



AU





Thanks for choosing an Auto Union Warranties approved dealership.

The dealer guarantees promoted in this booklet have been designed to provide protection for you and your vehicle. Should a covered component experience electrical or mechanical failure your guarantee will help with any incurred costs.

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WHAT IS COVERED?

Prepared for the road ahead

Our service plans have been designed to give you peace of mind so that in the event of an unexpected mechanical breakdown, you will be back on the road as quickly and as cost-free as possible.

The following comparison tables are for guidelines only. Please see full policy details at auwarranties.co.uk or the AU Assist app.

OUR PRODUCTS

AU Basic
AU Standard
AU Absolute

OUR SERVICES

AU Recovery
AU Servicing

ENGINE		
Rocker Assembly	✓	✓
Valve Springs & Guides	✓	✓
Cylinder Head	✓	✓
Camshaft & Followers	✓	✓
Oil Pump, Pistons & Rings	✓	✓
Cylinder Bores	✓	✓
Con Rods	✓	✓
Gudgeon Pins	✓	✓
Crankshaft	✓	✓
Inlet Manifold	✓	✓
Ring Gear	✓	✓

TRANSMISSION/DRIVETRAIN		
Drive Shafts	✓	✓
Constant Velocity Joints	✓	✓
Universal Joints & Couplings	✓	✓
Suspension	✓	✓
Half Shafts	✓	✓
Manual Gearbox	✓	✓
Automatic Gearbox	✓	✓
Torque Converter	✓	✓
Differential	✓	✓

FRONT & REAR BRAKES		
Brake Master Cylinder	✓	✓
Restriction Valve	✓	✓
Servo	✓	✓
Anti-locking Brake System-ABS	✓	✓
ABS Modulator	✓	✓
Wheel Speed Sensors	✓	✓

SUSPENSION		
Wheel Bearings (up to 60,000 miles or 6 years)	✓	✓
Upper & Lower Wishbones	✓	✓
Ball & Swivel Joints	✓	✓

FUEL SYSTEM		
Mechanical/Electrical Fuel Pumps	✓	✓
Tank Sender U	✓	✓
Throttle Body	✓	✓
Airflow Meter	✓	✓
Idle Control Valve	✓	✓
Injectors	✓	✓
Oxygen Sensor	✓	✓
MAP Sensor	✓	✓



Use Reg Checker at auwarranties.co.uk or on the AU Assist app to check that your policy is active.

ELECTRICAL SYSTEM

Starter Motor	✓✓
Alternator	✓✓
Electric Window Motors & Switches	✓✓
Sunroof Motor & Switch	✓✓
Central Locking Motors	✓✓
Front & Rear Windscreen Wipers & Washer Motors	✓✓
Heater Fan Motor	✓✓
Multifunction Stalk Switch	✓✓
Ignition Coils	✓✓

ENGINE COOLING SYSTEM

Water Pump	✓✓
Engine Cooling Fan	✓✓
Thermostat	✓✓
Radiator	✓✓
Engine Oil Cooler & Heater Matrix	✓✓

ENGINE MANAGEMENT

Engine Electronic Control Unit Only	✓✓
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STEERING (INCLUDING POWER ASSISTED)

Steering Rack	✓✓
Steering Box	✓✓
PAS Pump	✓✓

ADDITIONAL PARTS (FACTORY FITTED ONLY)

Air Conditioning	✓
Turbo Charger (up to 70,000 miles or 7 years)	✓
In-car Entertainment System	✓
CD Player/Stereo	✓
I-Drive	✓
Sat Nav	✓
Batteries	✓✓
Clutch	✓✓
Recovery	✓
Diesel Particulate Filter	✓✓
Catalytic Converter	✓✓
Exhaust Gas Recirculation Valve	✓✓

✓ Covered on the Absolute policy for the first 6 months.

PRODUCTS

AU Absolute

The Absolute guarantee offers all the benefits of Standard with twice the claims limit. This means you have up to £1,000 per valid claim. Absolute also offers additional parts such as DPF, turbos, aircon compressor and in-car entertainment.

This guarantee is available in a variety of terms, ranging from 3 months up to the term of ownership and allows up to 2 claims in a 12-month period. Please see your agreement print out for full details.



TECHNOLOGY GUARANTEE



CONTINENTAL COVER



OVERNIGHT ACCOMMODATION

WHAT'S COVERED BY YOUR AU ABSOLUTE GUARANTEE?

BRAKING SYSTEM

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.

COOLING SYSTEM

Water pump, viscous fan coupling, radiator and expansion tank, oil cooler, heater matrix, cooling fan motor.

ELECTRICAL SYSTEM

Alternator, starter motor, starter solenoid, distributor, 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.



Use Reg Checker at auwarranties.co.uk or on the AU Assist app to check that your policy is active.

ENGINE

All internally lubricated components are covered for mechanical failure, not wear and tear. This includes cylinder head, 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.

FINAL DRIVE

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 roots and gaiters.

FUEL SYSTEM

Fuel injection pump, pump drive gear, lift pump, fuel pump relay, fuel system electronic control unit. This excludes fuel injector/glow plugs.

GEARBOX

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.

STEERING

Steering rack or box, power steering pump, idler box, reservoir. This excludes rubber boots and gaiters.

SUNDRIES

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 service.

TURBOCHARGER

Factory fitted turbocharger, intercooler and wastegate, up to 70,000 miles or 7 years.



Catalytic Converter*



Air Con



Diesel Particulate Filter*



Exhaust Gas Recirculation*



In-car Entertainment



Recovery Roadside Assistance



Battery*



Clutch*

*Covered in the first 6 months

AU EASY DRIVE

AU Easy Drive

Spread the cost of your next MOT and service whilst having the benefits of recovery and repair guarantees.

OUR PLANS

Our service plans are a simple and flexible way to budget for future servicing, MOT, recovery and repair needs. Easy Drive allows you to spread the costs throughout the year with interest-free monthly instalments, just like you would any household bills.

Our plans are inflation-proof and are fixed for up to 3 years. They include the price of parts, labour, oil and VAT.



GET STARTED

Download the AU Assist app from the App Store or Google Play to get started and take advantage of the full features.

AU Servicing

The 77-point service will keep your vehicle maintained, increasing fuel efficiency and improving your vehicle's handling and braking. Servicing is available from nationwide garages and can include mains dealers and specialists for an additional monthly charge.



77-point full service in line with manufacturer's guidelines or 12 months

AU MOT

Hopefully your car will pass its MOT without any problems, however if additional work is required, we will always contact you with a diagnosis and quotation for what work is needed and will only commence repair when you have authorised it.



AU Recovery

AU Breakdown cover is 24/7 roadside assistance – we'll be there to help day or night if your car breaks down. If your vehicle can't be repaired at the roadside, we'll get you to the nearest garage.

Our comprehensive recovery service offers:

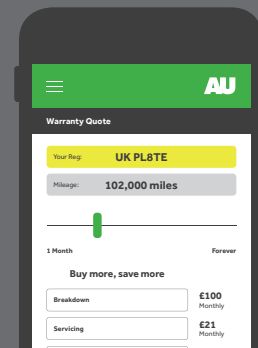
- Home start
- Overnight accommodation
- Roadside assistance
- Car and passenger recovery
- Home breakdowns



AU Upgrade

An AU guarantee can be upgraded as part of your service plan.

Please visit the AU app and simply enter your registration in the service, recovery and warranties section, along with your mileage and chosen plan. Once completed you will then be presented with an instant quotation. Visit auwarranties.co.uk for full terms and conditions.



CLAIMS

We make claims easy

If you need to register a claim, our experienced claim team is more than happy to help. Simply follow our easy-to-use process and a member of our team will be in touch with you within the same working day.

REGISTER A CLAIM

Please note, this is not insurance cover and only represents an agreement/service plan or cover.

To avoid prolonging your claim, we reserve the right to request sending one of our engineers to you and will pay no claim where unauthorised repairs have already been completed.

Please follow the instructions in the next column before making a claim. Diagnostics 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
- 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
- A diagnosis and quotation will be required for the repair (diagnosis costs are not covered by your guarantee)
- Labour rates are capped at £40 per hour, should customers wish to pay the difference higher rates will be accepted

To make a claim, contact us on 0124 437 8544 or email claims@auwarranties.co.uk

Only one claim can be made in a 12-month period on the Basic guarantee and two claims on the Standard and Absolute guarantees.



CLAIMS PROCESS

The AU app has made it easier than ever to start your claim, allowing you to select cover and start a claim. After your claim is registered, a member of our experienced team will be in contact to help you through the claims process.

Alternatively, claims can be made by emailing claims@auwarranties.co.uk or by calling our customer care team on 0124 437 8544.

When a claim is started we will request that a diagnostics check be completed and a quotation of what parts are required as well as labour costs and labour hours. The diagnostics report is the contract holders responsibility and claims will only be considered on receipt of this quotation.

We may ask for further documentation such as pictures or videos to support your claim and in certain situations may request a second opinion. Should any repairs be completed prior to approval, these claims will be classed as void and rejected.

A dealership does have the option to request that a vehicle be returned should they wish to carry out a repair themselves. This request will be acceptable as long as the vehicle address is located within a 20-mile radius of the repairing garage.

The Basic policy allows a maximum of one claim in a 12-month period, Standard and Absolute guarantees allow a maximum of two claims in a 12-month period.



GET STARTED

Download the AU Assist app from the App Store or Google Play to get started and take advantage of the full features.



EXCLUSIONS

What's not included in your cover?

It's just as important to know what isn't covered than what is. Please be aware of the following exclusions to our cover.

EXCLUSIONS ACROSS ALL LEVELS OF COVER

Serviceable items which will require interval replacement; any items worn in line with age and mileage; auxiliary drive belts and chain; brake and clutch facing components (covered with Absolute for 6 months with the exception of the friction plate); fuse bulbs including LED, channels and guides; clearing or adjustment of any component, carbon or soot build up; all hoses, pipes and seals; discs and drums; heated windows and glass including mirrors; handles, hinges and check straps; cosmetic finishes, upholstery and trim; all aspects of wheels, coil springs, wiper blades and arms, locks, barrels, keys and key fobs; and all cables and wire loomings.

EXCLUSIONS TO BASIC AND STANDARD ONLY*

All exhaust components including catalytic converter (CAT); exhaust gas recirculation (EGR); diesel particulate filter (DPF); batteries.

*Covered for 6 months with Absolute.

TERMS AND CONDITIONS

For the agreement to remain valid, the vehicle must be serviced in line with the manufacturer's guides, from inception. The agreement is not transferable between owners or vehicles and the cover levels will decrease, depending on its age and mileage.

Absolute cover is available on vehicles under 8 years old (and under 80,000 miles) and will revert to the Standard agreement at 100,000 miles. Standard cover is available on vehicles up to 12 years old (and 120,000 miles) and will revert to the Basic agreement at 140,000 miles.



AU ASSIST APP

Helping garages and customers connect

The AU Assist app works with thousands of garages, helping you find a local garage when you need a service, MOT or repair.

HOW CAN WE HELP YOU?

- AU Assist keeps you in contact with your garage, or can help you find a new garage
- You'll automatically receive tax, MOT and service reminders
- You can book in for MOTs, repairs and services, directly through the app
- Your garage can update you on the progress of your repair through the app
- If you need new parts, we'll help you source them, keeping your costs down

Take the stress out of services and MOTs. Our customer care team is always on hand, answering calls 24/7, 365 days a year. It's never been so easy to connect and communicate with your garage.

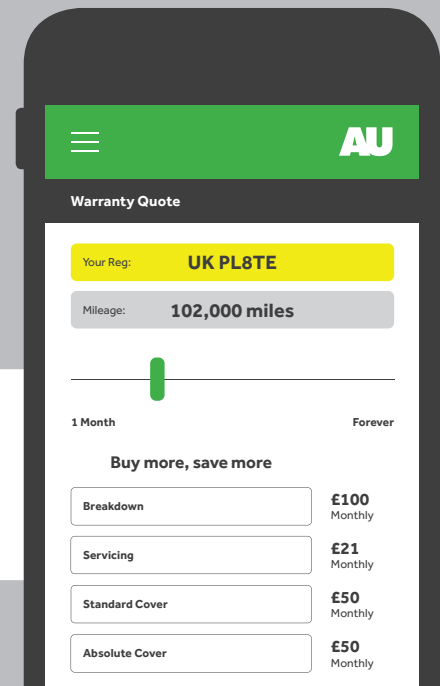


Guarantees can be purchased through the AU Assist app but are subject to approval. When upgrading or purchasing a new agreement, no claims can be registered within the first 30 days.



GET STARTED

Download the AU Assist app from the App Store or Google Play to get started and take advantage of the full features.



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 your contract becoming void.

Make sure that you keep this contract in a safe place, so that you can refer to it again, if needed.

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/SCHEDULE

The contract will only become active after the online form has been completed and any relevant information has been provided by the dealership. The cost for the agreement must also have been paid to the administrator (please note that the contract will not be 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 from and is the 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 into or onto 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.
- Poor repairs, fault or defects

No liability will be accepted for:

- The effects of poor repairs, fault 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 have the option to cancel the guarantee; 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 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 fund, 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 – If your vehicle has a timing belt (otherwise known as camshaft drive belts), 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. If the vehicle covered is not serviced at the point of sale, a service must be carried out within the first 6 months, or within 6,000 miles of ownership, or in line with the manufacturer service requirements. The service must include:

- 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 help you 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 the last service 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

YOUR CONTRACT

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.

The 4Life policy is an agreement that will last for your term of ownership of your vehicle.

For the agreement to remain valid, the vehicle must be serviced in line with the manufacturers guides from inception. All agreement are non-transferable between owners and the cover level will decrease in line with age and mileage.

Absolute cover will be available on vehicles under 8 years old or 80,000 miles and will revert to the Standard agreement at 100,000 miles.

Standard cover is available on vehicles up to 12 years old or 120,000 miles and will revert to the Basic agreement at 140,000 miles.

All agreements will reduce in line with the age and mileage of the vehicle as stated above. Although these restrictions are in place a dealership does have the ability to authorise additional cover and this can be by email upon request.

Should a dealership request a vehicle to be returned for repair, this will be acceptable as long as the registered address is located within a 20-mile radius of the dealership.

Pre-existing faults cannot be covered under any agreement.

Guarantees can be purchased through the AU Assist app but are subject to the approval. When upgrading or purchasing a new agreement no claims can be registered within the first 30 days.

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 email admin@auwarranties.co.uk or contact us on 0124 437 8544. Cover not valid without agreement print out.

SERVICE HISTORY

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 you will need to provide 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 within 6,000 miles of ownership, or in line with the manufacturer service requirements.

The service records provided over the following pages is provided as a guide only and does not constitute proof of service.

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

FIRST SERVICE

I certify that the inspection has been carried out.

Signed: _____

Mileage: _____

NEXT SERVICE

Due date: _____

Mileage: _____

DEALER STAMP

SERVICE HISTORY

SECOND SERVICE

I certify that the inspection has been carried out.

Signed: _____

Mileage: _____

NEXT SERVICE

Due date: _____

Mileage: _____

DEALER STAMP

THIRD SERVICE

I certify that the inspection has been carried out.

Signed: _____

Mileage: _____

NEXT SERVICE

Due date: _____

Mileage: _____

DEALER STAMP

FOURTH SERVICE

I certify that the inspection has been carried out.

Signed: _____

Mileage: _____

NEXT SERVICE

Due date: _____

Mileage: _____

DEALER STAMP



Make sure you keep this booklet and your confirmation of cover letter safe, as both will provide the full details of your dealer guarantee. The details that you will need to make a claim, as well as the term and conditions of claims, can be found in the external cover document that you received with this booklet.

WE'RE HAPPY TO HELP

There will always be an Auto Union Warranties approved dealer or mechanic available, should you ever need assistance.

To locate your nearest Auto Union Warranties point of contact or to speak to our support team, please visit auwarranties.co.uk call us on 0124 437 8544.

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