

Suttons

SUTTONS AUTO PROTECTION PLAN (SAPP)

What is the Suttons Auto Protection Plan (SAPP)?

A contract between the customer and Suttons Group of Dealerships provides coverage when the vehicle is maintained according to the manufacturer's service schedule at a participating Suttons dealership, protecting the customer from costly repairs due to defective parts.

What is the difference between the Standard and Premium plans?

Standard Plan

- Complimentary with pre-owned vehicle purchase.
- Limited to \$1,000 per claim.
- Total claim limit of \$3,000.
- National Roadside Assistance (Service Activated): From delivery until the end of MPP.
- Limited covered component list.

Premium Plan

- Priced at \$1,295.
- Limited to \$3,000 per claim.
- Total claim limit of purchase price of the vehicle.
- National Roadside Assistance (Service Activated): Up to 10 years from delivery.
- Extensive covered component list.

How to keep the plan active?

- The vehicle must be serviced in accordance with the manufacturer's service schedule.
- The vehicle must be serviced only within the Suttons group from the date of delivery.
- Service must be carried out by time OR kilometres, whichever comes first.

Is the coverage for parts only or diagnostic fees as well?

If the component is covered, the diagnostic fee may be able to be included in the labour charge (provided it is not excessive). However, if the issue is not covered under the plan, the customer will be responsible for paying the diagnostic fee.

Period of Cover

The 3 year mechanical protection plan is activated immediately and becomes accessible after the expiration of the manufacturer warranty OR if the vehicle is outside of the manufacturer warranty period, after the expiration of Statutory Warranty.

When to start servicing with Suttons?

The vehicle must be serviced at a participating Suttons dealership from the date of purchase.

How does it work?

If a covered component fails, it will be repaired or replaced with parts of similar quality and functionality to restore it to acceptable working condition, within the limits of the plan. This is subject to the customer meeting the terms and conditions of the servicing agreement.

Can a plan be reinstated if it is cancelled?

Only Premium Plans can be reinstated, provided all following criteria has been met:

- The vehicle must not have been serviced elsewhere.
- The odometer kilometres must not exceed the recommended service interval.
- A service is carried out at a Suttons location within 30 days of the cancellation date.
- Contact todd.morgan@selectfleet.com.au and ash.falzon@suttons.com.au to request.

Can a demonstrator have a SAPP?

Yes. However, this is at dealer discretion.

National Roadside Assist

National Roadside Assistance plans are in different tiers, with the standard plan offering coverage up until the end of the mechanical protection period and the premium plan offering coverage for up to 10 years.

Silver



- 20km Service radius
- Limited benefits
- No "Extras cover"

Platinum



- 50km Service radius
- Full benefits
- Includes "Basic extras cover"

Platinum Plus



- 250km Round trip
- (125km service radius)
- Maximum benefits
- Includes "Top extras cover"

[Learn More](#)



- If services are not carried out as per the manufacturer service schedule, the National Roadside Assistance plan will also be cancelled.
- The National Roadside Assistance app is available to provide customers with easy access to their roadside assistance plans.
- Initiate a request for assistance directly from your mobile phone. The app simultaneously allows you to use the GPS functionality of your phone to automatically provide your location.

National Roadside Assist

National Roadside Assistance can be contacted at 1800 817 877

For 24/7 Assistance download the app:



ELIGIBLE VEHICLE BRANDS



Ford



Holden

Holden



HYUNDAI

Hyundai



Kia



MAZDA

Mazda



SUBARU

Subaru



Nissan



MITSUBISHI
MOTORS

Mitsubishi



TOYOTA

Toyota



HONDA

Honda



Isuzu UTE



Suzuki



Volvo



Lexus



LDV

LDV



GWM

GWM



Jeep, Chrysler



MG

INELIGIBLE VEHICLE BRANDS



RENAULT

Renault



Peugeot



Mini



Fiat



GMSV (GM Specialty Vehicles)



SKODA

Škoda



BMW



Mercedes-Benz

Mercedes-Benz



Audi

Audi



TESLA

Tesla



Alfa Romeo



INFINITI

Infiniti



Volkswagen



Land Rover



JAGUAR

Jaguar

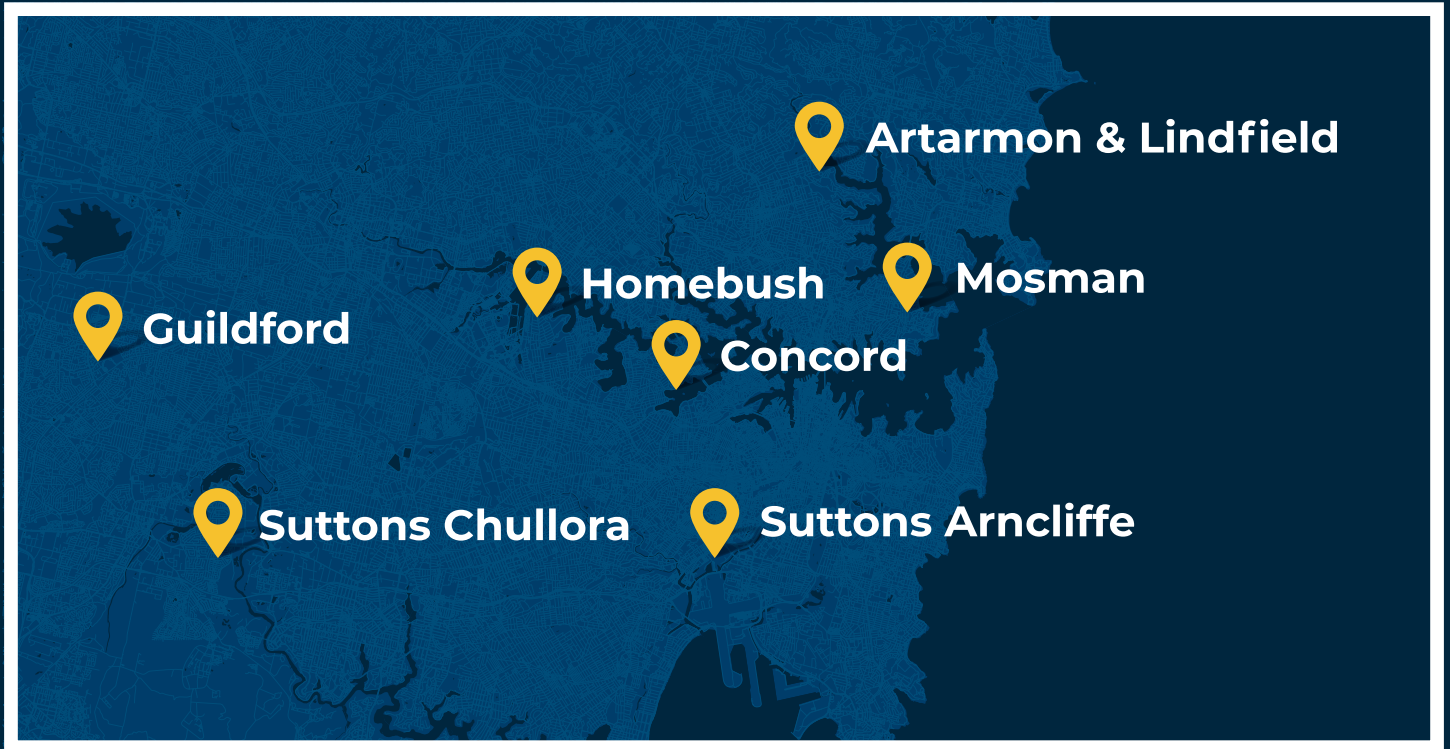


PORSCHE

Porsche

+ All other prestige European brands (including above)

SAPP SERVICE CENTRES

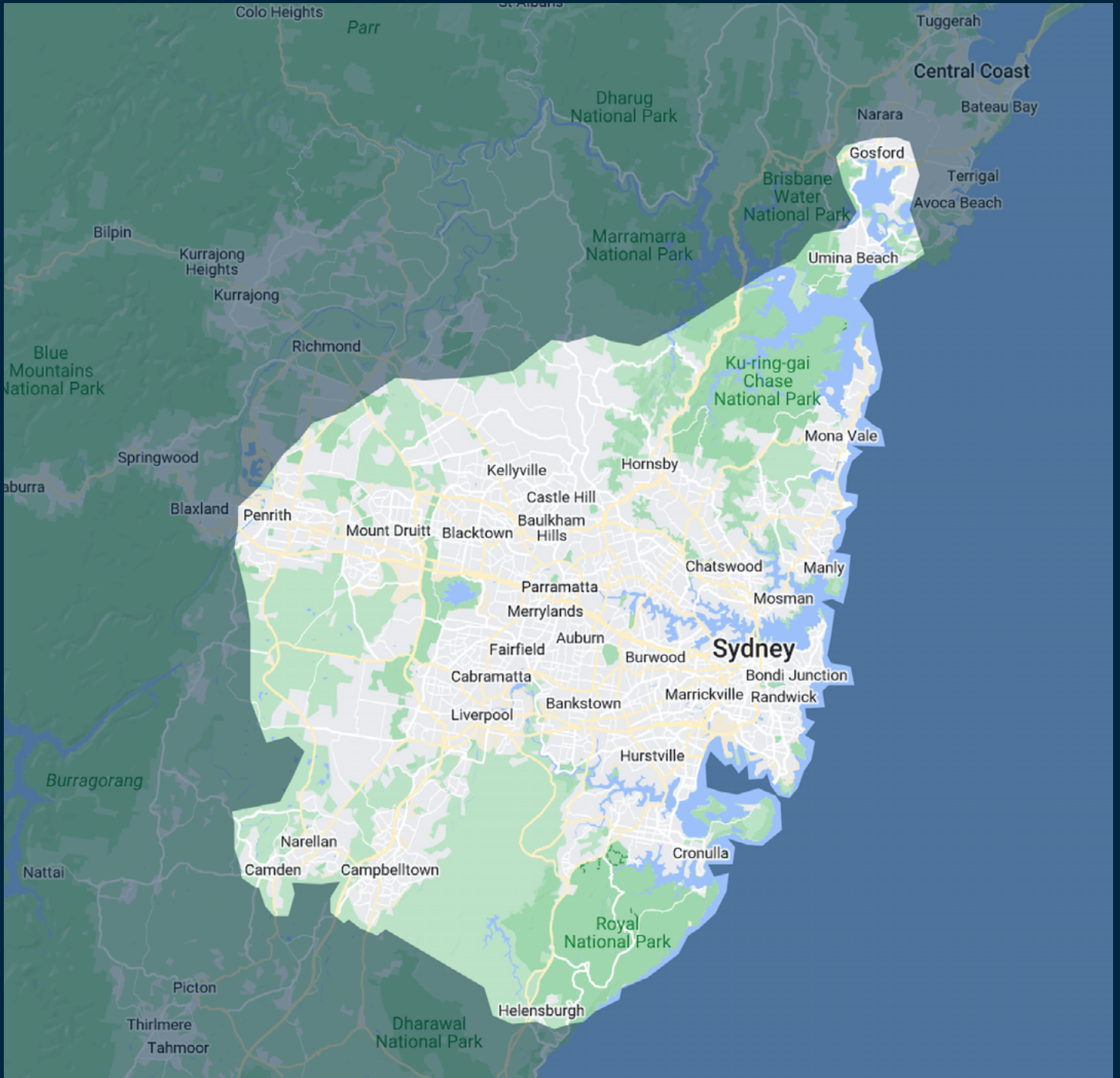


**SCAN HERE FOR MORE INFO
& DEALERSHIP LISTING**

VEHICLE EXCLUSIONS

- Vehicles that are over 10 years old
- Vehicles that have travelled more than 160,000km
- Vehicles outside the area map (see below)
- Vehicles with mechanical and/or engine modifications
- Fleet or brokered deals
- All European prestige vehicles, not limited to brands listed above
- Vehicles sold to staff or relative - *Dealerships are free to decide whether they will do this or not, based on the selling price.*
- Electric Vehicles – new plan for EVs to be announced

EXCLUSION MAP



Who do I contact for assistance or authorisation?

Contact Customer Care for assistance or escalations

customercare@suttons.com.au