

20-20 Warranty



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20-20 Essential Cover

Protection for the road ahead



20-20 Bronze Protection

Engine

Big end bearings	Pistons
Camshaft followers	Piston rings
Connecting rods	Push rods
Crankshaft	Rocker assembly
Cylinder bores	Ring gear
Cylinder head	Stretched head bolts
Cylinder head gasket (excluding oil leak)	Timing gears
Distributor drive	Timing chains
Engine casings (if damaged by an internal component)	Timing chain tensioner
Exhaust valves (unless burnt)	Timing belts (subject to correct replacement schedule having taken place)
Flywheel (solid)	Timing belt tensioner
Gudgeon pins	Valve guides
Inlet valves (unless burnt)	Valve springs
Main bearings	(Excluding all manifolds, swirl flap mechanism and motors)
Oil pump	
Oil pump drive gears	

Cooling System

Thermostat	Water pump
Thermostat housing	

Drive Train

Bearings	Halfshafts
Casings (if damaged by an internal component)	Pinion gear
Constant velocity joints (excluding rubber gaiters)	Planet gears
Crown wheel	Planet carriers
Driveshafts	Propshaft Support bearings
	Universal joints

Wheel Bearings

Front wheel bearings	Rear wheel bearings
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Electrical

Alternator	Rear wiper motor
Front wiper motor	Relays
Indicator switch	Starter motor

Steering

Hydraulic PAS steering pump	Steering box
PAS steering motor	Steering idler
Rack and pinion assembly (excluding rubber gaiters)	

Automatic Gearbox

Actuators	Modulator valve
Bearings	Oil pump
Brake bands	Servos
Bushes	Shafts
Casings (if damaged by an internal component)	Solenoids
Clutches	Speedometer drive
Drive plate	Torque converter
Governors	Valve block

Suspension

Front coil springs	Shock absorbers
Rear coil springs	

Fuel System

Carburettor	Secondary fuel pump (electric)
Primary Fuel Pump (electric)	

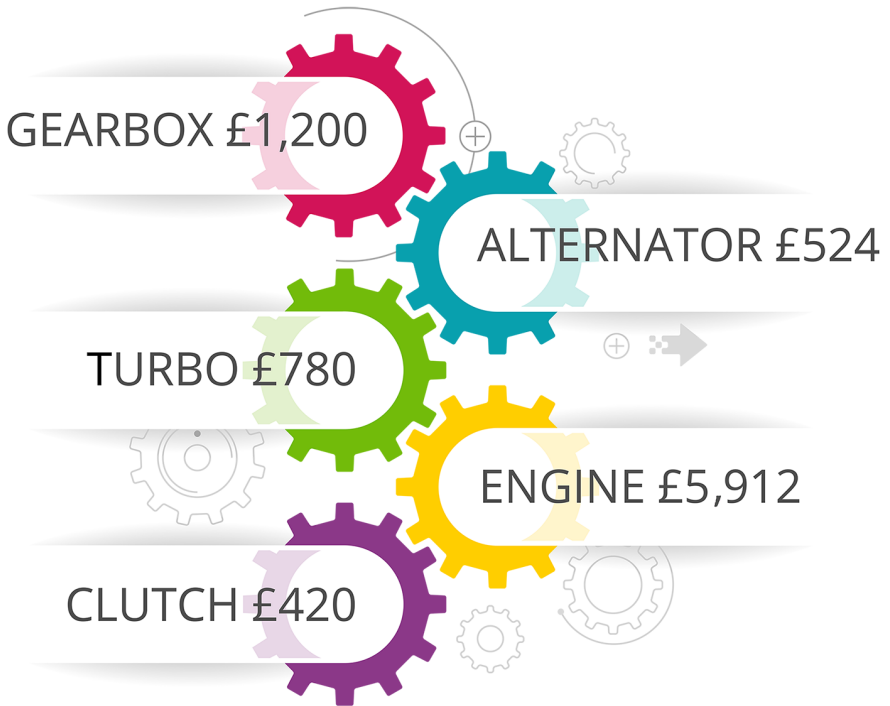
Brakes

Brake master cylinder

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Can you afford not to?



As part of a valid repair and up to the 'further benefits' claim limit, we cover the following:

Multimedia systems
Battery
Software updates
Wheel alignment
Diagnostic contribution

Car hire
Recovery

All prices are inclusive of VAT and based on an Audi A4 2.0 Diesel Engine and are for illustration purposes only. Prices are inclusive of parts and labour at a rate of £50inc. VAT per hour.

20-20 Silver Protection

Engine

Big end bearings	Pistons
Camshaft followers	Piston rings
Connecting rods	Push rods
Crankshaft	Rocker assembly
Cylinder bores	Ring gear
Cylinder head	Stretched head bolts
Cylinder head gasket (excluding oil leak)	Timing gears
Distributor drive	Timing chains
Engine casings (if damaged by an internal component)	Timing chain tensioner
Exhaust valves (unless burnt)	Timing belts (subject to correct replacement schedule having taken place)
Flywheel (solid)	Timing belt tensioner
Gudgeon pins	Valve guides
Inlet valves (unless burnt)	Valve springs
Main bearings	(Excluding all manifolds, swirl flap mechanism and motors)
Oil pump	
Oil pump drive gears	

Drive Train

Bearings	Halfshafts
Bevel Gears	Pinion gear
Casings (if damaged by an internal component)	Planet gears
Constant velocity joints (excluding rubber gaiters)	Planet carriers
Crown wheel	Propshaft
Driveshafts	Support bearings
	Universal joints

Electrical

ABS ECU	Front wiper motor
Air conditioning pump	Heater blower motor
Alternator	Horn
Alternator regulator	Indicator switch
Auto gearbox ECU	Radiator electric fan motor
Central locking solenoids	Rear wiper motor
Central locking motors	Relays
Coil and coil packs	Starter motor
Electric window lift motors	Starter motor solenoid
Engine ECU	Sun roof motor

Manual Gearbox

Baulk rings	Gear selector forks
Bearings	Shafts
Bushes	Synchromesh hubs
Factory fitted overdrive units	Speedometer drive
Gears	Transfer box
Gearbox casings (if damaged by an internal component)	Components

Steering

Hydraulic PAS steering pump	Steering idler box
PAS steering motor	Power assisted steering ram
Rack and pinion assembly (excluding rubber gaiters)	Reservoir
Steering box	Steering column

Automatic Gearbox

Actuators	Modulator valve
Bearings	Oil pump
Brake bands	Servos
Bushes	Shafts
Casings (if damaged by an internal component)	Solenoids
Clutches	Speedometer drive
Drive plate	Torque converter
Governors	Valve block

Suspension

Anti roll bar bushes	McPherson struts
Anti roll bar link bushes (excluding active/non-active anti roll bar)	Rear coil springs
Ball joints	Shock absorbers
Lower wishbone bushes	Suspension arms
Front coil springs	Swivel joints
	Upper wishbone bushes

Brakes

ABS pump	Brake master cylinder
Brake callipers (excluding seizure)	Servo Brake pumps
Brake limiter valve	Wheel cylinders

Wheel Bearings

Hubs	Rear wheel bearings
Front wheel bearings	

Turbo

Bearings
Factory fitted turbo unit
(excluding heat shield and
carbon build up)

Shafts
Turbines
Wastegate

Cooling System

Engine cooling radiator
(excluding oil cooler and
inter-coolers)
Heater matrix

Thermostat
Thermostat housing
Viscous fan coupling
Water pump mechanical
failure
(excluding fluid leaks)

Fuel System

Airflow meter
Carburettor
Diesel injection pump
Exhaust gas recirculation
valve
Idle control valve

Mechanical fuel pump
Primary fuel pump
(electric)
Secondary fuel pump
(electric)



20-20 Gold Protection



GOLD PROTECTION INCLUDES EVERY COMPONENT LISTED UNDER THE SILVER PROTECTION.

PLUS... all other mechanical and electrical components in the further benefits table.

Excluded items will not be covered, unless listed in the Further Benefits table. Specific individual claim limits and hourly labour rates will apply. (Please refer to your guarantee certificate for the terms of your agreement).

Excluded Items

Aerials
Air-bag and air-bag systems
All light units, bulbs and bulb holders
All lock barrels, mechanisms, units and pumps
All manifolds, swirl flap mechanisms and motors
All service components and items which require periodic replacement
All wiring looms and harnesses
Ancillary components
Bodywork
Bolts, fixings, hoses and pipes
Brake cables, brake linkage, frictional materials, hoses and pipes
Burnt valves
Car telephone systems
Chassis
Coolant hoses and pipes
Electric handbrake mechanism
Engine and gearbox mountings
Exhaust mountings
Exterior trim / interior trim
External gearbox linkage
Front and rear windscreen heater elements
Front and rear wiper linkage
Fuel tank/ lines

Gaskets, oil seals and oil leaks
Glow plugs and spark plugs
Header tank
Heated and air conditioned seat elements
Keys and remote key fob
Light units or bulbs, gas filled, led, Xenon starter units
Manual handbrake and mechanism (all components)
Mirror glass, mirror units if impact has caused damage to the motor unit
Oil supply and feed pipes
Perished pulley dampers
Pipes and hoses
Power steering items not listed in cover section
Pre existing faults
Road wheels and tyres
Seat belt webbing, pretensioners, seat runners, buckles and fixings
Steering lock/barrel/mechanism
Sunroofs, windcreens, windows and any other glass
Suspension strut mounts
Towing equipment
Water ingress and water and coolant leaks except radiator
Wear and tear of listed cover component

20-20 Further Benefits

	Bronze (Maximum Claim)	Silver (Maximum Claim)	Gold (Maximum Claim)
Air con re-gas*	£30	£30	£50
Air suspension	N/A	£250	£500
Anti-roll control bar (ARC) **	N/A	£500	£750
Battery cover (for first six months)	£25	£50	£75
Catalytic converter	N/A	N/A	£250
Exhaust system (excl manifolds)	N/A	N/A	£250
Clutch (manual)***	£100	£250	£250
Dual mass flywheel (manual)**	N/A	£250	£500
Consequential damage (to other covered items)	Yes	Yes	Yes
Cylinder head skim	£25	£25	£25
Diagnosis*	N/A	Up to 1 hour	Up to 1 hour
Diesel particulate filter (repair or replace)	N/A	£100	£250
Injector cover (one claim per agreement)	N/A	£100	£250
Instrument clusters (repairs only)	N/A	N/A	£150
Instrument gauges	N/A	£50	£150
Multimedia (factory fitted)	N/A	£250	£500
Agreement transfer (to a private customer)	Fee - £25	Fee - £25	Fee - £25
Software update/ re-programming*	£30	£50	£100
Sundries* (i.e. oils, filters, anti-freeze)	£20	Up to £75	Up to £100
Vehicle hire (24 hours after claim has been raised)*	N/A	£25 (max 5 days)	£40 (max 5 days)
Local vehicle recovery* (must be requested at the point of claim generation)	£50	£75	£100
Wheel alignment*	£25	£25	£50

* As part of a valid repair / as part of your claim limit. ** Up to 80,000 miles. ***Up to 90,000 miles
Prices displayed above include parts, labour and VAT

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If you need to make a claim:

1. Please make sure you call the number below for authorisation before any work is carried out.
2. Our team will help you through this and send out a process document to you and or the repairer
3. Please make sure you use a VAT registered repairer

Claims & Administration

0333 242 7644

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