

MAZDA PREMIUM ROADSIDE ASSISTANCE:  
YOU CAN NEVER HAVE ENOUGH ZOOM-ZOOM

ZOOM-ZOOM



mazda



NIGHT AND DAY WE'LL KEEP YOU MOVING

**Need help? We're only a phone call away**

Whenever you head out on the road, it's a good feeling to know that should you need help, Mazda Premium Roadside Assistance has got you covered.

**24-hour roadside assistance**

Day or night, city or country, Mazda Premium Roadside Assistance is there when you need it. In the unlikely event your Mazda can't be driven, just call us and where possible, we'll resolve your issue on the spot. Should you need direct assistance, a mobile service unit will be promptly sent to your location. If your vehicle can't be successfully mobilised or safely driven, we'll arrange for it to be transported to the nearest Mazda Service Centre.

Whenever you need help, call one of our Customer Service Assistants on 1800 034 411.

To help us get you back on the road and enjoying Zoom-Zoom again, please have ready:

- Your registration number
- Your location
- A brief description of the problem
- Your phone number

For safety reasons, if your vehicle has broken down in a hazardous location, please advise the operator when calling and ensure you are not exposed to danger from oncoming vehicles. Also, please make sure you are with the car at all times, unless you've made alternative arrangements with the Customer Service Assistant.



## WHAT YOU'RE COVERED FOR

### **Flat or faulty batteries**

If you have a flat or faulty battery, we can jump-start the engine for you, or co-ordinate a battery replacement\*. Replacement battery costs covered under warranty.

### **Emergency fuel**

Mazda Premium Roadside Assistance will provide enough complimentary fuel for you to travel to the nearest available petrol station. In some instances your vehicle may be transported to the nearest petrol station.

### **Flat or damaged tyres and wheels**

Mazda Premium Roadside Assistance will change a flat tyre with the vehicle's spare wheel, or if necessary, transport your vehicle to an approved tyre outlet, or your nearest Mazda Service Centre.

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, or where multiple tyres have become damaged, the vehicle will be towed to the nearest approved tyre outlet or Mazda Service Centre.

### **Keeping others informed**

As the result of a breakdown or accident, Mazda Premium 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.

### **Lost or locked-in keys**

If your vehicle's keys have been lost, locked in the vehicle, are broken or the vehicle's immobilizer is inoperative, Mazda Premium 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
- If an emergency situation arises and it is necessary to gain access to the vehicle, Mazda Premium Roadside Assistance will attempt to gain access, but only after written consent is given. Mazda Premium 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 (inc. GST) will apply to this service. All additional costs will be your responsibility.

\*Assist Australia will ensure battery replacement meets or exceeds the Mazda specification.

### **Towing and transportation**

If your vehicle cannot be driven due to a breakdown, it will be transported to the nearest Mazda Dealership or an alternate Mazda Dealership (limit of 50km) where repairs may be carried out. Any additional towing in excess of this limit will be at your expense.

If you're carrying a Trailer or Caravan and it is deemed to be in an unsafe location, it will be towed to a safe location at no charge. If towed to the same location as the nominated vehicle, the cost of the tow will be covered up to the limit of \$250, additional towing costs in excess of this will be at your expense.

### **Taxi**

When your vehicle can't be driven due to a breakdown and must be transported, Mazda Premium Roadside Assistance will provide a taxi to the value of \$110 (inc. GST). This is to help you continue your journey to the nearest town, or within the same city where the breakdown occurred.

### **Accident co-ordination**

Mazda Premium Roadside Assistance will provide co-ordination of towing arrangements following an accident and will also advise on accident procedures. If required, Mazda Premium Roadside Assistance will co-ordinate alternative transport to enable you to continue your journey.

### **Vehicle recovery~**

If your car can't be driven due to mechanical breakdown and is more than 100km by road from your home, and you have left to continue your journey, vehicle relocation can be provided to deliver the repaired vehicle to your home or intended destination. We can also arrange for you to return to your vehicle.

~ Vehicle Recovery, Hire Car, Accommodation and Alternative Transport can be used in combination up to a maximum value of \$1100.





### **Accommodation~**

If your car can't be driven due to mechanical breakdown and is more than 100km by road from your home, accommodation will be provided for you for three nights to a maximum value of \$150 (inc. GST) per night. This will be provided 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.

Please note, any amount charged in excess of this limit will be your responsibility. This benefit covers room only and excludes meals, phone calls, laundry, etc.

### **Rental vehicle~**

If your car can't be driven due to mechanical breakdown and is more than 100km by road from your home, a rental vehicle will be provided for a maximum of three days to a maximum limit of \$100 (inc. GST) per day. Any amount charged in excess of this limit will be your responsibility. Rental vehicle entitlements will cease on the day your vehicle is repaired.

In normal circumstances, Mazda Premium Roadside Assistance will arrange a hire car for you. If a hire car cannot be provided alternate transportation up to the value of \$450 will be arranged. Mazda Premium Roadside Assistance will arrange relocation and stamp duty provided it is within the maximum limit.

- In the event that the rental vehicle is involved in an accident, the accident excess is also your 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 Premium Roadside Assistance's discretion to your home address or intended destination up to a maximum limit of \$450 (inc. GST) where the vehicle cannot be repaired locally or repaired within less than three days.
- If a rental bond cannot be provided by the driver at the time or securing the hire car, provision of the hire car will be at the discretion of the rental company. Mazda Premium 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.

~ Vehicle Recovery, Hire Car, Accommodation and Alternative Transport can be used in combination up to a maximum value of \$1100.

## WHAT'S NOT COVERED BY MAZDA ROADSIDE ASSISTANCE

Mazda Premium Roadside Assistance does not cover:

- Costs relating to parts, labour and any other associated costs for the repair of a vehicle
- Unregistered vehicles
- Unattended vehicles
- Caravans or trailers
- Vehicles located off road
- Vehicles operating as a commercial rental, hire vehicle or taxi
- Vehicles involved in or connected with any form of racing or motor sports, such as driving on a race track or competing in organised road or off-road rallies
- Accident damage, classified as damage by impact or collision of any nature, attempted or successful theft, or where control of the vehicle has been lost causing damage to the vehicle, third party property or persons
- Repeat service calls due to owner/driver related faults
- Where your vehicle cannot be driven due to inappropriate maintenance, repair, or use, whether intentionally or by neglect
- Bogged vehicles. Except where access is available and is trafficable by a two-wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment become necessary, additional costs are the driver's responsibility. Drivers will be advised of this condition prior to attendance by our service provider and service is at our discretion
- Costs of mechanical repairs and maintenance, unless covered by a separate warranty, are the responsibility of the owner (subject to applicable legislation).

For a full list of terms and conditions, please visit [mazda.com.au/roadside](http://mazda.com.au/roadside)



CALL US ANY TIME ON 1800 034 411

ZOOM-ZOOM IS ONE CALL OR CLICK AWAY

For roadside assistance call 1800 034 411

[www.mazda.com.au/roadside](http://www.mazda.com.au/roadside)

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