

 **TOYOTA EXTRA CARE**

*Here for you*

# ROADSIDE ASSISTANCE

Terms and Conditions



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## ***Thank you for choosing Toyota Extra Care Roadside Assist***

Toyota Extra Care Roadside Assist is here for you, providing peace of mind when you need it most. If a breakdown does occur, we'll ensure you're back on the road as quickly as possible.

Toyota Extra Care Roadside Assist protects your whole family from inconvenience and isolation. Whoever is driving your Vehicle, we're here to take care of them.

Help is only a phone call away. Simply call 1800 176 837, 24 hours a day, 7 days a week from anywhere in Australia, and we'll be there to assist.

## ***It helps to be prepared***

For efficient service, please try to have this information available when calling us:

- Your name and location
- Your vehicle details (rego and VIN number)
- Description of the problem
- A contact phone number, where possible

## ***Roadside Assistance***

Your Toyota Extra Care Roadside Assist Program consists of:

- These Terms and Conditions; and
- A Schedule issued by us, setting out the selected Program, the Vehicle covered and the period of cover .

Please read these documents thoroughly and keep these Terms and Conditions and Schedule in a convenient place (such as your glove box) for future reference.

These Terms and Conditions are current as of 1 June, 2006, and are subject to change without notice.

The full details of your Toyota Extra Care Roadside Assist Program follow.

The following words have a specific meaning in these Terms and Conditions.

**Accident**

means an impact or collision involving your Vehicle, or a theft, attempted theft or break in of your Vehicle.

**Breakdown**

means that your Vehicle is immobilised or unsafe to drive due to:

- a mechanical or electrical fault;
- a flat tyre or flat or faulty battery;
- running out of fuel;
- the keys being lost or locked inside your Vehicle.

**Dealer**

means the dealer, service facility or agent nominated by us.

**Home**

means your home or business address as registered on the Toyota Extra Care Roadside Assist Program.

**Theft**

means theft or attempted theft causing damage to your Vehicle.

**Vehicle**

means the motor vehicle registered on the Toyota Extra Care Roadside Assist Program.

**We, us, our, or "Toyota Insurance"**

means Toyota Financial Services, a division of Toyota Finance Australia Limited ABN 48 002 435 181.

**You or Your**

means the person registered on the Toyota Extra Care Roadside Assist Program or the authorised driver of your Vehicle.

## ***Unlimited Service***

You are entitled to unlimited call outs, subject to the General Exclusions set out in these Terms and Conditions. This means any authorised driver of your Vehicle – such as your partner, children or friends – can contact us for help.

## ***24-hour telephone assistance***

You can phone us 24 hours a day for helpful advice on getting your Vehicle back on the road. If you suffer a Breakdown, we will first try to get you going with helpful advice over the phone. If your Vehicle remains immobilised, we will send a recovery vehicle to assist.

## ***Urgent messages to friends and family***

If you have a Breakdown or Accident, we will relay (at your request) urgent messages to family, friends or business associates likely to be affected or concerned, and/or advise you on local transport options and alternatives.

## ***Accident co-ordination***

In the unfortunate event of an Accident, we will give you the relevant information to ask other parties involved in the Accident, and whether emergency services need to attend. We will arrange (at your cost or your insurer's cost) to tow your Vehicle to a preferred accident repairer, or a repairer of your insurer's preference. We will also co-ordinate alternative transport for you to continue your journey if required, however such transportation will be at your cost.

## ***Legal advice***

Telephone legal advice is available 24 hours a day on matters arising from the use or ownership of your Vehicle. All telephone advice is confidential and there are no consultation fees or telephone charges. Legal advice does not extend to written advice, the preparation of briefs to barristers or personal interviews.

## ***Medical advice***

A qualified nurse or doctor is only a phone call away, 24 hours a day. Medical advice will also be extended to you and any direct family member travelling with you, or staying at home whilst you are travelling. We will arrange these services for you, however all associated costs will be your responsibility.

## ***Jump-starting or battery replacement***

If you have a flat battery and are unable to start your Vehicle, we will send a patrol vehicle to attempt a jump start. If the battery is faulty we will co-ordinate a replacement for you, at your cost.

## ***Tyre changing***

We will send a vehicle to change a flat tyre for you using your serviceable spare tyre, or if necessary, transport your Vehicle to an approved tyre outlet or Dealer, whichever is the nearest. Please ensure you advise us if more than one tyre is flat and/or if locking wheel nuts are fitted to your Vehicle, as these may hinder our ability to assist.

We are only liable to replace one flat tyre with your Vehicle's serviceable spare. However, if you have multiple flat tyres or an unserviceable spare tyre we can provide these additional services at your cost.

## ***Emergency fuel***

If your Vehicle runs out of fuel, we will provide fuel for you to get to the nearest available re-fuelling facility, or we will transport your Vehicle to the nearest re-fuelling facility.

## ***Emergency access or key replacement***

Provided adequate proof of ownership is established, and your Vehicle key or remote control has been lost or locked in your Vehicle, we will help you:

- locate and deliver a spare key or remote control; or
- get into your Vehicle (an indemnity form will need to be signed), or
- retrieve a spare key or remote control, if more practical.

We will choose which option best suits the situation. If your Vehicle cannot be mobilised it will be transported to the nearest Dealer. A limit of \$150.00 (including GST) per incident applies. Any amount in excess of the limit is at your cost.

Your Vehicle may be equipped with a high security engine immobiliser. We strongly suggest that you keep spare keys and remote controls in a safe but accessible place separate from your Vehicle in case of emergencies.

## ***Bogged vehicle recovery***

We will recover your Vehicle from a bogged situation so long as access is available to conventional two-wheel drive vehicles and no other specialist equipment is necessary. If specialist equipment is necessary, this will be at your cost.

## ***Breakdown transportation***

If your Vehicle has a Breakdown and cannot be started, we will transport it to the nearest Dealer where repairs can take place.

If the Breakdown has occurred outside of Dealers' business hours your Vehicle will be stored at a secure facility and delivered to the nearest Dealer on the next working day.

If your Vehicle has a Breakdown whilst towing a registered caravan or trailer, we will recover the caravan or trailer and transport it to the nearest convenient safe location, or to the Dealer where we have towed your Vehicle (at our choice).

A limit of \$100.00 (including GST) per incident applies for transporting any caravans or trailers. Any amount in excess of this will be at your cost.

## ***Emergency taxi***

If your Vehicle has a Breakdown and requires transportation to the nearest Dealer, we will provide one taxi ride per incident, to a maximum value of \$50.00 (including GST) so that the Vehicle occupants can continue to the nearest town, or within the city of the Breakdown.

## ***Emergency rental vehicle arrangements***

We will organise a rental vehicle for you should your Vehicle be immobilised due to mechanical or electrical failure, however all rental charges will be at your cost.

## ***Holiday and transport re-scheduling***

Following a Breakdown or Accident, we will help cancel and rebook your pre-existing travel arrangements, including accommodation and flight reservations. Any rebooking or cancellation charges will be at your cost.

When listed in your Roadside Assist Schedule, Roadside Assist Plus provides you with these additional services.

## ***Emergency taxi***

If your Vehicle cannot be mobilised due to a Breakdown, and requires transportation to the nearest Dealer, or is involved in an Accident or reported stolen and remains unrecovered, we will provide one taxi ride per incident to a maximum value of \$100.00 (including GST) so that the Vehicle occupants can continue to the nearest town, or within the city of the Breakdown.

## ***Emergency hotel accommodation***

If your Vehicle is immobilised by mechanical or electrical failure more than 100km from your Home, for longer than 24 hours, we will provide up to two nights' accommodation up to the value of \$150.00 (including GST) per night should you decide to remain with the Vehicle whilst it is repaired locally, or if alternative transport is unavailable. Any amounts charged in excess of this limit will be your cost.

This benefit provides room only and excludes all incidental expenses such as meals, phone calls, laundry, etc. This benefit ceases once your Vehicle has been repaired.

## ***Emergency rental vehicle***

We will provide a rental vehicle for up to five days up to the value of \$300.00 (including GST) should your Vehicle be immobilised by a mechanical or electrical failure more than 100km from Home, and for longer than 24 hours. Any amount charged in excess of this limit will be at your cost.

As the renter/driver of a rental vehicle, you will be responsible for all fuel costs, excess kilometre charges, any traffic infringements, any relocation fees, any damage and any excess or insurance waivers on the rental vehicle.

This benefit ceases once your Vehicle has been repaired.

## ***Emergency parts supply***

If you decide to have your Vehicle repaired locally rather than transported, and the necessary parts are unavailable, we will help locate and transfer the required parts to the Dealer. We will also coordinate delivery, however all parts and vehicle repair costs are your responsibility.

## ***Alternative transportation***

We will transport you and up to four of your passengers Home or to your intended destination up to a limit of \$300.00 (including GST) should hotel accommodation or a rental vehicle be unavailable following the immobilisation of your Vehicle by mechanical or electrical failure more than 100km from Home for more than 24 hours. Any amounts charged in excess of this will be at your cost.

## ***Personalised holiday planning***

If you are taking a driving holiday contact us to help you comprehensively plan your trip, with colour maps of your chosen route, together with Dealer locations and contact details, points of interest and hotel contact details.

## ***Trip tracking facility***

If you are taking a trip in remote Australian locations, you can use our "trip tracking" facility. Before departing contact us on 1800 176 837 and we will log your trip details, including details of all passengers.

Your progress can then be tracked each time you contact us at specified intervals of the trip. We will also notify your nominated friends and family of your movements.

# General Exclusions

The benefits in these Terms and Conditions do not apply in the following circumstances, but can be provided at your cost:

- your Vehicle is left unattended;
- costs to repair your Vehicle;
- your Vehicle is located in a remote location (remote location deemed as being a location not trafficable by a two wheel drive recovery vehicle);
- your Vehicle is over 3.5 tonnes GVM;
- your Vehicle is over 10 years of age;
- your Vehicle is unregistered;
- where your Vehicle is immobilised due to inappropriate maintenance, repair or use by any party, whether intentional or negligent;
- your Vehicle is being operated as a Taxi, Limousine, Rental or Hire vehicle;
- your Vehicle is involved in any form of motor sports;
- Accident damage classified as impact or collision of any nature;
- Attempted or successful theft or break in of your Vehicle;
- Breakdown caused by fitting of non genuine manufacturer's parts or accessories; and/or
- Excessive use due to lack of regular preventative vehicle maintenance, owner/driver related faults or failure to rectify any recurring faults.

This information outlines the benefits and services available as part the Toyota Extra Care Roadside Assist Program. We reserve the right to amend or withdraw any of the benefits or services provided by this Program.

This Program is not an insurance contract, vehicle extended warranty contract or personal injury contract. Subject to the Cancelling the Contract section, this Program is not refundable.

Toyota Extra Care Roadside Assist is offered by Toyota Financial Services a division of Toyota Finance Australia Limited ABN 48 002 435 181. The Toyota Extra Care Roadside Assist service is managed by ETI Australia Pty Ltd ABN 52 097 227 177 a company of the Mondial Assistance Group. Toyota Extra Care is the brand used to identify certain products marketed in conjunction with us and Toyota Motor Corporation Australia Ltd ABN 64 009 686 097.

## ***Your privacy***

The personal information you have provided to Toyota Financial Services (TFS) in relation to your Toyota Extra Care Roadside Assist and other personal information provided by you to TFS from time to time is collected by TFS for purposes related to the provision and administration of the benefits you have purchased under this contract and for associated planning, product development and research purposes.

TFS may provide your information to its related companies, the dealer named in the schedule or to third parties engaged by TFS in connection with the purposes referred to above. TFS may also use your information for marketing purposes. If at any time you no longer wish to receive marketing material from TFS, please contact us by calling TFS Customer Service on 137 200 or writing to us at PO Box 347, Goodwood SA 5034. You can access personal information TFS holds about you by contacting us on the above number or at the above address. Further information about our policy on privacy and personal information handling can be found on [www.toyotaextracare.com.au](http://www.toyotaextracare.com.au)

### ***Transfer of your Roadside Assist Plan***

If you sell your Vehicle, this program is fully transferable to the new owner of your Vehicle at any time during the Period of Cover.

It can also be transferred to your new Vehicle.

Conditions apply. A transfer fee will also apply. Please download a transfer form from our website at [www.toyotaextracare.com.au](http://www.toyotaextracare.com.au) or call us on 137 200 to obtain one.

### ***Cancelling your contract***

If you cancel your Toyota Extra Care Roadside Assist Program within 21 days of purchasing it, you will receive a full refund of the purchase price unless you have used a service provided by the Program. Thereafter no refund will apply.

For emergency Roadside Assistance  
call us on



**1800 176 837**

For information regarding any of our products  
call us on



**137 200**

or email us on

**tec.admin@toyota.com.au**

or visit our website at

**www.toyotaextracare.com.au**



**TOYOTA EXTRA CARE**

*Here for you*

**Toyota Extra Care  
Locked Bag 980  
Milsons Point NSW 1565**

Toyota Extra Care Roadside Assist is administered by  
Toyota Financial Services, a division of Toyota Finance Australia Limited  
ABN 48 002 435 181

Preparation Date: 1 June 2006