

## Diamond Advantage Roadside Assist – your motoring peace of mind.

Mitsubishi Motors is committed towards building the highest quality into our vehicles from the start - making them better built. Whilst we endeavour to make all our vehicles consistently reliable, we recognise that unforeseen circumstances can happen such as:

- Mechanical breakdowns
- Flat tyres
- Flat batteries
- Running out of petrol
- Vehicle lockouts
- Vehicle theft
- Motor accidents
- Medical emergencies.

And because our vehicles are better backed, knowing we are always there for you is motoring peace of mind. The DIAMOND ADVANTAGE ROADSIDE ASSIST program is available to cover you during these unforeseen situations if and when they occur. With any of these events, Mitsubishi's DIAMOND ADVANTAGE ROADSIDE ASSIST program will ensure that you are not left helpless or stranded.

There are 2 levels of Roadside Assistance programs available:

- **DIAMOND ADVANTAGE ROADSIDE ASSIST** is offered as a complimentary service on selected Mitsubishi vehicles for a period of 5 years/130,000km\* from the date of first registration of that vehicle#.
- **DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** is provided as a complimentary service on selected prestige vehicles in the Mitsubishi range for a period of 5 years/130,000km\* from first registration#.

# Servicing Conditions apply. To receive ongoing free DIAMOND ADVANTAGE ROADSIDE ASSIST during the second and subsequent years (up to and including the fifth year of registration) the vehicle must have at least one scheduled (time or distance based) service per year performed by an authorised Mitsubishi Service Centre.

\* Whichever occurs first.



# DIAMOND 5 YR ROADSIDE ASSIST ADVANTAGE

24HR ROADSIDE ASSISTANCE  
 1300 13 12 11



Diamond Advantage Roadside Assistance and Diamond Advantage Premium Roadside Assistance, provided by the Australian Auto Clubs on behalf of Mitsubishi Motors Australia Ltd.

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## If you are already an Auto Club Member.

Mitsubishi has arranged with the Australian Auto Clubs to offer you the Bridge Option during your 5 years/130,000km\* of complimentary Roadside Assistance\*. The DIAMOND ADVANTAGE ROADSIDE ASSIST Bridge Option provides you with most Auto Club membership benefits. And the good news for existing Auto Club Members is that our Bridge Option allows you to maintain your Auto Club Membership years of service.

For a small fee the Bridge Option will allow you to credit your years of service as an Auto Club member during the coverage period. You will continue to receive your local Auto Club magazines while maintaining access to financial services (where available), membership maps and publications, touring and/or travel services.

At the conclusion of the DIAMOND ADVANTAGE ROADSIDE ASSIST program you have the option to resume membership of your local Auto Club without the cost of the normal joining fee and you will have your years of service credited.

For further information regarding the benefits and costs of the Bridge Option, please call 1300 13 12 11 (Monday – Friday during business hours).

**Note:** Bridge Option not available in South Australia.

\* Subject to servicing conditions.



## Help is always just a phone call away!

Mitsubishi has teamed up with the national expertise and the resource network of the Australian Auto Clubs who will be there to look after your motoring needs wherever you are in Australia. 24 hours a day, 365 days a year. Help is always just a phone call away!

In the event that you experience a vehicle breakdown, please contact our toll free number:

 **1300 13 12 11**

You may be asked for some or all of the following information when you make a call.

- Your name
- Your location
- Vehicle details: model, year of vehicle, registration number and vehicle colour
- Your vehicle's Vehicle Identification Number (VIN).

### **Note:**

#### **Where to find your VIN:**

- In some states, your vehicle's VIN can be found on the registration label.
- Alternatively, the VIN is located on the vehicle compliance plate, mounted on the vehicle – usually in the engine compartment, boot or imprinted into the windscreen base.

- A brief description of the problem
- A contact telephone number (if possible).

Our goal is to minimise the inconvenience to you and get you and your vehicle back on the road again as quickly as possible.

## Summary of the benefits.

A. Standard Cover.

**DIAMOND ADVANTAGE ROADSIDE ASSIST** will in the event of a breakdown:

- Assist you in the event of a mechanical breakdown
- Tow your vehicle if you have broken down and we cannot get you mobile
- If you've run out of fuel, provide you with enough fuel (at your expense) to get to the nearest service station
- If you've had a flat tyre, change your wheel (with your serviceable spare)
- If possible open your vehicle if you've locked your keys in your car (if necessary, a locksmith or tow can be arranged at your expense)
- If your battery is flat, jump-start your vehicle or if required replace your battery at your expense (free battery replacement during the first year of registration)
- Provide a single one-way metro taxi fare to the maximum of \$55\* if we cannot mobilise your vehicle
- Provide personal care, assistance and advice in the case of an accident, or vehicle theft when more than 100kms away from home:
  - Provide advice on what to do and who to call
  - Relay messages on your behalf to people you nominate, including your insurer
- Provide personal advice in the case of medical emergency whilst motoring:
  - Provide advice on what to do and who to call
  - If required, arrange special transportation and repatriation, at your expense.

\* Whichever occurs first.

\* Including GST.

B. Premium Cover.

**DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** offers additional peace of mind over the standard DIAMOND ADVANTAGE ROADSIDE ASSIST program. Owners/drivers of these vehicles also enjoy the following benefits over and above the standard DIAMOND ADVANTAGE ROADSIDE ASSIST program:

For breakdowns, accidents or theft more than 100 kilometres from home where your vehicle will be disabled for more than 24 hours, **DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** will in the event of a breakdown, accident or theft# provide:

- Up to \$1,100\* cover per annum for:
  - Accommodation
  - Car hire
  - Vehicle recovery
  - Alternative ground transportation
  - Metropolitan taxi fare (accident and theft only).
- Up to \$5,500\* per year cover for Medical Repatriation.

\* Including GST.

# **Note:** Vehicles eligible for DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST are identified in the table to the right or by calling 1300 13 12 11.

## Roadside Assist Vehicle Eligibility and Level of Cover.

Commencement Date	Roadside Assist Level		Validity Period (Coverage)
	Standard	Premium	
Vehicles with a Retail Delivery Advice date from 19th September 2005	380 (excl. GT)	380 GT NP Pajero Exceed NS Pajero Exceed ZF Outlander XLS, VRX ZG Outlander XLS, VRX ML Triton GLS RG Colt Ralliart Lancer Evolution IX	5 years / 130,000km
Vehicles with a Retail Delivery Advice date from 1st January 2007	All models except those covered by Premium Roadside Assist 380 (excl. GT) RG Colt RZ Colt Cabriolet CH Lancer CH Lancer Wagon CJ Lancer CJ Lancer Sportback BA Grandis NS Pajero (excl. Exceed) NT Pajero (excl. Exceed) ZG Outlander (excl. XLS, VRX) ZH Outlander (excl. XLS, VRX) ML Triton (excl. GLS) MN Triton SJ Van PB Challenger (excl XLS) XA ASX	380 GT ML Triton GLS NS Pajero Exceed NT Pajero Exceed ZG Outlander XLS, VRX ZH Outlander XLS, VRX RG Colt Ralliart Lancer Evolution IX CJ Lancer Evolution CJ Lancer Ralliart PB Challenger XLS i-MiEV	

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## More about the Roadside Assist services.

### Diamond Advantage Roadside Assist program.

**DIAMOND ADVANTAGE ROADSIDE ASSIST** will be provided to eligible Mitsubishi vehicles for 5 years or 130,000km\* from first registration, provided servicing conditions are met during this period as referred to in Section 18 of the Conditions of Service explained at the rear of this booklet.

If your vehicle is disabled because of a mechanical failure or a non-mechanical failure related incident **DIAMOND ADVANTAGE ROADSIDE ASSIST** is there for you. **DIAMOND ADVANTAGE ROADSIDE ASSIST** will attempt to rectify the problem at the roadside so that you can continue on your journey. Where this is not possible or practical, or where any rectification action may affect the vehicle's warranty, a towing service will be provided.

#### Mechanical incidents.

Emergency roadside assist personnel will endeavour to rectify any mechanical failure that may disable your vehicle or has made it unsafe or unable to be driven, unless the problem is the result of a collision or is covered by motor vehicle insurance.

#### Non-mechanical incidents.

Emergency roadside assist personnel will endeavour to assist you should your vehicle become disabled due to a non-mechanical automotive incident such as wheel or tyre damage, lockout, out of fuel or a flat battery. If a wheel change is not possible (due to unavailable/unserviceable/incompatible spare, inability to remove locking nuts or where require changing), towing to the nearest repairer can be arranged by the **DIAMOND ADVANTAGE ROADSIDE ASSISTANCE** Service Provider at the vehicle owner's expense.

#### Towing.

In some cases the **DIAMOND ADVANTAGE ROADSIDE ASSIST** Service provided may not be able to make your vehicle mobile. It will then be towed to either:

- An authorised Mitsubishi Dealer closest to the breakdown site in the cities and towns where an authorised Mitsubishi dealer is present; or
- To the service facility of the local Auto Club.

**Note:** That a towing destination can only be determined on an individual incident basis in country areas.

\* Whichever occurs first.

In the event that your vehicle has been towed to the service facility of the local Auto Club (in a country area) for emergency mechanical repairs, and it still cannot be made mobile, your vehicle will be recovered to an authorised Mitsubishi Dealer. The Service Provider will determine the best way of doing this. Unfortunately, in such cases, some unavoidable delays may be experienced.

In the event your vehicle requires towing when the local Mitsubishi Dealer or the Auto Club service facility is closed, arrangements will be made to store your vehicle until it can be delivered to the appropriate service facility.

Any additional towing will be at the vehicle owner's expense. In all cases, the decision on whether towing is required shall rest with the **DIAMOND ADVANTAGE ROADSIDE ASSIST** Service Provider on an individual incident basis.

Should your vehicle require to be towed following an accident, this will be at the expense of the vehicle owner/driver.

#### Medical advice/referral.

Medical advice and referral services will be provided for the vehicle owner/driver and/or any passenger(s) should they become unexpectedly ill or injured whilst motoring.

### Diamond Advantage Premium Roadside Assist program.

**DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** is offered as a complimentary service on selected prestige vehicles in the Mitsubishi range for a period of 5 years or 130,000km from first registration\*, provided servicing conditions are met during this period as referred to in Section 18 of the Conditions of Service explained at the rear of this booklet.

Owners/drivers of these vehicles also enjoy the following benefits over and above the standard **DIAMOND ADVANTAGE ROADSIDE ASSIST** program:

In the unlikely event that you experience a breakdown, accident or vehicle theft greater than 100 kilometres from home and your vehicle will take more than 24 hours to repair, **DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** will take care of you with:

\* Whichever occurs first.

#### Accommodation.

Where your vehicle can be repaired locally, **DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** will provide accommodation for up to 3 nights to the maximum value of \$132\* per night.

#### Car rental.

**DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** will provide car rental, in conjunction with local accommodation, for up to 3 days. Alternatively, where you elect to continue your journey, **DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** will provide car rental for up to 5 days. Car rental is provided to a maximum value of \$110\* per day and is subject to driver qualification.

**Note:** Allowances do not include stamp duty, insurance, vehicle relocation and/or petrol costs.

#### Alternative transport.

When car rental is not available and your vehicle cannot be repaired locally within 3 days, **DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** will provide alternative ground transport to your home address for the vehicle owner/driver and up to four passengers, and return transport for a driver to retrieve the repaired vehicle if required.

#### Vehicle recovery.

Where you have continued your journey or returned home, your vehicle can be recovered to an authorised Mitsubishi repairer, or your home address or intended destination anywhere in Australia.

#### Accident and theft only.

If you are involved in a motoring accident or find that your vehicle has been stolen (and reported to the Police), and subject to availability, you will be provided with a one-way taxi journey to the value of \$55.00 (incl GST).

**DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST** claim limits for the above benefits under this program are \$1,100\* per annum.

\* Including GST.

## Medical repatriation support.

Medical repatriation will be provided for the vehicle owner and/or any passenger(s) should they become unexpectedly ill or injured whilst motoring greater than 100 kilometres from home and require hospitalisation for more than 3 days. Where the injured person requests and, with the consent of the treating doctor, the patient will be repatriated to a medical facility closer to the patient's home address where ongoing medical care can be provided.

For medical repatriation, DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST claim limits for benefits is \$5,500\* per annum.

\* Including GST.

## Member card.

Customers of vehicles provided with the DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST program will receive a MEMBER CARD within one month of first registration.

## Conditions of Service.

### 1. Remote areas (including sparsely populated areas).

Where a breakdown occurs in a remote (or sparsely populated) area, DIAMOND ADVANTAGE ROADSIDE ASSIST will still be provided. However, service delivery may be subject to the unavoidable delays due to the location of the breakdown, Service Provider availability and accessibility of your vehicle.

### 2. Service limitations.

Roadside Assistance services will be refused where DIAMOND ADVANTAGE ROADSIDE ASSIST attends a roadside assistance call and under initial inspection reasonably determines that:

- the Nominated 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
- the Nominated Vehicle has undergone major body modifications; or
- there is a perceived safety risk in the opinion of the DIAMOND ADVANTAGE ROADSIDE ASSIST service provider.

### 3. Towing limitations.

Towing will only be provided for vehicles under 2,500kg vehicle weight at the time of towing and where the disabled vehicle's physical dimensions do not exceed 2.3 metres in width or 6.0 metres in length.

### 4. Trafficable roads.

Service will only be provided to Nominated Vehicle disabled on constructed roads/driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required) as determined by DIAMOND ADVANTAGE ROADSIDE ASSIST.

### 5. Vehicle rescue.

Where a vehicle becomes disabled off a legally trafficable road such as on beaches, in fields or in creek beds, etc. vehicle rescue may be arranged at the vehicle owner/driver's expense and at the discretion of DIAMOND ADVANTAGE ROADSIDE ASSIST.

### 6. Bugged vehicle recovery.

DIAMOND ADVANTAGE ROADSIDE ASSIST will only be provided to vehicles stranded on constructed roads or driveways that are legally trafficable by conventional two wheel drive vehicles and where no special equipment such as power winches or extended cables etc. are required.

### 7. Special equipment.

Should special equipment be necessary to effectively deliver service and/or where the Service Provider has to return to the service facility to obtain this special equipment, any additional costs involved will be charged to the vehicle owner/driver's.

### 8. Natural disasters.

DIAMOND ADVANTAGE ROADSIDE ASSIST reserves the right to alter and/or offer alternative assistance where a natural disaster places extraordinary demands on the provision of Service. Where a disabled Nominated Vehicle cannot be reached, for example due to floods or bushfire, DIAMOND ADVANTAGE ROADSIDE ASSIST will attempt to provide whatever alternative assistance is practicable under the circumstances. Any such assistance will be at the discretion of DIAMOND ADVANTAGE ROADSIDE ASSIST but will not be unreasonably withheld.

### 9. Collision/accident.

Nominated Vehicles which have been damaged as a result of 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 towing under this Emergency Roadside Assistance (ERA) product. However, towing assistance can be arranged at the Driver's expense.

### 10. Home assistance.

Assistance for Nominated Vehicles will 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.

### 11. Unattended vehicles.

Nominated Vehicles which are found to be unattended will not receive Service under any circumstance. The owner or the owner's authorised representative (the driver) must wait with the vehicle until the DIAMOND ADVANTAGE ROADSIDE ASSIST Service Provider arrives. Where the owner has elected an authorised representative, this representative must hold a current motor vehicle driver's licence in case the vehicle is required to be moved.

Where the Nominated Vehicle is found to be unattended, the Roadside Assistance job will be aborted. Any subsequent calls for Service (deemed by DIAMOND ADVANTAGE ROADSIDE ASSIST to be for the same incident) will be at the Driver's expense.

### 12. Attempted repairs.

Where DIAMOND ADVANTAGE ROADSIDE ASSIST attends a Roadside Assistance call and after initial inspection reasonably considers a third party attempt to repair the Nominated Vehicle has caused damage and the Nominated Vehicle cannot be started or driven without further risk of damage, Service may be refused. Towing under this circumstance would be at the Driver's expense.

### 13. Caravan and trailer.

DIAMOND ADVANTAGE ROADSIDE ASSIST will not be provided for caravans or any other form of trailer being towed. However, should the vehicle, while encumbered by a caravan or any other form of trailer, experience a roadside breakdown and require towing, the caravan or trailer will be towed if possible, or alternatively, will be moved to a location where it is unlikely to be a potential traffic hazard at the discretion of the DIAMOND ADVANTAGE ROADSIDE ASSIST.

### 14. Cargo.

DIAMOND ADVANTAGE ROADSIDE ASSIST will accept no responsibility under any circumstances for the security and/or any loss associated with a disabled vehicle's cargo which may result from delays in providing Roadside Assistance and/or towing.

## 15. Neglect and/or abuse.

DIAMOND ADVANTAGE ROADSIDE ASSIST will not be responsible for additional or increased costs and expenses as a result of the following:

- a) Where additional costs are incurred by DIAMOND ADVANTAGE ROADSIDE ASSIST resulting from abuse or neglect by the owner/driver of a Nominated Vehicle which these costs will be the responsibility of the driver;
- b) Repeated incidents by an owner/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 owner/driver negligence whereupon the DIAMOND ADVANTAGE ROADSIDE ASSIST Service Provider will notify Mitsubishi of suspension of a service to that owner/driver. Mitsubishi will notify the owner/driver of service suspension within thirty days of receiving notification from the DIAMOND ADVANTAGE ROADSIDE ASSIST Service Provider.

## 16. Repair costs.

DIAMOND ADVANTAGE ROADSIDE ASSIST will not be responsible for any costs in relation to parts or any other associated costs for the repair of the Nominated Vehicle.

## 17. Nominated vehicles in a service centre's care.

Where DIAMOND ADVANTAGE ROADSIDE ASSIST is required to attend to a roadside breakdown whilst the Nominated Vehicle is in the care of an automotive Service Centre, the Services may be provided by DIAMOND ROADSIDE ASSIST at the expense of the driver.

## 18. Service conditions.

To receive ongoing free DIAMOND ADVANTAGE ROADSIDE ASSIST during the second and subsequent years (up to and including the fifth year of registration or 130,000km) the vehicle must have at least one scheduled (time or distance based) service per year performed by an authorised Mitsubishi Service Centre.

In order to be eligible for continued Roadside Assistance during subsequent years, at least 1 scheduled service must be completed each year.

At that time, the servicing Dealer will replace and update the DIAMOND ADVANTAGE ROADSIDE ASSIST windscreen sticker with a new expiry date and stamp your Service and Warranty book.

Should a vehicle be deemed ineligible for DIAMOND ADVANTAGE ROADSIDE ASSIST as a result of a breach of these servicing conditions, Mitsubishi will not be liable to perform (or be required to provide) any of the services associated with the DIAMOND ADVANTAGE ROADSIDE ASSIST program.

Ineligible vehicles (as a result of a breach of these service conditions) will become eligible again (for the DIAMOND ADVANTAGE ROADSIDE ASSIST program they were originally provided) if and when they are serviced and approved by an authorised Mitsubishi Service Centre, provided this happens within 5 years of first registration. The provision of DIAMOND ADVANTAGE ROADSIDE ASSIST in subsequent years on these vehicles will then continue to be subject to the same servicing conditions.

## 19. Time or distance based regular Scheduled Service.

These are services which are set out in the Service and Warranty book provided with your vehicle. A Service is defined as any work performed after the initial 1,500 km Scheduled Service.

## 20. Transferability.

DIAMOND ADVANTAGE ROADSIDE ASSIST is linked to the Vehicle Identification Number (VIN) of your vehicle. Therefore, on sale of the vehicle or change of registration, DIAMOND ADVANTAGE ROADSIDE ASSIST benefits (and conditions of service) are transferred to the new registered owner/driver.

## 21. Exclusions.

Vehicles used as taxis are excluded from this program.

### Note:

*The above conditions of service apply for both DIAMOND ADVANTAGE ROADSIDE ASSIST and DIAMOND ADVANTAGE PREMIUM ROADSIDE ASSIST Programs where applicable.*

†10 year or 160,000km Powertrain Warranty (whichever comes first) (non transferable).  
\*5 year or 130,000km New Vehicle Factory Warranty (whichever comes first). ^5 years or 130,000km Roadside Assist (whichever comes first). Service conditions apply. ‡4 year or 60,000km Capped Price Servicing (whichever comes first). Covers all items specified under the standard 'Maintenance for Normal Operating Conditions' schedule detailed in the Service and Warranty Booklet. Additional service/repair items (if required) are at additional cost. Excludes Government and Rental Fleet customers. See your Dealer for full details.

# DIAMOND 5 YR ROADSIDE ASSIST ADVANTAGE

24HR ROADSIDE ASSISTANCE  
 1300 13 12 11

Please advise us should your registration details or personal contact information change on **1300 13 12 11**



NOW INCLUDING CAPPED PRICE SERVICING



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