







# Roadside Assistance






## TERMS AND CONDITIONS


For assistance call **1800 777 088**

# Roadside Assistance Benefits

	Benefits Description	Cost Allocation
<b>Battery</b> 	<b>Jump start</b> (standard 12V battery)	Covered
	<b>Jump start</b> (24V battery) – where available	Covered
	<b>Battery replacement</b>	As per Suzuki Australia current warranty policy
	<i>If specified battery unavailable: Vehicle will be towed to nearest dealer of vehicle manufacturer is covered.</i>	
<b>Bogged Vehicle</b> 	<b>Extrication ON</b> Extrication when bogged ON a 2WD legally trafficable road (by Service Provider's usual method).	Covered
	<b>Extrication OFF</b> Extrication when bogged OFF a 2WD legally trafficable road (by Service Provider's usual method).	Driver expense
	<b>Special Equipment</b> Additional costs of special equipment (winches, additional or specialised vehicles).	Driver expense
	<b>Definitions</b> <i>A public or private road designed for and is in suitable state for a two-wheel drive vehicle. Includes the road-related areas immediately adjoining the road itself, such as road shoulders, breakdown lanes, median and parking places, AND Road in which the Service Provider has permission to use and can be accessed safely by a standard Service Provider vehicle.</i>	
<b>Caravans / Trailers</b> Towing may be arranged for caravans or trailers whilst being towed by a VEHICLE which has experienced a roadside breakdown and requires towing, as per below 	<b>Tow to Safety</b> Tow to a safe location where caravan / trailer does not present a hazard to other road users	Covered
	<b>Tow same destination</b> If vehicle requires towing, caravan / trailer towing will also be arranged to the same destination. Any subsequent tow will be driver expense.	Driver expense
	<b>Special Equipment</b> Additional costs of special equipment (winches, additional or specialised vehicles)	Driver expense
<b>Fuel</b> 	Sufficient fuel to drive to nearest fuel retailer	Covered
	<b>Petrol / Diesel / LPG</b> Towing to the nearest fuel retailer	Covered
	<b>Incorrect Fuel</b> Where the wrong type of fuel has been put into vehicle	Driver expense

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<p><b>Keys</b></p>  <p><b>IMPORTANT NOTE:</b> Replacement keys are at driver expense</p>	<p><b>Contractor attendance due to the following:</b></p> <ol style="list-style-type: none"> <li>1. Locked in keys</li> <li>2. Lost/Stolen keys</li> <li>3. Broken keys</li> <li>4. Immobiliser inoperative</li> </ol>	Covered
	A locksmith attendance can be arranged. Advise driver that there is no guarantee of a successful outcome	Covered – up to \$150 Inc. GST. Driver expense over \$150 Inc. GST.
	OR a Tow to the nearest Servicing Dealer	Covered – up to \$150 Inc. GST. Driver expense over \$150 Inc. GST.
	<p><b>Conditions</b></p> <p>Service for lockout subject to satisfactory proof of driver ID, ownership or owner authority to drive vehicle</p> <p><b>Definitions</b></p> <p>Key means any device required to unlock / operate a vehicle. i.e. Includes transponders, remotes etc.</p>	
<b>Natural Disaster</b>	Reasonable alternative services may be arranged at Service Provider discretion.	Covered
<b>Off-Road Rescue</b>	If the vehicle breakdown is off a legally trafficable road/remote area, service may be arranged at Service Provider discretion. Time delays may apply.	Covered
	Additional costs of special equipment (winches, additional or specialised vehicles).	Driver Expense
<b>Remote Areas</b>	Any breakdown which occurs in a remote area is entitled to service, however, delays may apply.	Covered
<p><b>Taxi</b></p> 	If vehicle is where a taxi service is present and / or available and towing is required, a single one-way taxi service can be arranged.	Covered – up to \$50 Inc. GST. Driver expense over \$50 Inc. GST.
	Subsequent taxi service may be arranged.	Driver expense
<p><b>Towing – Country</b></p>  <p><b>IMPORTANT NOTE:</b> Service provider towing contractors must ensure a dealer representative signs for all tows delivered to a servicing dealer</p>	<p><b>Towing for Passenger Vehicles</b></p> <p>In order of preference:</p> <ol style="list-style-type: none"> <li>1. Closest authorised Suzuki servicing dealer</li> <li>2. Alternative authorised servicing dealer of the vehicle manufacturer at drivers request will be provided</li> </ol>	Covered Covered – up to 50km from breakdown location. Over 50km – Driver expense.
	<p><b>Additional Benefits</b></p> <p>For out of hours, tow to nearest Service Provider facility first, then tow to as per numbered preferences above at next availability. Special equipment (e.g. go jacks, power winches, extended cables, 4WD towing vehicles).</p>	See Country Towing benefits Driver expense



	Benefits Description	Cost Allocation
<b>Towing – Metro</b>  <b>IMPORTANT NOTE:</b> Service provider towing contractors must ensure a dealer representative signs for all tows delivered to a servicing dealer	<b>Towing for Passenger Vehicles</b> In order of preference: 1. Closest authorised Suzuki servicing dealer. 2. Alternative authorised servicing dealer or nearest club facility of the vehicle manufacturer at drivers request will be provided not exceeding 20kms.	Covered Covered – up to 20km from breakdown location. Over 20km – Driver expense.
	<b>Additional Benefits</b> For out of hours, tow to nearest service provider facility first, then tow to as per numbered preferences above at next availability Special equipment (e.g. go jacks, power winches, extended cables, 4WD towing vehicles).	See Metro towing benefits Driver expense
<b>Unattended or Unallocated Vehicles</b>	Service will not be provided.	Covered (callout charge only)
	If a subsequent related call is received, service is to be arranged.	Driver expense
<b>Wheels &amp; Tyres</b> 	<b>Tyre Replacement</b> Replace a damaged tyre / wheel with a serviceable, roadworthy and compatible spare.	Covered
	<b>Towing</b> Where the vehicle has a tyre repair kit (gel sealant and inflation pack) in lieu of a spare tyre, but the repair kit is not suitable to affect a temporary repair, towing to the nearest tyre repairer or dealer may be arranged.	Covered
	If repair is not possible (due to incompatible / unserviceable / unavailable spare, or unavailable / unmaintained gel repair kit, inability to remove locking nuts or where multiple wheels require changing) or multiple tyres tow to the nearest tyre repairer as per towing benefits.	Driver Expense
<b>Mechanical Repairs – at Depot</b> 	Where the vehicle has been towed back to the Contractor's depot for further repairs, due to the operating hours of the vehicle's nearest authorised manufactured servicing dealer or where there is no dealer located within the town area, the following conditions apply: 1. Repairs are to be completed within 1 hour and total no more than <b>\$100</b> inc. GST 2. All repairs are to be performed so as not to void any vehicle warranty and are to be complete, permanent and professional. Partial repairs are disallowed. 3. The only non-genuine parts able to be used to effect repairs are: spark plugs, spark plug leads, filters (air, fuel & oil), air-conditioning and alternator/power steering belts, fuses, light globes and radiator & cooling system hoses. If any of the given criteria cannot be met, the repairs cannot be performed under this program.	Charged to Suzuki
<b>Mechanical Repairs – at Roadside</b>	Attempt at roadside to rectify any non-collision or non-insurance related mechanical failure that has disabled the vehicle and made it unsafe or unable to be driven.	Covered

	Benefits Description	Cost Allocation
Limited Medical Advice	Suzuki can arrange telephone medical advice provided by a qualified nurse or doctor. Medical advice may also be extended to any direct family members if they are travelling with the Driver. The Driver will be responsible for all associated medical costs.	Referral only Service
Limited Legal Advice	Limited legal advice in relation to vehicle accident and servicing matters by phone. This advice will be conducted confidentially by telephone and will not include personal interviews, written briefs or written advice.	Referral only Service

## PRIVACY

The personal information provided by you and other persons who request Roadside Assistance for your vehicle is collected and exchanged between Suzuki Australia Pty Ltd and Assist Australia Pty Ltd ABN 59 072 530 217 (Assist Australia) for the purpose of providing roadside assistance services and may be disclosed to the Australian Motoring Clubs and others that assist in the provision of these services. Assist Australia's Privacy Policy is available at [www.assistaustralia.com.au](http://www.assistaustralia.com.au) and contains information about how you can seek access or correction of your personal information or make a privacy complaint.