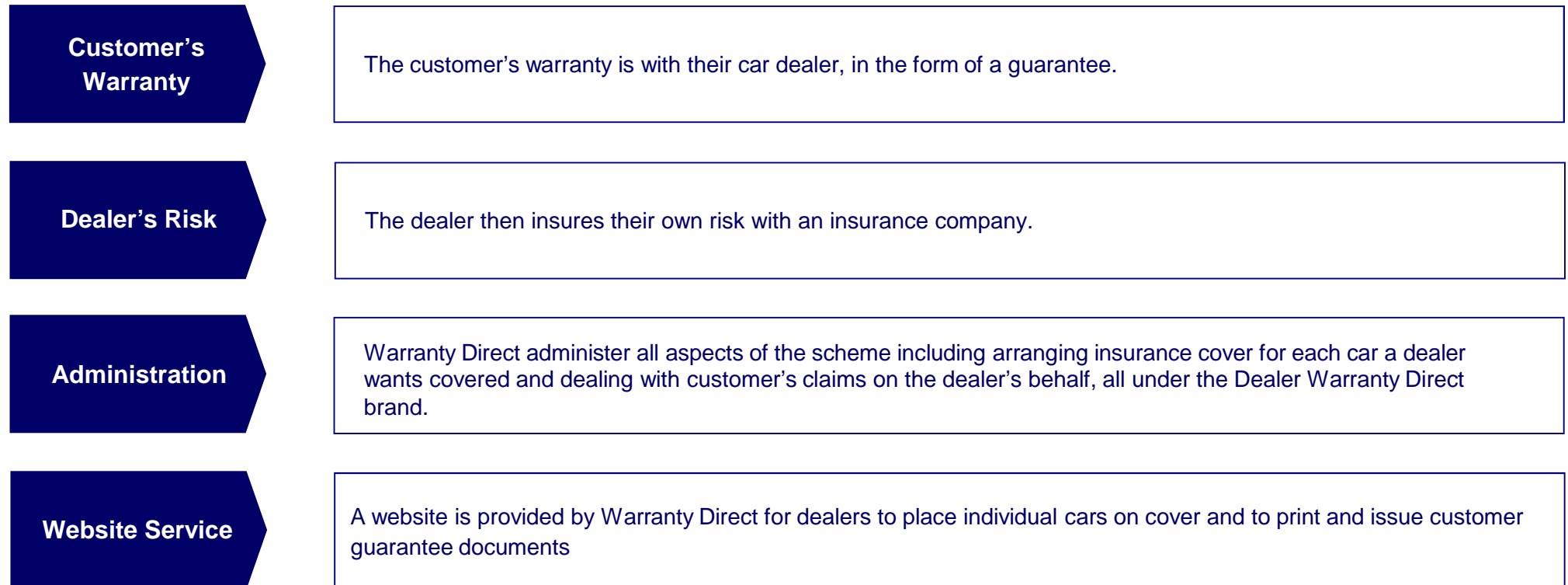


# What is Dealer Warranty Direct?

*Answer: It is a Dealer Insured Guarantee Scheme provided through Warranty Direct*



## **Benefits to the Dealer of a Guarantee**

- ✓ **No FCA regulation**
- ✓ **Dealer does not charge Insurer VAT on own repairs  
....(reflected in slightly reduced premium costs)**
- ✓ **Dealer pays lowest rate of IPT on insurance**

## Administration Processes

### Product Registration

We provide an internet based on-line registration facility for electronic registration of warranties and this is available 24 hours a day and 7 days a week.

### Customer Documents

Our website will provide you with:

1. Customer Care Documents, detailing all of the terms and conditions of your guarantee to your customer;
2. Cover Level Document showing the level of cover being provided;
3. Customer Information Document to confirm the customer, vehicle and cover level details.

### Claims Processing

Claims are telephoned into our administration office by the repairer and in the majority of cases are authorised immediately. Dealer Warranty Direct (DWD) authorise on the selling dealer's behalf and reclaim monies from the insurer. The selling dealer is not involved in the claim process (unless actually making the repairs) - DWD deal with everything.

### Payments

Dealer Warranty Direct provides an on-line payment service at the point of warranty registration and this is available 24 hours a day and 7 days a week. Claims are normally paid within 10 working days of receipt of a repair invoice and correctly related documents.

## **Warranty Cover**

### ***Four Levels of Cover:***

- ✓ **Diamond – Comprehensive Cover (12 & 24 months)**
- ✓ **Platinum – Reduced Cover (3,6,12 months)**
- ✓ **Gold – Limited Cover (3,6,12 months)**
- ✓ **Driveline – Major Components Only (3,6,12 months)**

\* Purchase price claim limits apply except for Driveline Cover Level which is £500 per claim

# Diamond Cover



*for vehicles less than 5 years old and less than 60,000 miles at the start of cover.*

*All components approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used are covered except those listed here and which are not included.*

## **BODYWORK, PAINTWORK, TRIMS, UPHOLSTERY AND WINDOWS:**

Bodywork panels and bumpers, door handles, folding roofs & folding roof frames & mechanisms, glass & non-glass windows, hinges, interior & exterior trims, lifting struts, paintwork, seat frames & upholstery, sunroofs & sunroof mechanisms, tonneaus & other interior & exterior covers & associated mechanisms, weather seals and windscreens.

## **COMPUTER SOFTWARE AND FIRMWARE:**

Upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle.

## **IN-CAR ENTERTAINMENT, TELEPHONE AND NAVIGATION SYSTEMS:**

All in-car entertainment & telephone & navigation system components including but not limited to: aerials, amplifiers, auxiliary wiring & connectors, CD changers, display screens, head units, microphones, telephone & Bluetooth & satellite navigation components internally and externally linked to the head unit, SIM card holders and loud speakers.

## **HYBRID AND BATTERY POWERED VEHICLE COMPONENTS:**

Battery control modules, battery cooling systems, electrical inverters and converters, hybrid control modules, main drive batteries and traction motors.

## **MISCELLANEOUS COMPONENTS:**

Auxiliary drive belts, brackets & mountings, cables, catalytic converters, casings (unless they have been damaged as the result of the breakdown of a covered part), electrical connectors, engine covers, engine starting battery & all other batteries, fuel & fuel lines, fuses, heating elements & aerials integral with glass windows, hoses & pipes, hose clips & pipe connectors, light bulbs & high-intensity discharge tubes (xenon), non-factory fitted alarms & immobilisers, alarm entry switches, road wheels, wiper blades and any components not approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used.

## **OIL SEALS & GASKETS:**

We will not pay for rectifying oil leaks where there is only evidence of oil marking and staining and no oil is dripping from a joint or seal or when repairs to rectify the oil leak do not necessitate the removal of the engine, transmission or final drive unit.

## **SERVICING & MAINTENANCE RELATED COMPONENTS:**

All components and fluids which require periodic replacement as part of the manufacturer's recommended servicing (including but not limited to: anti-freeze, brake fluid, filters, grease, oils, sparking plugs and refrigerants), clutch covers, clutch friction plates, clutch release bearings, brake drums & brake discs & brake friction materials (brake pads & brake shoes), exhaust pipes & exhaust pipe gaskets, flywheels that have been damaged by worn clutch friction plates, and tyres.

## **Important note:**

Sundries such as coolants, filters, fluids, lubricants, oils and other working materials will be covered provided the vehicle is not within 1,000 miles of its next due service, and to include refrigerants, all provided their replacement is necessitated by a valid repair.

*This product conforms to the Motor Industry Code of Practice for Vehicle Warranty Products.*



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# Platinum



for vehicles less than 6 years old and less than 75,000 miles at the start of cover.

*Only components approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used are covered. Any component not specifically mentioned is not covered.*

## Air Conditioning

Compressor & drive clutch, condenser, evaporator, expansion valve, interior fan control switch, pressure & temperature sensors and receiver/drier.

## Braking system

Anti-lock braking system (ABS) pump & control unit & sensors, calipers, drum brake self-adjusting mechanisms, handbrake control cables & linkages, master & wheel cylinders, pedal assembly, pressure reducing & proportioning valves, and vacuum pump & servo.

## Casings

Casings are covered provided they have been damaged as a direct result of the failure of a covered part.

## Clutch

Clutch cable, master & slave hydraulic cylinders and pedal assembly.

## Cooling systems

Engine cooling water & oil radiators, heater radiator, thermostat & housing, temperature gauge, viscous cooling fan couplings and water pump.

## Electrics

Alternator, central locking solenoids and motors, electric door mirror motors, electric window motors, electric sunroof motors, engine cooling fan motors, front & rear screen wiper motors, horn, indicator flasher relay, interior fan motor, starter motor and relays.

## Electronic control units (ECUs) & computers

The air conditioning, anti-lock braking system, automatic gearbox, central door locking system, fuel injection/ignition/engine management/alarm/immobiliser, steering and suspension electronic control units (computers), that were originally fitted to your vehicle when it was first manufactured are covered (upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle and any retro-fitted ECUs & computers are not covered.)

## Engine

**All internally lubricated parts are covered including:**

Camshafts & bearings, camshaft followers & rockers (including hydraulic lash adjusters), connecting rods & bearings, crankshaft & bearings, cylinder block, cylinder bores & liners & seals, cylinder heads, internal bushings & bearings, oil pump & drive, pistons & rings, timing gears & chain & tensioner and valves & springs & guides (burnt or pitted valves and valve seats are not covered).

**The following engine parts are also covered:**

Crankshaft pulley and cylinder head gasket.

**Camshaft drive belts are covered as follows:**

Camshaft drive belts and tensioners (subject to documented proof that the last due change of camshaft drive belt has taken place as specified by the manufacturer's recommended servicing schedule).

## Flywheels & drive plates

Flexible drive plate for the automatic transmission's torque converter, solid & dual-mass flywheels (flywheels damaged by clutch friction plates are not covered) and starter ring gear.

## Fuel system

Air flow & air pressure & air temperature sensors and meters, diesel glow plugs, fuel cut-off valves, fuel gauge & sender unit, fuel pressure regulators & accumulators, fuel pumps (including pre-pumps, low & high pressure pumps & injection pumps), injectors (including petrol & diesel & single-point injectors), oxygen sensors, throttle body assembly and throttle position sensors.

## Gearboxes

**(including automated manual gearboxes, automatic gearboxes, four wheel drive transfer gearboxes, hybrid transaxles, manual gearboxes and transaxles.)**

Automatic transmission brake bands & clutches & modulator valves, drive chains, gearlever, gears, hydraulic gear-shift governors & internal servos & valve blocks, internal bearings & bushes, oil pumps, selector forks, shafts (all, including extension shafts), synchronesh hubs and rings and torque converter.

## Ignition system

Camshaft sensors, crankshaft sensors and ignition coils.

## Oil Seals and Gaskets

The engine crankshaft rear oil seal and the main gearbox input shaft oil seal are both covered and other oil seals and gaskets that would necessitate the removal of the engine, a gearbox or a final drive unit to carry out repairs are all covered subject to any oil leak from them being sufficiently advanced that oil can be seen to be dripping (slight leaks causing only oil misting or staining are not covered).

## Steering

Column shaft & tilt mechanism & couplings, hydraulic pumps & reservoir & pressure pipes, steering & idler boxes, rack and pinion assembly (including hydraulic rams and electric motors) and track rods & track rod ends

## Suspension

Bushes, hydraulic pump & reservoir & regulator valve & pressure spheres, self levelling suspension actuators, shock absorbers, wishbones & control arms & connecting joints, road springs and wheel hubs & bearings.

## Transmissions

**(including front & centre & rear differentials, front & rear live axles and drive shafts.)**

Constant velocity joints & boots, crown wheels & pinions, differential gears & thrust washers, drive flanges, external drive shafts, internal bushes & bearings & shafts, internal parts of differential locking mechanisms, propeller shafts & propeller shaft couplings & centre bearings and universal joints.

## Turbocharger

Turbocharger units

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for vehicles less than 10 years old and less than 120,000 miles at the start of cover.

**Only components approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used are covered. Any component not specifically mentioned is not covered.**

#### Braking system

Anti-lock braking system (ABS) pump & control unit, calipers, master & wheel cylinders, pressure reducing & proportioning valves, and vacuum servo.

#### Casings

Casings are covered provided they have been damaged as a direct result of the failure of a covered part.

#### Clutch

Clutch cable, master & slave hydraulic cylinders and pedal assembly.

#### Cooling systems

Engine cooling water radiator, heater radiator, thermostat & housing, viscous cooling fan couplings and water pump.

#### Electrics

Alternator, electric window motors, engine cooling fan motors, front & rear screen wiper

motors, horn, indicator flasher relay, and starter motor.

#### Electronic control units (ECUs) & computers

The engine management ECU and any other computers that directly control your vehicle's alarm and immobilisation functions, that were originally fitted to your vehicle when it was first manufactured are covered (upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle and any retro-fitted ECUs & computers are not covered.)

#### Engine

**All internally lubricated parts are covered including:**

Camshafts & bearings, camshaft followers & rockers (including hydraulic lash adjusters), connecting rods & bearings, crankshaft & bearings, cylinder block, cylinder bores & liners & seals, cylinder heads, internal bushings & bearings, oil pump & drive, pistons & rings, timing gears & chain & tensioner and valves & springs & guides (burnt or pitted valves and valve seats are not covered).

#### The following engine parts are also covered:

Crankshaft pulley and cylinder head gasket.

Camshaft drive belts are covered as follows:

Camshaft drive belts and tensioners (subject to documented proof that the last due change of camshaft drive belt has taken place as specified by the manufacturer's recommended servicing schedule).

#### Flywheels & drive plates

Flexible drive plate for the automatic transmission's torque converter, solid & dual-mass flywheels (flywheels damaged by clutch friction plates are not covered) and starter ring gear.

#### Fuel system

Air flow sensors and meters, fuel gauge sender unit, fuel pressure regulators & accumulators, fuel pumps (including pre-pumps, low & high pressure pumps & injection pumps), injectors (including petrol & diesel & single-point injectors).

#### Gearboxes

**(including automated manual gearboxes, automatic gearboxes, four wheel drive transfer gearboxes, hybrid transaxles, manual gearboxes and transaxles.)**

Automatic transmission brake bands & clutches & modulator valves, drive chains, gearlever, gears, hydraulic gear-shift governors & internal servos & valve blocks, internal bearings & bushes, oil pumps, selector forks, shafts (all, including extension shafts), synchromesh hubs and rings and torque converter.

#### Ignition system

Camshaft sensors, crankshaft sensors and ignition coils.

#### Oil Seals and Gaskets

The engine crankshaft rear oil seal and the main gearbox input shaft oil seal are both covered and other oil seals and gaskets that would necessitate the removal of the engine, a gearbox or a final drive unit to carry out repairs are all covered subject to any oil leak from

them being sufficiently advanced that oil can be seen to be dripping (slight leaks causing only oil misting or staining are not covered).

#### Steering

Column shaft & tilt mechanism & couplings, hydraulic pumps & reservoir & pressure pipes, steering & idler boxes, rack and pinion assembly (including hydraulic rams and electric motors) and track rods & track rod ends.

#### Suspension

Wheel bearings

#### Transmissions

**(including front & centre & rear differentials, front & rear live axles and drive shafts.)**

Constant velocity joints, crown wheels & pinions, differential gears & thrust washers, external drive shafts, internal bushes & bearings (including wheel bearings) & shafts, internal parts of differential locking mechanisms, propeller shafts & propeller shaft couplings & centre bearings and universal joints.

#### Turbocharger

Turbocharger units

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# Driveline

*for vehicles less than 10 years old and less than 120,000 miles at the start of cover.*

*Only components approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used are covered. Any component not specifically mentioned is not covered.*

## Engine

**All internally lubricated parts are covered including:**

Camshafts & bearings, camshaft followers & rockers (including hydraulic lash adjusters), connecting rods & bearings, crankshaft & bearings, cylinder block, cylinder bores & liners & seals, cylinder heads, internal bushings & bearings, oil pump & drive, pistons & rings, timing gears & chain & tensioner and valves & springs & guides (burnt or pitted valves and valve seats are not covered).

**The following engine part is also covered:**

Cylinder head gasket.

## Gearboxes

**(including automated manual gearboxes, automatic gearboxes, four wheel drive transfer gearboxes, hybrid transaxles, manual gearboxes and transaxles.)**

Automatic transmission brake bands & clutches, gears, hydraulic gear-shift governors & internal servos & valve blocks, internal bearings & bushes, oil pumps, selector forks, shafts (all, including extension shafts), synchromesh hubs and rings and torque converter & flexible drive plate.

## Transmissions

**(including front & centre & rear differentials, front & rear live axles and drive shafts.)**

Constant velocity joints, crown wheels & pinions, differential gears & thrust washers, external drive shafts, internal bushes & bearings & shafts and propeller shafts & propeller universal joints.

### Important note:

Sundries such as coolants, filters, fluids, lubricants, oils and other working materials will be covered provided the vehicle is not within 1,000 miles of its next due service, and to include refrigerants, all provided their replacement is necessitated by a valid repair.

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## Indicative Pricing (Gold cover prices Inc. IPT)

IPT applies at the lowest rate

<u>Duration</u>	<u>Engine Size</u>	<u>Dealer Net</u>
3 Months	Up to 1,400c.c.	£87.82
3 Months	1,401 - 2,000 c.c.	£96.66
3 Months	2,001 - 3,000 c.c.	£133.11
3 Months	3,001 - 5,000 c.c.	£205.47
6 Months	Up to 1,400c.c.	£117.09
6 Months	1,401 - 2,000 c.c.	£128.88
6 Months	2,001 - 3,000 c.c.	£177.48
6 Months	3,001 - 5,000 c.c.	£273.96
12 Months	Up to 1,400c.c.	£146.37
12 Months	1,401 - 2,000 c.c.	£161.10
12 Months	2,001 - 3,000 c.c.	£221.85
12 Months	3,001 - 5,000 c.c.	£342.44

# Excluded Vehicles



Vehicle types priced on request to Dealer Warranty Direct (Please contact us for prices)

Make	Models
Alfa Romeo	All Models
Alpina	All Models
Aston Martin	All Models
Audi	RS3, RS4, RS5, RS6, RS7, A3 S3, A4 S4, A5 S5, A6 S6, A8, Allroad models, Q7, R8, TT & TTS, S6 V10
Bentley	All Models
BMW	540, 545, 550, 6 series, 7 series, 840, Alpina models, M series, X5 4,000cc plus, Z3, Z4, Z8
Cadillac	All Models
Chevrolet	Beretta, Camaro, Corvette
Chrysler	300c, Crossfire, Voyager & Grand Voyager
Corvette	All Models
Dodge	All Models
Ferrari	All Models
Fiat	Abarth models
Ford	FocusRS, FocusST, Mustang, Ranger
Honda	NSX, S2000 & Type R models
Infiniti	All Models
Jaguar	All Models
LandRover	Discovery & RangeRover
Lexus	All except Celsior (LS400) & LFA Coupe
Lotus	All Models
Maserati	All Models
Mazda	RX8
MCC	Brabus models
Mercedes	E Class, S Class & all AMG models
Mitsubishi	3000GT, EVO & Evolution models, L200, LS200, Pajero TD, Ralliart Galant VR-4, GTO
Morgan	All Models
Nissan	350Z,370Z, Navara, Patrol
Porsche	All except Carrera GT
Renault	Avantime, ClioV6, RenaultSport & Williams models, Vel Satis
Rolls Royce	Phantom
Rover	75, 800, MGF, MGTF, MGZR, MGZT, MGZS
Smart	Brabus models
Subaru	Impreza GB 270, Impreza RB 230, WRX models
Vauxhall	Astra-Corsa-Insignia-Meriva-Vectra-Zafira VXR variants, Monaro, VX220, VXR220, VXR8
Volkswagen	GolfR32, Touareg, Phaeton

## Large Panel Vans

Note: All vehicles listed above to have a £10,000 repair limit per repair and purchase price of vehicle overall.

## Excluded makes and models

Make	Models
AC	All Models
Bristol	All Models
Bugatti	All Models
Buick	All Models
Caterham	All Models
Chrysler	Viper
Coleman & Milne	All Models
Daimler	All Models
De Tomaso	All Models
Fiat	Croma
Ford (USA)	Mustang
Holden	All Models
Honda	Beat
Hummer	All Models
Invicta	All Models
Lamborghini	All Models
Lexus	Celsior (LS400), LFA Coupe
Lincoln	All Models
Lister	All Models
Marcos	All Models
Marlin	All Models
Maybach	All Models
McLaren	All Models
McLaren/Mercedes	All Models
Mercedes	SLR, Maybach, Brabus models
Mercury	All Models
MG Rover	Rover V8 engine models, XPower
Microcar	All Models
Mitsubishi	Delica
Nissan	Elgrand, Skyline GT-R and all other GT-R models
Noble	All Models
Porsche	Carrera GT
Rolls Royce	All types not listed above
TVR	All Models
Volkswagen	Phaeton W12 engine model
Westfield	All Models

## Commercial Vehicles over 3.5 Tonnes

Vehicles over 5,001 cc not listed elsewhere

## Switch over to Dealer Warranty Direct

-  Our dealer focused service is based on extensive market research to meet your needs
-  No need for FCA registration
-  Comprehensive service
-  User friendly application process
-  24 hours a day, 365 days a year, website application facility
-  Friendly, approachable, staff quickly available to answer your queries and questions

Visit <http://dealerwarrantydirect.co.uk/> or call 0330 123 3964 to start using our service now!