



# ROADSIDE ASSISTANCE PROGRAM

## TERMS AND CONDITIONS

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KGM SsangYong Roadside Assistance offers complimentary reliable and secure roadside assistance 24 hours per day, 365 days per year for KGM SsangYong vehicles from the first date of new vehicle registration. The roadside assistance policy remains with the vehicle and can be utilised by the subsequent owners of the vehicle during the period of cover.

KGM SsangYong Roadside Assistance covers vehicle only, **not caravan or trailer**. At the Service Provider's discretion, tow to a safe location can be provided for caravan or trailer where it does not present a hazard to other road users.

**Owners planning long trips towing a caravan may wish to take out an additional roadside assistance Travel Upgrade. The state-based Motoring Clubs may offer cover for items which are not included in the KGM SsangYong Roadside Assistance Program. Please contact the Motoring Club in your state (i.e. NRMA, RACV, RACQ, etc.) for the full benefit and pricing details of Travel Upgrade.**

Roadside service is provided by KGM SsangYong through Assist Australia Pty. Ltd. under the Terms and Conditions set out herein. KGM SsangYong may change roadside assistance service provider from time to time. The applicable Terms and Conditions of KGM SsangYong Roadside Assistance will always be available for viewing on [KGM.com.au](https://www.kgm.com.au).



**Vehicle** - means a registered KGM SsangYong vehicle imported and distributed by SsangYong Australia Pty. Ltd. in a roadworthy condition, properly serviced and unmodified.





**Driver** – means the driver of the Vehicle at the time of breakdown who is the owner of the vehicle or authorised by the owner to drive the vehicle.






Please study these Terms and Conditions carefully to fully understand the benefits provided and the **Driver Responsibilities**.

Please call **1800 957 454** for KGM SsangYong Roadside Assistance. Please provide the name of the driver or caller, the registration number and the Vehicle Identification Number (VIN), the location of the vehicle, and any other relevant information.

Please note that KGM SsangYong Roadside Assistance does not cover vehicles involved in an accident.

Roadside Assistance Criteria		
MECHANICAL	We will attempt at roadside to rectify any <u>non-collision or non-insurance related mechanical failure</u> that has disabled the Vehicle and made it unsafe or unable to be driven.	
NON-MECHANICAL	We will attempt to assist the Driver where the Vehicle has become immobilised in the following circumstances:	
Roadside Assistance Benefits		Driver Responsibility
<b>WHEELS &amp; TYRES</b> 	<p>We will swap a damaged tyre/wheel with the <u>Vehicle's serviceable spare</u> as supplied in the vehicle, where it is roadworthy and compatible with the other tyres/wheels on the Vehicle.</p> <p>Where:</p> <ol style="list-style-type: none"> <li>the spare is not serviceable, unroadworthy or compatible; or</li> <li>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 effect a temporary repair,</li> </ol> <p>a tow to the nearest facility able to replace or repair the tyre/wheel may be arranged.</p>	<p>If the Vehicle is towed to the nearest tyre outlet or KGM SsangYong Dealer, towing is <u>at the Driver's expense</u>.</p> <p>Where multiple tyres have become damaged (including by impact), the Vehicle can be towed to the nearest tyre outlet or KGM SsangYong Dealer, towing is <u>at the Driver's expense</u>.</p>
<b>BATTERY</b> 	<p>We will provide a 'battery boost' and any other practical assistance at the roadside to start the Vehicle.</p> <p>Where a replacement battery is required, we will arrange for a new replacement battery (where available).</p> <p>We will cover the cost of a replacement battery if the battery is still covered under the KGM SsangYong battery warranty of 2 years from the first registration date or 30,000kms (whichever comes first) subject to the terms of the battery warranty.</p> <p>If a specified battery is unavailable, a tow to the nearest battery supplier or KGM SsangYong Dealer, per Towing - Metro &amp; Country Entitlements, is covered under the program.</p>	<p>Where the battery is not covered under the KGM SsangYong battery warranty and requires replacement, a replacement battery can be provided <u>at the Driver's expense</u>.</p> <p>If the tow exceeds the towing entitlements, the distance over the entitlements will be <u>at the Driver's expense</u>.</p>

Roadside Assistance Benefits - continued		Driver Responsibility
<p><b>VEHICLE LOCKOUT KEYS</b></p> 	<p>Subject to satisfactory proof of ownership as noted under Driver Responsibility section, Roadside attendance will attempt to gain access to the Vehicle due to:</p> <ol style="list-style-type: none"> <li>1. keys locked in the vehicle</li> <li>2. lost/stolen keys</li> <li>3. broken keys</li> <li>4. immobilizer inoperative.</li> </ol> <p>Where the Vehicle cannot be unlocked due to lost or locked in keys, we will provide all reasonable assistance, including:</p> <ul style="list-style-type: none"> <li>• the attendance of a locksmith that can be arranged to the value of <b><u>\$150 (including GST) per incident</u></b>; or</li> <li>• assistance to be provided to locate and deliver a spare key, or arrange for the driver to retrieve a spare key (e.g., taxi/courier) to the value of <b><u>\$150 (including GST) per incident</u></b>; or</li> <li>• a tow to the nearest KGM SsangYong Dealer to the value of <b><u>\$150 (including GST) per incident</u></b>.</li> </ul>	<p>Driver to sign an indemnity, releasing KGM SsangYong and its Service Providers from any liability, should damage be caused by such entry.</p> <p>Driver to retrieve a spare key if this is more practical.</p> <p>Any locksmith, taxi/courier, or towing cost, that is more than the \$150 (including GST) limit, will be <b><u>at the Driver's expense</u></b>.</p>
<p><b>FUEL</b></p> 	<p>Wherever possible, we will provide sufficient fuel to enable the "out-of-fuel" Vehicle to be driven to the nearest fuel station. Where it is not possible or practical to provide fuel, a tow will be provided to the nearest fuel station.</p>	<p>Where the wrong type of fuel has been put into the Vehicle, a tow to the nearest KGM SsangYong Dealer can be arranged <b><u>at the Driver's expense</u></b>.</p>
<p><b>TOWING METRO</b></p>  <p><b>UP TO 50KM</b></p>	<p>In the metropolitan areas, if unable to mobilise your vehicle, towing will be offered, where the following applies:</p> <ol style="list-style-type: none"> <li>1. to the nearest KGM SsangYong Dealer; or</li> <li>2. to the nearest Service Provider Facility; or</li> <li>3. to the preferred KGM SsangYong Dealer, at the Driver's request.</li> </ol> <p><b>50KM towing limit applies in the metropolitan areas.</b></p> <p><u>After Hours</u> For out of hours, a tow to the nearest Service Provider Facility first, then tow to one of the above numbered preferences at next availability.</p>	<p>Towing distance over the 50KM limit in the metropolitan areas will be <b><u>at the Driver's expense</u></b>.</p> <p>Towing distance is calculated from breakdown location.</p> <p>Special equipment for towing (e.g., go jacks, power winches, extended cables, etc.) will be <b><u>at the Driver's expense</u></b>.</p>
<p><b>TOWING COUNTRY</b></p>  <p><b>UP TO 100KM</b></p>	<p>In the country areas, if unable to mobilise your vehicle, towing will be offered, where the following applies:</p> <ol style="list-style-type: none"> <li>1. to the nearest KGM SsangYong Dealer; or</li> <li>2. to the nearest Service Provider Facility; or</li> <li>3. to the preferred KGM SsangYong Dealer, at the Driver's request.</li> </ol> <p><b>100KM towing limit applies in the country areas.</b></p> <p><u>After Hours</u> For out of hours, a tow to the nearest Service Provider Facility first, then tow to one of the above numbered preferences at next availability.</p>	<p>Towing distance over the 100KM limit in the country areas will be <b><u>at the Driver's expense</u></b>.</p> <p>Towing distance is calculated from breakdown location.</p> <p>Special equipment for towing (e.g., go jacks, power winches, extended cables, etc.) will be <b><u>at the Driver's expense</u></b>.</p>

Roadside Assistance Benefits - continued		Driver Responsibility
<p><b>CARAVAN OR TRAILER</b></p> 	<p>Caravan or trailer is not covered under this policy at the time of the Vehicle breakdown.</p> <p>However at the Service Provider's discretion, tow to a safe location can be provided for caravan or trailer where it does not present a hazard to other road users.</p>	<p>Towing or relocation of the caravan or trailer can be arranged <b><u>at the Driver's expense.</u></b></p> <p>Special equipment for towing the caravan or trailer (e.g., winches, additional or specialised vehicles, etc.) will be <b><u>at the Driver's expense.</u></b></p>
<p><b>TAXI SERVICE</b></p> 	<p>Subject to availability, a taxi journey is offered to the Driver and passengers if the Vehicle cannot be made mobile at roadside and where it is covered for towing.</p> <p>A single one-way taxi service is covered from the breakdown location up to the maximum value of \$50.00 (including GST).</p>	<p>If the single one-way taxi service costs more than \$50, the amount over the \$50 limit will be <b><u>at the Driver's expense.</u></b></p> <p>Any subsequent taxi service may be arranged <b><u>at the Driver's expense.</u></b></p>
<p><b>BOGGED VEHICLE</b></p> 	<p>Extrication is covered where the Vehicle has been bogged on a constructed road or driveway that is legally trafficable by a conventional two-wheel drive (2WD) vehicle.</p>	<p>Extrication can be arranged <b><u>at the Driver's expense</u></b> where the Vehicle has been bogged off a constructed road or driveway that is legally trafficable by a conventional two-wheel drive (2WD) vehicle.</p> <p>Specialist equipment or additional labor required for the recovery of the Vehicle can be provided <b><u>at the Driver's expense.</u></b></p>
<p><b>OFF-ROAD RESCUE</b></p> 	<p>If the Vehicle breakdown is off a legally trafficable road or in a remote area, service may be arranged at the Service Provider's discretion. Time delays may apply.</p>	<p>Such rescue and any special equipment required (e.g., winches, additional or specialised vehicles, etc.) will be <b><u>at the Driver's expense.</u></b></p>
<p><b>NATURAL DISASTER</b></p> 	<p>Reasonable alternative services may be arranged subject to safe accessibility and at the Service Provider's discretion.</p>	
<p><b>MEDICAL ADVICE</b></p>	<p>Emergency medical referral is available to you and any direct family members, either travelling with you, or remaining at home while you are travelling.</p>	<p>All medical costs will be <b><u>at the Driver's expense.</u></b></p>
<p><b>MESSAGE RELAY</b></p>	<p>A Driver of the Vehicle will be provided with assistance to relay urgent messages to family, friends or business associates.</p>	

## Support Services and Benefits

Breakdown support services and benefits will apply to the Driver and up to four passengers of the Vehicle when the following criteria are met:

1. The Vehicle is immobilised due to a (non-collision) mechanical fault or (non-mechanical) automotive related fault and is more than 100KM away from the Driver's home address; and
2. The Service Provider has determined that the Vehicle cannot be repaired and mobilised within 24 hours of the breakdown event and arrangements have been made to repair the Vehicle.

The Driver may be entitled to assistance up to a maximum of \$1,100\* (including GST) for **each incident case**.

There are three options offered:

1. Accommodation; or
2. Car Hire; or
3. Combined Accommodation and Car Hire.

These three options are exclusive to one another – meaning that the Driver will be able to only select one option, within the limit indicated\*.

Personal Incident Management		Driver Responsibility
<b>1. ACCOMMODATION</b>	<p>Accommodation for up to three nights at \$150.00 (including GST) per night. Cost of room only and excludes meals, drinks, phone calls, laundry, etc.</p> <p>This benefit ceases on the day the Vehicle is repaired.</p>	<p>Cost per night over \$150.00 and/or additional nights of accommodation over 3 nights will be <b><u>at the Driver's expense</u></b>.</p>
<b>2. CAR HIRE</b>	<p>Car hire for five days at \$100 (including GST) per day.</p> <p>Car hire benefits will be subject to the availability of a suitable rental vehicle in the local area and subject to any conditions or restrictions, such as age limitation, imposed by the rental company.</p> <p>This benefit ceases on the day the Vehicle is repaired.</p>	<p>Incidental &amp; fuel costs, toll charges, car hire deposit, insurance excess reduction, excess kilometre charges, any traffic infringements, any damage and any excess or insurance waivers will be <b><u>at the Driver's expense</u></b>.</p> <p>Where the car hire costs exceed the limit, the excess amount will be <b><u>at the Driver's expense</u></b>.</p>
<b>3. COMBINED ACCOMMODATION And CAR HIRE</b>	<p>Accommodation for up to two nights at \$150 (including GST) per night. Cost of room only and excludes meals, drinks, phone calls, laundry, etc.</p> <p>Car hire for two days at \$100 (including GST) per day.</p> <p>Car hire benefits will be subject to the availability of a suitable rental vehicle in the local area and subject to any conditions or restrictions, such as age limitation, imposed by the rental company.</p> <p>This benefit ceases on the day the Vehicle is repaired</p>	<p>Cost per night over \$150.00 and/or additional nights of accommodation over 2 nights, car hire costs that exceed the limit, incidental &amp; fuel costs, toll charges, car hire deposit, insurance excess reduction, excess kilometre charges, any traffic infringements, any damage and any excess or insurance waivers will be <b><u>at the Driver's expense</u></b>.</p>

Personal Incident Management - continued		Driver Responsibility
<b>ALTERNATIVE TRANSPORT</b>	<p>Where accommodation or car hire is not available or where the rental car company refuses to provide a hire car to the Driver due to the Driver's age or driving licence limitations or restrictions, or for any other reason beyond the Driver's control, alternative transportation can be provided to the Driver's home address or intended destination.</p> <p>After completion of repair, return transportation can also be provided for the Driver to collect the Vehicle.</p> <p>The total transportation cost is covered up to a maximum limit of \$500 (including GST).</p>	Any amount over \$500 will be <b><u>at the Driver's expense.</u></b>
<b>VEHICLE RELOCATION</b>	<p>Vehicle relocation (also termed as <b>Vehicle Recovery</b> by the Service Provider) can be provided to deliver the Vehicle to a KGM SsangYong Dealer, the Driver's home address or intended destination anywhere within Australia after completion of repair.</p> <p>The total cost of accommodation and/or car hire, or alternative transport, combined with vehicle relocation must not exceed the limit indicated*.</p>	Any amount over the limit indicated* will be <b><u>at the Driver's expense.</u></b>

Conditions and Limitations		Driver Responsibility
<b>MECHANICAL REPAIRS</b>	To enable the Driver to continue their journey, minor repairs such as globes, fuses, hoses, belts etc. can be performed on the Vehicle either at roadside or if the Vehicle has been towed to a Service Provider's depot due to operating hours or where there is no KGM SsangYong Dealer within the town area and the cost of repair is less than \$100 (including GST).	Repair cost over \$100 will be <b><u>at the Driver's expense.</u></b>
<b>REMOTE AREAS</b>	<p>Remote areas mean those areas which are sparsely populated and where roadside assistance cannot be provided by a Service Provider, or where delays may be experienced, or restrictions may apply.</p> <p>Service delivery may be subject to delays where breakdown occurs in Remote areas. We will use our best efforts to make alternative Service arrangements for Drivers of Vehicles that break down in Remote areas to reduce the impact of delays and maintain customer satisfaction.</p>	
<b>TOWING LIMITATIONS</b>	Towing will only be provided for KGM SsangYong Vehicles with a Gross Vehicle Mass (GVM) that does not exceed 3,500KG at the time of breakdown.	Subject to the availability of heavy towing equipment, the Vehicles exceeding these limitations may be towed <b><u>at the Driver's expense.</u></b>

Conditions and Limitations - continued		Driver Responsibility
<b>SERVICE LIMITATIONS</b>	<p>Services in relation to roadside assistance will be refused where the Service Provider has determined that:</p> <ol style="list-style-type: none"> <li>1. the vehicle has been participating in any form of motor sport; or</li> <li>2. the Driver has been engaged in unlawful activity or driving under the influence of alcohol or drugs; or</li> <li>3. there is a perceived safety risk to a person or property.</li> </ol>	
<b>TRAFFICABLE ROADS AND BOGGED VEHICLE</b>	<p>Service will only be provided to Vehicles immobilised on constructed roads or driveways that are legally trafficable by conventional two-wheel drive (2WD) vehicles, or the towing/recovery vehicle (where required) as determined by the Service Provider.</p>	<p>Where the Vehicle becomes immobilised off a legally trafficable road such as beaches, open fields, or creek beds, vehicle rescue may be arranged at the Service Provider's discretion <b><u>at the Driver's expense.</u></b></p>
<b>SPECIAL EQUIPMENT</b>	<p>Special equipment is equipment not normally used by the Service Provider for roadside assistance recovery services. Special equipment may include go jacks, dolly wheels, power winches, extended cables and 4WD towing vehicles.</p>	<p>Should special equipment be necessary to effectively deliver service or where the Service Provider must return to their service facility to obtain any special equipment required, the use of special equipment will be <b><u>at the Driver's expense.</u></b></p>
<b>ATTEMPTED REPAIRS</b>	<p>Where the Service Provider attends a roadside assistance call and, under initial inspection, reasonably considers a third-party attempt to repair the Vehicle has occurred and caused damage and the Vehicle cannot be started or driven without further potential risk of damage, service may be refused.</p>	<p>Towing under these circumstances will be <b><u>at the Driver's expense.</u></b></p>
<b>TAXIS</b>	<p>Vehicles commercially operating as taxis, limousines or ride share will not be provided with roadside assistance service.</p>	<p>Service may be offered to such Vehicles <b><u>at the Driver's expense.</u></b></p>
<b>CARAVAN OR TRAILER</b>	<p>Service will not be provided for caravan or trailer except for towing to a safe place at the Service Provider's discretion where it does not present a hazard to other road users.</p>	<p>Towing or relocation of the caravan or trailer can be arranged <b><u>at the Driver's expense.</u></b></p> <p>Special equipment for towing the caravan or trailer (e.g., winches, additional or specialised vehicles, etc.) will be <b><u>at the Driver's expense.</u></b></p>

## Conditions and Limitations - continued

<p><b>NATURAL DISASTERS</b></p> <p><b>INDUSTRIAL DISPUTES</b></p>	<p>We reserve the right to alter or offer alternative assistance where a natural disaster (such as a flood, storm, or fire) or an industrial dispute places extraordinary demands on the provision of service. Where an immobilised Vehicle cannot be reached, for example due to a natural disaster or an industrial dispute, the Service Provider will use their best endeavors to provide whatever alternative assistance is practicable under the circumstances. Any such assistance will be at our discretion.</p>
<p><b>COLLISION ACCIDENT</b></p>	<p>The Vehicle, which is damaged due to 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 eligible for roadside assistance service.</p>
<p><b>ROADSIDE ASSISTANCE HOME</b></p>	<p>Assistance for Vehicles can be provided at the home address of the Driver in the same way as at roadside. However during times of peak demand, 'at roadside' calls will be given priority over 'at home' calls.</p>
<p><b>UNATTENDED VEHICLES</b></p>	<p>Vehicles which are found to be unattended will not be eligible for roadside assistance service under any circumstances. The Driver must wait with the Vehicle until the Service Provider arrives. Where the Driver has nominated a representative by notice to us, this representative must hold a current motor vehicle driver's licence who can move the Vehicle if required. If you require assistance but it is unsafe to remain with the Vehicle, please advise the Roadside Service agent at the time of the initial request for service.</p>
<p><b>CARGO</b></p>	<p>We accept no responsibility under any circumstances for cargo in the Vehicle which may be damaged or perished due to delays in providing roadside assistance or towing.</p>
<p><b>NEGLECT OR ABUSE</b></p>	<p>We will not be responsible for additional or increased costs and expenses because of the following:</p> <ol style="list-style-type: none"> <li>1. product abuse or neglect; or</li> <li>2. repeated incidents of a similar nature in which it can be reasonably determined that the frequency and/or type of incident is because of the Driver's negligence.</li> </ol>
<p><b>REPAIR COSTS</b></p>	<p>We provide general roadside assistance. We will not be responsible for any costs in relation to parts or any other associated costs for the repair of the Vehicle, other than minor breakdown repairs to facilitate the mobilisation.</p>
<p><b>VEHICLE RELOCATION</b></p>	<p>Where the Vehicle is entitled to vehicle relocation service, the method of vehicle relocation will be at the Service Provider's discretion.</p>
<p><b>VEHICLE UNDER REPAIR</b></p>	<p>We will not assist where the Vehicle is immobile in a workshop or other premises (including your home) undergoing service, repairs, or restoration.</p>
<p><b>VEHICLE USE</b></p>	<p>We will not assist for Vehicles involved in any form of motor sports (including driving on a racetrack or competing in organised road or off-road rallies).</p>
<p><b>BREAK IN</b></p>	<p>We will not assist for calls due to break-in (or attempted break-in/theft) of the Vehicle.</p>



## Roadside Assistance Provider

KGM SsangYong Roadside Assistance is provided by Assist Australia Pty. Ltd. ABN 59072530217 ("Assist Australia"). Whenever a Driver requests roadside assistance under this policy, they will be making that request to Assist Australia who will provide the services based on the Terms and Conditions set out in this document.

## Privacy Notice

KGM SsangYong Australia currently provides roadside assistance through an independent roadside assistance service company "Assist Australia".

The personal information provided by you and other persons who request KGM SsangYong roadside assistance for your vehicle is collected by Assist Australia Pty. Ltd. (AA) to enable AA to administer and provide you with roadside assistance, including to arrange services to be supplied to you by third parties where appropriate.

Assist Australia may exchange your personal information with SsangYong Australia Pty. Ltd., the Australian Motoring Clubs and our related bodies corporate, agents, sub-contractors, and other service providers (such as call centre providers, towing operators, accident management providers, car rental companies and information technology providers) for these purposes and any other purpose you have consented to or as authorised by law.

If you provide personal information about another person to our agents or contractors, you warrant that this information is provided with the consent of the individual concerned and that you have the authority to act on their behalf.

For more information about how Assist Australia approaches privacy, please contact Privacy Officer at Assist Australia, Level 4, 473 Bourke Street Melbourne Vic 3000 or by email at [privacy@theamsgroup.com.au](mailto:privacy@theamsgroup.com.au) or read the Privacy Policy (available at [australianmotoring.com.au/privacy-policy](http://australianmotoring.com.au/privacy-policy)).

The Privacy Policy contains information about how you can gain access to or seek correction of personal information that AA holds about you. It also contains information about how you can make a privacy complaint and how Assist Australia will deal with it.

SsangYong Australia Pty. Ltd.

ABN 92627864475

[KGM.com.au](http://KGM.com.au)