



**Joe Duffy**  
Group Services

# PROTECT YOUR PURCHASE



# **YOUR CAR IS IN SAFE HANDS**

One of the main advantages of being part of Ireland's largest motor retail Group is the extra security that it brings to our dealership and that in turn allows us to offer you peace of mind when buying your car.

- **SMART & ALLOY REPAIR CONTRACT**
- **COMBINED GUARANTEED ASSET PROTECTION**
- **JOE DUFFY ASSIST RECOVERY SERVICE**
- **CARMOUR PAINT AND INTERIOR PROTECTION**
- **JOE DUFFY SERVICE PLAN**
- **JOE DUFFY EXTENDED WARRANTY**

# SMART & ALLOY REPAIR CONTRACT

Ever notice minor damage on your vehicle or annoying curbed alloy, wishing it could be easily repaired?

Our SMART & Alloy Repair Contract provides a small scratches body repair system that will keep your vehicle in showroom condition, without compromising your no-claims bonus. The contract ensures your vehicle remains free from chips, minor dents, light scratches and scuffs.

**With our SMART & Alloy Repair Contract your vehicle is covered for up to 15 SMART repairs and 12 alloy repairs over a 3-year period.**

The Business Manager will be pleased to assess your needs when it comes to a SMART & Alloy Repair Contract. They will only offer you products that they believe you will benefit from.

## CONTRACT COVERS:

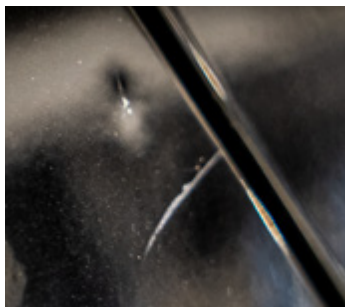
- Private vehicles up to 36 months
- Up to 15 repairs covering:
  - Dents not exceeding 15cm in diameter
  - Scratches not exceeding 15cm in length
  - Chips not exceeding 1.5mm in diameter
  - Bumper scuffs not exceeding 15cm in diameter

## CONTRACT EXCLUDES:

- Panel replacement
- Stickers and decals
- Beading and mouldings
- Third-party liability cover
- Replacement bumpers
- Cracked or dented bumpers
- 3-Stage Pearl Paint

## BENEFIT THE SMART REPAIR WAY:

- 36 months' cover
- Safeguard your no-claims bonus
- Could improve your vehicle's re-sale price
- Keep your vehicle in showroom condition
- Repairs guaranteed for as long as you own the vehicle
- Should a case not qualify as a SMART repair, up to €250 contribution will be paid towards a bodyshop repair



SCRATCHES



DENTS



CHIPS



SCUFFS

# SMART & ALLOY REPAIR CONTRACT

No matter how careful you are, alloy scuffs and scratches seem to be a fact of motoring life; unless you have a SMART & Alloy Repair Contract.

No more inconvenient, pricey trips to the bodyshop. Our SMART & Alloy Repair Contract gives you peace of mind and keeps your alloys in showroom condition.

## SIGNIFICANT BENEFITS AND FEATURES

- Covers you for the cost of repairs from accidental damage to your alloy wheels
- We pay an expert to restore scuffs and scratches
- You can claim up to 12 wheel repairs over the period of the contract
- If the wheel is deemed unrepairable we will contribute €150 towards a replacement

## EXCLUSIONS\*

- Liability cover
- Bodyshop repairs
- Customised paint finishes
- Chrome-effect or split-rim construction wheels

\*For full terms & conditions visit the website.



## BEFORE



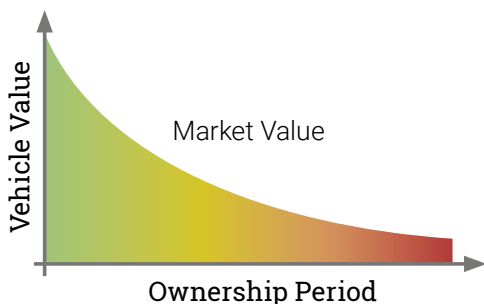
## AFTER



# COMBINED GUARANTEED ASSET PROTECTION

When purchasing a vehicle you need to consider protecting yourself against probably the single biggest financial risk associated with ownership: your vehicle being declared a write-off.

Your comprehensive motor insurance does not cover everything. In the event of your vehicle being declared a write-off, you could be left with a significant difference between your motor insurance payout and what you paid for the vehicle



or owe your finance company.

Motor insurance only covers you for the **market value** of your vehicle **at the time** it is declared a write-off.

**Combined Guaranteed Asset Protection** is subject to the terms and conditions contained in the policy schedule. You should note that there are certain limitations in terms of the maximum amount you may claim. Please ask your sales executive for further details.

**PROTECT YOURSELF  
AGAINST POSSIBLY THE  
SINGLE BIGGEST  
FINANCIAL RISK WHEN  
PURCHASING A VEHICLE.**

## KEY INSURANCE

Combined Guaranteed Asset Protection includes Key Insurance cover.

- Covers cost of replacing lost or stolen car & home keys up to €1,500
- Branded Key Fob
- Locksmith charges
- Onward travel
- Car hire

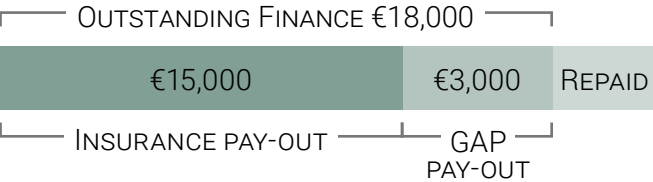


# COMBINED GAP – HOW IT WORKS

If you bought your vehicle for €26,500 and your motor insurance pay-out is €15,000 RTI can pay up to the difference of €11,500 to top it up to the original value.



If you financed your vehicle for €26,500 and your motor insurance pay-out is €15,000 while your outstanding finance payment is €18,000 Guaranteed Asset Protection insurance may pay-out the difference of up to €3,000.



PRICE BAND	MAX. BENEFIT
Up to €60,000	€30,000
€60,001 – €120,000	€60,000
€120,001 – €250,000	€90,000

Cover is available for 36 months and ends earlier in the event of a paid claim or if the vehicle is no longer in your possession.

## EXCESS

Provides a contribution of up to €600 towards your motor insurance policy excess.

## CLAIM

A range of claim limits are available depending on the premium paid and the purchase price of your vehicle.

## VEHICLE ACCESSORIES COVERED

All manufacturer fitted accessories are covered.

## TRANSFERABLE

If during the first year of cover, the vehicle is written off and you get a replacement vehicle on a “new for old” basis, you can transfer the remaining duration of the policy to your replacement vehicle free of charge. You may then subsequently, at any time, transfer any remaining period of insurance on the policy due to a further change of vehicle, on payment of an administration fee of €40, as long as the replacement vehicle falls within the price range specified in your policy schedule.

## CANCELLABLE

If, for any reason, you wish to cancel your policy and you do so within 14 working days, and no claim has been registered with us during this time, we will give you a full refund. After that, you may still cancel at any point, subject to a €40 administration fee. You will receive a pro-rata refund reflecting the length of the term remaining.

## SIMPLE TO ARRANGE

Your sales executive will be happy to answer any questions you may have and confirm your eligibility for Combined Guaranteed Asset Protection.

# JOE DUFFY ASSIST RECOVERY SERVICE

Joe Duffy Assist Recovery Service is an emergency assistance service designed to suit you. Joe Duffy Assist operates 24 hours a day, 365 days a year for you to contact, should your vehicle experience a breakdown.

AVAILABLE 24/7 365  
**0818 297 027**

**Joe Duffy Assist are trained to the highest standard and backed by the latest computer technology and mapping facilities together with a fully trained network of Recovery Operators throughout Ireland.**

## ROADSIDE ASSISTANCE AND RECOVERY

If your vehicle suffers a breakdown:

- An electrical or mechanical failure which immediately renders the vehicle immobilised.
- Running out of fuel
- Flat tyres
- Locking your key in the vehicle

Help will be sent to the scene of the breakdown and we will pay call-out fees and mileage charges needed to repair or assist with the vehicle.

If, in the opinion of the Recovery Operator, they are unable to repair the vehicle at the roadside, the Recovery Controller will assist in the following way:

- Arrange for your vehicle, you and up to five passengers to be recovered to the nearest garage able to undertake the repair, or;
- If the above is not possible at the time of the breakdown they will arrange for your vehicle, you and up to five passengers to be transported to your home address or original destination.

## HOME ASSIST

A Recovery Operator will be despatched to your home address or within a 2km radius. Attempts will be made to repair your vehicle on the spot. If a repair is not possible they will transport your vehicle to the nearest repairing garage.





# PAINT AND INTERIOR PROTECTION

Joe Duffy teamed up with Carmour Paint and Interior Protection to give your car an all-round protective layer. Maintain the showroom condition of your vehicle and eliminate the need to wax and polish. Protect your seats and carpets from dirt and spills while preserving the texture and appearance of the interior.



After our trained technicians have professionally applied our protection to your car, we provide you with a selection of aftercare products to keep your car gleaming. Our comprehensive aftercare range has been specifically designed to give you all the car cleaning and car detailing products you'll require to keep your car in pristine condition.

## PAINT PROTECTION



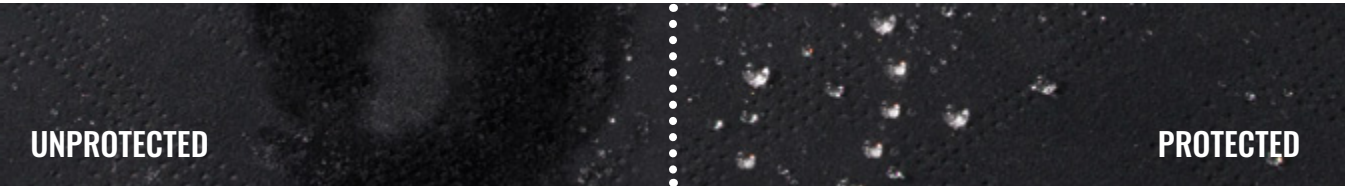
Our paint sealants are some of the most technologically advanced treatments available. The tough, high-gloss barrier bonds to the paintwork, seals the surface against harmful UV rays, acid rain and atmospheric pollution.



## FABRIC/LEATHER PROTECTION



Liquids and dirt can't penetrate the fabric or leather once coated with Fabric/Leather Protector. Therefore it may pass between or rest above fibres but won't affect them.





# JOE DUFFY SERVICE PLAN

At Joe Duffy Group, we strive to make servicing as convenient and hassle free for our customers as possible. Our tailored service plans provide peace of mind about your servicing costs with comprehensive coverage for up to 36 months from your date of purchase. In addition, all service plans include complimentary roadside assistance, complimentary vehicle health checks any time you need an inspection, along with a complimentary wash and vacuum with every service.



All engine types and sizes are covered, from petrols, diesels to electric and motorbikes, we have the perfect service plan for you. Two oil and filter changes are included or two full electrical inspections if you've already made the switch to electric. Pollen filter replacement is also included during the second service along with a topping up of fluids at each service interval.

Speak to a member of our aftersales team to find out more about the exceptional value and benefits of the Joe Duffy Group Service Plan.

# SERVICE PLAN COVER

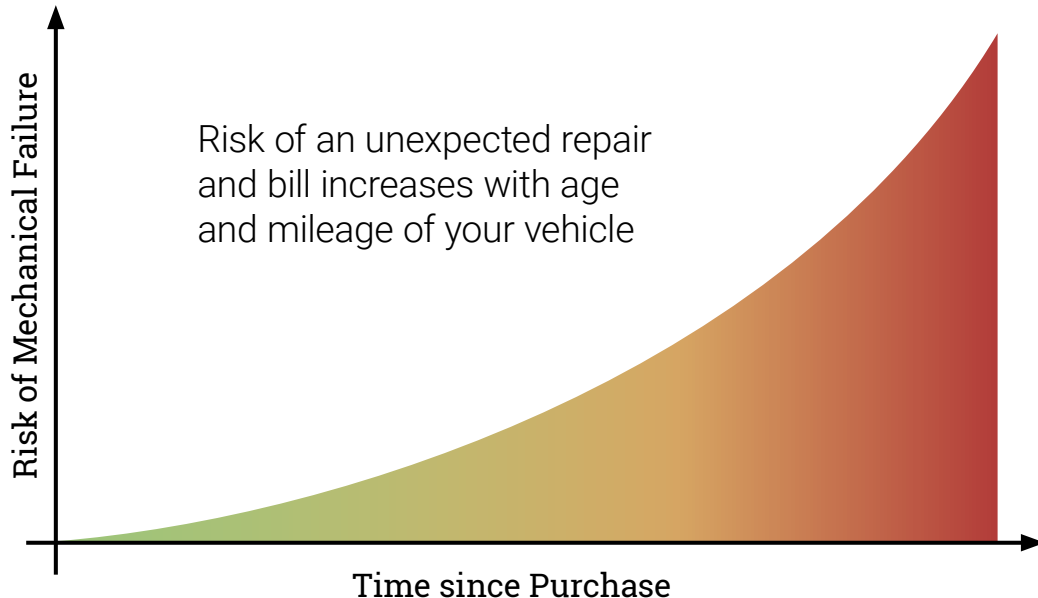
An overview of what’s covered and the restrictions for each service plan.

	ELECTRIC VEHICLES	COMBUSTION ENGINE
Customer Price	€599	€799
Engine Size	Any	Any
Plan Duration	Up to 36 months	Up to 36 months
How Many Services	2 services	2 services
What’s Included	2 full electrical inspections with checks	2 engine oil and filter changes (1 per service)
	Pollen filter at 2nd service	Pollen filter at 30,000km or at 2nd service
	Fluid top-ups at each service including screen wash	Fluid top-ups at each service including screen wash
	Recall and Software Check	Recall and Software Check
	Joe Duffy Assist Roadside Assistance	Joe Duffy Assist Roadside Assistance
	Complimentary Vehicle Health Check	Complimentary Vehicle Health Check
	Wash and Vac with every service	Wash and Vac with every service
	Replacement wiper blades (one set for duration)	Replacement wiper blades (one set for duration)
	Full battery charge on every service	
Vehicle Age Restriction	Up to 10 years old at time of sale	Up to 10 years old at time of sale
Vehicle Mileage Restriction	Max 60,000km usage from time of purchase	Max 60,000km usage from time of purchase
	150,000km at time of purchase	150,000km at time of purchase

# JOE DUFFY EXTENDED WARRANTY

When purchasing a used vehicle you need to consider how you will protect yourself against any unforeseen costs during the period of ownership. Joe Duffy Extended Warranty is available for 24 months.

No one plans for an unexpected repair bill, but as your car increases in age and mileage, so does the risk of mechanical failure.



Our warranty has been designed to protect you against the costs incurred in the event of an electrical or mechanical failure of an included component or breakdown/immobilisation of the vehicle.<sup>1</sup>

All mechanical and electrical components are included against any mechanical breakdown during the warranty period, provided that the terms and conditions of the agreement are fully complied with. Refer to the warranty schedule for conditions and exclusions.

<sup>1</sup> The benefits summarised above are subject to the terms and conditions. There are also certain limitations in the maximum amount paid in the event of a breakdown. Please ask your supplying dealer for further details.

# WHAT IS COVERED

## ENGINE

- Cylinder block
- Cylinder bores and liners
- Crankshaft
- Crank bearings
- Big end bearings
- Oil pump, con-rods
- Gudgeon pins
- Small end bearings
- Pistons
- Piston rings
- Cylinder head
- Rocker shaft
- Rockers
- Hydraulic lifters
- Camshaft and cam followers
- Push rods
- Camshaft bearings
- Inlet and exhaust valves
- Valve springs
- Valve guides
- Cylinder head gasket
- Flywheel
- Starter ring gear (excl overheating, de-coking, burnt, pitted and sticking valves)

## COOLING

- Engine thermostat
- Water pump
- Thermostat housing
- Viscous coupling
- Engine temperature gauge sensor
- Engine oil cooler
- Heater matrix
- Radiator
- Expansion tank

## FUEL SYSTEM (PETROL)

- Petrol injection pump
- Airflow meter
- Fuel pressure regulator
- Metering head
- Auxiliary air valve
- Idle speed control valve (excl breakdown as a result of combination or failure to meet current emission legislation)

## ENGINE MANAGEMENT

- Engine electronic control unit (ecu)
- Automatic transmission governor (computer governor)
- Antiknock sensor
- Map sensor

## MANUAL GEARBOX

- Gears and gear clusters
- Selectors and shafts
- Synchromesh assemblies
- Bushes
- Ball and roller bearings
- Needle bearings

- Transfer gears

## CLUTCH

- Release thrust bearing
- Centre plate (oil contamination - centre plate only)
- Pressure plate
- Master and slave cylinders
- Clutch cable incl self-adjusting mechanism
- Clutch damper

## AUTOMATIC GEARBOX

- Governor valve block
- Oil pump
- Gears
- Brake bands
- Servos
- Clutches
- Seals
- Shafts
- Bearings
- Modulator valve
- Transfer gears

## CONTINUOUSLY VARIABLE TRANSMISSION (CVT/CTX)

- All internal mechanical components and seals

## TORQUE CONVERTER

- All internal mechanical components and seals

## TRANSFER BOX

- Transfer gears
- Selectors
- Shafts
- Transfer shafts
- Needle and roller bearings
- Output shafts
- Bushes

## FRONT-WHEEL DRIVE (FWD & 4X4)

- Drive shafts
- Universal joints and couplings
- Constant velocity joints (excl gaiters and bushes)

## REAR-WHEEL DRIVE (RWD & 4X4)

- Drive shafts
- Universal joints and couplings
- Constant velocity joints
- Half shafts and bearings (excl gaiters and bushes)

## DIFFERENTIAL/S (2WD & 4X4)

- Planetary gear assembly
- Crown wheel and pinion assembly
- Internal shafts
- Bearings and bushes
- Thrust washers
- Spacers
- Bevel gears
- Front, rear and centre differentials (excl viscous couplings and fluid differentials)

## PROPSHAFT

- Prop shaft

- Universal joints and couplings
- Bearings and rubber couplings
- Front and rear transfer shafts 4x4 vehicles (excl gaiters)

## WHEEL BEARINGS

- Front and rear wheel bearings

## STEERING & SUSPENSION

- Steering rack and pinion
- Power steering rack
- Steering box
- Idler box
- Coil springs
- Power steering pump and reservoir
- Wishbones and ball joints
- Suspension arms and torsion bars
- Anti-roll bars
- Front struts are covered up to 100,000km only (excl gaiters, oil leaks, tracking and balancing)

## BRAKING

- Master cylinder and reservoir
- Callipers
- Wheel cylinders
- Brake bias/restrictor valve
- Vacuum servo
- Brake vacuum pump
- ABS wheel sensors

## ELECTRICAL

- Alternator
- Voltage regulator
- Starter motor (incl pre-engaged solenoid)
- Starter solenoid (inertia drive starters)
- Indicator relay
- Front and rear windscreen wiper motor
- Front and rear windscreen washer motor
- Ignition coil
- Horn
- Electric window motors and switches
- Glow plug relay (diesel vehicles)
- Electric sunroof motor and switch
- Central locking systems (excl remote control unextending)
- Distributor
- Electronic ignition module
- Electric radiator fan and temperature sensing switch
- Oil pressure sensor
- Indicator and wiper switches (column stalks)
- Heater fan motor
- Fuel tank sender unit
- Electric fuel pump
- Speedo head and speedo transducer
- Door mirror motors and switches

## CASINGS

- Consequential damage to casings by the failure of a covered component will constitute part of the total claim within the warranty limits

## DIESEL COVER

- Fuel injection pump
- Low pressure supply pump
- Fuel injection governor
- Fuel shut off mechanism
- Hydraulic or electrical injection timing mechanism
- High pressure fuel metering head
- Manifold boost
- Pressure compensator
- Altitude compensator (where fitted)
- Pump drive gear
- Glow plug relay
- Mechanical lift pump
- Brake vacuum pump (excl fuel lines, injectors, glow plugs, high pressure pipes, injection timing adjustments, calibration, bench testing and emission test failures)

## WARRANTY WILL NOT COVER

- Components other than those specifically listed in the 'what is covered' section of this warranty.
- Cracked or porous cylinder heads, liners and bores
- General maintenance
- Components failing due to wear and tear
- Faults which occur during the period of guarantee of a manufacturer or supplier
- Items which are subject to a manufacturer's recall
- Damage caused by overheating, freezing, corrosion or the intrusion of harmful substances (e.g. water), incorrect grade of fuel, additives, oil or contamination, lack of antifreeze, lubrication or servicing. Multimedia units e.g. Sat Nav, CD player, radio, are only covered up to a maximum of €1,000. Any parts that are blocked or corroded or which have suffered failure due to flooding/freezing, water ingress, burning, melting or incorrect coolant, lubricant or fuel.
- Blockage due to sludge, soot or carbon build up.
- Improper use of the vehicle, neglect or abuse of any kind, or drive-on damage after a fault has occurred
- Faults which were on the vehicle at the time of purchase caused by neglect, poor servicing or previous repair
- Consequential damage, caused by the failure of components not covered by this warranty. Any repairs not authorised by us prior to repair work being carried out
- Any costs other than those specifically agreed and authorised by us
- Adjustments, the cleaning of components or 'prefacing' costs (e.g. skimming or honing) and diagnosis
- Costs in excess of the equivalent Irish/UK/EU specification vehicle, if your vehicle has been imported. Any use of contaminated fuel, or sub-standard fuel will render the remainder of the warranty invalid

\*For full terms & conditions visit the website.



## **Joe Duffy** Group Services

Audi North Dublin	(01) 850 2100
Audi Limerick	(061) 336 000
Audi Approved :plus Drogheda	(041) 213 6200
Joe Duffy Volvo	(01) 870 1400