

**FURTHER BENEFITS OF
SUBARU FLEET AND CORPORATE
ROADSIDE ASSISTANCE:**

**PERSONAL INCIDENT MANAGEMENT SERVICE
(PIM) BENEFITS -**

PIM benefits are limited to \$1100 (inc. GST) per vehicle per annum and apply where the vehicle has been towed and cannot be repaired on the same day.

VEHICLE RENTAL -

Vehicle rental can be organised for up to 5 days at a maximum of \$110 (inc. GST) per day.

ACCOMMODATION -

Accommodation for the driver and passengers for a maximum of 3 nights at \$150 (inc. GST) per night will be offered where the vehicle is unavailable for an extended period of time.

NATIONAL VEHICLE RECOVERY -

Should the vehicle be unable to be repaired locally, Subaru Assist will arrange for the vehicle to be recovered to your intended destination, home or authorised Subaru Retailer Australia wide.

**ALTERNATIVE TRANSPORTATION AND
PASSENGER RECOVERY -**

In the event vehicle rental may be unavailable, Subaru Assist can arrange alternative transport where the vehicle cannot be repaired within 3 days.



FOR ROADSIDE ASSISTANCE 1800 078 227



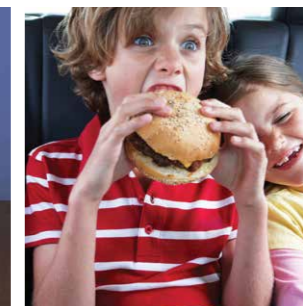
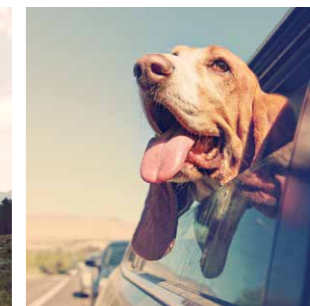
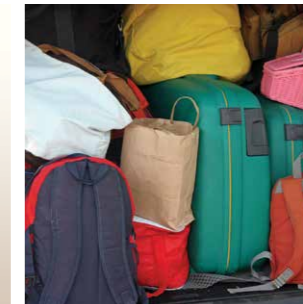
Subaru Assist is provided by Assist Australia Pty Ltd
ABN 59 072 530 217
Subaru (Aust.) Pty Ltd, ABN 95 000 312 792,
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Fleet &
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**3 YEAR
SUBARU
FLEET AND
CORPORATE
ROADSIDE
ASSISTANCE**



FOR ROADSIDE ASSISTANCE
1800 078 227

Fleet &
Corporate





3 YEAR SUBARU FLEET AND CORPORATE ROADSIDE ASSISTANCE

At Subaru, we know that the performance, safety and retained value of your vehicle is just as important as getting you back on the road quickly – which is why your new vehicle now comes with 3 years roadside assistance. This exclusive benefit for Subaru’s Fleet and Government clients can be accessed Australia-wide, 24 hours a day, 365 days a year on **1800 SUBARU (1800 078 227)**.

This booklet provides further details regarding your 3 year roadside policy.

FLAT AND FAULTY BATTERY ASSISTANCE

Subaru Assist will initially provide a ‘battery boost’ to start your vehicle. Where your vehicle cannot be made mobile and where a new battery is required, the delivery of a replacement battery will be arranged. This will occur at Subaru’s expense in the first 24 months, and at the driver’s expense at any other time.

Where the vehicle cannot be mobilised at the roadside, the vehicle will be towed at the expense of Subaru (refer to the applicable towing section).

EMERGENCY FUEL - PETROL OR DIESEL

Where an eligible vehicle has run out of fuel, Subaru will provide sufficient fuel (10 litres in metro areas) to enable the vehicle to be driven to the nearest service station. Where it is not possible or practical to provide fuel, a tow will be provided to the nearest service station at the driver’s expense.

WHEEL CHANGING

Subaru Assist will replace a damaged tyre/wheel with the eligible vehicle’s serviceable spare, where it is roadworthy and compatible with the others on the vehicle. Where the spare does not meet these requirements, a tow to the nearest tyre facility will be provided at the driver’s expense.

LOCKOUT

Where your vehicle is unable to be accessed due to lost or locked in keys the Service Consultant will arrange either:

- The pickup and delivery of the owner’s spare key;
- A Patrol attendance to attempt to open the vehicle;
- The attendance of a locksmith at the driver’s expense; and/or
- Towing of the eligible vehicle at the expense of Subaru.

All actions associated with lockouts will be subject to satisfactory proof of ownership (or owner authority) that the driver is authorised to drive the eligible vehicle.

TOWING - METROPOLITAN

Where the eligible vehicle cannot be mobilised at roadside, towing will be provided to the closest authorised Subaru Retailer (applicable to cities/towns where a Subaru Retailer is present) to a maximum of 50km. In the event that the breakdown does not result from a warrantable failure, any costs incurred for towing in excess of 50km will be the responsibility of the vehicle owner. The intended Retailer where the vehicle is to be towed to will receive a notification of the incoming vehicle’s arrival.



TOWING - COUNTRY/REMOTE

Where your vehicle cannot be mobilised at the roadside, towing will be provided to the closest authorised Subaru Retailer to a maximum of 100km. In the event that the breakdown does not result from a warrantable failure, any costs incurred for towing in excess of 100km will be the responsibility of the vehicle owner. The intended Subaru Retailer where the vehicle is to be towed to will receive a notification of the incoming vehicle’s arrival.

TOWING - AFTER HOURS

Where your vehicle requires towing during periods when the nearest Subaru Retailer is not open, towing and vehicle storage will be at the expense of Subaru until your vehicle can be delivered to the nearest Retailer. The intended Retailer where the vehicle is to be towed to will receive a notification of the incoming vehicle’s arrival.

FURTHER BENEFITS OF SUBARU ROADSIDE ASSISTANCE:

BOGGED VEHICLE -

While Subaru Assist will attempt to extricate the vehicle, any additional assistance or special equipment will be at the expense of the driver.

TAXI SERVICE -

Where the vehicle cannot be mobilised at roadside in a metropolitan area Subaru will offer an initial taxi journey to a maximum of \$100 (inc. GST). In provincial/regional city centres, provision of taxi services will be subject to availability.

