

SsangYong Roadside Assistance offers reliable and secure roadside assistance 24 hours per day, 365 days per year for any SsangYong vehicle covered by SsangYong roadside assistance. Roadside service is currently provided through Assist Australia Pty Ltd on the terms and conditions set out herein. SsangYong reserves the right to change roadside assistance service provider at which time the terms and conditions may change. The terms and conditions applicable from time to time will always be available for viewing on ssangyong.com.au.

Vehicle - means an unmodified, registered, SsangYong vehicle sold and distributed by SsangYong Australia Pty Ltd in well maintained, properly serviced and roadworthy condition.

Driver - means the driver of the Vehicle at the time of breakdown.

1. ROADSIDE ASSISTANCE CRITERIA	
a. MECHANICAL	We will attempt to rectify any non-collision or non-insurance related mechanical failure that has immobilised the Vehicle and made it unsafe or unable to be driven.
b. NON-MECHANICAL	We will attempt to assist the Driver where the Vehicle has become immobilised in the following circumstances:

2. ROADSIDE ASSISTANCE BENEFITS	
a. TYRES	<p>We will replace a damaged tyre/wheel with the Vehicle's serviceable spare as supplied by SsangYong, where it is roadworthy and compatible with the other tyres/wheels on the Vehicle.</p> <p>Where:</p> <ul style="list-style-type: none"> The spare is not serviceable, unroadworthy or compatible, or 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, <p>the Vehicle can be towed to the nearest approved tyre outlet or SsangYong Dealership at the <u>Driver's expense</u>.</p> <p>Where multiple tyres have become damaged (including by impact), the vehicle can be towed to the nearest approved tyre outlet or SsangYong Dealership at the <u>Driver's expense</u>.</p>

<p>b. FLAT BATTERY</p>	<p>We will provide a 'battery boost' and any other practical assistance at the roadside to start the Vehicle.</p> <p>Where the Nominated Vehicle cannot be made mobile at roadside and where a new battery is required. The mobile delivery (where available) will arrange for a new replacement battery. We will cover the cost of a replacement battery if the battery is still covered under the SsangYong battery warranty which is (2 years or 30,000km warranty, whichever comes first) subject to the terms of the battery warranty.</p> <p>Where the battery is not covered under the SsangYong battery warranty and requires replacement, a replacement battery can be provided at the <u>Driver's expense</u>.</p>
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ROADSIDE ASSISTANCE BENEFITS - Con't

<p>c. VEHICLE LOCKOUT</p>	<p>Where the Vehicle is unable to be opened due to lost or locked in keys, we will provide all reasonable assistance, subject to satisfactory proof of ownership, to either:</p> <ul style="list-style-type: none"> • attempt to open the vehicle subject to the Driver signing an indemnity, releasing us from any liability should damage be caused by such entry; or • arrange for the Driver to retrieve a spare key if this is more practical. This may include arranging transport for the Driver to locate and retrieve keys if appropriate; or • where access to the Vehicle cannot be achieved, the attendance of a locksmith will be arranged to the value of \$150 (including GST) per incident. Any costs in excess of the \$150 limit will be at the Driver's expense: or • a tow may be provided up to a limit of \$150 (including GST). Tow costs more than the \$150 limit will be at the Driver's expense.
<p>d. OUT OF FUEL</p>	<p>Wherever possible, we will provide sufficient fuel to enable an '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>

3. TOWING ASSISTANCE - where vehicle cannot be made mobile at roadside service

<p>a. METRO 50 KM LIMIT</p>	<p>In a metropolitan area, the Vehicle will be towed to the nearest authorised SsangYong Dealership from the breakdown location. A 50km limit applies and the driver will be responsible for the cost of any charges more than this limit. Alternatively, at the Driver's request, the Vehicle can be towed to another destination up to 25km from the breakdown location. Any additional towing charged more than this limit will be at the Driver's expense</p>
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b. COUNTRY 100km LIMIT	<p>In country areas, the Vehicle will be towed to the nearest authorised SsangYong Dealership, or an alternative local automotive facility. A 100km limit applies and the driver will be responsible for the cost of any charges more than this limit. Alternatively, at the Driver's request, the Vehicle can be towed to another destination requested by the Vehicle owner up to 100kms from the breakdown location. Any additional towing charged more than this limit will be at the Driver's expense.</p>
c. AFTER HOURS	<p>Where an immobilised Vehicle requires towing after SsangYong Dealership business hours, vehicle storage arrangements will be provided, where possible, until the Dealership re-opens.</p>
d. CARAVAN OR TRAILER	<p>Where assistance is being provided to a Vehicle which is towing a caravan or other form of trailer body at the time of breakdown and the Vehicle is entitled to towing cover, the caravan or other form of trailer body will be towed to the nearest safe location if the breakdown location is unsafe. Towing of caravans and other forms of trailer body will be otherwise at the Driver's expense.</p>

4. OTHER ROADSIDE SERVICES

a. TAXI SERVICE	<p>Subject to availability, a taxi journey will be offered to the Driver and passengers of any Vehicle which cannot be made mobile at roadside and where the Vehicle is covered for towing. An initial one-way journey taxi will be provided from the breakdown location up to the value of \$50.00 (including GST). The amount of any taxi fares more than the \$50 limit will be at the Driver's expense.</p>
b. BOGGED VEHICLE	<p>Where a Vehicle has been bogged on a constructed road/ driveway that is legally trafficable by a conventional 2 x wheel drive vehicle, basic assistance will be provided. Specialist equipment or additional labor required for the recovery of the vehicle can be provided at the Driver's expense.</p>
c. MESSAGE RELAY	<p>A Driver of a Vehicle will be provided with assistance to relay urgent messages to friends, family or business associates, together with advice on local transport options.</p>
d. LEGAL ASSISTANCE	<p>Limited advice in relation to Vehicle accident and servicing matters maybe provided by phone by an external solicitor. Any advice provided will be conducted confidentially by telephone and will not include personal interviews, or written advice. SsangYong does not endorse and will not be responsible for the legal advice as this is between the external solicitor and the customer.</p>
e. ACCIDENT COORDINATION	<p>If a Vehicle is involved in an accident, we can coordinate towing arrangements or alternative transport arrangements to enable the Driver to continue their journey however all costs will be at the Driver's expense.</p>

<p>g. MEDICAL ADVICE</p>	<p>If a SsangYong Vehicle is involved in an accident, we can coordinate telephone medical assistance (for driver and immediate family members travelling in the Vehicle) provided by a nurse or doctor however all medical costs will be at the Driver's expense.</p>
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5. 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 SsangYong Vehicle is immobilised due to a (non-collision) mechanical fault or (non-mechanical) automotive related fault and is more than 100kms away from the Driver's home; and

2.The Service Provider has determined that the SsangYong Vehicle cannot be repaired and mobilised within 24 hours of the breakdown event and arrangements have been made to repair the SsangYong Vehicle.

When all the above criteria are met, the Driver will be entitled to any of the following options (or combination thereof) up to a maximum of \$1,100 (including GST) in benefits:

<p>a. ACCOMMODATION</p>	<p>Accommodation will be provided for up to three nights to a maximum value of \$150.00 (including GST) per night. Where accommodation is combined with car rental benefits, accommodation will be provided for up to two nights to a maximum value of \$150.00 (including GST) per night - see below).</p>
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<p>b. CAR RENTAL</p>	<p>Rental vehicle benefits will be provided either: when combined with accommodation for up to two days to a maximum value of \$100.00 (including GST) per day; or</p> <p>to continue the journey will be provided for up to five days to a maximum value of \$100.00 (including GST) per day.</p> <p>Rental vehicle benefits will be subject to the availability of a suitable rental vehicle in the local area and is subject to any conditions or restrictions (such as age limitation) imposed by the rental company.</p> <p>The Driver will be responsible for all running and incidental costs, including fuel costs, toll charges, insurance excess fee that may apply in the event of a claim, excess kilometer charges, any traffic infringements, and any deposit required by the rental company.</p> <p>Rental vehicle benefits will cease on the day that the Nominated Vehicle has been repaired if prior to the expiry of the rental vehicle entitlement. Where the rental vehicle costs exceed the maximum limit above, the Driver will be responsible for payment of the excess amount.</p>
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<p>c. ALTERNATIVE TRANSPORT</p>	<p>Where car rental is not available or where the rental car company refuses to provide a rental car to any Driver of a SsangYong Vehicle 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 up to a maximum limit of \$500 (including GST) where the Vehicle cannot be repaired locally or repaired within three days.</p>
<p>d. VEHICLE RELOCATION</p>	<p>Where the Vehicle cannot be repaired the same day and breakdown location is 100km or more from the Driver's home address, vehicle relocation can be provided to deliver the vehicle, to the Driver's home address or intended destination (subject to the towing limits set out above). Where required, return transportation can also be provided for the Driver to collect the SsangYong Vehicle.</p>

6. CONDITIONS AND LIMITATIONS

<p>a. REMOTE AREAS</p>	<p><i>("Remote" means 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).</i></p> <p>Service delivery may be subject to delays where breakdown occurs in Remote locations. We will use our best efforts to make alternative Service arrangements for Drivers of Vehicles that breakdown in Remote locations to reduce the impact of delays and maintain customer satisfaction.</p>
<p>b. TOWING LIMITATIONS</p>	<p>Towing will only be provided for SsangYong Vehicles with a Gross Vehicle Mass (GVM) that does not exceed 3,500 kg at the time of breakdown. Vehicles exceeding these limitations can be towed at the Driver's expense subject to availability of heavy towing equipment.</p>

CONDITIONS AND LIMITATIONS - Con't

<p>c. SERVICE LIMITATIONS</p>	<p>Services in relation to roadside assistance will be refused where the Service Provider has determined that:</p> <ol style="list-style-type: none"> 1. the vehicle has been participating in any form of motor sport; or 2. the Driver has been engaged in unlawful activity or driving under the influence of alcohol or drugs; or 3. there is a perceived safety risk to person or property.
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<p>d. TRAFFICABLE ROADS AND BOGGED VEHICLE</p>	<p>Service will only be provided to Vehicles immobilised on constructed roads/ driveways that are legally trafficable by conventional two-wheel drive vehicles, or the towing/recovery vehicle (where required) as determined by the Service Provider.</p> <p>Where a SsangYong Vehicle becomes immobilised off a legally trafficable road such as beaches, open fields or creek beds, vehicle rescue may be arranged at the discretion of the Service Provider and subject to the Driver paying any costs associated with the use of special equipment.</p>
<p>e. SPECIAL EQUIPMENT</p>	<p>Special equipment is equipment not normally used by the Service Provider for roadside assistance recovery services.</p> <p>Special equipment may include go jacks, dolly wheels, power winches, extended cables and 4WD towing vehicles. 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 at the Driver's cost.</p>
<p>f. NATURAL DISASTERS INDUSTRIAL DISPUTES</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 SsangYong Vehicle cannot be reached, for example due to a natural disaster or an industrial dispute, the Service Provider will use best endeavors to provide whatever alternative assistance is practicable under the circumstances. Any such assistance will be at our discretion.</p>
<p>g. COLLISION ACCIDENT</p>	<p>A SsangYong 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 Service.</p>
<p>h. ROADSIDE ASSISTANCE HOME</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>i. UNATTENDED VEHICLES</p>	<p>Vehicles which are found to be unattended will not be eligible for 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.</p>

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<p>j. ATTEMPTED REPAIRS</p>	<p>Where we attend a roadside assistance call and, under initial inspection, reasonably consider a third-party attempt to repair the SsangYong Vehicle has occurred and caused damage and the Vehicle cannot be started or driven without further potential risk of damage, Service may be refused. Towing under these circumstances will be at the Driver's cost.</p>
<p>k. CARAVAN AND TRAILER</p>	<p>Service will not be provided for caravans or any other form of trailer body except for towing to a safe place if being towed by a SsangYong vehicle which is eligible for assistance</p>
<p>l. CARGO</p>	<p>We accept no responsibility under any circumstances for cargo in a SsangYong Vehicle which may be damaged or perished due to delays in providing roadside assistance or towing.</p>
<p>m. TAXIS</p>	<p>Vehicles commercially operating as taxis, limousines or ride share will not be provided with service. Service may be offered to a taxi at the Driver's expense.</p>
<p>n. o. p. n. NEGLECT OR ABUSE</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"> 1. product abuse or neglect; or 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.
<p>q. o. REPAIR COSTS</p>	<p>We will not be responsible for any costs in relation to parts or any other associated costs for the repair of the SsangYong Vehicle, other than minor breakdown repairs to facilitate the mobilisation.</p>
<p>r. s. p. VEHICLE RELOCATION</p>	<p>Where a SsangYong Vehicle is entitled to vehicle relocation Services, the method of vehicle relocation will be at our discretion.</p>
<p>t. u. q. VEHICLE UNDER REPAIR</p>	<p>We will not assist where your vehicle is immobile in a workshop or other premises (including your home) undergoing service, repairs, or restoration</p>
<p>v. w. r. REPAIR COSTS</p>	<p>We provide general roadside assistance. We will not be responsible for the cost of any parts or components for the roadside repair of the vehicle, other than minor breakdown repairs.</p>
<p>x. s. VEHICLE USE</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>y. z. t. BREAK IN</p>	<p>We will not assist for calls due to break in (or attempted break-in/theft) of your vehicle.</p>

PRIVACY NOTICE

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

The personal information provided by you and other persons who request 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 9, 459 Little Collins Street Melbourne VIC 3000 or by email at privacy@theamsgroup.com.au or read the Privacy Policy (available at www.assistaustralia.com.au).

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

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