



# Formula X Warranty





# Warranty protection for your vehicle – Peace of mind for you

## Formula X Warranty

This is a summary of cover only and does not detail the full terms and conditions of your warranty product.

- Covers the majority of major mechanical and electrical components against breakdown or failure
- Protects against the costs of replacing parts and the labour to fit them
- No limit to the number of repairs you can claim for
- Includes wear and tear for covered components
- Temporary vehicle replacement whilst warranty repairs take place
- Up to 60 days warranty cover whilst on the continent
- Warranty available for up to 24 months
- Transferable where vehicle is sold privately
- For vehicles up to ten years old and 100,000 miles

## AutoTrust Formula X

**This warranty covers almost all mechanical and electrical parts (including labour to fit them) of the covered vehicle against mechanical and electrical breakdown as defined in this summary.**

**There is no restriction to the number of claims you can make, up to the value in aggregate of the vehicle purchase price. Please refer to your Validation Certificate for details of your maximum single claims limit.**

Mechanical and electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of the warranty.

You are covered only for the parts described in this booklet. Your warranty does not cover more than the manufacturer's list price for parts.

Repairs must not start without the prior approval of the administrator.

# What is Covered and what is not Covered

## What is Covered

Your AutoTrust Formula X warranty covers almost all mechanical and electrical components on your vehicle against mechanical and electrical breakdown, subject to the conditions detailed in the AutoTrust handbook and the maximum claim limit. There are some components, such as service items, which are not covered.

Your AutoTrust Formula X cover has been extended to provide cover for wear and tear other than:

- 1 Repairs to brake and clutch systems where these are necessitated by worn or burnt out friction materials.
- 2 Repairs carried out to improve engine oil consumption where there has been no mechanical failure.

## What is Not Covered

Whilst you have a high level of warranty cover, there are certain items which this warranty specifically does not cover and this includes, but is not limited to, the following:

- Body components such as strikers, hinges or any component which may require adjustment from time to time
- Body panels, paintwork or glass
- Weather strips and body seals
- Interior trim, seat and seat belts
- Recharging of the air conditioning unit (unless required as part of a valid warranty repair)
- Software updates (unless required as part of a valid warranty repair)
- Renewal of brake components due to wear and tear
- Renewal of any clutch components due to wear, incorrect adjustment or misuse
- The clearing of fuel lines, filters, throttle bodies and pumps and damage to components due to the use of contaminated or incorrect fuel
- Airbags, wiring and connections, fuses, batteries, bulbs and LED illumination, exhaust systems, diesel particulate filters (catalytic converters are covered), wiper blades, wheel balancing and alignment, wheels, tyres and water ingress (including damage to covered parts caused by water)
- Any oil leaks other than those that require the removal of a major component i.e. engine, gearbox and/or differential lubricants, filter elements and any damage caused by frost or lack of oil, or anti-freeze or by impact, accident or negligence
- Traffic management system, telephone including Bluetooth, TV/DVD and satellite navigation system, associated equipment of all types
- Non-factory fitted radio cassette, CD player or any other in-car entertainment component
- Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs and plug leads
- Any damage or losses to components that are not directly covered within the terms of this warranty
- Burnt out, sticking or pitted valves
- Damage resulting from the failure of a timing belt which has not been replaced as per the manufacturer's recommendations (proof required)

Please note that oil, oil filter, gaskets, anti-freeze and brake fluid required due to the failure of a covered component are covered as part of a valid claim.

# How to ask for a repair under this warranty

Bring your vehicle to us, your supplier, and we will confirm whether the warranty is still in force and the repair is valid. We will then handle the repair on your behalf. If you cannot bring the vehicle back to us please follow the instructions detailed in the Warranty Handbook, or call the administrator on 0344 573 8002.

**Important – Repair work must not commence until our administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.**

## Cancellation Rights

You have the right to cancel this warranty within 14 days of receiving your Warranty Handbook and Validation Certificate. Should you wish to cancel within this period please contact either your supplying dealer or the administrator who will arrange cancellation and full refund. Unless cancelled in accordance with the cancellation rights detailed above, in normal circumstances no refund will be made and in no circumstances if a claim has been made.

## How to Make a Complaint

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the administrator in the first instance on 0344 573 8002, or in writing to: The Customer Services Manager, AutoTrust Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. You can also email us at: [complaints@carcareplan.co.uk](mailto:complaints@carcareplan.co.uk)

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern.

For further information, you can visit The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org) or call their Information Line on 0345 241 3008.



Motor Industry Code of Practice for

**Vehicle Warranties**

## Data Protection Authorisation Statement

In processing and managing this policy, the administrator will collect and store the information you have provided in their secure servers based in the United Kingdom.

In compliance with the Data Protection Act 1998, you are entitled to ask the administrator to amend their records about you if they are not correct, and you may request a copy of the information the administrator holds about you by applying to them in writing addressed to:

Compliance Officer,  
Car Care Plan Ltd,  
Jubilee House,  
5 Mid Point Business Park,  
Thornbury,  
West Yorkshire  
BD3 7AG

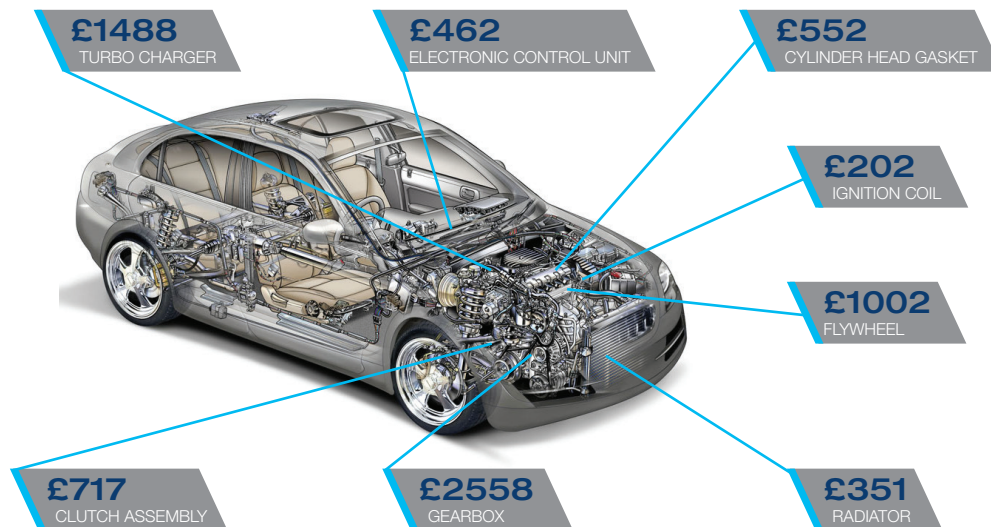
Or by emailing [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk).  
The administrator may charge you a fee of £10 for this service.

# Helping you towards covering the cost of those unexpected repairs

**Special note:** Please refer to your Validation Certificate, provided with your AutoTrust Warranty Handbook, for the claim limit that applies on each individual repair under this warranty.

An average of £394\* is paid out on each warranty repair and there is no limit to the number of repairs you can claim for up to the value of your vehicle on an AutoTrust Warranty.

**Source:** Average across all makes and models. Car Care Plan AutoTrust product 2016. Costs will vary according to the make, model and engine size of the vehicle you drive.



AutoTrust Warranty is administered by Car Care Plan Limited.  
Car Care Plan, Jubilee House, 5 Mid Point Business Park,  
Thornbury, West Yorkshire BD3 7AG

**[www.carcareplan.co.uk](http://www.carcareplan.co.uk)**

Phone: 0344 573 8002

