

**MAN | Service**



**MAN AUTOMOTIVE IMPORTS**

**Roadside Assistance Policy**

**Evolve to MAN ▶**





## Transport efficiency made to measure.

In the event of a mechanical breakdown or you require road assistance, MAN Automotive Imports are pleased to offer to all our valued customers a **Toll Free 24Hr Roadside Assistance Number: 1800 676 711**



### **This Policy Statement is applicable to vehicles delivered in Australia only.**

What good is a warranty if you breakdown miles from help and even further from you nearest dealer, with deadlines to meet and schedules to fulfil?

Under the MAN Roadside Assistance Policy, our Dealership network will provide owners and drivers with emergency roadside repairs and assistance of a warrantable nature, around the clock seven days a week for the warranty period of your new MAN Truck.

**Note:** please refer to the terms and conditions in the current MAN Automotive warranty registration document underlining items covered by Cab/Chassis warranty and Driveline warranty.

In the event of a breakdown, no matter where you are, MAN Automotive Imports and our Dealer network are ready to do whatever we can to get you going.

# Here's what we'll do to get you going.

## **TOWING**

Your closest authorised MAN Dealer will organise to have your vehicle towed to the nearest repair centre if the vehicle is eligible for towing.

## **ROADSIDE ASSISTANCE**

In the event of a failure that disables your vehicle, your closest authorised MAN Dealer will provide assistance within this policy guideline so that you are able to continue on your journey as soon as possible.

## **EMERGENCY FREIGHT**

If a part is not readily available to rectify your vehicle, the part will be procured by your closest authorised MAN Dealer from the closest available source and dispatched via the fastest practical transport (including air freight) to get your vehicle back on the road.

## **AFTER HOURS CALL OUT**

Costs associated with after hours call out for MAN Dealers or their agents will be covered, to ensure that you get the assistance you need, when you need it.

## **OVERTIME CHARGES**

Overtime charges, not normally accepted under warranty, will be accepted from MAN Dealers or their agents to ensure that you are back on the road quickly in the event of a breakdown.





## Here's what we'll pay for.

**If the failure is covered by warranty, in accordance with MAN Automotive Imports Pty Ltd Warranty Schedule we will pay for:**

### **TOWING**

Towing charges to the nearest authorised MAN Automotive Dealer or its agent will be accepted. Authorisation to tow can only be given by the MAN Automotive Dealer, and is subject to you substantiating that it was not practical to repair the vehicle on the roadside due to the nature of the warrantable failure, and that towing was the most efficient and cost effective means of rectification. *(NB – A demand by an owner/ driver to tow the vehicle, does not constitute authority to tow under the terms of this policy).*

### **ROADSIDE ASSISTANCE**

Travel to and from the breakdown to maximum of **AUD \$750** will be accepted from the MAN Dealer or its agent nearest to the vehicle. One return trip only.

### **EMERGENCY FREIGHT**

Freight charges (where necessary) will be accepted for repair of vehicles eligible under the terms of this policy.

### **AFTER HOURS CALL OUT**

After hours call out charges (where necessary) for breakdowns under the terms of this policy will be accepted from the nearest authorised MAN Dealer or its agent to a maximum of **AUD \$200**.

### **OVERTIME CHARGES**

Overtime charges in effecting repairs to vehicles covered under the terms of this policy (breakdown only) will be covered.





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# Terms and Conditions.

## Eligibility

1. The Policy applies to all new MAN Automotive vehicles delivered on or after 1st July 2007. The Policy applies to items covered under the Cab/Chassis and Driveline warranty for that particular duration only which is outlined in the applicable warranty schedule.
2. The vehicle must have sustained a breakdown as defined below under the heading "Definitions".
3. If a vehicle is not Operationally Disabled, it is the owner/driver's obligation to present the vehicle to the nearest authorised MAN Automotive Dealer or its agent for the warrantable repair. This policy does not apply to vehicles that are not Operationally Disabled.
4. Only the closest authorised MAN Automotive Dealer or its agent may attend the breakdown.
5. The failure must be of a warrantable nature and not the result of lack of maintenance, abuse, accident or repeat repair/rework on behalf of the owner or an MAN Automotive Dealer. Refer to Exclusions over page.
6. The policy applies to vehicles covered under a Comfort Repair Maintenance contract. For vehicles under a Comfort or Comfort Plus contract, the policy applies if selected in the contract agreement.

## Definitions

1. **BREAKDOWN** – means a situation whereby the vehicle has become Operationally Disabled due to a failure covered under warranty.
2. **OPERATIONALLY DISABLED** – means that as determined by an MAN Dealer in its sole discretion, the vehicle may be driven without further damage occurring to it, whether or not it would be illegal to drive the vehicle in its present state on the road. A vehicle is not Operationally Disabled merely because it would be illegal to drive it on the road in its present state. Please note that neither MAN Automotive Imports Pty Ltd nor any of its affiliates, servants, agents, dealers or their agents will be responsible in any way for you driving your vehicle in circumstances where it is illegal to drive that vehicle on the road. A declaration by an MAN Dealer that the vehicle is not Operationally Disabled in circumstances where it is illegal to drive the vehicle on the road in its present state **MUST NOT** be taken by you to be a direction to drive the vehicle. If it is illegal to drive your vehicle in its present state but the vehicle has not been Operationally Disabled, you are advised to request that the vehicle be towed, but you will be responsible for all towing costs. Of course, There is no obligation upon you to have the vehicle towed by the MAN Dealer or its agent, but this is recommended.
3. **ELIGIBLE FOR TOWING** – means a situation whereby it is not practical or possible to repair a vehicle on the side of the road as determined by an MAN Dealer within its sole discretion.
4. **AFTER HOURS CALL OUT** – means the fee that is normally charged by a MAN Automotive Dealer to all customers for repair work outside normal business hours of the nearest MAN dealer. Only one fee per call out is accepted for breakdowns. Charges for a mechanic and a parts person will not be accepted.

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5. **OVERTIME CHARGES** – means the labour charge for work performed outside normal business hours of the nearest MAN dealer that is in excess of the normal agreed Warranty reimbursement rate for the MAN Dealer, and is claimable for a breakdown only.
6. **REMOTE AREAS** – means any area outside a radius of 400km from the nearest authorised MAN Dealer or sub dealer.

## Remote Area Operations

If an eligible vehicle sustains a breakdown in a remote area, an authorised MAN Dealer may appoint a local repairer to investigate, advise and rectify as required. This local repairer is deemed for the purposes of this policy to be the agent of the MAN Dealer.

## Exclusions

**Excluded from coverage under the policy are Breakdowns that result from any of the following:**

- Lack of maintenance which includes but is not limited to: rubber hoses and clamps; fuses; fluid levels, etc. Refer to maintenance schedules, MAN Operators Manual.
- Failure to make the proper adjustments – clutch, brake, engine drive belts, etc.
- Wear and tear items.
- Rework on behalf of the owner or a MAN Dealer.
- Misuse, overloading, negligence of any party, modification or accident.
- Subsequent or consequent damages that result from a failure caused by lack of maintenance or failure of a non-warrantable component.
- Items that were neither factory installed by MAN nor optioned/ installed by an authorised MAN Dealer – such items and components are also non-warrantable.
- Failures not covered by MAN Automotive Imports warranty guidelines and limitations.

## Objective

To provide MAN Customers, owners and drivers – with emergency roadside repairs and assistance of a warrantable nature by authorised MAN Dealers and their authorised agents within the relevant period from the vehicles in service date.

MAN Automotive Imports Pty Ltd reserves the right in its sole discretion to make changes from time to time to the terms and conditions of the Roadside Assistance Policy without notice to or consent from policy holders.

## 24HR NATIONAL ROADSIDE ASSISTANCE



**1800 676 711**



MAN-Truck-and-Bus-Australia-New-Zealand



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