

SIMPLY CLEVER



# Škoda Assist

24 Hour Roadside Assistance

## **Roadside Assistance Program**

Welcome to Škoda Assist.

As the owner of a Škoda we want to ensure that you have an enjoyable ownership experience by providing a comprehensive customer support service.

As a Škoda customer you receive free membership to our Škoda Roadside Assist program for the duration of your Skoda's manufacturer warranty period.

Škoda Assist is more than a break down rescue service; it offers peace of mind for those unforeseen emergency circumstances. Škoda Assist allows you to enjoy the security and comfort of 24-hour roadside assistance, emergency accommodation, rental vehicle and towing, as well as legal, medical and household emergency assistance.

Should you require assistance simply call the Škoda Assist toll free number 1800 607 954, anywhere, anytime in Australia.

A few points to remember before you call us. Ensure you have:

- Your Škoda Assist card with you
- Your breakdown location, with nearest cross street if possible
- A description of the problem or emergency
- A contact telephone number

If possible, stay with your vehicle until roadside assistance arrives. Safety first, ensure you and your occupants are safe if your vehicle is in a hazardous situation.

## **Roadside Assistance**

Once you call Škoda Assist, a Customer Service Assistant will try to diagnose the problem over the phone and where necessary dispatch a Service Provider. Our Service Provider is responsible for providing service or diagnosis of vehicle faults and providing roadside assistance services.

## **Telephone Operator Assistance**

We will try to provide over the phone diagnosis and customer assistance to enable your vehicle to be mobilised where possible. We can also provide advice in relation to the operation of your vehicle.



## **Flat or Faulty Batteries**

We will test batteries for their performance, Jump start flat batteries, or co-ordinate or arrange battery replacement.

Where a replacement battery is required and the vehicle is still covered by the Škoda manufacturer's warranty, our Service Provider will take all reasonable steps to replace the battery at no cost to you if the battery has failed due to a warrantable defect.

Should a replacement battery be required outside the Škoda manufacturer's warranty, you would be responsible for all costs.

## **Emergency Fuel – Petrol/Diesel**

In the event that you have run out of fuel, we will provide enough "free" petrol or diesel fuel for you to travel to the nearest available refuelling facility (minimum 5 litres) or transport your vehicle to the nearest refuelling facility.

## **Flat Tyres**

We will change a flat tyre with your vehicle's serviceable spare wheel or, if necessary, transport your vehicle to an approved tyre outlet or Škoda Dealer, whichever is the nearest. Should additional services be required beyond this due to multiple flat tyres, the spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, these services would be at your cost.



## **General Roadside Assistance**

In any event, we will not be responsible for the cost of any parts or components for the roadside repair of your vehicle, other than minor breakdown repairs to facilitate the immediate mobilisation of your vehicle. For example, we will pay the cost of hose clamps, light bulbs, coolant top ups, screws, nuts, bolts and the like, but only for the first \$20.00 (inc. GST).

## **Emergency Vehicle Access**

If your vehicle's keys have been lost or locked in your vehicle, we will provide all reasonable assistance (subject to proof of ownership being shown) to:

- (a) Locate and deliver a spare key;
- (b) Arrange for you to retrieve the spare key if this is more practical.

If an emergency situation arises and it is necessary to gain access to your vehicle, we will attempt to gain access only after we have obtained your consent. We will not be responsible for any damage incurred, or for any repair costs, resulting from gaining access to your vehicle or moving your vehicle whilst it is locked.

In all other situations where the key is not available, we will arrange to transport your vehicle to a Škoda Dealer, where the appropriate entry methods may be used.

A limit of \$150.00 (inc GST) will apply for this benefit.

## **Towing/Transportation**

If your vehicle cannot be mobilised at the breakdown location and/or requires electronic diagnosis due to a Warrantable Failure, we will arrange to have your vehicle transported to the nearest Škoda Dealer.

If your vehicle is in a remote location, we will use a road transport company to transport the vehicle to the nearest Škoda Dealer.

If your vehicle cannot be repaired without specialist Škoda electronic diagnosis equipment, we will arrange for your vehicle to be towed to a Škoda Dealer where repairs may be completed.

If the breakdown has occurred after business hours, we will arrange for your vehicle to be stored at a secure facility and delivered to a Škoda Dealer on the morning of the next working day.

## **Taxi**

If your vehicle cannot be mobilised due to a mechanical breakdown, and needs to be transported to the nearest Škoda Dealer, we will provide one taxi ride to a maximum value of \$100.00 (inc. GST) per breakdown to enable the vehicle occupants to continue their journey to the nearest town or city, or within the same town or city where the breakdown occurred.

## **Bogged Vehicle**

If your vehicle is bogged, we will arrange for it to be recovered, provided access is available to a conventional two-wheel drive recovery vehicle and no other specialist equipment is necessary.

Any additional costs will be your responsibility.

## **Accident Co-ordination**

Following an Accident, we will co-ordinate towing arrangements and will also provide advice on standard accident procedures. If required, we will co-ordinate alternative transport at your cost to enable you to continue your journey.

All Accident towing and alternative transport costs will be your responsibility. (Note that these costs, subject to payment of any excess, may be recoverable from your insurance company under an appropriate insurance policy).

## Ambulance Cover

Where your vehicle is involved in an Accident and you do not have ambulance cover, we will reimburse you \$100 (inc. GST) towards the cost of any ambulance call outs, provided that you have contacted Škoda Assist first and requested our Accident Co-ordination service.

In order to claim the \$100 reimbursement, you will be required to send a copy of the ambulance receipt to us within 60 days of the Accident Co-ordination call.

## Legal Advice

Telephone legal advice is available on matters arising from the use or ownership of your vehicle at no charge to you. The advice will be conducted confidentially by telephone and will not include personal interviews, written advice or the preparation of briefs.

## Medical Advice

Medical advice is available 24 hours a day to drivers and/or passengers whilst travelling away from your Home in your vehicle and may include medical advice, contact with doctors and/or emergency services and arrangements of transport with escort if necessary. Any costs associated with treatment or transport are not covered by this program.

## Benefits over 100km from Home

### Emergency Benefits

We will arrange for the following emergency benefits where your vehicle has been immobilised due to a Warrantable Failure more than **100km** by road from your Home and cannot be repaired on the same day.



### **Emergency Accommodation Assistance**

If you decide to stay with your vehicle while it is being repaired, we will provide emergency accommodation for up to three nights to a total maximum limit of \$150.00 (inc. GST) per night. We may extend this benefit for up to two extra nights if your vehicle has not been repaired and you wish to stay with your vehicle rather than continue your journey.

Any amount charged in excess of this limit will be your responsibility.

This benefit provides room only and excludes all ancillary costs such as meals, phone calls, laundry, etc.

### **Emergency Rental Vehicle**

In addition to the first three night's emergency accommodation, we will provide a rental vehicle for up to three days at a limit of \$100 (inc. GST) per day. If you do not take the option of emergency accommodation and elect to continue your journey whilst your vehicle is being repaired, we will provide a rental vehicle for up to five days to a limit of \$500 maximum (inc. GST).

Any amount charged in excess of this limit will be your responsibility.

You will be responsible for all fuel costs, toll charges, insurance excess reduction, excess kilometre charges, any traffic infringements, any damage and any excess or insurance waivers on the rental vehicle. Rental vehicle benefits cease on the day your vehicle has been repaired.

If the driver's licence history or age will not allow the rental company to provide a rental vehicle, the provision of alternative transport in lieu of a rental vehicle will be at our discretion to the same maximum comparable hire car cost.

If a rental bond cannot be provided by the driver at the time of securing the rental vehicle, provision of the hire car will be at the discretion of the rental company. We will not provide the rental bond, but at our discretion, may provide alternative transport in lieu of a rental vehicle to the same maximum comparable hire car cost.

### **Alternative Transport Assistance**

In the event that either accommodation or rental vehicle is unavailable for any reason, alternative transport will be provided for you and any passengers travelling in your vehicle to enable you to return to your Home or intended destination up to \$450 (inc. GST).

Any amount charged in excess of this limit will be your responsibility.

## **Vehicle Recovery/Return Transport**

If the driver has left your vehicle to continue the journey (i.e. returned home or proceeded to the final intended destination) and this distance is greater than **100km**, we will arrange for your vehicle to be transported to an appropriate agreed place (i.e. either Home or to the final intended destination).

## **Property Assistance**

Should any unforeseen household emergency arise due to fire, flood, storm, earthquake or burglary, whilst travelling away from Home in your vehicle we will arrange for the appropriate provider to attend the driver's home and minimise further loss or damage and ensure personal safety. We will arrange the assistance; however, all repair costs, supervision and authorisation of repairs are your responsibility.

## **Definitions**

These words have these meanings:

### **Accident**

A vehicle damaged by impact or collision of any nature, or by attempted or successful theft or break in to the vehicle.

### **Škoda Dealer**

A Škoda Dealer or any other repair facility whether branded Škoda or not, recommended by us to undertake workshop repairs to your vehicle. We are not responsible for any costs incurred for work carried out by an Authorised Servicing Dealer or repair facility and all repairs and costs are your responsibility.

### **Breakdown**

Mechanical or electrical fault which has caused your vehicle to be immobilised or become unsafe to drive (whether in transit or otherwise). Breakdown can also include a flat tyre, flat or faulty battery, a vehicle which has run out of fuel or keys which have been locked in your vehicle or lost.

### **Emergency Mechanical Repair**

A minor roadside mechanical repair of an immobilised vehicle to facilitate the immediate mobilisation of the vehicle. It does not include workshop repairs which may require diagnostic equipment, parts or repairs and does not include servicing of vehicles.

### **Home**

Your home or business address as registered on the Škoda Assist system.

### **Restricted Access Area**

An area that is protected by security and/ or other systems designed to prevent access by unauthorised people, and includes any area that we do not have permission to enter (including but not limited to airports, sporting venues, protests, airports, and concerts).

### **Service Area**

An area in mainland Australia, Tasmania, Phillip Island and other areas that are trafficable by a two-wheel drive recovery vehicle or islands that are accessible by a two-wheel drive vehicle (excludes ferries).

### **Serviceable Spare**

A wheel and tyre that is able to be fitted to mobilise your vehicle.

### **Škoda's Manufacturer Warranty**

Škoda's manufacturer warranty is as specified within the vehicles service schedule, which commences from the date first recorded by the selling dealer in the Škoda Warranty System.

### **Vehicle**

The vehicle registered on the Škoda Assist system.

### **Warrantable Failure**

An electrical or mechanical failure which is a warrantable defect which has rendered your vehicle immobile. A Warrantable Failure is not a breakdown failure caused by you or the driver or accident related incident.

### **We, Us or Our**

Volkswagen Group Australia Pty Ltd trading as  
Škoda Australia Pty Ltd ABN 14 093 117 876.

### **You or Your**

The person registered on the Škoda Assist system or the nominated driver of the vehicle.

## **Conditions**

To be eligible for Škoda Assist, your vehicle must be sold and distributed by Škoda Australia, and must be in a well maintained and sound mechanical and roadworthy condition.

The provision of benefits and services under Škoda Assist is subject to:

- Resources available in the area
- Any circumstances beyond our control (including but not limited to extraordinary delays caused by extreme weather conditions such as snow fall and flooding)

- Circumstances reasonably considered to be a force majeure event
- Area being trafficable by a two-wheel drive recovery vehicle
- Severe vehicle accident or traffic congestion
- Restricted Access Area requirements

We are not responsible for any costs arising from work carried out by a referral to a Škoda Dealer, and all repairs and costs for repairs undertaken by the repairer are your responsibility.

We have no obligation to pay for costs incurred in service calls where your vehicle is immobile in a workshop undergoing service or repairs, or undergoing mechanical or electrical service or repairs at your premises.

## **Exclusions and Limitations**

The provision of benefits and services under Škoda Assist is subject to the following exclusions:

- Your vehicle being left unattended
- Your vehicle being unregistered
- Your vehicle is involved or connected to any form of motor sports
- Any caravan or trailer that is towed by your vehicle
- Your vehicle operating as taxi, rental vehicle, limousine, or hire vehicle unless previously authorised by us
- Service calls for your vehicle due to vehicle abuse or neglect (as reasonably determined by us)
- Service calls for your vehicle due to you failing to use reasonable care with your vehicle or failure to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to your vehicle
- Repeated service calls for your vehicle due to owner/driver faults, or failure by you to comply with our instructions
- Service calls for your vehicle due to Accident damage
- Service calls due to Break in (or attempted break-in) of your vehicle
- Service calls due to fitment of non-genuine accessories or inappropriate or incorrect fitment of parts or accessories
- Your vehicle being located in a remote location (this is deemed as being a location not trafficable by a two-wheel drive recovery vehicle) your vehicle is located in a Restricted Access Area

- Your vehicle being immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party
- Bogged vehicles. Except where access is available and is trafficable by a two-wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment become necessary, additional costs are the driver's responsibility. Drivers will be advised of this condition prior to attendance by our Service Provider and service is at our discretion.

If the breakdown was not caused by the result of a Warrantable Failure, you may be charged for any roadside assistance expenses incurred along with the repairs to your vehicle.

## **Consequential Loss**

Škoda Australia and ETI Australia Pty Ltd (trading as Mondial Assistance) and each of their contractors or agents will not be liable for any indirect or consequential loss or damage whatsoever arising out of the provision or failure to provide any benefits and services under Škoda Assist whether as a result of any negligent or wilful act or omission or howsoever arising.

## **Important Information**

The information contained in this brochure was correct at the time of printing but is subject to change at any time and without notice.

Škoda Assist is offered by Volkswagen Group Australia trading as Škoda Australia Pty Ltd ABN 14 093 117 876 through its contracted provider ETI Australia Pty Ltd ABN 52 097 227 177 trading as Mondial Assistance.

## **Privacy**

By accepting the services and benefits of Škoda Assist, you agree to your personal information being used and disclosed for the purpose of providing roadside assistance benefits and services, and for the purpose of providing information about other products and services offered by Škoda Australia and its related companies. We will disclose your information to Mondial Assistance and its contracted service providers and suppliers for this purpose. For full details of our Privacy Policy please refer to [www.skoda.com.au](http://www.skoda.com.au)

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