

# Approved Used Guarantee



**AU**  
warranties

# Welcome to Auto Union Warranties

## Thank you for choosing an Auto Union Warranty approved dealership.

The dealer guarantee offered in this booklet has been designed to provide protection against the costs incurred in the event of an electrical or mechanical failure of a covered component on the vehicle on which the guarantee is provided, within the stated contract duration. This booklet should be kept safe along with the confirmation of cover letter provided, these will give you full details of your dealer guarantee. The details needed to make a claim together with the terms and conditions of claims are set out in the external cover document you receive with this booklet.

## Our mission statement

Our service plan has been carefully designed to provide you with piece of mind. In the event of an unexpected mechanical breakdown, you will be back on the road in the shortest possible time with the least financial hardship.

## We are happy to help

If you require assistance, any AUW approved dealer or mechanic will be able to assist you. To locate your nearest AUW point of contact or to speak to our support team please call us on 0845 501 0002 or visit [www.auwarranties.co.uk](http://www.auwarranties.co.uk)

Auto Union Warranties  
Unit 28, Bumpers Lane  
Sealand Industrial Estate  
Chester CH1 4LT



**Higher  
quality**



**Lower  
costs**

Every car prepared  
as you would expect  
from a main dealer.

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warranties

## Repair costs

Please note that prices shown may vary between repairer.





## Standard Cover £500 claim limit

### 6 month and 15 month contracts

This cover applies to vehicles which are up to 12 years old and covered less than 120,000 miles at inception. Almost all electrical and mechanical components are covered for total failure except those listed under parts not covered.

### Your cover

You are covered for mechanical and electrical failure on all mechanical and electrical components that were originally fitted on the vehicle, except otherwise stated.

<b>Braking System</b>	All hydraulic components are covered for mechanical failure, not wear and tear. This includes brake callipers (excluding seized units), master cylinder, wheel cylinders, apportioning and compensator valves, brake limiter valve, brake servo unit, vacuum pump, ABS pump, ABS modulator/control valve and sensors.
<b>Cooling System</b>	Water pump, viscous fan coupling, radiator and expansion tank, oil cooler, heater matrix, cooling fan motor.
<b>Electrical System</b>	Alternator, starter motor, starter solenoid, distributor, electronic control units, electronic ignition module, wiper motors, heater fan motors, central locking motors and solenoids, window motors, horn, washer pump motors, sun roof motor, electric door mirror motors, relays, fuel tank sender unit, switches.
<b>Engine</b>	All internally lubricated components are covered for mechanical failure, not wear and tear. This includes cylinder head, cylinder head gasket, valves (excluding decarbonisation, burnt or pitted valves and valve seats), valve springs, valve guides, camshaft and bearings, camshaft followers, hydraulic lifters, timing gears, timing chains, piston and piston rings, cylinder liners and liner seals, connecting rods and small end bearings, gudgeon pins, crankshaft and crankshaft bearings, oil pump and oil pump drive, distributor driveshaft, flywheel, starter motor ring gear, engine management sensors.

<b>Final Drive</b>	All internally lubricated components are covered for mechanical failure, not wear and tear. This includes crown wheel and pinion, differential gears and bearings, 4x4 transfer box, halfshaft, halfshaft bearings, driveshafts, bearings and constant velocity joints, propeller shaft universal joints and centre bearing, wheel bearings, final drive sensors. This excludes rubber boots and gaiters.
<b>Fuel System</b>	Fuel injection pump, pump drive gear, lift pump, fuel pump relay, fuel system electronic control unit. This excludes fuel injectors/glow plugs.
<b>Gearbox</b>	All internally lubricated components, are covered for mechanical failure, not wear and tear. This includes gears, shafts, synchroniser hubs and baulk rings, selector shafts and selector forks, internal bearings and bushes, oil pump, valve and valve block, clutches and brake bands, governor, torque converter, modulator valve, gearbox sensors. This excludes external linkages.
<b>Steering</b>	Steering rack or box, power steering pump, idler box, reservoir. This excludes rubber boots and gaiters.
<b>Sundries</b>	Working materials e.g. oils, filters, antifreeze are claimable as a direct result of a valid claim providing the vehicle is not within 1,000 miles of its next scheduled service.
<b>Timing Belts</b>	Timing belts and tensioners are covered providing that the last due change has taken place as specified by the manufacturer's schedule (proof required). Damage subsequently caused if timing belt has not been changed as specified by the manufacturer is specifically excluded.
<b>Turbocharger</b>	Factory fitted turbocharger, intercooler and wastegate, up to 70,000 miles or seven years.
<b>Loadings</b>	4x4 or vehicles above 2.8cc (50% increase). For luxury vehicles (100% increase) and super cars (250% increase) please see AU approved dealer for listings.

## Exclusions from Standard Cover

Please refer to your external cover document for a full list of details regarding your service plan and exclusions.

- All exhaust components including catalytic converter (CAT)
- Service items which will require interval replacement and perishable seals
- Any item that has worn in line with age or mileage
- Auxiliary drive belts
- Exhaust gas recirculation (EGR)
- Diesel particulate filter (DPF)
- Batteries
- Brake and clutch facings or components
- Fuse bulbs including LED
- Channels and guides
- Cleaning or adjustment of any component/ carbon/soot build-up
- All hoses or pipes
- Discs and drums
- Heated windows and glass including mirrors
- Handles, hinges and check straps
- Cosmetic finishes upholstery and trim
- All aspects of wheels, wiper blades and arms

Cover does not include damage attributable to negligence, impact or road traffic accident or any other extraneous cause. Claims for timing belts will be subject to proof of last scheduled change.

### Service requirements

It is a condition of this service plan that you have your vehicle serviced in accordance with the manufacturers recommendations, by the selling dealer or VAT registered garage. This servicing must be carried out within 1,000 miles or 30 days, whichever occurs first, of the intervals specified by the manufacturer of your vehicle.

If you don't like the standard exclusions, check out our Absolute Cover, which includes most of these features.





# Absolute Cover

Get protected with our most comprehensive guarantee

Absolute Cover is available on vehicles that are up to 80,000 miles at inception. Once the vehicle exceeds 100,000 miles, cover will return to Standard Cover with the same benefits as our standard guarantee.



Twice the claims limit



Continental cover



Overnight accommodation



Hire car

**AU**  
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## Benefits of Absolute Cover

- Replacement vehicle hire is available for authorised repairs (24 hours after the repair has commenced) with a repair manual labour time of more than 8 hours. Cost of hire limited to £60 per day, for a maximum of 2 days.
- Overnight accommodation or rail costs up to a maximum of £100, for valid repairs.
- Up to 60 days continental cover for valid claims.
- Auto Union Breakdown Assistance is included (up to £250) with Absolute Cover and may provide assistance on the roadside or at home. It will either get you back on the road or recover you to the nearest authorised repairer.
- In-car entertainment systems
- Aircon
- Clutch components (excluding friction plate)

And for the first 6 months all the upgrade options:

- Exhaust gas recirculation (EGR)
- Diesel particulate filter (DPF)
- Catalytic converter (CAT)
- Battery

Ask your dealer about adding these for the full term of your guarantee.

### Get covered today...

**Yes, I would like Absolute Cover**

Please select your duration period:

6mths  15mths  30mths  60mths

**No thanks**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Dealer stamp**


## Claims

Please note: This is not insurance and represents an agreement/service plan or cover.

### Register a claim

To register a claim please email the following details and a member of our experienced claim team will contact you within the same working day.

We may ask for further documentation such as pictures or videos in order to support your claim. To avoid prolonging your claim, we reserve the right to request sending one of our engineers to you and will pay no claim where repairs have been completed without authorisation.

Please follow the list before making a claim. Diagnostic will not be paid for none covered components and will be the contract holder's responsibility in order for any repair to be considered.

### Make a claim

To make a claim you will need your vehicle registration number and the exact current mileage of your car. Proof of service at sale or in line with current mileage requirement excluding services prior to the relevant sale. Diagnostic of failed components. Relevant cost including labour not exceeding £40 per hour without supplying dealer permission.

To make a claim, contact us on **0845 501 0002**  
or email **claims@auwarranties.co.uk**

## Service Records

### Important

The validity of your guarantee will only be ensured if the proper service plan is followed. The vehicle needs to be serviced in line with the manufacturer's restriction at any VAT registered garage and a fully documented receipt showing date, mileage and work carried out to satisfy the requirements of proof of servicing. If the vehicle covered is not serviced at the point of sale, a service must be carried out within the first 6 months or 6,000 miles of ownership or in line with the manufacturer service requirements.

The service record provided below is intended as a guide only and does not constitute proof of service. Also, mileage stated does not guarantee the true mileage of the vehicle.

### Note to servicing company

Please complete, sign and stamp the relevant service record and provide the customer with a full receipt.

#### Pre Delivery Inspection

I certify that the inspection has been carried out.

Signed: \_\_\_\_\_

Mileage: \_\_\_\_\_

#### Next Service Due

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Dealer stamp

## 1st Service

I certify that the inspection has been carried out.

Signed: \_\_\_\_\_

P.D.I Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

### Next service due

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Dealer stamp

## 2nd Service

I certify that the inspection has been carried out.

Signed: \_\_\_\_\_

Mileage: \_\_\_\_\_

### Next service due

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Dealer stamp

### 3rd Service

I certify that the inspection has been carried out.

Signed: \_\_\_\_\_

Mileage: \_\_\_\_\_

#### Next service due

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Dealer stamp ┌

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### 4th Service

I certify that the inspection has been carried out.

Signed: \_\_\_\_\_

Mileage: \_\_\_\_\_

#### Next service due

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Dealer stamp ┌

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## 5th Service

I certify that the inspection has been carried out.

Signed: \_\_\_\_\_

Mileage: \_\_\_\_\_

### Next service due

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Dealer stamp 

## 6th Service

I certify that the inspection has been carried out.

Signed: \_\_\_\_\_

Mileage: \_\_\_\_\_

### Next service due

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_

Dealer stamp

# Your Contract

## Understanding your contract

Please read this document carefully and make sure you understand and fully comply with its terms and conditions. Failure to do so may jeopardise the payment of any claim which might arise and could lead to the contract becoming void. Please ensure you keep it in a safe place so you can read it again if you need to.

### Contract of service

The contract will only become effective when we have received payment in full and received and accepted the contract schedule.

### The contract/contract schedule

The contract and any other information provided by the dealer or on his/her behalf. In consideration of having completed an online contract form and the required cost of the contract has been paid to the administrator (please note this contract is not valid until such payment has been received),

Indemnity limit means the amount shown in the contract schedule is subject to the lower limits as stated in these terms and conditions, inclusive of VAT, up to the purchase price of the vehicle.

Excluding:

- cracked or porous cylinder heads and blocks, burnt valves and any skimming/pressure testing. Body, paint, glass, interior/exterior trim, key fobs and key cards, catalytic converters, wheels, airbag and system, electrical wiring, wiring looms and cables;
- wear and tear/service items and other components subject to routine maintenance or periodic repair or replacement such as plugs, HT leads, brake frictional material, clutch facings, wiper blades/rubbers, v-belts, hoses, pipes, light bulbs/units, tyres, batteries, exhaust systems (this is not a complete list);
- the proposal form is part of the contract between you and the dealer for the mechanical breakdown. Your guarantee covers the vehicle shown on the contract form. Auto Union Warranties has been appointed by the dealer that you have purchased the vehicle off as administrator of this guarantee.

Auto Union Warranties has been appointed to deal with all administrative matters relating to claims handling. Claims will be paid out of the dealer fund arising under this guarantee.

### What is NOT in the guarantee?

- 1) No liability will be accepted for any claim which is reported to Auto Union Warranties more than 14 days after the relevant fault is discovered.
- 2) No liability will be accepted for any claim where the repair has not commenced within 20 days of the relevant fault being reported to Auto Union Warranties.
- 3) The guarantee does not apply to:
  - vehicles used for any kind of timed competition race or private hire or used for delivery of products or parcels;
  - non-standard, customised or modified vehicles.
- 4) Cancellation – You may cancel the guarantee within 30 days of the start date without financial penalty, provided no claim has been made. Thereafter both parties must give 14 days notice of cancellation. The guarantee has no surrender value and no premium paid will be refunded after 14 days of the start date.
- 5) Duty of disclosure – This has been issued based upon information which you have given to us about yourself and the vehicle. You have a duty to tell us immediately of any changes to this information in particular, change of address and the use of the vehicle e.g. being used for private hire. Failure to do so may invalidate your cover under the guarantee. We will then advise you of any changes in terms.



No liability will be accepted for damage caused by:

- neglect;
- corrosion;
- any foreign matter getting in to or on to a part;
- lack of servicing;
- the effects of over-heating, whether caused by an insured part or not;
- freezing;
- abuse;
- damage to parts not covered by this guarantee or consequential damage;
- damage to parts. Cover caused by parts not covered by the guarantee.

No liability will be accepted for:

- 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;
  - parts not fitted as standard or optional extra by the manufacturer, unless cover for such items is agreed beforehand.
- 6) The guarantee excludes any damage caused by fire, accident or any road hazard whether or not insured under any motor insurance or accidental damage guarantee. It does not provide cover for other people or physical injury.
- 7) No liability will be accepted for damage caused by war risks, sonic booms or nuclear radiation

#### General conditions

You must comply with the following conditions to have the full protection of the contract. If you do not comply with them we may at our option cancel the guarantee or refuse to deal with your claim or reduce the amount of any claim payment.

- 1) Duty of care – you must not continue to drive the vehicle after any damage or incident if this could cause further damage to the vehicle.
- 2) Fraud – you must not act in a fraudulent manner. If you, or anyone acting for you, make a claim under the contract knowing the claim to be false, or fraudulently exaggerated in any respect; or make a statement in support of a claim, knowing the statement to be false in any respect; or submit a document in support of a claim, knowing the document to be forged or false in any respect; or make a claim in respect of any loss or damage caused by your wilful act, or with your connivance, then:
  - We shall not pay the claim;
  - We shall not pay any other claim which has been made or will be made under the contract;
  - We may at our option declare the contract void;
  - We shall be entitled to recover from you the amount of any claim already paid under the guarantee;
  - We shall not make any return of premium;
  - We may inform the police of the circumstances.
- 3) Recovery valid only in the UK – If you have chosen to take a guarantee with recovery refund, Auto Union Warranties will refund the cost of the recovery if you can present a VAT receipt from a recovery agent for the vehicle that is covered on the contract, i.e. AA/RAC.
- 4) Warning – Timing belts (otherwise known as camshaft drive belts) – If your vehicle has a timing belt, please make sure that it is in good condition and that it is checked and changed in line with the manufacturer's recommendations. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience. No responsibility will be accepted for damage caused by the failure of a worn out timing belt.

5) Servicing – The vehicle must be serviced by a VAT registered garage, six months or 6,000 miles (whichever is the sooner) from the date or mileage at date of purchase of the contract or in line with the manufacturer and must consist of:

- Change engine oil and filter;
- Check oil levels in the gearbox and differential and top up where necessary;
- Check coolant level and antifreeze/inhibitor strength. Top up where necessary;
- Check timing belt (if fitted), renew if necessary;
- Brake fluid must be replaced in accordance with the manufacturer's recommendation.

The interval from the contract 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 500 miles. This time allowance is to facilitate you to make sure services are completed at the correct intervals. If any circumstances prevent the service being carried out at the correct time, Auto Union Warranties must be informed immediately by recorded delivery.

As an option the vehicle may be serviced in accordance with the manufacturer's recommended service schedule by a VAT registered garage. If you have details of when the last service was carried out, you may service the vehicle at the recommended interval from that service.

Please retain proof of the previous service for our inspection in the event of a claim. If no details are available to confirm that the vehicle is within the manufacturer's recommended service limits then the first full manufacturer's service must be carried out at the latest within 6 months or 6,000 miles (whichever is the sooner) from the date/mileage at date of purchase of the guarantee but preferably at the first available opportunity. The intervals between services must not exceed the manufacturer's stipulated maximum excess time or mileage allowances. 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.

#### **Claims conditions**

- 1) Auto Union Warranties cannot agree to any claim without providing a claims authority number. The repairer must not start any repairs without this number. Please quote your claims authority number each time you contact Auto Union Warranties about your claim and make sure the repairer includes this number on their invoice.
- 2) If, when making a claim, you do not follow the correct procedure, we will not be able to pay your claim in this instance.
- 3) No liability shall exist in respect of parts supplied, repairs carried out or any other claim under the guarantee other than claims made in accordance with the procedures set out in these terms and conditions and for which specific authorisation is given by Auto Union Warranties.
- 4) We reserve the right to provide replacement parts and to carry out repairs under the guarantee or to arrange for their provision by other persons.
- 5) Auto Union Warranties may insist that your repairer uses exchanged or reconditioned parts to affect a repair.

If you require more information regarding your contract, please contact us on **0845 501 0002**.

## Notes

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