

# ROADSIDE ASSISTANCE



**24 HOUR DENNIS EAGLE ASSIST**

**1800 DEASSIST**

**1800 33277418**



**DENNIS  
EAGLE**

[www.dennis-eagle.com.au](http://www.dennis-eagle.com.au)

**THE POLICY STATEMENT IS  
APPLICABLE TO VEHICLES  
DELIVERED IN AUSTRALIA ONLY**

Under **Dennis Eagle Assist**, our Dealership network will provide owners and drivers with **emergency roadside repairs and assistance**, around the clock seven days a week for an entire 12 months from the in service date of your new Dennis Eagle vehicle.

In the event of a Breakdown, no matter where you are, Dennis Eagle Assist is ready to do whatever we can to get you going.

Dennis Eagle now provides a comprehensive Roadside Assistance Service that will have you back on the road or back to an authorised Dennis Eagle Dealer/Repairer as quickly and as safely as possible. There are a number of reasons apart from mechanical failure, why your journey could be interrupted, including:

- Running out of diesel fuel
- Flat tyre/s
- Flat battery
- Lockout or lost keys
- Glass repair
- Hydraulic hose repair

Whatever the reason, it is reassuring to know that Dennis Eagle Assist is only a phone call away.

## **ROADSIDE ASSIST**

Having recently taken delivery of your new Dennis Eagle vehicle, you will receive as a standard, our unique Dennis Eagle Assist package, covering you at the roadside for the same period as your warranty, from the date of first registration. This free service is extended to you whether you're a private vehicle purchaser, a fleet, taxi vehicle, rental Company, or a Commonwealth, State or Local Government customer.

Now Roadside Assistance travels with you, 24 hours a day, 365 days a year. Dennis Eagle Assist is delivered throughout Australia from a highly trained team of technicians and recovery operators.

## **CALLING FOR ASSISTANCE**

For Roadside Assistance, dial the free service line:

## **24 HOUR DENNIS EAGLE ASSIST**

**1800 DEASSIST**  
1800 33277418

## Being Prepared

If you have the following information available before you call, it will help us to provide you with a more efficient service.

1. Your vehicle registration number and VIN number.
2. The model, colour and year of your vehicle,
3. The nature of the problem.
4. The exact location of your vehicle, the state, city and town, suburb or area, street or road and the nearest corner, crossroad and landmark if applicable.
5. Whether your vehicle is laden and if so, what is the approximate GVM, length, height and width.

As a valued **Dennis Eagle Assist** customer, you are entitled to call for roadside assistance covering:

## Emergency Mechanical Breakdown

If a mechanical breakdown occurs, **Dennis Eagle Assist** may dispatch an emergency roadside service provider whose aim is to get you mobile with a minimum of fuss. (\*\*'Minor Mechanical Assistance' Limits apply).

In some cases it may be more expedient and safer to organize towing of the vehicle rather than sending a service provider to the roadside.

## Out of Fuel

Wherever possible, **Dennis Eagle Assist** will provide a maximum of 40 liters of diesel fuel to enable a vehicle that has run out of fuel to be driven to the nearest diesel supply facility (the immediate supply of fuel may be charged to the Driver). Where it is not possible or practical to provide diesel fuel, a tow will be provided to the nearest facility. (\*Tow Limits apply).

## Tyre / Wheel Changing

**Dennis Eagle Assist** will help the driver replace a damaged tyre/wheel using the vehicles original equipment.

Where the original equipment is not serviceable, roadworthy or compatible, a tyre service provider will be dispatched to assist.

Dennis Eagle vehicle owners may be requested to provide assistance to the service provider at the roadside due to the combined weight of the tyre/wheel combination for a flat tyre and/or damaged rim.

Where this is not possible to provide the service at the roadside, a tow to the nearest facility that is able to supply and/or repair the tyre/wheel combination will be provided. (as per the towing entitlements)

All materials and any additional labour charges must be paid for at the time of the service.

A credit card number provided to **Dennis Eagle Assist** service provider will be charged for any costs in excess of the covered entitlements.

## Flat Battery

Unable to start your vehicle due to a flat battery, the service provider will attempt a battery boost to start your vehicle. If the original battery/batteries is found to be faulty and is still inside the term of the battery warranty period, a replacement battery may be arranged through a **Dennis Eagle Assist**. If the faulty battery/batteries is outside the term of the warranty period, a replacement battery may be supplied and installed.

However, all materials/parts and any additional labour charges must be paid for at the time of service.

## Lockout or lost keys

If you have lost your keys, or inadvertently locked them in your vehicle cabin, **Dennis Eagle Assist** will attempt to open the vehicle. However, the driver may be asked to sign an indemnity releasing the service provider from any liability should damage be caused by such forced entry.

Alternatively, **Dennis Eagle Assist** will arrange if possible, for a locksmith to attend at the driver's expense. The driver would be responsible for any costs over \$50 (inclusive of GST) per case.

## Glass Repair Services

**Dennis Eagle Assist** will provide the driver with an emergency glass service and/or replacement part. Any parts or additional labour charges not covered under Dennis Eagle's warranty program must be paid for at the time of service.

## Hydraulic Hose Repair Services

Dennis Eagle Assist will provide the driver with a hydraulic hose service and/or replacement part/s as per Dennis Eagle's warranty program. Any parts or additional labour charges not covered under Dennis Eagle's warranty program must be paid for at the time of service.

## CONDITIONS OF SUPPLY

### Message Relay

**Dennis Eagle Assist** will relay any messages from the driver. In the event of a breakdown, **Dennis Eagle Assist** can relay messages to family members, friends or business associates so as to notify them of any possible delays.

### Interpreter Service

An interpreter will be brought on line should the driver need assistance in communicating their details to **Dennis Eagle Assist**.

### Towing

In the event we are unable to get you mobile, we will arrange towing. (Refer Conditions of Supply ‘\*Towing’)

1. In the metropolitan area your vehicle will be towed to the nearest Dennis Eagle Dealer. Should the emergency breakdown occur out of normal business hours, your vehicle will be stored and delivered to the nearest Dennis Eagle Dealer as soon as is practicable.
2. Any form of registered trailer that is in tow at the time of the service callout, will be transported at the driver's expense to the same destination as the towed vehicle.
3. Alternatively, the Driver may elect to have the vehicle and or trailer towed to an alternate destination. However, the driver must agree to accept any additional towing costs incurred, over and above the **Dennis Eagle Assist** towing allowance.
4. Any additional towing excess charges must be paid for up front at the time of service.

\* Towing Table 1

Towing Entitlements	
Model	Entitlement
Dennis Eagle Elite 2	\$750.00 including GST

### Accident Co-ordination

**Dennis Eagle Assist** will assist the driver at the incident scene. This could include advising the driver of their obligations at the scene of the accident, connecting the driver to an appropriate Service Provider, 000 Emergency services, or a vehicle recovery operator. **Dennis Eagle Assist** will remain on the line to ensure appropriate services are being provided.

### Eligible Dennis Eagle Vehicles

**Dennis Eagle Assist** is provided for all model vehicles. The vehicle must be roadworthy and registered within the first six (6) months of the purchase date.

### Service Costs

**Dennis Eagle Assist** covers all eligible Dennis Eagle vehicles from home, business or the roadside, for everything except diesel fuel assistance above that specified previously in this brochure, or parts not covered under Dennis Eagle's warranty program.

For parts and additional labour charges not covered under Dennis Eagle's warranty program, the driver will be responsible for any costs at the time of supply.

NOTE: You hereby authorise NTI TRUCKASSIST to charge your credit card for any non-covered expenses in excess of the limits set out below and any costs in excess of the coverage benefits.

### Towing and Recovery

NOTE: Towing and Recovery for an Accident is not under the **Dennis Eagle Assist** breakdown program. The definition of an accident is "Where a Vehicles is disabled as a result of a collusion or impact with any Object".

Towing and Recovery Assistance is provided to a maximum value of \$750.00 (inclusive of GST) throughout the warranty period, commencing from the date of first registration for the vehicle. (\* See Towing Table 1)

This Towing package is not transferable or accumulative when not used by the driver during any one year of use. In all cases, the decision regarding whether a vehicle requires towing rests solely with the **Dennis Eagle Assist** Service Provider.

Excess costs will be charged to the driver at the time of service. The driver must agree to accept any specific excess towing charges prior to the tow being undertaken.

## Minor Mechanical

\*\*Minor Mechanical Assistance is provided to a maximum of 4 hours travel time (up to \$750.00 - inclusive of GST).

If the repair falls under the terms and conditions of the Dennis Eagle Warranty Program, any labour to repair and parts used will be covered under this program.

## Trafficable Roads

Service can only be provided to qualifying Dennis Eagle vehicles, on a constructed road/driveway, weather permitting, that is legally trafficable by a conventional two wheel drive vehicle and/or towing recovery vehicle.

## Bogged/Disabled Vehicles

If your vehicle becomes bogged or disabled on a road which is considered to be legally trafficable to normal two wheel drive vehicles and where no special equipment is required **Dennis Eagle Assist** will be provided.

## Vehicle Rescue

If your vehicle has become bogged or disabled off a 'legally' trafficable road in a situation such as a building site, construction/mine site, beach, field or creek bed, **Dennis Eagle Assist** will attempt vehicle rescue, however, this will be at the driver's expense.

## Remote Areas

In remote or sparsely populated areas you may experience delays in obtaining **Dennis Eagle Assistance** due to your location, the availability of the service provider and accessibility.

Towing will be provided in these areas as a safer, quicker and the most cost effective solution to getting your vehicle repaired and back on the road as quickly as possible.

NOTE: Remote areas are defined as areas within Australia that are sparsely populated and where normal dealer services are not readily available.

## Attempted Repairs

If you request **Dennis Eagle Assist**, the service provider will on arrival examine the vehicle. If it is found that a third party has attempted repairs causing further problems and the service provider considers in his/her opinion that the vehicle cannot be started or driven without risk of further damage, service may be refused.

In these circumstances the owner/driver will be responsible for any towing costs incurred.

## Unattended Vehicles

It is imperative that the driver, or a representative, wait with the vehicle until the service provider arrives unless previous arrangements have been made and agreed to by the attending service provider. Unattended vehicles will not be serviced under any circumstances.

Where the owner/driver has elected an authorised representative, the representative must hold a current and appropriate vehicle driver's licence in case the vehicle is required to be moved. Where the vehicle is found to be unattended, any subsequent calls for assistance may be at the driver's expense.

## Special Equipment

If the service provider is required to return to their service facility to collect any special equipment required to deliver effective service, the additional cost will be the owner/driver's responsibility.

Alternatively a Tow can be provided up the Towing Entitlement found under \*Towing Table 1

## Natural Disasters

If a natural disaster places extraordinary demands on service resources, **Dennis Eagle Assist** may alter and/or offer alternative service.

If a disabled vehicle cannot be reached owing to events such as floods or bushfires, **Dennis Eagle Assist** will endeavor to provide whatever assistance is practicable under the circumstances.

## Damage during Service

If you believe your vehicle has been damaged by a service person providing roadside assistance, you should contact **Dennis Eagle Assist** on **1800 DEASSIST**. The vehicle in question must be inspected by a person authorized by Dennis Eagle and/or **Dennis Eagle Assist** and agreement gained prior to any further repairs being undertaken.

## Cargo

Dennis Eagle Australia Limited, National Transport Insurance Limited and their service providers will accept no responsibility under any circumstances, for the security, loss or any damage of cargo carried by a disabled vehicle.

## Excessive Use

Where **Dennis Eagle Assist** believes a Customer has repeatedly requested the breakdown service, on an excessive basis, during the coverage period, we may refuse to provide further assistance. However, we will continue to offer assistance at the member's expense, to be paid for at the time of service.

## General Customer Comments

Please direct any comments or concerns regarding the **Dennis Eagle Assist** program and/or the service/s provided, to Dennis Eagle Assist on **1800 DEASSIST**.

Note: Dennis Eagle reserves the right to change the service provider's conditions and supply procedures outlined in this booklet, without notice.

## Change of Registration, Name, Address or Ownership

Please advise both Dennis Eagle Trucks Australia and **Dennis Eagle Assist** immediately of any changes so that we may respond quickly to your calls.

## Sale of Vehicle

If you sell your vehicle within the warranty period, the new owner, and any subsequent owners, is entitled to **Dennis Eagle Assist** for the balance of the warranty period. If you are the new owner, please contact nearest selling dealer.

## Privacy Policy

For information on Dennis Eagle's privacy policy please visit [www.dennis-eagle.com.au](http://www.dennis-eagle.com.au)



**DENNIS  
EAGLE**

**DESIGNED WITH YOU IN MIND**



**DENNIS  
EAGLE**

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Service Provided By



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