



# FORMULA X WARRANTY



**AutoTrust**  
Reassurance guaranteed

# FORMULA X WARRANTY

## WARRANTY PROTECTION FOR YOUR VEHICLE – PEACE OF MIND FOR YOU

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

**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 negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of this warranty. Please note the specific wording in relation

to the wear and tear cover, provided by this warranty.

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

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

## 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 document 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 COVERED CONTINUED

## 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

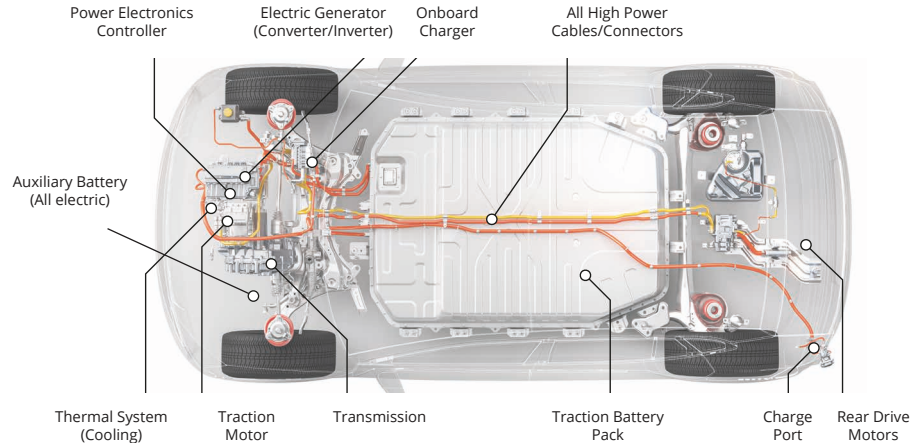
- Traffic management system, telephone including Bluetooth, TV/DVD and satellite navigation system, associated equipment of all types
- Non-factory fitted radio cassette, CD player or any other in-car entertainment component
- Normal maintenance services, and the replacement of such items as, but not 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.

# ELECTRIC VEHICLES

Cover for electric vehicles is applicable to the parts listed below. These items may or may not be fitted to your vehicle, depending on the type of electric drive you have chosen (e.g. full electric, hybrid or self-charging hybrid).

- DC/DC converter
- Electric traction motor
- Onboard charger
- Power electronics controller
- Thermal system (cooling)
- Battery (all-electric auxiliary)
- Traction battery pack
- Transmission (electric)
- Electric generator
- Charge port



## 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 document, 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 document and Validation Certificate. Should you wish to cancel within this period please contact your supplying dealer who will arrange cancellation and full refund. After this period you can cancel your warranty, however no refund will be paid. In no circumstances will a refund be paid 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 on 0344 573 8002, or in writing to: The Complaints Team, AutoTrust Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. You can also email the administrator at: [complaints@motor-admin.com](mailto:complaints@motor-admin.com)

Please tell the administrator your name and your claim number or product number. Calls to the administrator may be recorded. The administrator will contact you within five days of receiving your complaint. In some cases, this will be to acknowledge your complaint, but in others it may be to give you a full reply. If the administrator cannot deal with your complaint within five working days, they will aim to give you a full reply within 28 days. In complex cases, or where further investigation is needed, this may take longer, and they will let you know if this is the case.

Please tell the administrator your name and your claim number or product number. Calls to the administrator may be recorded. The administrator will contact you within five days of receiving your complaint. In some cases, this will be to acknowledge your complaint, but in others it may be to give you a full reply. If the administrator cannot deal with your complaint within five working days, they will aim to give you a full reply within

28 days. In complex cases, or where further investigation is needed, this may take longer, and they will let you know if this is the case.

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.

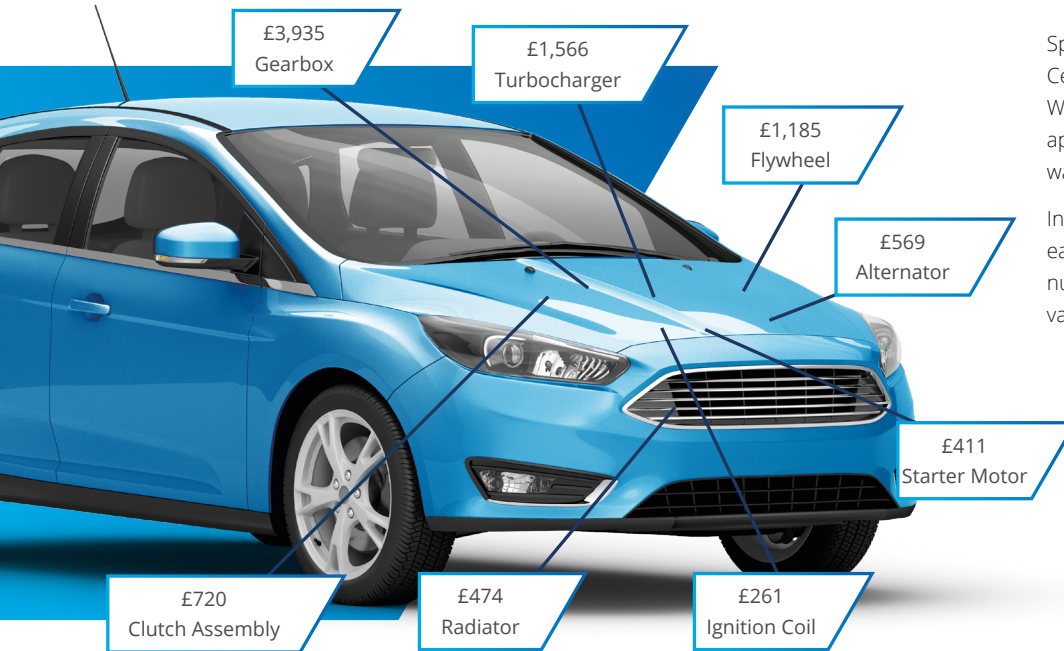
For further information, you can visit The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org) or call their Information Line on 0345 241 3008.

To make a complaint to the Motor Ombudsman you can either call their information line or fill in an online form at [www.themotorombudsman.org/consumers/make-a-complaint](http://www.themotorombudsman.org/consumers/make-a-complaint).

Please note: The Motor Ombudsman can only deal with your complaint if you have already complained direct to the administrator and at least eight weeks have passed since you did that. Complaints to the Motor Ombudsman must be made within 12 months of the administrator's final response.



# HELPING YOU TOWARDS COVERING THE COST OF THOSE UNEXPECTED REPAIRS



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

In 2022 an average of £958 was 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 2022. 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.weareautotrust.co.uk](http://www.weareautotrust.co.uk)  
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