

Premium Roadside Assistance

Premium Roadside Assistance (1800 807 405)

Mazda Roadside Assistance is designed to provide you with peace of mind motoring. In the unlikely event that your vehicle cannot be driven, don't worry, help is just a phone call away. Simply phone 1800 807 405 and one of our friendly Customer Service Assistants will do everything possible to get you going again.

If the problem can't be solved over the phone, a Mazda Roadside Assistance accredited service provider will be quickly dispatched to the scene to repair or rectify the problem. 24 hours a day, 7 days a week, you can relax, knowing that expert help is just a phone call away.

How do I receive Roadside Assistance?

Simple. Just call our 1800 807 405 toll-free number (RX8 owners, phone 1800 010 263) and report your concern to one of our trained Customer Service Assistants. To help get you going again quickly, make sure you have the following information ready:

- Your vehicle registration number.
 - Your exact location.
- A brief description of the problem.
- A contact telephone number (where possible).

For safety reasons, make sure you are with the vehicle at all times, unless you have made alternative arrangements with the Customer Service Assistant.

Flat or Faulty Batteries

Jump-start flat batteries or co-ordinate battery replacement. You will be responsible for the cost of the battery.

Emergency Fuel – Petrol/Diesel

Mazda Roadside Assistance will provide enough "free" fuel for you to travel to the nearest available re-fuelling facility.

Flat Tyres/Damaged Wheel

Mazda Roadside Assistance will change a flat tyre/damaged wheel with the vehicle's spare wheel, or, if necessary, transport your vehicle to an approved tyre outlet, or your authorized Mazda service facility.

Emergency Vehicle Access/Replacement of Lost Keys

If your car keys have been lost or locked in the vehicle, Mazda Roadside Assistance will provide emergency assistance to:

- Locate and deliver a spare key; or
- Arrange for you to retrieve a spare key if more practical; or

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- If an emergency situation arises and it is necessary to gain access to the vehicle, Mazda Roadside Assistance will attempt to gain access only after written consent is given. Mazda Roadside Assistance will not be responsible for any damage incurred or for any repair costs resulting from gaining access to the vehicle.

A limit of \$150.00 (inc. GST) will apply to this service. All additional costs will be the customer's responsibility.

Emergency Message Relay

As a result of breakdown or accident, Mazda Roadside Assistance will:

- Relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay; and/or
 - Provide advice on local transport options and alternatives.

Towing/Transportation

Where your vehicle cannot be mobilized at the breakdown, it will be transported to the nearest Mazda service facility (limit of 50kms) where repairs may be carried out. If your vehicle requires towing outside of the 50kms radius, your vehicle will be towed to the nearest service facility. If the breakdown has occurred after-hours and the vehicle cannot be taken directly to the nearest authorized service facility, Mazda Roadside Assistance will store your vehicle at a secure facility and deliver it to the authorized service facility on the morning of the next business day. Mazda Roadside Assistance will advise the authorized service facility of

the incoming vehicle via email, autofax or telephone. Transportation will be carried out by an "all up" method such as a tilt tray transporter or trailer. All costs associated with towing, further than 50kms, will be your responsibility.

Accident Co-ordination

Mazda Roadside Assistance will provide co-ordination of towing arrangements following an accident and will also advise on accident procedures. If required, Mazda Roadside Assistance will co-ordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs are your responsibility and, if insured, may be recoverable from the relevant insurance company.

Taxi

Where your vehicle cannot be mobilized due to mechanical breakdown and must be transported, Mazda Roadside Assistance will provide one taxi ride to the value of \$50.00 (inc. GST) to enable you continue your journey to the nearest town or within the same city where the breakdown has occurred.

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Rental Vehicle

Should your vehicle be immobilized due to a mechanical breakdown and is more than 100kms by road from your home base, and cannot be mobilized on the day of the breakdown, a rental vehicle will be provided for up to a maximum limit of \$300.00 (inc. GST). Any amount charged in excess of this limit will be your responsibility. This entitlement is not available in addition to the accommodation benefit.

In normal circumstances, Mazda Roadside Assistance will arrange for a late model, two-wheel drive sedan/ station wagon hire car for the customer. Mazda Roadside Assistance will arrange and pay for delivery, relocation and stamp duty provided it is within the maximum limit.

- All rental vehicle running costs, ie. petrol, toll charges, excess kilometres, insurance excess reduction and consumables are the customer's responsibility.
- In the event that the rental vehicle is involved in an accident, the accident excess is also the customer's responsibility.
- If the driver's licence history or age will not allow the rental company to provide a hire car, the provision of alternative transport in lieu of rental car will be at Mazda Roadside Assistance's discretion to the same maximum comparable hire car cost.
- If a rental bond cannot be provided by the driver at the time of securing the hire car, provision of the hire car will be at the discretion of the rental company. Mazda Roadside Assistance will not provide the rental bond, but at its discretion, may provide alternative transport in lieu of rental car to the same maximum comparable hire car cost.

Accommodation

Should your vehicle be immobilized due to a mechanical breakdown and is more than 100kms by road from your home base, and cannot be mobilized on the day of the breakdown, accommodation will be provided for you for one (1) night to a maximum value of \$150.00 (inc. GST) per night should you decide to remain with the vehicle whilst it is being repaired locally, or, breakdown has occurred outside the hours when alternative transport could be arranged. Any amount charged in excess of this limit will be your responsibility. This benefit covers room only and excludes meals, phone calls, laundry, etc. This entitlement is not available in addition to the rental vehicle benefit.

Vehicle Recovery

Should your vehicle be immobilized due to a mechanical breakdown more than 100kms by road from your home base, and is immobilized for more than 24 hours, and you have left the vehicle to continue the journey, vehicle relocation will be provided to deliver the vehicle, once repaired, to your home or intended

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destination or arrange for you to return to the repaired vehicle to a maximum value of \$200.00 (inc. GST).

What's not covered:

Mazda Roadside Assistance will not apply to the following:

- Vehicles not registered on the Mazda Roadside Assistance database.
 - Vehicles over 10 years of age.
 - Unattended vehicles.
 - Unregistered vehicles.
 - Caravans or trailers.
- Vehicles operating as Taxis, Limousines, Rental Vehicles, Hire Vehicles or any commercial use.
 - Vehicles involved in, or connected with, any form of
 - motor sports.
 - Vehicles located in a remote location.
- Service calls due to lack of regular preventative vehicle maintenance, numerous call-outs due to owner/driver related faults or non-compliance to rectify recurring faults.
- Service calls due to customer failing to use reasonable care with the vehicle or failure to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to the vehicle.
- Repeated service calls due to owner/driver faults or failure by customer to comply with vehicle and/or Mazda Roadside Assistance instructions.
 - Service calls due to break-in (or attempted break-in) of vehicle.
- Service calls due to fitment of non-genuine accessories or inappropriate or incorrect fitment of parts or accessories.
 - Bogged vehicles.
- Costs of mechanical repairs and maintenance.