



Roadside Assistance



## PRODUCT DISCLOSURE STATEMENT

For assistance call **1800 777 088**

## ROADSIDE ASSISTANCE SERVICES

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Subject to the Terms and Conditions of this Agreement, roadside assistance will be provided 24 hours per day, 365 days per year (every day) for any Nominated Vehicle for the Service Period.

### Emergency Roadside Service

**1800 777 088**

## ACCESSING EMERGENCY ROADSIDE SERVICE

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Suzuki Roadside Assist may be accessed quickly and easily by calling 1800 777 088 from anywhere in Australia for services listed within this section.

To make sure that you're back on the road as soon as possible, please have the following information available when calling:

- Your membership number (your vehicle's registration number or VIN)
- Your name and location
- A description of the problem
- If possible, contact telephone numbers

Roadside Assist personnel will be dispatched to you promptly to assess and attempt to rectify the problem. All care will be taken to get you back on the road, however, if this is not possible or if the personnel consider there is a chance that any mechanical action may void part of the vehicle's New Vehicle Warranty, Suzuki Roadside Assist, will provide towing.

### 1. ROADSIDE ASSISTANCE GENERAL DELIVERY

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The frequency of calls for Service by a Driver of a Nominated Vehicle Model is unlimited and Service coverage is Australia wide (Service conditions apply – see Schedule B of this Agreement).

Roadside assistance will be delivered nationally from the Driver's home address to any part of Australia subject to the conditions in this Agreement. In all cases, the method in which the Service is provided will at all times rest with the Assist Service Provider provided the Services are provided in accordance with the terms of this Agreement. Roadside Assistance Services will be offered promptly and an Assist Service Provider dispatched should the Nominated Vehicle become immobilised due to (non-collision related) mechanical failure or automotive related (non mechanical) Driver fault.

The Assist Service Provider will endeavour to make the Nominated Vehicle mobile at roadside so that the Driver can continue their journey. However, where this is not possible or practical, towing can be provided.

### 2. ROADSIDE ASSISTANCE – MECHANICAL RELATED

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The Assist Service Provider will attempt to rectify any non-collision or non-insurance related mechanical failure that has immobilised the Nominated Vehicle and made it unsafe or unable to be driven.

### 3. ROADSIDE ASSISTANCE – NON MECHANICAL RELATED

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The Assist Service Provider will attempt to assist the Driver where the Nominated Vehicle has become immobilised due to an automotive related (non mechanical) Driver incident involving:

#### 3.1 Wheel Change and Tyres

The Assist Service Provider will replace a damaged tyre/wheel with the Nominated Vehicle's serviceable spare, where it is roadworthy and compatible with the other tyres/wheels on the vehicle. Where the spare is not serviceable, roadworthy or compatible, a tow to the nearest approved tyre outlet or Suzuki Dealership will be provided at Driver's expense.

Where the vehicle has a tyre repair kit (sealant gel and inflation pack) in lieu of a spare tyre, but the repair kit is not suitable to affect a temporary repair, the vehicle will be towed to the nearest approved tyre outlet or Suzuki Dealership at Assist's expense.

Where multiple tyres have become damaged, Assist will provide a tow to the nearest approved tyre outlet or Suzuki Dealership able to supply or repair the tyre/wheel at the Driver's expense. This excludes impact damage to tyres.

### **3.2 Flat Battery**

The Assist Service Provider will provide a 'battery boost' and any other practical assistance at the roadside to start the Nominated Vehicle. Where the Nominated Vehicle cannot be made mobile at roadside and where a new battery is required, the mobile delivery (where available) of a replacement battery will be arranged at the Driver's expense.

### **3.3 Lockout**

Where the Nominated Vehicle is unable to be accessed due to lost or locked in keys, and subject to satisfactory proof of ownership or Owner authority to drive the Nominated Vehicle (satisfactory to Assist or the Assist Service Provider), the Assist Service Provider will either:

- Attempt to open the vehicle. The Driver may also be required to sign an indemnity, releasing the Assist Service Provider and Assist from any liability should damage be caused by such entry; or
- Arrange transport by the most efficient means of a spare set of keys for the vehicle. This may include arranging transport for the Driver to retrieve keys if appropriate; or
- Where access to the Nominated Vehicle cannot be gained by the Assist Service Provider, the attendance of a locksmith will be arranged to the value limit of \$150 (including GST) per incident. Any costs in excess of the \$150 value limit will be at the Driver's expense; or
- A tow may be provided at Assist's expense up to a limit of \$150 (including GST). Tow costs in excess of the \$150 value limit will be at the Driver's expense.

### **3.4 Out Of Fuel**

Wherever possible, the attending Assist Service Provider will provide sufficient liquid fuel to enable an 'out of fuel' Nominated Vehicle to be driven to the nearest service station. Where it is not possible or practical to provide fuel, a tow will be provided to the nearest service station at the Assist's expense. For Nominated Vehicles fitted with LPG only, a tow will be provided to the nearest LPG service station at Assist's expense.

## **4. ROADSIDE ASSISTANCE – INTERIM SERVICE**

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At the request of Suzuki, Interim Service will be provided in accordance with clause 4.5 of this Agreement.

## **5. ROADSIDE ASSISTANCE – TOWING**

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Where the Nominated Vehicle cannot be made mobile at roadside, towing will be provided by Assist:

### **5.1 TOWING – METROPOLITAN**

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In a metropolitan area, the Nominated Vehicle will be towed to the nearest authorised Suzuki Dealership or the Assist Service Provider's facility, up to a distance of 20km from the breakdown location. Any additional towing will be charged to Suzuki.

Should the Driver choose an alternate towing destination, towing can be provided up to a distance of 20kms from the breakdown location. Any additional towing will be charged to the Driver.

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## 5.2 TOWING – COUNTRY AREAS

In country areas, the Nominated Vehicle will be towed to the nearest authorised Suzuki Dealership, or the Assist Service Provider's facility, up to a distance of 50kms from the breakdown location. Any additional towing will be charged to Suzuki.

Should the Driver choose an alternate towing destination, towing can be provided up to a distance of 50kms from the breakdown location. Any additional towing will be charged to the Driver.

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## 5.3 AFTER HOURS TOWING

Where an immobilised Nominated Vehicle requires towing after business hours, towing and appropriate secure vehicle storage arrangements can be arranged by the attending Assist Service Provider, at Assist's expense.

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## 5.4 CARAVAN/TRAILER TOWING

Towing can be arranged, where possible, for caravans or any other form of trailer body whilst being towed by a Nominated Vehicle that has experienced a roadside breakdown and subsequently requires towing. Where the caravan or trailer body is deemed to be in an unsafe location, a tow to a safe location may be provided by the Assist Service Provider. The cost of towing the caravan or any other form of trailer body under these circumstances will be at Assist's expense.

Where the caravan or trailer body is towed to the same destination as the Nominated Vehicle, including any authorised Suzuki Dealership, the cost of the tow will be at the Driver's expense.

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## 6. TAXI SERVICE

Subject to availability, a taxi journey will be offered to the Driver and passengers of any Nominated Vehicle which cannot be made mobile at roadside and where the Nominated Vehicle has been cleared for towing by the Assist Service Provider. An initial one way journey taxi will be provided from the breakdown site up to the value of \$50.00 (including GST) at the expense of Assist. If the taxi fare is anticipated to cost over \$50.00 (including GST), or where the Driver and passengers require any additional fares or subsequent taxi journeys, the Driver will be responsible for such costs.

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## 7. BOGGED VEHICLE

Where a Nominated Vehicle has become bogged when on a constructed road/ driveway that is legally trafficable by a conventional two wheel drive vehicle, the Assist Service Provider can provide attendance and assist where possible. Additionally, any costs for specialist equipment or additional labour required for the recovery of the vehicle will be at the Driver's expense.

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## 8. VEHICLE RESCUE

If the Driver's vehicle has become disabled off a legally trafficable road such as a beach, field or creek bed, the Assist Service Provider can attempt vehicle rescue, however this will be at the Driver's expense.

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## 9. URGENT MESSAGE RELAY

A Driver of a Nominated Vehicle may be provided with assistance to relay urgent messages to friends, family or business associates, together with advice on local transport. In metropolitan areas, the use of the Assist Service Provider's mobile phone can also be offered.

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## 10. LEGAL ASSISTANCE

Limited legal advice in relation to vehicle accident and servicing matters may be provided by phone. Any advice provided will be conducted confidentially by telephone and will not include personal interviews, or written advice.

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## **11. ACCIDENT COORDINATION**

If the Driver's Nominated Vehicle is involved in an accident, the Assist Service Provider can coordinate towing arrangements and where required, can coordinate alternative transport arrangements to enable the Driver to continue their journey.

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## **12. MEDICAL ASSISTANCE**

Assist 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 of a Nominated Vehicle. The Driver will be responsible for all associated medical costs.

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## **SERVICE CONDITIONS**

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### **1. REMOTE AREAS**

(Included in the term "Remote" are those areas which are sparsely populated).

Where a breakdown occurs in a remote (sparsely populated) area, roadside assistance will be provided by the Assist Service Provider however, Service delivery may be subject to delays due to the breakdown location, Assist Service Provider availability and accessibility.

Assist reserves the right to make alternative Service arrangements for Owners or Drivers of Nominated Vehicles who experience a breakdown in remote (sparsely populated) locations in an effort to reduce the impact of delays and other inhibiting factors brought about by the breakdown location to ensure customer satisfaction is maintained.

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### **2. TOWING LIMITATIONS**

Towing will only be provided for Nominated Vehicles with a Gross Vehicle Mass (GVM) that does not exceed 3,500 Kg at the time of breakdown. Vehicles exceeding these limitations will be offered towing at the expense of the Driver.

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### **3. SERVICE LIMITATIONS**

Services in relation to roadside assistance will be refused where the Assist Service Provider has determined that:

- The vehicle has been participating in any form of motor sport; or
- The Driver has been engaged in unlawful activity or driving under the influence of alcohol or drugs; or
- There is a perceived safety risk to person or property in the reasonable opinion of the Assist Service Provider.

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### **4. TRAFFICABLE ROADS AND BOGGED VEHICLE**

Service will only be provided to Nominated Vehicles immobilised on constructed roads/ driveways that are legally trafficable by conventional two wheel drive vehicles or the towing/recovery vehicle (where required) as determined by the Assist Service Provider.

Where the Nominated Vehicle becomes immobilised off a legally trafficable road such as beaches, open fields or creek beds, vehicle rescue may be arranged at the discretion of the Assist Service Provider and subject to any costs associated with the use of special equipment.

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### **5. SPECIAL EQUIPMENT**

Special equipment is equipment not normally operated by or made available to the Assist Service Provider, or equipment normally operated by the Assist Service Provider where the use or method of use, is not normally associated with the provision of roadside assistance services.

Special equipment may include go jacks, dolly wheels, power winches, extended cables and 4WD towing vehicles. Should special equipment be necessary to effectively deliver Service or where the Assist Service Provider has to return to their service facility to obtain any special equipment required, use of special equipment will be at the Driver's cost;

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## **6. NATURAL DISASTERS/INDUSTRIAL DISPUTES**

Assist reserves the right to alter or offer alternative assistance where a natural disaster (such as a flood, storm or fire) or an industrial dispute places extraordinary demands on the provision of Service. Where an immobilised Nominated Vehicle cannot be reached, for example due to a natural disaster or an industrial dispute, the Assist Service Provider will use best endeavours to provide whatever alternative assistance is practicable under the circumstances. Any such assistance will be at the discretion of Assist and will not be unreasonably withheld.

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## **7. COLLISION / ACCIDENT**

A Nominated Vehicle which is damaged due to a collision or impact with any object, whether caused by mechanical failure or for any other reason including fire, or for any other incident generally covered by motor vehicle insurance, will not be provided with Service.

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## **8. ROADSIDE ASSISTANCE – HOME**

Assistance for Nominated Vehicles can be provided at the home address in the same way as at roadside. However, during times of peak demand, 'at roadside' calls will be given priority over that of 'at home' calls for assistance.

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## **9. UNATTENDED VEHICLES**

Nominated Vehicles which are found to be unattended will not receive Service under any circumstances. The Owner or the Driver must wait with the vehicle until the Assist Service Provider arrives. Where the Owner has elected an authorised representative, the representative must hold a current motor vehicle drivers licence in case the Nominated Vehicle is required to be moved.

Where the Nominated Vehicle is found to be unattended, and should peak demand or any other circumstance inhibit the Assist Service Provider in waiting, the roadside assistance job will be cancelled.

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## **10. ATTEMPTED REPAIRS**

Where the Assist Service Provider attends a roadside assistance call and under initial inspection, reasonably considers that a third party has attempted repairs causing further problems and the Assist Service Provider considers that the Nominated Vehicle cannot be started or driven without risk of further damage, service may be refused. In these circumstances, Suzuki will be responsible for any towing costs incurred.

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## **11. CARAVAN AND TRAILER**

Service will not be provided for caravans or any other form of trailer body. However, should the Nominated Vehicle, whilst encumbered by a caravan or trailer body, experience a roadside breakdown, if required, towing for the caravan or trailer body can be provided at the discretion of the attending Assist Service Provider.

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## **12. CARGO**

Assist and its Service Providers will accept no responsibility under any circumstance for the security or loss associated for whatever reason, with an immobilised Nominated Vehicle's cargo which may result from providing roadside assistance or towing.

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## **13. TAXIS**

Taxis are exempt from Services under this Agreement. Service may be offered to a taxi vehicle that has become immobilised due to a breakdown at the Driver's expense.

#### **14. NEGLECT OR ABUSE**

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Assist will not be responsible for additional or increased costs and expenses as a result of the following:

- Where additional costs are incurred by Assist resulting from product abuse or neglect by the Driver of a Nominated Vehicle which will be at the Driver's expense; or
- Any additional or increased costs due to repeated incidents by a Driver of a similar nature in which it can be reasonably determined that the frequency and/or type of incident is as a result of the Driver's negligence will be at the Driver's expense.

#### **15. REPAIR COSTS**

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Assist will not be responsible for any costs in relation to parts or any other associated costs for the repair of the Nominated Vehicle, other than minor breakdown repairs to facilitate the immediate mobilisation of the Nominated Vehicle.

#### **16. VEHICLE RELOCATION**




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Where a Nominated Vehicle is entitled to vehicle relocation Services as specified in this Agreement, vehicle relocation will be provided by means at Assist's discretion, from a Suzuki Dealership or Assist local service facility to the Driver's home address or intended destination at Assist's expense.

# 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



	Benefits Description	Cost Allocation
<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
	<p>A locksmith attendance can be arranged. Advise driver that there is no guarantee of a successful outcome</p>	<p>Covered – up to \$150 Inc. GST. Driver expense over \$150 Inc. GST.</p>
	<p>OR a Tow to the nearest Servicing Dealer</p>	<p>Covered – up to \$150 Inc. GST. Driver expense over \$150 Inc. GST.</p>
	<p><b>Conditions</b> <i>Service for lockout subject to satisfactory proof of driver ID, ownership or owner authority to drive vehicle</i></p> <p><b>Definitions</b> <i>Key means any device required to unlock / operate a vehicle. i.e. Includes transponders, remotes etc.</i></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.	<p>Covered – up to \$50 Inc. GST. Driver expense over \$50 Inc. GST.</p>
	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> 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>	<p>Covered Covered – up to 50km from breakdown location. Over 50km – Driver expense.</p>
	<p><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).</p>	<p>See Country Towing benefits Driver expense</p>

	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
<b>Limited Medical Advice</b>	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
<b>Limited Legal Advice</b>	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