

RV ROADSIDE ASSIST



TOLL FREE ROADSIDE ASSIST

1800 709 832

WWW.LDVAUTOMOTIVE.COM.AU



BRING
IT ON.

LDV ROADSIDE ASSIST

As the owner of an LDV RV you receive LDV Roadside Assist. In the event that your RV is immobilised, you can rest assured that LDV Roadside Assist will help you to continue your journey with the minimum of inconvenience to you and your passengers. LDV Roadside Assist supports you and your RV for 24 hours a day, 7 days a week, 365 days a year, subject to the exclusions set out below.

CONTACTING LDV ROADSIDE ASSIST

Our highly trained and experienced Technical Advisors are contactable around the clock to provide you with advice and assistance. When requiring LDV Roadside Assist please have the following information ready:

- Your vehicle's registration number
- Your VIN number
- Your location and a description of the problem
- Where possible, a telephone number so that we can remain in contact.

LDV'S TOLL FREE ROADSIDE ASSIST NUMBER IS: **1800 709 832**

Once you have called for Roadside Assist please ensure that you are with the RV at the agreed time of arrival of the contractor.

If you are not with the RV at the agreed time and fail to notify our Roadside team, consequent callouts may be charged to you.

SAFETY FIRST

If your RV has broken down in a hazardous location, please tell us when you call, and ensure you aren't exposed to danger from passing traffic.

LDV ROADSIDE ASSIST PROVIDES FOR: ROADSIDE REPAIRS

At the site of the breakdown, the attending contractor will rectify most common breakdown related problems, such as changing a flat tyre, jump-starting a flat battery, supplying emergency fuel and effecting minor roadside repairs which are safe to do at the breakdown scene. In most cases you will be on your way in no time.

If major parts or factory diagnostic equipment are required, your RV will be towed to the closest LDV dealership or LDV authorised service agent. If towing is required we will be responsible for the cost of transportation only, subject to the limitations as outlined in Breakdown Towing.

TECHNICAL ADVICE

Telephone technical advice will be provided in relation to the RV's operation, any safety warnings or lights that may appear, or technical and mechanical information regarding your RV.

EMERGENCY FUEL ASSISTANCE

If you run out of fuel, we will deliver an emergency supply of fuel to your RV, or where government regulations require, tow you to the nearest fuel station, subject to the limitations as outlined in Breakdown Towing below.



LOST OR LOCKED KEYS

Where the key has been lost or stolen, or has been locked inside your RV, we will either arrange for your spare key to be delivered to you or provide all reasonable assistance to gain access to your RV. Limitations apply for this service.

In the event that you insist that the RV be broken into to recover keys locked inside the RV, neither LDV Roadside Assist nor the contractor will, under any circumstances, be responsible for any loss or damage that occurs to the RV as a result. Due to contractor limitations, in some cases, this service may not be available.

You will be responsible for any costs in excess of \$150 including GST incurred in the provision of this service.

BATTERY AND EMERGENCY PARTS REPLACEMENT

We will arrange for the supply and fitment of emergency parts to effect mobilisation of a breakdown repair. Emergency parts are covered only in the event the RV part is covered by LDV's Warranty and the breakdown has been caused by a warrantable failure. In the event that the breakdown occurred out of warranty or as a result of a driver related fault, all costs relating to the repair and the replacement parts will be at the driver's cost.



BREAKDOWN TOWING

If your RV cannot be mobilised, we will arrange for your RV to be towed/transported to the closest LDV dealer or authorised service agent. This service will be provided at no cost to the owner for distances up to 50 kilometres in metropolitan areas and up to 200 kilometres in regional areas.

Towing services beyond these specified distances may incur additional charges. We reserve the right, at our sole discretion, to determine whether such costs are to be borne by the vehicle owner or driver.

Please note that towing and assistance services are only available on gazetted and sealed roads. LDV Australia is not liable for services required in areas that do not meet these criteria.

REMOTE AREA ASSISTANCE

Where an LDV vehicle requires roadside assistance in a remote location, LDV Australia will endeavour to arrange support services. Response times may be subject to delay due to factors including, but not limited to, the geographical location of the vehicle, the availability of service providers, and the accessibility of the area.

ACCIDENT COORDINATION AND TOWING

If you are involved in an accident and contact LDV Roadside Assist, we will be pleased to advise you of any obligations and details that need to be obtained from the other driver, for extra peace of mind. LDV Roadside Assist will arrange towing, if requested by you, to an LDV preferred repairer or repairer of your choice. Whilst we can arrange accident towing, all associated costs will be at your or your insurer's expense.

EMERGENCY MESSAGE RELAY

In the event of a breakdown or accident we can connect you through to family members, friends or business associates so as to notify them of any possible delays. Alternatively you may request us to notify these people on your behalf.

EMERGENCY TAXI TRANSPORT ASSISTANCE

Where we have been contacted to arrange breakdown assistance, we can arrange and provide taxi transport. Any costs are your responsibility.

PARTS AND SERVICE LOCATOR

When travelling away from your local area, it can be difficult to locate repairers or service stations. We can help locate the closest approximated dealership, service station, repair workshop, tyre or windscreen outlet anywhere in Australia.

ADDITIONAL BENEFITS

ACCOMMODATION, RENTAL CAR, ALTERNATIVE TRANSPORT, RECOVERY ASSISTANCE

In the event where your RV is immobilised with a warrantable failure over 100 kilometres from your home, LDV Roadside Assist will provide additional benefits to you as set out below.

In the first 24 hours of immobilisation, you will need to arrange these additional benefits yourself. Assuming your vehicle has suffered a warrantable failure, you may later seek reimbursement of any accommodation or rental vehicle costs incurred from LDV Roadside Assist (upon the provision of sufficient documentary evidence).

Additional Benefits are mutually exclusive and may not be combined e.g. in the event that the rental car benefit is provided the other additional benefits will not be available.

ACCOMMODATION ASSISTANCE

LDV Roadside Assist will provide hotel accommodation for you for up to five (5) nights to a maximum value of \$150.00 inclusive of GST per night. You are responsible for any costs incurred above this amount and any costs incurred relating to meals, telephone calls and any hotel sundries obtained during the relevant period.

RENTAL CAR ASSISTANCE

LDV Roadside Assist will supply a rental car to you for up to a maximum of five (5) days at a maximum value of \$100.00 per day inclusive of GST. Rental car entitlements cease once your vehicle has been repaired. You are responsible for any fuel costs, excess kilometre charges, toll charges, fines, damages to the rental car, excess payable on the rental car and any other costs incurred by you through the use of the rental car.

ALTERNATIVE TRANSPORT

Should accommodation or rental vehicle be unavailable following a breakdown, which has immobilized the vehicle overnight and the vehicle is more than 100km's from the home address, LDV Roadside Assist will provide alternative transport for you for up to a maximum value of \$750 inclusive of GST. You are responsible for any costs incurred above this.

RECOVERY ASSISTANCE

When the vehicle has been repaired after an Incident, LDV Roadside Assist will arrange at your cost, for the delivery of the vehicle to your home or intended destination. Alternatively, arrangements can be made for you to return to the location of the repaired vehicle for collection.

Note: All costs associated with Recovery Assistance remain the responsibility of the owner.



POLICY CONDITIONS AND EXCLUSIONS

LDV Roadside Assist shall not be held responsible for and is not required to provide any services where any of the following occur:

- Where the RV has undergone unauthorised modifications (including without limitation any replacements, removals or additions) not in conformity to the manufacturer's specifications or the RV has been modified or any accident or claim for service has arisen in respect of races, trials, rallies or participation in such activities. Damage caused by the fitment of non-genuine accessories will also void Roadside Assist.
- Where the RV is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specifications or arising from or in connection with the improper, unauthorised, reckless or negligent operation of the RV or misuse of the RV.
- Loss or damage directly or indirectly occasioned by or happening or in consequence of war, invasion, act of God, act of foreign enemies, hostilities whether war be declared or not, civil war, rebellion, insurrection, terrorism, military and usurped power, riot or civil commotion or sabotage or any other events (whether falling into the same genus, species, class or category as the foregoing or not) beyond the control of you or the person operating or having control of the RV at the time of the accident.
- Mechanical breakdown due to driver related damage or misuse of the RV other than changing a flat tyre, jump-starting a flat battery, supplying emergency fuel and effecting minor roadside repairs which are safe to do at the breakdown scene. In such cases, assistance will still be provided however you will be responsible for all costs.

- The RV is in an un-roadworthy condition or the RV has not been regularly serviced in accordance with the manufacturer's instructions.

In the event we transport the RV following a non-warrantable failure, you will be responsible for all costs incurred, including parts, labour and vehicle transport costs.

Any person driving the RV must be holding a valid driver's licence issued by a competent authority. We shall not be held responsible for any damage to or theft of objects and accessories which are left in or outside the RV.

We will not be held responsible for the cost of any breakdowns resulting from unauthorised repairs or from faulty workmanship.

We will not be responsible for the cost of any breakdowns caused by the fitting of accessories to the RV which are not genuine or are not from the original manufacturer or which are not approved by the manufacturer.

We will not be responsible for the cost if the breakdown has occurred while the RV is not located on a sealed and gazetted public road. Service may not be possible, and the Customer shall be responsible for all costs.

We reserve the right to refuse service in the event of repeated call-outs for the same event, misuse or negligence.

In the event that an LDV dealership has not rectified an ongoing fault, has carried out a faulty repair, service or pre delivery inspection or has fitted a non-genuine accessory which has caused the RV breakdown, we will provide roadside assistance, however all associated costs will be recharged back to the dealership.

We can provide assistance to RVs not accessible by two wheel drive recovery vehicles however in such cases the customer will be responsible for all costs.

Roadside Assistance is limited to the RV only, no assistance is provided to any items being towed by the RV.

PROVISION OF SERVICES

We do not provide assistance to RVs that are located in an area that a two wheel drive recovery car cannot access by permanent road within, or from, mainland Australia, Tasmania or its Territories.

DEFINITIONS

'Accident' means a collision between the customer's RV and another vehicle or object or an attempted break in or theft of the RV.

'Authorised repairer' means a repairer other than a LDV dealership which has been authorised by LDV Roadside Assist or LDV Automotive to perform temporary repairs to mobilise the RV after a breakdown.

'Breakdown' means a warrantable mechanical or electrical failure, which causes the RV to be immobilised or renders it unsafe to drive, provided this is not occasioned by attempted theft or accident related damage. A breakdown may also mean a driver related incident including but not limited to, basic call outs such as a deflated tyre, locked or lost keys, insufficient fuel or a flat battery.

'Contractor' means a company or contractor assigned by LDV Roadside Assist to effect roadside assistance repairs, towing, transport and/or recovery of a RV.

'Customer' means the driver of a RV registered under the LDV Roadside Assist program and authorised to drive the RV by the owner and is duly licensed to drive the RV under the relevant provisions, laws and regulations of Australia.

'GST' refers to goods and services tax.

'Preferred repairer' means an accident repair facility which has been nominated by LDV Automotive to facilitate repairs of a RV.



'Recovery' means the relocation of the RV by a towing operator or RV transport company (road or rail) of the RV back to an LDV dealership, authorised repairer, the owner's home or intended destination as deemed appropriate by LDV Roadside Assist.

'RV/Campervan' means any LDV RV/Campervan or/and other LDV model that is registered as a motorhome or campervan (excluding rental or hire vehicles) being used by the customer and covered under the program, and complying with the relevant provisions, laws and regulations for road worthiness and use.

'Tow/Transport' means that the RV will be towed or transported by the most appropriate equipment available to LDV Roadside Assist, dependant on the services available, the location of the RV and the time that the breakdown occurs. The singular shall include the plural and vice versa and reference to any gender shall include all genders.

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Ateco Automotive Australia
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