

Care!

Suzuki Roadside Assistance Guide



Care!

**086 163 8979
(011) 799 1812**



Way of Life!

Amongst the many benefits of owning a Suzuki vehicle is a comprehensive Suzuki Roadside Assistance plan that incorporates around-the-clock roadside and emergency assistance.

Life on the road is not only a pleasure - it's also unpredictable. That's why the Suzuki Roadside Assistance package offers a comprehensive package that incorporates battery and locksmith call-out services, mechanical and electrical breakdown towing (accident towing is optional), emergency medical rescue, vehicle repatriation and a stand-by-you armed roadside security response service.

Your emergency is ours

When you need real roadside assistance, one call will put you back on the road again - 24 hours a day, 365 days a year. It's all about peace of mind.

Keep this guide in a safe place

For as long as you're a **Suzuki Care** customer, this information is valid and you may need to refer to it in case something happens.

Your subscription to Suzuki Roadside Assistance is valid for three years, subsequent to the date of first registration of your motor vehicle. Please consult the first page of your Warranty and Service Record Booklet for this date.

Suzuki Roadside Assistance Guide points to remember

- This serves only as a guide on the services offered
- Suzuki Auto reserves the right to amend any of the terms and conditions
- Suzuki Auto may change service providers for any services at its own discretion and at any given time without prior notification to its subscribers.



Service offerings

Emergency rescue services



Road patrol roadside repair service



Flat tyre change or repair service



Fuel to reach a filling station



Battery service including mobile battery sales



Key lockout service



Electrical & mechanical breakdowns recovery
towing service

**24-hour armed response
roadside security
service designed to
keep you safe in the
event of a breakdown.**



Suzuki Road Patrol services

This service is available 24/7/365 days a year.

The primary objective of the Road Patrol and hybrid van fleet is to effect on-the-spot mobility at the roadside (95% of the time we get vehicles mobilised).

The service is available in the major metropolitan areas of Johannesburg, Tshwane, Cape Town, Stellenbosch, Somerset West, Durban, Pietermaritzburg, East London, Port Elizabeth, Bloemfontein, George, Polokwane, Brits, Nelspruit and Rustenburg. Some of the services offered include:

- Change of flat tyre
- Out of fuel – provision of fuel to a maximum of 5 litres
- Jumpstart
- Mobile battery replacements – customer pays for the battery (battery carries a 12 month warranty)
- Key lockout service
- Minor roadside running repairs, includes electrical, coil, immobiliser, battery related breakdowns, etc.



Locksmith service

This service is available 24/7/365 days a year. In the event that a Road Patrol is unable to open a vehicle to retrieve the keys, or should the breakdown have occurred outside of the Road Patrol operating area, Suzuki Auto will dispatch an accredited locksmith service provider to the scene to open the vehicle. Suzuki Auto contributes up to a maximum of R385.



Breakdown towing

Suzuki Auto tow contractors

Mechanical and electrical breakdowns

This service is available 24/7/365 days a year. The primary objective of Suzuki Auto's accredited tow contractor fleet is to tow the vehicle to the nearest Suzuki Franchised dealer from the breakdown scene. The service is available throughout South Africa, Lesotho, Swaziland, Botswana and Namibia. The tow contractor infrastructure is not as widespread as within the borders of the Republic of South Africa.

Suzuki Auto tow trucks

Mechanical and electrical breakdowns

This service is available 24/7/365 days a year. The primary objective of the accredited tow contractor fleet is to tow the vehicle to the nearest Suzuki Franchised dealer from the breakdown scene. The service is available in the major metropolitan areas of:

- Johannesburg
- Tshwane
- Cape Town
- Stellenbosch
- Somerset West
- Durban
- Pietermaritzburg
- Polokwane
- Nelspruit
- Rustenburg
- East London
- Port Elizabeth
- Bloemfontein

Suzuki Auto Stand by You

Suzuki Auto Stand by You is an armed roadside security response service managed by ADT Security, offering the widest network security service in the country.

The call centre will immediately dispatch an ADT armed response vehicle to the scene to wait with the subscriber until the appointed tow truck arrives to deal with the mechanical problem.

The objectives of the service are to:

- Provide a level of reassurance
- Deter crime through a physical, armed security presence
- Provide personal protection services
- Prevent vehicle vandalism
- Prevent vehicle/accessory theft

The service is dispatched in circumstances where a potential security threat exists:

- Priority to a woman alone at the roadside
- Broken down on a highway
- Broken down late at night in a deserted area
- Broken down in a known dangerous area
- Elderly people who are broken down

Coverage in selected areas of major metropolitan regions.



Conditions for emergency services

The emergency rescue applies to:

- Motorcars, caravans, trailers, 4x4 vehicles and LCVs (Light Commercial Vehicles) with a carrying capacity not exceeding 1.5 tons.
- Breakdowns caused by mechanical or electrical problems.

SUZUKI ROADSIDE ASSISTANCE will not cover the cost of recovery and transportation of stolen vehicles.

SUZUKI ROADSIDE ASSISTANCE benefits are available in SA, Lesotho and Swaziland. Roadside assistance should always be arranged via the 24 hour Suzuki roadside assistance call centre.

Also note that roadside services are provided in Namibia; Botswana; Lesotho and Swaziland via an AA network of external service providers. The AA yellow branded services are not available in these countries.

PLEASE NOTE: **SUZUKI ROADSIDE ASSISTANCE** will not bear the cost of:

- Labour charges, overtime charges, call-out fees, weekend levies, hitching fees (lifting vehicles) and storage fees.
- Replacement parts or their transportation as well as vehicle repairs.
- Charges for assistance required due to collision or other insurance interest, regardless of whether the vehicle is comprehensively insured or not.
- Charges for assistance rendered by a private person.

SUZUKI ROADSIDE ASSISTANCE accepts no liability for loss or damage to the vehicle or any of its components or



accessories while it is unattended, or while it is in the custody or under the control of any contractor or garage or its employees or any other person. **SUZUKI ROADSIDE ASSISTANCE** will however, assist in any way possible to resolve disputes with Suzuki Auto appointed contractors where loss or damage may have occurred while the vehicle was in the care of such contractors.

Where it is necessary to tow an LCV, **SUZUKI ROADSIDE ASSISTANCE** accepts no responsibility for the safekeeping or transportation of the load that may have to be removed from the LCV by the owner before towing.

SUZUKI ROADSIDE ASSISTANCE is not liable for the loss of repatriating the vehicle for purposes of repairs if the driver cannot pay for repairs at the repair centre nearest to the point of breakdown.

General

SUZUKI ROADSIDE ASSISTANCE reserves the right to amend, delete, change or improve these conditions, benefits and exclusions on the optional renewal of **SUZUKI ROADSIDE ASSISTANCE** cover.

SUZUKI ROADSIDE ASSISTANCE reserves the right to refuse any service or benefit where the **SUZUKI ROADSIDE ASSISTANCE** card is being used fraudulently or is no longer valid.

SUZUKI ROADSIDE ASSISTANCE reserves the right to refuse any service or benefit if, in its opinion, the service is being abused.

Care!

**Customers Are
Really Everything**



NOTE: Your VIN Number is also your Policy Number

www.SuzukiAuto.co.za

086 163 8979 / (011) 799 1812

Product code: 9900L-ROAD2-000

Care!