



MITSUBISHI DIAMOND ADVANTAGE ROADSIDE ASSISTANCE

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

MITSUBISHI
DIAMOND
ADVANTAGE

GIVE US A RING WHEN YOU GET STUCK.

Wherever you go in Australia, Mitsubishi Diamond Advantage Roadside Assistance provides you with help when you get stuck 24 hours a day, 7 days a week.

Simply call: **1300 13 12 11**

Make sure you have these details handy so we can get help to you as soon as possible:

- + Your name
- + Your location
- + Vehicle details including model, year of vehicle, registration number and colour
- + A brief description of the problem
- + A contact telephone number (if possible)
- + Your vehicle's Vehicle Identification Number (VIN).

Your VIN can be found on your registration label or the inside front cover of your Service & Warranty booklet. Alternatively, look on the vehicle compliance plate which is usually found in the engine compartment.

Diamond Advantage Roadside Assistance is complimentary for 12 months with your new Mitsubishi and will be extended for an additional 12 months each time you service your Mitsubishi under our Capped Price Servicing program.*

WHAT YOU'RE COVERED FOR.

Repairs if you have a mechanical breakdown

Our team will endeavour to sort out any mechanical failure that may disable your vehicle or make it unsafe to drive. This does not cover situations where the vehicle has been involved in a collision, accident or any insurance related incidents – excluding items below (non Mechanical).

Non-mechanical incidents

Our team will endeavour to sort out any problems due to non-mechanical automotive incidents such as wheel or tyre damage, lockout, out of fuel or a flat battery. If we are not able to change your tyre (due to a lack of a spare for example) we'll organise towing to the nearest repairer (towing at owner's cost).

Towing your vehicle

If we can't get your vehicle back on the road, we'll organise for it to be towed from the breakdown site to the closest authorised Mitsubishi Dealer or service facility of the local auto club.*

If your vehicle has been towed to the service facility of a local auto club and it is still not possible for repairs to be carried out, we'll arrange for its recovery to an authorised Mitsubishi Dealer. In this situation, it will be up to the service provider to determine the best way of doing this, and some delays may be experienced.

If the service facilities are closed, we'll arrange for your vehicle to be securely stored.**

Organising a taxi

We'll organise a taxi for you and 3 passengers if we can't get your car going (single, one-way metro taxi fare to the maximum of \$60).

Accident or vehicle theft

If you're more than 100km from home we'll provide advice on what to do and who to call, plus we'll also pass on messages on your behalf to people you nominate, including your insurer.

Medical emergencies

We'll provide advice on what to do and who to call, and if needed we can also arrange special transportation and repatriation (at your cost).

If you become injured or become ill when driving

We'll help you get to a doctor or hospital if you or any of your passengers become ill or injured whilst driving by providing advice or referrals to appropriate medical services.

Conditions apply. See Conditions of Service on page 3 for further information.

AUTOMATIC BENEFITS FOR AUTO CLUB MEMBERS.

If you are an existing member with a local motoring club,* you can retain your club membership without paying for Roadside Assist for the duration of your Mitsubishi Roadside Assistance. Contact your motoring club directly to discuss the options available to you.

**Bridge Option not available in South Australia or Northern Territory.*

Servicing conditions apply. Vehicles will receive additional 12 months Roadside Assistance from the date of the most recent eligible Capped Price Service for that vehicle performed at an authorised Mitsubishi dealer. Roadside Assistance, if extended in accordance with these items, is available for a maximum of up to 4 years. Conditions apply: - Eligible Capped Price Services are 15,000KMs/12 Months, 30,000KMs/24 Months, 45,000KMs/36 Months (whichever occurs first) Roadside Assistance will renew for 12 months from the most recent eligible Capped Price Service date and does not accumulate. Offer subject to change without notice. Excludes Government, Rental and National Fleet Customers. Mitsubishi Diamond Advantage Roadside Assistance will cease at the expiration of a customer's 12-month coverage. If a customer misses an eligible service or goes longer than 12 months between eligible services their vehicle will not be covered for the period between when the Roadside Assistance expired and when the vehicle is presented for their service.

*A towing destination can only be determined on an individual incident basis in country areas.

**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 Mitsubishi Diamond Advantage Roadside Assistance 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.

CONDITIONS OF SERVICE.

1. Remote areas (including sparsely populated areas).

In remote areas, Assistance under the program may be unavoidably delayed due to the location of the breakdown, service provider availability and accessibility of your vehicle.

2. Service limitations

In some situations we are unable to provide Roadside Assistance.

These include:

- + Vehicle participation in motor sport; or
- + Driver engaging in unlawful activity or driving under the influence of alcohol or drugs; or
- + Major body modifications to the vehicle; or
- + Safety risk to the service provider.

3. Towing limitations

Towing will only be provided for vehicles under 2,500kg and which do not exceed 2.3 metres in width or 6.0 metres in length.

4. Trafficable roads

Service will only be provided to vehicles which have been disabled on constructed roads or driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required).

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.

6. Bogged vehicle recovery

Assistance 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

Mitsubishi Diamond Advantage Roadside Assistance reserves the right to alter and/or offer alternative Assistance where a natural disaster places extraordinary demands on the provision of service. Where a vehicle cannot be reached, for example, due to floods or bushfire, we will attempt to provide alternative Assistance practicable under the circumstances.

9. Collision/accident

Vehicles which have been damaged as a result of a collision or impact with any object, due to mechanical failure or any other reason, or for any incident covered by motor vehicle insurance, will not be provided with towing. However, towing Assistance can be arranged at the driver's expense.

10. Home Assistance

Assistance for vehicles will be provided at the home address in the same way as at roadside. However, during times of peak demand, roadside calls will be given priority.

11. Unattended vehicles

Vehicles which are unattended will not receive service under any circumstance, and the job will be cancelled and subsequent calls for service will be at the driver's expense. Any authorised representative elected by the driver must hold a current motor vehicle driver's licence in case the vehicle is required to be moved.

12. Attempted repairs

Service may be refused where it is considered that third party attempts to repair the vehicle have caused damage to the vehicle. Towing under this circumstance would be at the driver's expense.

13. Caravan and trailer

Service will not be provided for caravans or any other form of trailer being towed. However, should the vehicle, experience a breakdown whilst towing, the caravan and trailer will also be towed if possible.

14. Cargo

Mitsubishi Diamond Advantage Roadside Assistance is not responsible for the security and/or any loss of the vehicle's cargo which may have resulted from delays in providing service or towing.

15. Neglect and/or abuse

Mitsubishi Diamond Advantage Roadside Assistance will not be responsible for additional costs incurred in a service as a result of the following:

- a) The abuse or neglect by the owner/driver of the vehicle.
- b) Repeated negligent incidents of a similar nature by an owner/ driver.
In this case, Mitsubishi will suspend service to that owner/driver within thirty days.

16. Repair costs

Mitsubishi Diamond Advantage Roadside Assistance 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 Mitsubishi Diamond Advantage Roadside Assistance is required to attend to a roadside breakdown whilst the vehicle is in the care of an automotive service centre, the services may be provided by Mitsubishi Diamond Advantage Roadside Assistance at the expense of the driver.

18. Service conditions

To receive ongoing free Mitsubishi Diamond Advantage Roadside Assistance during the second and subsequent years* the vehicle must have at least one scheduled service (time or distance based) per year performed by an authorised Mitsubishi Service Centre.

*Up to and including the fourth year (fifth year for vehicles sold on or prior to 31 December 2016).

At that time, the servicing dealer will replace and update the Mitsubishi Diamond Advantage Roadside Assistance windscreens sticker with a new expiry date and stamp your Service and Warranty book.

Should a vehicle be deemed ineligible for Mitsubishi Diamond Advantage Roadside Assistance 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 Mitsubishi Diamond Advantage Roadside Assistance program.

Ineligible vehicles (as a result of a breach of these service conditions) will become eligible again (for the Mitsubishi Diamond Advantage Roadside Assistance program they were originally provided) if and when they are serviced and approved by an authorised Mitsubishi service centre, provided this happens within the Capped Price Servicing program period. The provision of Mitsubishi Diamond Advantage Roadside Assistance 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 Period Inspection and Maintenance Schedules available on our website (<https://www.mitsubishi-motors.com.au/maintenance-schedule>).

20. Transferability

Mitsubishi Diamond Advantage Roadside Assistance is linked to the Vehicle Identification Number (VIN) of your vehicle. Therefore, on sale of the vehicle or change of registration, Mitsubishi Diamond Advantage Roadside Assistance benefits (and conditions of service) are transferred to the new registered owner/driver.

21. Exclusions

Vehicles used as taxis, national fleet & government are excluded from this program.