



# Uitgebreid Garantie conditions

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## Who provides this warranty?

The selling car company gives you a warranty according to these warranty conditions. Autotruster carries out the warranty and handles your claim(s) on behalf of the selling car company. If there is a valid claim, Autotruster will pay out directly to you or the garage.

## Deductible & reimbursement

You have a deductible of €45 per defect. You will be reimbursed for the parts used in the repair based on the Parts Reimbursement Table. The amount of the reimbursement depends on the mileage and age of the car at the time of the defect. If you use an Autotruster Network garage, the labour costs are fully reimbursed.

Mileage or age of the car, whichever comes first.	Parts reimbursement
< 110,000 kilometres or less than 7 years old	100%
< 130,000 kilometres or less than 8 years old	80%
< 150,000 kilometres or less than 9 years old	70%
from 150,000 kilometres or from 9 years old	60%

\* Autotruster will pay 100% of the labour costs up to the maximum hourly rate.



# Which parts are covered by the Uitgebreid Garantie?

## MOTOR

cylinder block	
cylinder sleeves	
cylinder head	
cylinder head gasket	
timing chain***	
timing belt*	
timing gears	
connecting rods	
connecting rod bearings	
hydraulic lifters	
intake manifolds	
internal bearings	
chains	
valve guides	
valves	
valve cover	
valve springs	
crankshaft	
crankshaft bearings	
crankshaft pulley	
engine mounts	
camshaft	
camshaft belt*	
camshaft bearings	
camshaft adjuster	
cam followers	
oil pump	
oil pump drive	
gaskets/seals	
belt tensioners	
starter ring gear	
tappet	
rocker arm shaft	
turbo/intercooler	
exhaust manifolds	
piston pins	
pistons	
(breakage of) piston rings	
<b>AIRBAGS</b>	
airbags	
airbag sensors	
crash sensors	

## MANUAL TRANSMISSION

axles	
overdrive axles	
push rod/shift rod	
main and auxiliary clutch cylinder	
clutch cable	
bearings and bearing shells	
gaskets/seals	
pedal unit	
selector shafts	
selector forks	
synchromesh rings and hubs	
gears	
extension shaft	

## AUTOMATIC TRANSMISSION

drive chains	
seals	
hydraulic control unit	
valves	
valve block	
torque converters	
selector lever	
bearings and bearing shells	
modular valve	
oil seal input shaft	
oil pump	
brake bands	
servos	
gears	
transmission mounts	

## COOLING SYSTEM

electric control units	
oil cooler	
temperature gauge	
thermostat	
thermostat housing	
thermostat motor	
fan	
viscous coupling fan	
water pump	

## DRIVE

drive shaft	
axle boots**	
propeller shaft	
differential	
CV joints	
crown and pinion gear	

## 4-WHEEL DRIVE

axle boots**	
axles	
propeller shaft	
differential rear axle	
differential front axle	
CV joints	
transfer case	

## BRAKE SYSTEM

ABS valve block	
ABS pump and control unit	
ABS sensors	
pressure regulator	
handbrake cables	
master brake cylinder	
brake calipers	
brake pedal unit	
brake servo	
wheel brake cylinders	
self-adjusting mechanism	

## SUSPENSION

axle boots**	
control arms**	
ball joints**	
bearing shells**	
pump	
control valve	
reservoir	
shock absorbers	
strut bearings	
springs	
wheel bearings	
self-regulating suspension and suspension / air suspension	

## STEERING SYSTEM

lift mechanism	
rack and pinion	
couplings	
lines	
reservoir	
tie rod ends	
tie rods	
power steering unit with pump	
steering angle sensor	
steering gear	
steering column	
steering rod housing	

## FUEL SYSTEM

ignition coils	
fuel gauge	
pressure regulator	
ECU	
electromagnetic shutdown	
electronic ignition	
throttle body	
glow plugs	
injectors	
injection pump	
cold-start injector	
air flow meter	
lift pump	
warm-up regulator	
over-rev fuel shut-off valve	
control and distribution system	
sensors	
tank transmitter unit	
injectors	
vacuum pump	

## EMISSION SYSTEM

egr valve	
egr cooler	
catalytic converter	
lambda probe	
sensors	
exhaust (internal defect)	

## ELECTRONICS

12V connection	
factory alarm system	
factory immobiliser	
horn	
cruise control unit	
alternator	
electromagnets central door locking	
headlamp adjustment	
motor electric antenna	
motor electric sunroof	
motors central door locking	
motor window control	
motor mirror glass adjustment	
motor of the convertible roof	
control units	
relays	
windshield washer	
pump wiper motor	
voltage regulator	
starter motor	
distributor	

## AIR CONDITIONING

compressor pump***	
electronic control unit***	
internal defect condenser***	
heater control***	
heater valve***	
heater motor***	
heater radiator***	
magnetic coupling and valves***	
reservoir***	
sensors***	
evaporator***	

## ELECTRIC POWER TRAIN

drive motors	
on-board charger (OBC)	
ERAD	
HV coolant pump	
HV heat exchanger	
reducer (transmission) control unit	
battery management	
power electronics	

\* This part is covered, if it has been replaced on time at regular service intervals according to manufacturer's instructions or Autotruster Warranty Conditions. Regular replacement is not covered. \*\* Reimbursement for labour and parts if < 100,000 km.

\*\*\* These parts are subject to a maximum reimbursement of €1500, including VAT.

## Definitions

The following terms mean:

**Autotrust Uitgebreid Garantie:** the warranty against unexpected mechanical and electronic defects to your car, as set out in the product overview.

**Product overview:** the summary of your warranty provided to you by Autotrust by e-mail.

**Labour costs:** cost of performing labour related to the replacement or repair of a defect covered by the warranty.

**Mechanical, electronic parts:** all moving, mechanical and electrical or electronic parts that have a function in driving and propelling the car, without including those parts listed as exceptions in these conditions.

**Market value:** The market value (ready-to-drive price) according to the most recent ANWB valuation list at the moment immediately prior to the occurrence of the damage.

**Defect:** the sudden and unexpected failure of a car part during the warranty period, caused by a permanent mechanical, electrical or electronic defect. A defect exists if the part ceases to function and requires repair or replacement to restore the car to proper working order. A defect only exists if there is 'own failure', meaning that the failure was not caused by external influences, such as water, impact, dirt, operating and user errors.

**Valid claim:** a warranty claim where the nature, circumstance and cause of the defect is covered under these conditions.

**Transport:** costs for transporting the car to the nearest Autotrust Network garage due to a defect covered under the warranty.

**Diagnosis:** cost of detecting and diagnosing a defect covered by the warranty, including testing and disassembly.

**We, Autotrust, means:** Autotrust B.V.

**Autotrust Network garage:** a garage or specialist repairer belonging to a network of selected garages, which may carry out repairs for Autotrust.

**Fraud:** intentionally misleading Autotrust prior to or during the agreement, with the aim of gaining a (financial) benefit.

## Our conditions

### 1. Limits and contributions

**1.1.** The duration of the warranty is 6 months or ends when the maximum number of kilometres driven has been reached. A limit of 15,000 km applies per six-month term. If the duration and/or kilometre limit differ, this is indicated on your warranty certificate.

**1.2.** Autotrust Network garages operate according to the Autotrust claims procedure. Please note, you should be aware of the following in case you choose not to go to an Autotrust Network garage:

- if you choose an Autotrust Network garage, labour costs are fully reimbursed.
- all costs higher than the costs at an Autotrust Network garage will not be reimbursed. This includes labour costs, cost of parts used in a repair and all other costs;
- Autotrust Network garages are aware of the claims procedure. If you choose a garage which is not an Autotrust Network garage, you are responsible for following the Autotrust claims procedure and providing the necessary data correctly and on time;
- Autotrust Network garages invoice directly to Autotrust. If you choose a garage that is not an Autotrust Network garage, you will have to advance the entire repair bill yourself. You can claim the repair invoice from Autotrust afterwards. Make sure the repair invoice is correctly titled. The costs will not be reimbursed if the repair invoice is not in Autotrust B.V.'s name;

- a second opinion at an Autotrust Network garage is necessary in case the diagnosis of the garage of your choice is not directly adopted by Autotrust. In this case, the cost of diagnosis from the garage of your choice will not be reimbursed.
- the necessary diagnosis costs, if related to a covered defect, may amount to a maximum of 15% of the repair invoice up to a maximum of €250 including VAT.

**1.3.** Necessary transport will be reimbursed within reason and up to a maximum of € 175 including VAT per case. Costs resulting from a non-covered defect will not be reimbursed by Autotrust. Autotrust does not offer roadside assistance or an emergency call centre.

**1.4.** There is a maximum payment per warranty of €6,000 including VAT (€8,500 for 24 months), even if the repair costs exceed the current market value and the claim is not settled on the basis of the repair costs.

**1.5.** No repair will take place if the repair costs exceed the daily value of the car at the time the defect occurred, based on the current ANWB price list (daily value). In that case, a maximum of the current market value will be reimbursed.

**1.6.** The warranty is not aimed at giving you a financial advantage in case of a defect. This means a co-payment may be required. The percentage of the cost of parts that Autotrust will pay will then depend on the age and mileage of the vehicle at the time of the defect (see Parts Reimbursement Table).

**1.7.** Defects related to the air conditioning/air conditioning system and defects related to the timing set (timing chain, tensioners and guides) will be reimbursed up to a maximum of €1,500 including VAT (incl. parts and labour).

**1.8.** If there are any costs that are for your own account, you must pay these costs to the repairing garage yourself. Autotrust claims staff will alert you to these costs prior to the repair. In case your car needs to be transported to carry out a repair, Autotrust will pay the full invoice to the repairing garage and you will receive an invoice for all costs not covered by your car warranty coverage after your agreement.

### 2. When is there no warranty claim?

**2.1.** Any information that could affect Autotrust's decision to accept or continue to accept your car for warranty should be shared with us by you and/or the seller immediately and without restraint. If we believe that you have failed to disclose relevant information relating to your car to us, Autotrust may potentially cancel the warranty or your cover may be affected.

**2.2.** You must comply with these conditions. If you have not met the conditions, your right to reimbursement will lapse.

**2.3.** You must follow the claims procedure carefully. If you do not, the validity of your claim and the need for repair cannot be determined.

**2.4.** Autotrust is never responsible for damage caused during the repair process and all related actions, including but not limited to transport, test drive, and other additional activities (see article 3.9).

**2.5.** If, in Autotrust's opinion, you do not cooperate or insufficiently cooperate in the repair of the vehicle and/or do not make the vehicle available for repair, diagnosis or expertise, or the related transport, any right to repair under this warranty will lapse.

**2.6.** If you yourself have (partly) contributed to the occurrence of a defect, you are not entitled to repair under warranty. This may be the case, among others, if a defect has occurred due to overloading, negligence, carelessness or operating errors.

**2.7.** Should it become clear that, during ownership by the current owner, the car has not been demonstrably maintained in accordance with the manufacturer's instructions, the right to the warranty will lapse. As the owner, you are responsible for the maintenance, and you should always be able to produce the documentation for this in case of a claim.

**2.8.** If a defect occurs due to external calamity or the actions of third parties, it has nothing to do with the quality of the car. In that case, you can make no claim under the warranty.

**2.9.** If a third party can be held liable for (the occurrence of) a defect, you should always recover damages from that party. Claims that are covered by another warranty, guarantee or goodwill scheme, or would be covered if this guarantee did not exist, must be reimbursed by the provider thereof.

**2.10.** Design or manufacturing defects, and damages resulting from them, are not covered. These are the manufacturer's responsibility.

**2.11.** In some cases, this warranty does not provide coverage and you should contact the seller of the car. This applies in case a defect:

- reveals itself within the first 15 days of the effective date of the warranty;
- is already present in the vehicle during delivery of the car.

**2.12.** Excessive oil consumption is usually an inherent property of a vehicle and is generally caused by gradual wear. Excessive oil consumption is therefore not classed as a suddenly arising defect. Remedying excessive oil consumption will not be reimbursed under this warranty.

**2.13.** Defects that you noticed or could reasonably have noticed, but continued to drive with, are not covered.

**2.14.** Cars registered for the first time outside the EU are excluded from this warranty, unless express written permission has been granted by Autotrust before the start of the warranty.

**2.15.** The warranty is only for the repair of your vehicle. You are not entitled to any compensation for additional costs or other damages that may result from the defect.

**2.16.** If a part is defective as a result of a defective part that is not covered, Autotrust will not provide any cover or compensation for the damage or defects incurred. (This exclusion of cover applies regardless of the cause or nature of the defect in the non-covered part)

**2.17.** If the odometer reading, as visible on the odometer of the car, is changed and does not correspond to the actual kilometres travelled by the car, any right to compensation under the terms of this warranty will lapse.

**2.18.** If a component functions normally, it will not be replaced or repaired. If there is a (secondary) noise or changing characteristics and there is no defect, it is not a reason for repair.

**2.19.** Autotrust has the right to commission an independent expert to inspect your vehicle before accepting a claim. Autotrust is never responsible for damages arising from possible delays.

**2.20.** If an Autotrust employee is treated in a seriously abusive, insulting or threatening manner, the management may decide to terminate the warranty.

**2.21.** If fraud (see article 4) is established, the cover under this Warranty will lapse.

**2.22.** The warranty on your vehicle will be terminated if it is or has been used for competition purposes such as rallies, racing, time trials or track driving. This also applies to cars used for hire or rental, as a taxi, by a driving school or commercial purposes such as shipping or delivery. The warranty is also terminated if a car is actively used for driving off paved roads (Off Road) and in case of overloading due to driving in the limit range. If your vehicle is found to have been totalled, the warranty will also be terminated and offers no cover.

**2.23.** Excluded are:

**Bodywork:** antennas, body parts, door handles, glass, sheet metal, rubbers and (rear) door controls, sliding, convertible and tilt roofs and parts located on the (outside) of the body (such as lights, sensors, etc.), locks, mirrors.

**Interior:** the parts located in the cabin such as fittings, benches, upholstery, (door) handles, buttons, switches, sensors (in the seat), seat controls, seats, seat heating, etc.

**Media system and accessories:** Bluetooth, camera and displays, integrated on-board computer and infotainment system including navigation and radio function, speakers and sound system, handheld transmitters and charging cables, keys and TV & internet as well as (traffic) data services.

**Maintenance operation:** all operations for the purpose of maintenance and operations by which the failure of the vehicle can be remedied such as: adjustment, flushing,

**Maintenance parts:** all batteries (including drive batteries of a hybrid or electric vehicle), all filters, tyres, spark plugs, prescribed replacement of timing and other belt(s), refrigerant and clutch plate, bulbs, brake pads, brake discs, brake shoes, wiper blades, lubricants and fluids. Over 100,000 km: control arm, gas struts, ball joints, suspension and axle boots, stabiliser bars and strut bearings.

As a rule, the following parts do not last a car's lifetime and should normally be replaced at least once:

- the clutch set including pressure group, thrust bearing and clutch of the automatic gearbox;
- the dual-mass flywheel.

Repair or replacement of these parts is not covered by the warranty. The above parts are also excluded if they need to be replaced due to a defect or for carrying out a repair.

**External calamity:** defects caused, for example, by a collision, inexpert repair and (cable) breakage, shocks caused by bumps and potholes in the road, stone chips and (water) damage

### 3. Submitting a claim

**3.1.** As soon as you notice an (incipient) defect, we ask you to report it immediately. This can be done through the claims portal: [www.autotrust.nl/claims](http://www.autotrust.nl/claims)

You should report your claim within 5 days of discovery. Late notification may affect coverage.

**3.2.** Autotrust's claims department staff will recommend a garage. The garage looks for the nature and cause of the defect and checks with Autotrust's claims officer whether the defect is covered under warranty.

**3.3.** No repairs may be started until Autotrust has issued a price agreement, with corresponding authorisation number.

**3.4.** Your garage owner's opinion does not count as proof of a covered defect. Only if you have received explicit permission for repair from Autotrust is it obliged to reimburse you for the repair.

**3.5.** Autotrust can only give a price approval if the repairer issues a quotation and this is submitted to Autotrust. This quotation should contain a detailed budget in which parts and labour (based on an hourly rate) are specified separately. The quotation always serves as the basis for the payment.

**3.6.** If you still allow the garage to start the repair without having obtained an authorisation, you will no longer be entitled to compensation.

**3.7.** Where aftermarket, nearly new, exchange or remanufactured parts are available, these may be used for the repair. Autotrust has the right to arrange the transport of the vehicle on your behalf and have it arranged by third parties.

**3.8.** After reporting a claim, a diagnosis and quotation for repair must be submitted to Autotrust within 30 days. After this period, the cause of the defect and any consequential damage cannot be properly assessed. Should no diagnosis and quotation be received by Autotrust after this period, an outstanding claim report will expire unless otherwise agreed with Autotrust. If a price approval has been issued and the defect has been repaired, you or the garage should e-mail the original repair invoice within 30 days of the repair to [claims@autotrust.nl](mailto:claims@autotrust.nl) or mail it by post to Autotrust, otherwise the right to compensation will be lost.

**3.9.** Autotrust is always entitled to appoint its own repairer to carry out the repair if:

- a. Autotrust thereby manages to achieve substantial savings on the repair bill, or
- b. Autotrust believes this will better ensure the quality of the repair.

**3.10.** After approval, the repair should be scheduled at the repairing garage within 5 days.

### 4. Acceptance and validity

**4.1.** If fraud is established, we take the following measures:

- we will stop your warranty;
- we do not pay out any damages;
- we record the incident in an internal register;
- we make you reimburse the costs incurred for claim handling;
- we can report it to the police if necessary.

**4.2.** In connection with the (legally stipulated) verification of the applicant, Autotrust reserves the right to unilaterally terminate the warranty, without giving reasons, up to a maximum of 7 business days after conclusion (acceptance reservation).

**4.3.** The warranty is only for the buyer of the vehicle and is not transferable.

**4.4.** In all countries on the list below, you have a warranty and are entitled to repair of a covered defect. The cost of the repair abroad may not exceed the market-based cost in the Netherlands.

- The Netherlands
- The following countries, provided you use your vehicle less than 60 days per year (alternatively or cumulatively) there: Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Croatia, Luxembourg, Norway, Austria, Poland, Portugal, Slovenia, Slovakia, Spain, Czech Republic, United Kingdom, Sweden and Switzerland.

**4.5.** If your car suffers a defect abroad, you can make a claim through our website. You will then go to a local garage to get diagnosed and you can e-mail a repair quote to [claims@autotrust.nl](mailto:claims@autotrust.nl). Autotrust will reimburse up to 1 hour of diagnosis time.

**4.6.** We do not accept vehicles whose software and/or hardware has been modified. We reserve the right to cancel the warranty in case a warranty has been taken out on such a vehicle. The amount already paid for the warranty will be refunded pro rata to the selling car company, provided no expenses were incurred during the warranty period.

**4.7.** Cars should be registered no later than six (6) days from the date of vehicle registration. If a car is registered later than six (6) days after its vehicle registration, Autotrust reserves the right to cancel the warranty. Exceptions to this period are only possible after prior consultation and (written) approval by Autotrust.

### 5. Other

**5.1.** Any warranty you conclude with us is governed by Dutch law.

**5.2.** Do you have a complaint about Autotrust or one of our employees? You can find our internal complaints procedure at [www.autotrust.nl](http://www.autotrust.nl).

**5.3.** By purchasing a car with Autotrust Garantie, buyer agrees to the Autotrust warranty conditions. The validity of the warranty entitlement or claim is always at Autotrust's discretion. The Autotrust Garantie does not affect the legal rights the buyer has against the seller of the car.

**5.4.** The selling car company gives you this warranty according to the Autotrust conditions. Autotrust handles claims on behalf of the selling car company. In the situations below, your warranty will no longer be handled by Autotrust and you will need to submit a claim to the selling car company:

- the selling car company does not fulfil its payment obligations to Autotrust;
- the selling car company applies for suspension of payments or is declared bankrupt.

If the above situation occurs, you will be informed by Autotrust.

**5.5.** We handle any personal data you give us in accordance with the General Data Protection Regulation (GDPR). We use this to:

- enter into a contract with you;
- maintain that contract;

- combat fraud;
- comply with legal obligations;
- keep you informed about our products and services;
- improve our products and services to better suit your needs.

We may also provide your personal data to other legal entities that are part of Autotrust for these purposes.

**5.6.** We may record telephone calls:

- to verify and investigate orders and transactions; to combat fraud and monitor integrity within financial institutions; - to comply with legal obligations.

Recorded telephone calls will not be kept for longer than necessary for these purposes. You have the right to listen to the recorded telephone conversation or receive a verbatim transcript of the conversation in the event of a dispute over the content of recorded telephone conversations.

**5.7.** We sometimes engage other companies to perform services for us related to the performance of the agreement with you. For example, an expertise agency. We remain responsible for processing your data. We make arrangements with these parties to handle your data so that your privacy is maintained.

**5.8.** Coverage will be provided only for defects that occurred during the warranty period.