

Car Protect

Dealer Care Extended Guarantee



1 Star

3 Star

5 Star



Dealer Care Extended Guarantee

We congratulate you on the purchase of your new vehicle. To ensure peace of mind motoring it is important that you understand the terms and conditions of this Extended Dealer Care Guarantee.

What does your Dealer Care Extended Guarantee provide?

As your supplying dealer we have certain responsibilities under The Sale of Goods Act 1979 to deliver your new car as described and fit for purpose and of satisfactory quality. Your new Vehicle will have undergone our pre delivery inspection to ensure Your Vehicle reaches You in the best possible condition. The aim of the Dealer Care Extended Guarantee is to give you the opportunity to extend your Guarantee to cover faults which may develop after delivery of Your Vehicle. You have the choice of three levels of Dealer Care Extended Guarantee with up to three years protection available.

What is covered by your Dealer Care Extended Guarantee

The purpose of the Dealer Care Extended Guarantee is to guard against the unforeseen mechanical breakdown of the specifically listed components under the level of guarantee you have chosen within the booklet. The guarantee type, duration and the maximum amount You can claim will be as stated on the Application Form. No claim payment can be released until the Application Form and payment in full has been received by Your supplying dealer. This guarantee does not cover maintenance, components failing due to wear and tear, components which are not listed or vehicles which are used for hire or reward (please see the pages headed "Terms & Conditions").

If you need to make a claim

This Dealer Care Extended Guarantee is administered on behalf of your selling dealer by Car Protect (part of the Motorway Direct plc Group of Companies), 1 Waterside Court, Bold Street, Sheffield, S9 2LR. If you suspect that you have a fault, which may be covered by this Guarantee, simply telephone 08454 74 74 04 to contact Car Protect who will advise you of the correct procedure to follow. No repairs may commence until Car Protect has issued an individual claims authority number to you.

The administrator has a nationwide network of nominated repairers who are fully conversant with our repair procedures and we reserve the right to use these repairers at our option to carry out repairs to your vehicle.

Important Notes

- a. Servicing - Please ensure you comply with the service requirements detailed on the page headed "Service Schedule".
- b. Timing Belt Warning - Please read important note on the page headed "Service Schedule".

Declaration

I confirm I have read and understood the important notes and the above has been explained to me. I agree to be bound by the terms and conditions contained within this Dealer Care Extended Guarantee booklet.

Customers Signature _____

Salesman's Code _____

Signature _____

How to contact Us

This Dealer Care Extended Guarantee is administered on behalf of the selling dealer by Car Protect Limited (Car Protect).

Car Protect

1 Waterside Court, Bold Street, Sheffield, S9 2LR.

Please read this Dealer Care Extended Guarantee document carefully and keep it safe. You will need this booklet should You need to make a claim.

Important telephone numbers

Claims Line.....08454 74 74 04

Claims Fax08454 74 74 05

Customer Services.....08454 74 74 01

e-mail.....customerservices@carprotect.co.uk

Calls to these numbers are recorded for training and security purposes.



Dealer Care Extended Guarantee

To avoid disappointment, please ensure you have chosen the level of cover that you require.

It is our aim to provide our customers with the most prompt, efficient and courteous response of any provider.

We know that a breakdown can be very stressful, for this reason Car Protect would like to make the following promise.

Our Promise

If your car breaks down, we will do our utmost to process your claim with the least inconvenience and expense to you.

Today's drivers demand faster, more professional and cost effective solutions to any motoring situation. It is our commitment to provide these customers with the service they expect and one that only Car Protect have been recognised as being able to deliver.

Please read this document carefully, as it contains useful information which will enable you to gain the maximum benefit from your Dealer Care Extended Guarantee - as well as explaining the things you must do to keep your Dealer Care Extended Guarantee valid, such as having your vehicle correctly maintained and serviced.

Definition of Mechanical or Electrical Failure

The definition of Mechanical Breakdown shall mean, the sudden and unforeseen failure of a component arising from any permanent mechanical or electrical defect, (for a reason other than wear and tear, normal deterioration or negligence) causing a sudden stoppage of its function, necessitating immediate repair or replacement of the component before normal operation can be resumed.



Frequently Asked Questions



If you suspect you have a fault covered under your Dealer Care Extended Guarantee, Please refer to the page headed “How to Make a Claim” in this booklet for further details.

Our claims engineers will record the details of the breakdown and advise you of:

- The nearest Car Protect Nominated Service Centre or Repairer
- The next steps you should take
- What information we will require
- The Dealer Care Extended Guarantee benefits



I want to use my local garage

Whilst most people’s initial reaction is to use their supplying dealer or local garage, Car Protect’s Nominated Repair Centre Network can normally settle claims directly - to avoid you having to pay for repairs and reclaim costs later.

In addition, the Nominated Repair Centre Network has been chosen because of the standard and quality of their operation.



Where should I have my car serviced?

We recommend your supplying dealer where appropriate, alternatively please call Car Protect Customer Services for advice and the location of a suitable Service Centre.



How do I renew my Dealer Care Extended Guarantee?

Upon expiry of your Dealer Care Extended Guarantee, You should be contacted by Car Protect who will offer You renewal terms.

To renew your Dealer Care Extended Guarantee, the Vehicle may require a PDI/Service (You will be advised) and must be free from all defects.

Introductory One Star Dealer Care Extended Guarantee (3 months only)

This “introductory Extended Guarantee” is the minimum level of Extended Guarantee, please ask about the optional upgrades which are available for up to 3 years (upgrade options are only available on date of purchase).

Provided that the terms and conditions of this Dealer Care Extended Guarantee are fully complied with the following specifically listed components and labour costs are covered against mechanical breakdown. Please refer to your Application Form for Dealer Care Extended Guarantee claims limits. Within the period of Extended Guarantee the number of claims are unlimited. Items not specifically listed will not be covered by this Dealer Care Extended Guarantee.



Engine

Cylinder block (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, pistons, piston rings, cylinder head (excluding cracks and porosity), rocker shaft, rockers, hydraulic lifters, camshaft and cam followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, timing gears, timing chains, flywheel. (Excluding: Overheating, de-coking, burnt, pitted and sticking valves).



Cooling

Engine thermostat, water pump, thermostat housing.



Manual Gearbox

The following internal mechanical components are covered: Gears and gear clusters, selectors and shafts, synchromesh assemblies, bushes, ball and roller bearings, needle bearings. (Excluding: Transfer gears).



Automatic Gearbox

The following internal mechanical components are covered: Governor, valve block, oil pump, brake bands, servos, clutches, seals, shafts, bearings and bushes, gears. (Excluding: CVT/CTX Transmissions, torque converter and transfer gears).



Cover only applies to 4X4 vehicles if noted on the Application Form and the additional payment has been received. The transmission on 4X4 Vauxhall/Opel Calibra and Cavalier is specifically excluded.



Differential/s (2 wheel drive & 4X4)

Planetary gear assembly, crown wheel and pinion assembly. Internal shafts, bearings and bushes, thrust washers, spacers, bevel gears, Includes front, rear differentials. (Excluding: Centre differential 4x4 vehicles).



Front Wheel Drive (2 wheel drive & 4X4)

Failure of the following mechanical components, drive shafts, universal joints and couplings, constant velocity joints. (Excluding: Gaiters and bushes).



Rear Wheel Drive (2 wheel drive & 4X4)

Failure of the following mechanical components, drive shafts, universal joints and couplings, constant velocity joints, half shafts and bearings. (Excluding: Gaiters and bushes).

Introductory One Star Dealer Care Extended Guarantee (3 months only)



Propshaft/s (2 wheel drive & 4X4)

Propshaft, universal joints and bearings. (Excluding: Rubber couplings).



Electrical

Internal Failure of alternator and starter motor only.



Casings

Consequential damage to casings caused by the failure of a covered component will constitute part of the total claim (within the Extended Guarantee limits).



Working Materials

Should any authorised repair to any of the above components require essential replacement or topping up of lubricants, oils or coolant, or replacement of the oil filter, these will constitute part of the total claim (within the Extended Guarantee limits).

Important

It is essential that an authority number is obtained from Car Protect Claims Department before any repairs commence.



Three Star (optional upgrade)

Available for up to 3 years (upgrade options are only available on date of purchase).

Provided that the terms and conditions of this Extended Guarantee are fully complied with the following specifically listed components and labour costs (except clutch) are covered against mechanical breakdown. Please refer to your Application Form for Dealer Care Extended Guarantee claims limits. Within the period of Extended Guarantee the number of claims are unlimited. Items not specifically listed will not be covered by this Dealer Care Extended Guarantee.



Engine

Cylinder block (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, pistons, piston rings, cylinder head (excluding cracks, porosity), rocker shaft, rockers, hydraulic lifters, camshaft and cam followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, timing gears, timing chains, flywheel or flex plate, starter ring gear. (Excluding: overheating, de-coking, burnt, pitted and sticking valves).



Timing Belt

If the timing belt has been changed in accordance with the time/mileage requirements specified by the manufacturer (receipt required) it will be covered against mechanical Breakdown.

Important

See notes on page headed "Service Schedule" / "Timing Belt Warning".



Cooling

Engine thermostat, water pump, thermostat housing, viscous fan coupling.



Fuel

Fuel lift pump (mechanical or electrical), petrol injection pump. (Excluding: Breakdown as a result of contamination or failure to meet current emission legislation).



Manual Gearbox

The following internal mechanical Components are covered: gears and gear clusters, selectors and shafts, synchromesh assemblies, bushes, ball and roller bearings, needle bearings, transfer gears.



Clutch (Parts Only)

Release thrust bearing, centre plate (oil contamination - centre plate only), pressure plate, clutch slave cylinder.



Automatic Gearbox

The following internal mechanical Components are covered: governor, valve block, oil pump, gears, brake bands, servos, clutches, seals, shafts, bearings, bushes, transfer gears.

Continuously Variable Transmission (CVT/CTX)

All internal mechanical Components and seals.

Torque Converter

All internal mechanical Components and seals



Transfer Box (4X4)

The following internal mechanical Components are covered: transfer gears, selectors, shafts, transfer shafts, needle and roller bearings, output shafts, bushes.



Front Wheel Drive (2 wheel drive & 4X4)

Drive shafts, universal joints and couplings, constant velocity joints. (Excluding: gaiters and bushes).

Three Star (optional upgrade)



Rear Wheel Drive (2 wheel drive & 4X4)

Drive shafts, universal joints and couplings, constant velocity joints, half shafts and bearings. (Excluding: gaiters and bushes).



Differential/s (2 wheel drive & 4X4)

Planetary gear assembly, crown wheel and pinion assembly. Internal shafts, bearings and bushes, thrust washers, spacers, bevel gears. Includes front, rear and centre differentials. (Excluding: viscous couplings and fluid differentials).



Propshaft/s (2 wheel drive & 4X4)

Propshaft, universal joints and couplings, bearings, includes front and rear transfer shafts. (Excluding: gaiters).



Wheel Bearings

Front and rear wheel bearings.



Steering and Suspension

Steering rack and pinion, power steering rack, steering box, power steering box and idler box and coil springs. (Excluding: gaiters, oil leaks, tracking and balancing).



Braking

Brake master cylinder, calipers, wheel cylinders, brake bias/restrictor valve.



Electrical

Alternator, voltage regulator, starter motor (including pre-engaged solenoid), starter solenoid (inertia drive starters), indicator relay, front windscreen wiper motor, front windscreen washer motor, ignition coil, horn.



Casings

Consequential damage to casings caused by the failure of a covered Component will constitute part of the total claim within the cover limits.



Working Materials

Should any authorised repair to any of the above Components require essential replacement of or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be covered as part of the total claim within the cover limits.

Optional additional cover



The following will only be included if selected as optional additional cover items on the Application Form, and the appropriate additional payments paid.



Turbocharger / Supercharger / Kompressor

The complete unit is covered providing it is of original manufacturer's equipment (including the wastegate if it is an integral part of the unit and cannot be bought separately).



Four Wheel Drive Vehicles (4X4)

If You have paid for the additional cover for Your 4 wheel drive Vehicle, the cover above will be extended to cover the additional drive train Components found on Your Vehicle beyond its 2 wheel drive equivalent. Additional cover is denoted in the certificate marked with the term "4X4".

Important

It is essential that an authority number is obtained from Car Protect claims department before any repairs commence.

Five Star (optional upgrade)

Available for up to 3 years (upgrade options are only available on date of purchase).

Provided that the terms and conditions of this Extended Guarantee are fully complied with the following specifically listed components and labour costs are covered against mechanical breakdown. Please refer to your Application Form for Dealer Care Extended Guarantee claims limits. Within the period of Extended Guarantee the number of claims are unlimited. Items not specifically listed will not be covered by this Dealer Care Extended Guarantee.



Engine

Cylinder Block (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, pistons, piston rings, cylinder head (excluding cracks, porosity), rocker shaft, rockers, hydraulic lifters, camshaft and cam followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, inlet manifold, timing gears, timing chains, timing belt/chain tensioner, flywheel or flex plate, starter ring gear. (Excluding: overheating, de-coking, burnt, pitted and sticking valves).



Timing Belt

If the timing belt has been changed in accordance with the time/mileage requirements specified by the manufacturer (receipt required) it will be covered against mechanical Breakdown.

Important

See notes on page headed "Service Schedule" / "Timing Belt Warning".



Cooling

Engine thermostat, water pump, thermostat housing, viscous fan coupling, engine temperature gauge sensor, engine oil cooler, heater matrix, radiator, expansion tank.



Fuel System (Petrol)

Fuel Injected Engines: petrol injection pump, air flow meter, fuel pressure regulator, metering head, auxiliary air valve, idle speed control valve. (Excluding Breakdown as a result of contamination or failure to meet current emission legislation).



Engine Management

Engine Electronic Control Unit (ECU), automatic transmission governor (computer governor), anti knock sensor, MAP sensor.



Manual Gearbox

The following internal mechanical Components are covered: gears and gear clusters, selectors and shafts, synchromesh assemblies, bushes, ball and roller bearings, needle bearings, transfer gears.



Clutch

Release thrust bearing, centre plate (oil contamination - centre plate only), pressure plate, master and slave cylinders, clutch cable including self adjusting mechanism and clutch damper.



Automatic Gearbox

The following internal mechanical Components are covered: governor, valve block, oil pump, gears, brake bands, servos, clutches, seals, shafts, bearings and bushes, modulator valve, transfer gears.

Continuously Variable Transmission (CVT/CTX)

All internal mechanical Components and seals.

Torque Converter

All internal mechanical Components and seals.

Five Star (optional upgrade)



Transfer Box (4X4)

The following internal mechanical Components are covered: transfer gears, selectors, shafts, transfer shafts, needle and roller bearings, output shafts, bushes.



Front Wheel Drive (2 wheel drive & 4X4)

Drive shafts, universal joints and couplings, constant velocity joints. (Excluding: gaiters and bushes).



Rear Wheel Drive (2 wheel drive & 4X4)

Drive shafts, universal joints and couplings, constant velocity joints, half shafts and bearings. (Excluding: gaiters and bushes).



Differential/s (2 wheel drive & 4X4)

Planetary gear assembly, crown wheel and pinion assembly. Internal shafts, bearings and bushes, thrust washers, spacers, bevel gears. Includes front, rear and centre differentials. (Excluding: viscous couplings and fluid differentials).



Propshaft/s (2 wheel drive & 4X4)

Propshaft, universal joints and couplings, bearings and rubber couplings. Includes front and rear transfer shafts 4X4 vehicles. (Excluding: gaiters).



Wheel Bearings

Front and rear wheel bearings.



Steering and Suspension

Steering rack and pinion, power steering rack, steering box, power steering box, idler box, coil springs, power steering pump and reservoir, wishbones and ball-joints, suspension arms and torsion bars, anti roll bars. (Excluding: gaiters, oil leaks, tracking and balancing).



Braking

Brake master cylinder and reservoir, calipers, wheel cylinders, brake bias/restrictor valve, vacuum servo and brake vacuum pump.



Electrical

Alternator, voltage regulator, starter motor (including pre-engaged solenoid), starter solenoid (inertia drive starters), indicator relay, front and rear windscreen wiper motor, front and rear windscreen washer motor, ignition coil, horn, electric window motors and switches, glowplug relay (diesel vehicles), electric sun roof motor and switch, central locking systems (excluding remote control unit and wiring), distributor, electronic ignition module, electric radiator fan and temperature sensing switch, oil pressure sensor, indicator and wiper switches (column stalks), heater fan motor, fuel tank sender unit, electric fuel pump, speedo head and speedo transducer, heated rear screen (element failure only), door mirror motors and switches.



Casings

Consequential damage to casings caused by the failure of a covered Component will constitute part of the total claim within the cover limits.



Working Materials

Should any authorised repair to any of the above Components require essential replacement of or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be covered as part of the total claim within the cover limits.

Five Star (optional upgrade)



Diesel Cover

Failure of the following specialist diesel Components:

Fuel Injection pump, low pressure supply pump, fuel injection governor, fuel shut off mechanism, hydraulic or electrical injection timing mechanism, high pressure fuel metering head, cold starting device, manifold boost pressure compensator, altitude compensator where fitted. Pump drive gear, glow plug relay, mechanical lift pump, brake vacuum pump. (Excluding: fuel lines, injectors, glow plugs, high pressure pipes, injection timing adjustments, calibration, bench testing and emission test failures).

Optional additional cover.



The following will only be included if selected as optional additional cover items on the Application Form, and the appropriate additional payments paid.



Turbocharger / Supercharger / Kompressor

The complete unit is covered providing it is of original manufacturer's equipment (including the wastegate if it is an integral part of the unit and cannot be bought separately).



Anti Lock Brake System (ABS)

Factory fitted anti-lock braking systems are covered. (Excluding: wiring and connection faults).



Air Conditioning / Climate Control

Factory fitted air conditioning systems are covered (Excluding pipes, unions, wiring and receiver drier).

Re-gassing

Within the limits of indemnity, where the replacement of a covered Component requires re-gassing of the system, a maximum of £40.00 Inc. VAT will be contributed (routine maintenance/re-gassing is not covered).



Catalytic Converter

The factory fitted catalytic converter is covered for mechanical Breakdown (excludes damage caused by impact, corrosion or incorrect grade or type of fuel).



Four Wheel Drive Vehicles (4X4)

If You have paid for the additional cover for Your 4 wheel drive Vehicle, the cover above will be extended to cover the additional drive train Components found on Your Vehicle beyond its 2 wheel drive equivalent. Additional cover is denoted in the certificate marked with the term "4X4".

Important

It is essential that an authority number is obtained from Car Protect claims department before any repairs commence.

Dealer Care Extended Guarantee

Choose 1 Star introductory cover (3 months only) or upgrade to 3 Star cover or the more comprehensive 5 Star cover for complete peace of mind - available for up to 3 years.

Dealer Care Extended Guarantee cover is available for up to 3 years, your cover can start as soon as you sign the Application Form. It is our aim to provide our customers with the most prompt, efficient and courteous response of any provider.

Please tick to indicate the level of cover you require

<p>1 Star Cover </p> <p>This is our minimum introductory Dealer Care Extended Guarantee,</p> <ul style="list-style-type: none">- 3 Months Cover- £150 (Parts & Labour) Claims Limit- Please take advantage of the optional upgrades available below. <p>Please tick for 1 Star cover <input type="checkbox"/></p>	<p>3 Star Cover </p> <p>UPGRADE - Up to £500 Claims Limit</p> <ul style="list-style-type: none">- 3 Star Cover also includes all the items listed under 1 Star Cover.- cover available for up to 3 years on vehicles up to 10 years - 100,000 miles. <p>Please tick for 3 Star cover <input type="checkbox"/></p>	<p>5 Star Cover </p> <p>UPGRADE - Up to £1,000 Claims Limit</p> <ul style="list-style-type: none">- Cover available for up to 3 years.- 5 Star cover is available on vehicles up to 8 years old and under 80,000 miles at inception.- 5 Star cover also includes all the items listed under 1 Star & 3 Star Cover. <p>Please tick for 5 Star cover <input type="checkbox"/></p>
---	--	---

The Items listed on these pages are for reference only. Please refer to the parts covered pages for specifically listed items. All optional upgrades must be transferred to the appropriate Application Forms and the relevant payments have been made in full. Copyright of Car Protect Ltd.

Component covered	1	3	5
air conditioning	█	█	○
central locking	█	█	★
electric window motors	█	█	★
steering column stalks	█	█	★
sun roof motor	█	█	★

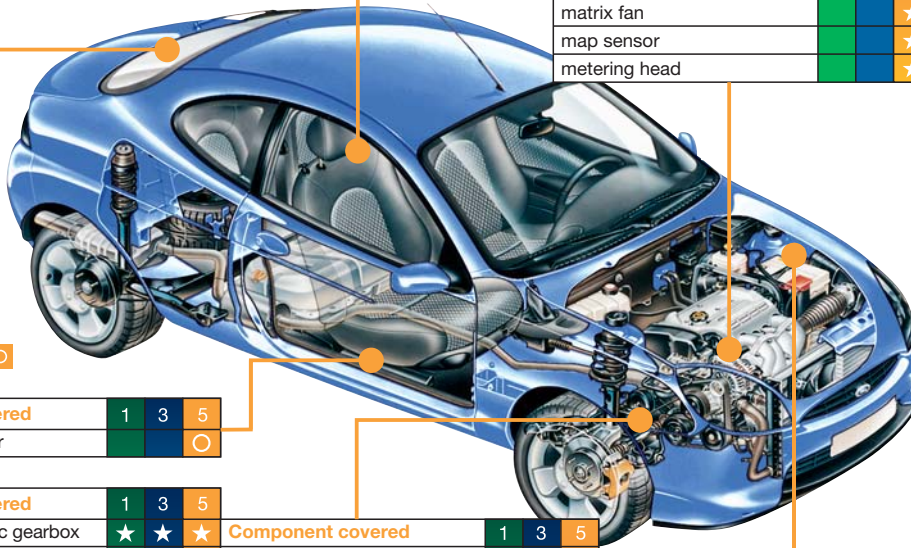
Component covered	1	3	5
heated rear screens	█	█	★

Optional Loading ○

Component covered	1	3	5
catalytic converter	█	█	○

Component covered	1	3	5
manual / automatic gearbox	★	★	★
propshaft	★	★	★
suspension	█	★	★
torque converter	█	★	★
transmission	★	★	★
viscous couplings	█	★	★
wheel bearings	█	★	★
wheel cylinders	█	★	★

Component covered	1	3	5
anti-lock brakes (ABS)	█	█	○
anti-roll bars	█	█	★
brake calipers	█	★	★
brake master cylinder	█	★	★
brake servo unit	█	█	★
drive shafts	█	★	★
differential	★	★	★



Component covered	1	3	5
CVT / CTX	█	★	★
diesel components	█	█	★
engine	★	★	★
ECU (electronic control unit)	█	█	★
fuel injection	█	█	★
fuel pressure regulator	█	█	★
fuel pump	█	★	★
heater matrix	█	█	★
matrix fan	█	█	★
map sensor	█	█	★
metering head	█	█	★

Component covered	1	3	5
oil cooler	█	█	★
radiator	█	█	★
radiator cooling fan	█	█	★
radiator & expansion tank	█	█	★
starter motor	★	★	★
timing belt	█	★	★
transfer box	█	★	★
turbo	█	○	○
vacuum servo	█	█	★
water pump	█	★	★
working materials	★	★	★
air flow meter	█	█	★
alternator	★	★	★
antiknock sensor	█	█	★
carburettor	█	★	★
casings	★	★	★
clutch cable	█	█	★
clutch master cylinder	█	█	★
clutch (parts only)	█	★	★
clutch (parts & labour)	█	█	★
clutch slave cylinder	█	★	★
coil springs	█	★	★
cooling	★	★	★

Component covered	1	3	5
door mirror motors	█	█	★
electric ignition	█	█	★
headlight pop-up motors	█	█	★
steering rack (inc. power)	█	★	★
wiper motor	█	★	★

One, Three & Five Star Additional Benefits

For any of the following services please contact Car Protect on 08454 74 74 04 for authorisation.



Car Hire

Should a valid claim incorporate a labour time in excess of 8 hours (according to I.C.M.E. standard repair times), to keep you mobile your Dealer Care Extended Guarantee will pay £25 per day (inc. VAT.) for up to a maximum of seven days toward the cost of car hire. The repair time is actual labour time only, not including delays to the commencement of repairs for any reason. Prior approval must be obtained and the receipt retained for inspection by Car Protect.



Continental Use

The Dealer Care Extended Guarantee also covers you in Mainland Europe and Eire for personal trips to a maximum period of 60 consecutive days. Claims made (in line with the Terms & Conditions) during Continental Use will be reimbursed according to U.K. parts and labour costs at that time. Vehicle hire and recovery benefits are not available during continental use.



Hotel / Accommodation and Rail Fare

Should your vehicle breakdown away from home and leave you immobile, your Dealer Care Extended Guarantee will pay up to £100 inc. VAT. (£50 on 3 Star, Nil on 1 Star) toward the cost of Hotel Accommodation or Rail Fare expenses to get you home, (provided breakdown results in a valid claim under the terms of the Dealer Care Extended Guarantee).



Recovery

In the event of a breakdown resulting in a valid claim and when your vehicle is immobile (or if continued driving could cause danger or further damage) - your Dealer Care Extended Guarantee will pay up to £30.00 inc. VAT. toward the cost of recovering it to a repairing garage.



Renewal Option

If you wish to renew your Dealer Care Extended Guarantee, please make sure that you apply to do so 30 days before its expiry. Applications will need to be made in writing to Car Protect and must include: proof of previous service history and current mileage. The vehicle must be free of fault at time of application. All renewals are subject to the Administrator's discretion and cost of renewal will be advised.



Transfer Request

If you sell your vehicle, remaining cover can be transferred to its new Private owner. (Transfers with Trade involvement cannot be accepted). The vehicle must be free from defect and all applications are subject to the Administrator's discretion. Please make sure your application reaches us within 10 days of change of ownership, together with the £35 fee (which will be refunded if the transfer cannot be made). Please turn to the page headed "Transfer Request" at the rear of this book.

Important

Car hire, hotel accommodation, rail fare and recovery expenses will constitute part of the total claim and costs will be limited to the maximum claims limit as stated on the Application Form. Please make sure you retain and provide a bona fide receipt so that these cost can be reimbursed if Your claim is authorised by the administrator.

How to Make a Claim

1. If at any time you suspect you have a fault covered by your Dealer Care Extended Guarantee you should first contact Car Protect (the Administrator) on: 08454 74 74 04 during office hours where you will be advised of the best course of action to take. Your call may be recorded for training purposes and your own security. No repairs may commence until an authority number has been issued by Car Protect. You must take all reasonable steps to avoid further damage occurring.
2. We will require the following information: (Please have ready prior to telephoning).
 - (a) Your name, Dealer Care Extended Guarantee number and car registration number.
 - (b) Confirmation that your relevant service schedule has been complied with and original receipts are available.
 - (c) Mileage at time of breakdown.
3. Take your vehicle to the Car Protect Nominated or agreed repairer and obtain an estimate. The repairing garage must then telephone Car Protect quoting the above Dealer Care Extended Guarantee information and an exact cause of failure. Car Protect has a nationwide network of Nominated Repairers. We recommend the use of these repairers wherever possible.
4. The Dealer Care Extended Guarantee holder must authorise the dismantling of any components for inspection. If a claim is accepted Car Protect will reimburse the Dealer Care Extended Guarantee holder the cost of dismantling as part of the total claim. (Important - if after dismantling no liability has been found the Dealer Care Extended Guarantee holder must bear the cost of dismantling). Only the components specifically listed will be covered by this Dealer Care Extended Guarantee. Labour will be allowed in accordance with the I.C.M.E. standard repair times. Diagnosis costs are the responsibility of the Dealer Care Extended Guarantee holder.
5. If the claim is accepted by Car Protect a Claims Authority Number will be issued for a specified agreed cost. Any costs in excess of this amount will remain the Dealer Care Extended Guarantee holders responsibility. If a claim is made prior to receipt of the Dealer Care Extended Guarantee a provisional authority may be issued. No payment can be released until confirmation of cover has been received by Car Protect.
6. On completion of the repair an original, fully detailed, itemised invoice and any proof of servicing requested should be sent to Car Protect, 1 Waterside Court, Bold Street, Sheffield, S9 2LR. Quoting the Authority Number with a clear indication to whom payment should be made. Photocopied invoices will not be accepted.
7. Fraud - If any claim is in any way fraudulent or if you or anyone acting on your behalf or with your knowledge or consent has used any fraudulent means, including inflating or exaggerating the claim or submitting forged or falsified documents, all benefit under this Dealer Care Extended Guarantee shall be forfeited and the Dealer Care Extended Guarantee cancelled and legal action will be taken.
8. Authorisation of repairs will remain valid for 30 days. If no further communication is made during this period the authority will be rescinded and the claim rendered null and void.

Important

It is not possible for Car Protect Limited to authorise any claim without issuing a Claims Authority Number. No repair may commence until explicitly authorised by means of such an Authority Number.

Definitions and Endorsements

Definition of mechanical breakdown

For the purposes of this Dealer Care Extended Guarantee the definition of Mechanical Breakdown shall mean, the sudden and unforeseen failure of a component arising from any permanent mechanical or electrical defect, (for a reason other than wear and tear, normal deterioration or negligence) causing a sudden stoppage of its function, necessitating immediate repair or replacement of the component before normal operation can be resumed.

Data recognition endorsement

The Dealer Care Extended Guarantee does not cover any faults, damage or consequential loss arising directly or indirectly from the failure or inability of any computer equipment, data processing equipment, microchip or similar device or any computer software (whether the property of the Extended Guarantee holder or not) to recognise and / or respond to a date as it's true, correct or intended calendar date and/or correctly to manipulate information or process commands using such a date.

Cover

The sole purpose of this Dealer Care Extended Guarantee is to cover the Dealer Care Extended Guarantee holder in the event of mechanical breakdown of the covered vehicle as stated on the Application Form. The supplying dealer's liability shall be only the actual failed parts required to return the vehicle to it's pre-claim condition. This is not a service or maintenance Extended Guarantee.

Betterment

For the purpose of this Dealer Care Extended Guarantee, the administrator understands "Betterment" to be a term used to describe the degree of improvement to a component(s) or vehicle from its pre claim condition, whereby the Extended Guarantee holder has directly gained from any repair resulting from an authorised claim. Any such betterment will be the sole responsibility of the Dealer Care Extended Guarantee holder, including any applicable VAT.

Continental use

The Dealer Care Extended Guarantee also covers you in Mainland Europe and Eire for personal trips to a maximum period of 60 consecutive days. Claims made (in line with the Terms & Conditions) during Continental Use will be reimbursed according to U.K. parts and labour costs at that time. Vehicle hire and recovery benefits are not available during continental use.

Whilst every effort is made to provide customer satisfaction, you may have a complaint or dispute that is unresolved. Should you have any query or complaint regarding this Dealer Care Extended Guarantee please contact:

The Claims Manager,
Car Protect, 1 Waterside Court, Bold Street, Sheffield, S9 2LR.

Please quote the details of this Dealer Care Extended Guarantee and in particular your Dealer Care Extended Guarantee Number to help us deal with your enquiry efficiently.

If you are not satisfied with the way in which a complaint has been dealt with you should contact your supplying dealer:

If you take any of the action mentioned above it will not affect your statutory legal rights.

Service Schedule

The Dealer Care Extended Guarantee holder is solely responsible for providing proof that the relevant service and timing belt schedules have been fully complied with.

In order that this Dealer Care Extended Guarantee is not invalidated, you must ensure that the vehicle is serviced by a bona fide VAT registered garage (preferably your Supplying Dealer), within 6 months or 6,000 miles (whichever is the sooner) from the date or mileage at purchase, and thereafter at intervals of 6 months or 6,000 miles (whichever is the sooner).

A maximum allowance of 500 miles or 30 days is permitted over the service interval to enable you to arrange for the service to be carried out. Exceeding the allowed leeway will result in the invalidation of your Dealer Care Extended Guarantee. No refund is available.

The lubrication service indicated below is the minimum requirement to maintain Dealer Care Extended Guarantee validity. However, you are strongly advised to service all other items according to manufacturer's recommendations. You are allowed to service the vehicle prior to the specified times, however, the next service must be within 6 months or 6,000 miles of that date or mileage (whichever is sooner).

- Change engine oil and filter.
- Check oil levels in the gearbox and differential etc. Top up where necessary.
- Check coolant level and antifreeze/inhibitor strength. Top up where necessary.
- Check timing belt/s (if fitted), adjust or renew as necessary and retain receipt (proof will be required). See Important Note, Timing Belt Warning opposite.

Important

It is the Dealer Care Extended Guarantee holder's responsibility to ensure the vehicle is maintained in a roadworthy and legal condition at all times and all receipts for proof of servicing and repairs are retained as these will be required in the event of a claim.

Manufacturers Service Schedules

The vehicle may be serviced in accordance with the manufacturer's recommended service schedule provided that the vehicle has a complete up-to-date manufacturers service history i.e. fully stamped owners service book or original invoices. The interval to the first service must not exceed manufacturer's specification and all other manufacturer's service requirements must be complied with. If the manufacturers service history is incomplete, not available, or cannot be proven, then the 6 months or 6,000 miles schedule will apply.

The only acceptable proof of servicing (manufacturers or 6 months or 6,000 miles) are fully detailed VAT. invoices/receipts from a bona fide garage, you must provide these in the event of a claim.

Important Note

Timing Belt Warning

Timing Belts/Camshaft Drive Belts - It is of the utmost importance and your responsibility the Timing Belts fitted to your vehicle are in sound condition and are checked, adjusted and have been changed in accordance with the manufacturer's recommendations. If you are in any doubt or do not have specific proof (i.e. detailed garage receipt) which will be required in the event of a claim, **the belts must be replaced**. Belt failure will cause extensive engine damage. No liability will be accepted for damage caused by worn or incorrectly adjusted Belts (replacement receipts will be required).

Terms and conditions

The following terms and conditions apply upon acceptance of the Application Form and receipt of Dealer Care Extended Guarantee payment by Your Supplying dealer. Car Protect act as administrators for all aspects of this Dealer Care Extended Guarantee on behalf of Your supplying dealer.

1. This Dealer Care Extended Guarantee document and Application Form shall be read together as one contract and any word or expression to which a special meaning has been given shall have the same meaning wherever it may appear. Only the components specifically listed will be covered by the Extended Guarantee.
2. In the event of any occurrence giving rise to a claim, the Dealer Care Extended Guarantee holder must advise Car Protect as soon as is reasonably possible and must adhere to the claims procedure specified within this document. The Dealer Care Extended Guarantee holder shall take all reasonable steps to avoid further damage occurring. No liability will be accepted for drive on damage after a fault has occurred.
3. No claims will be considered unless all servicing has been carried out in accordance with the relevant schedule of service within this document by a bona fide VAT registered garage. The Administrator's reserve the right to examine the original service invoices and subject the vehicle and failed component to expert assessment.
4. On receipt of the correct payment, the supplying dealer's liability will be subject to the limits as stated on the Application Form and in the Dealer Care Extended Guarantee document. Where a claim limit is retail value, it will be understood as being the retail value of the vehicle at the time of the claim, taking into account the mileage and condition adjustments as recommended in Glass's Guide. Your supplying dealer reserves the right to decline any proposal.
5. Car Protect reserve the right to agree or nominate a repairer. Should the Dealer Care Extended Guarantee holder elect to take the vehicle to a repairer other than that agreed or nominated, Car Protect will accept the Dealer Care Extended Guarantee holders choice. The liability in this case, will not exceed the labour and components costs as charged by the nominated repairer. Car Protect reserve the right to remove the covered vehicle to a repairer of their choosing.
6. No liability will be accepted for any claim where it is apparent or becomes apparent that the terms and conditions of the Dealer Care Extended Guarantee have not been fully complied with. No repairs may commence until an Authority Number has been issued by Car Protect.
7. If You or Your agent make any claim knowing it to be false or fraudulent in any respect, this Dealer Care Extended Guarantee shall be deemed null and void by the Administrator and You will be required to repay all sums paid in respect of any previous false or fraudulent claims. Legal action will be taken to recover costs and damages.
8. The supplying dealer shall not be liable in respect of any claim covered by any other existing Extended Guarantee, manufacturer's recalls, any agreement with any other motoring breakdown organisation or if the claim is covered by an insurance policy.
9. No refund or part return of payment is available under this Dealer Care Extended Guarantee. The Dealer Care Extended Guarantee cannot be transferred to another vehicle.
10. This Dealer Care Extended Guarantee is in addition to your legal rights and is not to be substituted for the suppliers liability.

Terms and conditions

11. Prior to sale the Supplying Dealer must conduct a pre-delivery inspection to confirm that the components covered within this Dealer Care Extended Guarantee are free from defect. It is the responsibility of the Dealer Care Extended Guarantee holder to understand all warning lights and gauges and ensure they are operating correctly at all times. No liability can be accepted for drive on damage, neglect or abuse of any kind.
12. The odometer reading quoted in no way guarantees the true mileage covered by the vehicle and is indicated only as a guide to when servicing is due. It is the responsibility of the Dealer Care Extended Guarantee holder to provide proof that the service schedule has been fully complied with.
13. The geographical limits of this Dealer Care Extended Guarantee is the United Kingdom except for use as described under the "Continental Use" section on the page headed "Additional Benefits".
14. No repairs may commence under the terms of the Dealer Care Extended Guarantee unless an authority number for an agreed amount has been issued by Car Protect. Labour times are calculated using the I.C.M.E standard repair times and does not include diagnosis, timing adjustments, the cleaning of assemblies or refacing costs (e.g. skimming, honing etc.). No liability will be accepted for work carried out without prior authorisation. Car Protect reserves the right to call for betterment where the Dealer Care Extended Guarantee holder has directly gained from any repair resulting from an authorised claim.
15. Car Protect reserve the right to specify the use of guaranteed reconditioned, exchange units or guaranteed after market parts. The parts liability for any claim will be limited to the cost of these components.
16. No claim will be considered unless notified to Car Protect prior to the expiry date of the Dealer Care Extended Guarantee.
17. The Dealer Care Extended Guarantee does not cover Mechanical Breakdown occurring during the period of guarantee of a manufacturer or supplier, or failed parts which have been subject to recall by the manufacturer, or as a result of inherent design faults. No liability will be accepted for faults caused by wear and tear, freezing, overheating, intrusion of foreign or harmful matter, corrosion, neglect or abuse, lack of servicing, lack of lubrication or antifreeze, inadequate or interrupted supply of lubricant, gradual deterioration or replacement of components which have reached the end of their effective working lives.
18. The Dealer Care Extended Guarantee does not apply to vehicles used for hire or reward, custom built, mechanically or electrically modified vehicles, (except where carried out by a recognised professional vehicle body builder or the manufacturer), vehicles over 3500 kg gvm, vehicles used in any sort of competition, race or rally or vehicles used for commercial driving tuition.
19. No liability will be accepted for consequential damage to, or caused by components not specifically listed in this document, faults on the vehicle at the time of purchase, attributable to the faulty previous repair or servicing of the covered vehicle, use of an incorrect grade or type of fuel or oil, faults found during routine maintenance or servicing or progressive failures.
20. Any third party claims, consequential losses, bodily injury, road hazard or fire damage claims or losses occurring as a direct result of impact damage are not covered by this Extended Guarantee.
21. Payment for parts and labour on parallel, grey and non U.K. specification imported vehicles will be restricted to the equivalent nearest U.K. specification. Car Protect accept no liability for the lack of availability of parts or excessive delivery times.

Transfer request

Transfer Terms & Conditions

This Mechanical Breakdown Extended Guarantee is transferable at the Administrator's discretion on the direct sale of the vehicle to a new Private Owner providing there are no pending claims and all components covered by this Extended Guarantee at time of transfer are free from defect.

To effect transfer, this Extended Guarantee booklet with the Transfer Request Section (below) duly completed and a fee of £35.00 must be sent by Recorded Delivery to Car Protect within ten days of the date of sale of vehicle. No transfer request can be dealt with after this period and the Dealer Care Extended Guarantee will not be transferable on any subsequent change of ownership. (Proof must be provided that the service schedules have been complied with).

New Owner Mr/Mrs/Miss _____

Address _____

I/We have read and agree to abide by the terms and conditions of the Dealer Care Extended Guarantee and request that all rights and benefits of the Dealer Care Extended Guarantee be transferred to me / us. I confirm the vehicle has been serviced to the Dealer Care Extended Guarantee requirements and all components covered by this Extended Guarantee at time of transfer are free from defect

New Owner's Signature _____

Previous Owner Mr/Mrs/Miss _____

Make and model of vehicle _____

Registration No. _____

Recorded mileage at date of transfer _____

Date of transfer _____

Guarantee No. _____

I/We have disposed of the vehicle described herein, in a private sale and request that all rights and benefits of the Dealer Care Extended Guarantee be transferred to the new owner.

I confirm the vehicle has been serviced to the Dealer Care Extended Guarantee requirements and all components covered by this Extended Guarantee at time of transfer are free from defect.

Previous Owner's Signature _____

Date _____

Important

This Dealer Care Extended Guarantee is not valid until a signed and completed Application form has been affixed and any relevant payment has been received by the supplying dealer.



Administered on behalf of Your
supplying dealer by:

Car Protect

1 Waterside Court, Bold Street,
Sheffield, S9 2LR

Central Claims Line

08454 74 74 04

Customer Services

08454 74 74 01

AW	PRT	DATE	PCDE
4329	5784	04/2008	981

Car Protect is part of the Motorway Direct plc
group of companies.