque convertor

All internal mechanical components. Pump, turbine, stator and lock up clutch. Bearings and internal bushings. Excluding all electrical components and oil leaks.

Differential

All internal mechanical components. Crown wheel and pinion, planet gears and pin. Main input bearing and input seal. Output bearings (excluding output seals). Excluding all electrical components and oil leaks.

Clutch

All internal mechanical components. Clutch master cylinder, slave cylinder, release bearing, pressure plate, centre disc and oil contamination for centre plate only. Excluding 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. Excluding gaiters.

Rear-wheel drive

Rear half shaft bearings and shaft. Rear constant velocity joint housings, inner race, cage and bearings. Excluding gaiters.

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. Excluding 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. 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.

Brakes

Brake master cylinder, wheel cylinders, restrictor valve, brake callipers and servo. Excluding seizure and corrosion.

Electrical system

Starter motor, alternator, electric window motors and switches, sunroof motor and switch, central locking motors, front and rear windscreens wipe 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 included only if it is essential to replace them as part of an agreed claim.

Casings

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

OPTIONAL PARTS AVAILABLE

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

Four-wheel drive

All four wheel drive components are included. Excluding wiring and connectors.

Air conditioning (factory fitted)

The air conditioning compressor unit. In the event of a valid claim, maximum contribution to system re-gas is £45.00 inc VAT.

Turbo charger (factory fitted)

The turbo charger unit is included.

Anti locking brake system—ABS (factory fitted)

The ABS modulator and wheel speed sensors only.

WHAT IS NOT INCLUDED?

The Dealer shall not be liable under the Mechanical Breakdown Warranty Agreement:

1) For any breakdown which is reported to the Dealer or APA more than 14 days after the relevant fault is discovered.

2) For any breakdown where the repair lies not commenced within 14 days of the relevant fault being reported to the Dealer or APA.

3) If the Vehicle is used for any kind of timed competition or race.

4) If the Vehicle is customised or modified after commencement of this Agreement.

5) If the Vehicle is used for hire or reward (for example, taxis, self-drive hire or driving schools).

6) For damage caused by:

• neglect;
• corrosion;
• any foreign matter getting into or onto a part;
• the use of a grade of fuel not recommended by the manufacturers of the Vehicle or from the use of inadequate or improper antifreeze protection;
• failure to maintain the Vehicle in a roadworthy condition, including maintenance of oil and coolant;
• failure to follow the service Schedule as per “General Conditions”;
• the effects of over-heating, whether caused by an included part or not;
• freezing;
• abuse;
• subjecting the Vehicle to a load greater than that permitted by law or the manufacturer’s recommendations;
• fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom or any extreme cause.

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7) No liability will be accepted for:
   - wear and tear or the gradual reduction in operating performance commensurate with the age and mileage covered by the Vehicle. This includes, but is not limited to:
     - the gradual loss of engine compression necessitating the repair of valves or rings;
     - the gradual increase in oil consumption due to normal operating functions;
     - negligence or wilful damage (including continuing to drive the Vehicle when it is not mechanically sound);
     - the effects of poor repairs, faults or defects at the time of the sale;
     - parts which have been fitted incorrectly;
     - parts which are of faulty manufacture or design; or subject to recall, repair or replacement by the manufacturer;
     - parts not fitted as standard or optional extra by the manufacturer, unless cover for such items is agreed beforehand;
     - damage to parts not included by the Agreement to consequential damage;
     - cost of diagnosis or testing. The amount of time allowed for labour will be in line with the ICME standard repair times;
     - damage to parts We include caused by parts not included by the Agreement;
     - routine servicing or repair;
     - good engineering practice (any parts which have not failed but have been reported and advised or recommended to be replaced during routine servicing and/or repair or at the time a repair is in progress;
     - any damage caused by fire, accident or any road hazard;
     - any loss, damage, liability or bodily injury arising directly or indirectly from the failure of a covered component or
     - damage caused by war risks, sonic booms or nuclear radiation.

   - check timing belt (if fitted), renew if necessary; and
   - brake fluid must be replaced in accordance with the manufacturer’s recommendation.
   The interval from the Vehicle purchase date to the first service and the intervals between services must not exceed the stipulated time or mileage by more than 21 days or 750 miles. If any circumstances prevent the service being carried out at the correct time, We must be informed immediately, in writing, by recorded delivery. Please retain proof of the previous service for Our inspection in the event of a claim.
   The only acceptable proof of servicing will be the fully detailed VAT service invoice(s) indicating servicing dates and mileages. You must keep these invoices for Our inspection in the event of a claim.

   Failure to maintain and provide proof that the above service schedule has been completed will invalidate the Mechanical Breakdown Warranty.

   4) Before selling You the Agreement, the Dealer will have checked the Vehicle to make sure that the parts included under this Agreement are in good condition.

   5) This Agreement is only valid within the Geographical Limits.

   6) The distance quoted on the Schedule does not guarantee that this is the true distance the Vehicle has covered.

   7) We will not make or pay for repairs costing more than the limits shown on the Schedule or as otherwise restricted in this Agreement.

   8) We will not make or pay for repairs on any one claim above the current vehicle valuation as listed in Glass’s guide.

   9) APA is not responsible for any mistakes or incorrect information provided by the Dealer about the nature or value of this Agreement.

   10) There is no return of any payment made by You in connection with the issuing of this Agreement, should this Agreement be cancelled or rendered invalid by You.

   11) We may use or insist that Your repairer use exchanged or reconditioned parts or like for like parts of a similar make, quality and wear to effect the repair.

   12) If the part to be replaced has some wear or the part improves the general condition or value of the Vehicle, You may be required to pay a specified amount towards the improvement.

   13) It is clearly agreed and declared that the Dealer shall be released from all liability and obligation should the conditions of the Agreement not be complied with fully by the Owner.

   HOW TO MAKE A CLAIM

   If the Vehicle shows signs of imminent failure, DO NOT continue to use it. This may cause further damage for which You will be responsible. Please note that should you choose to use Your local repairer they will only be paid up to the equivalent APA national labour rate.

   4) When repairs are authorised, an authority number will be given. However, admission of liability is conditional on the terms and conditions of this Agreement.

   5) The repairer must not start any repairs without this number. Work carried out without prior approval will result in the claim being rejected.

   6) You must give Your permission to pay for and carry out any fault finding, diagnosis or dismantling necessary.

   7) You agree to pay for any costs outside of the authorised amount.

   8) If Your claim is accepted, Your repairer will be informed how much will be paid under the Agreement and an authority number for this value will be issued.

   9) When the repairs have been completed, You should send the invoice to APA quoting the authority number given prior to the commencement of the repairs. The invoice must give full details of the repair including all parts used in the authorised repair, labour and VAT. Invoices should be made out to the Dealer who issued this Agreement and sent to: AutoProtect Administration Limited, Warwick House, Roydon Road, Harlow, Essex CM19 5DY.

   10) We may also need to see Your original service invoices.

   11) APA may authorise the repair. APA reserves the right to request other estimates; examine the Vehicle and/or subject the claim to expert assessment and/or examination of the repairer. If there is a disagreement please refer to Our Complaints Procedure.

   TRANSFER OF OWNERSHIP

   Selling the Vehicle with this Warranty may assist in its sale. To request a transfer of the Warranty simply call AutoProtect on 01279 456500 and supply the details of the person to whom You will be selling the Vehicle. This Agreement may not be transferred if the Vehicle is sold to a motor dealer or trader and it will be cancelled automatically on such a sale.

   The benefit of this Agreement is transferable upon resale of the Vehicle to a private individual, provided that:

   a) all documentation relevant to this Agreement has been passed over to the new Owner.
   b) the Vehicle has been serviced and maintained according to the manufacturer’s recommendation and the terms of this Agreement.
   c) prior to the sale of the Vehicle, this Agreement, together with a cheque for £25.00 made payable to AutoProtect Administration Limited, should be sent by recorded delivery post to: AutoProtect Administration Limited, Warwick House, Roydon Road, Harlow, Essex CM19 5DY.

   THE LAW APPLICABLE TO THE AGREEMENT

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

   CANCELLATION

   Should You cancel this Agreement, there is no surrender value and no monies paid will be refunded.

   COMPLAINTS PROCEDURE

   Any enquiry or complaint that You may have regarding this Agreement should in the first instance be addressed to the Dealer. If the enquiry or complaint relates to matters involving the Administration You may contact APA directly at: AutoProtect Administration Limited, Warwick House, Roydon Road, Harlow, Essex CM19 5DY Tel no: 01279 456500

   Please quote the details of this Agreement and in particular Your Agreement number to help Your enquiry to be dealt with promptly.
This procedure will not prejudice your right to take legal proceedings.

Data Protection

For the purposes of the Data Protection act 1998 the Data Controller in relation to any personal data you supply is the supplying Dealer, and the Data processor is APA Ltd. With limited exceptions, and on payment of an administration fee, you have the right to access and if necessary rectify information held about you. If you wish to make such an inspection please write to us. For our joint protection and training purposes calls may be monitored or recorded.