



## At Your Call Roadside Assistance

Know we've got you covered for 3 years if anything happens on the road.  
For Roadside Assistance\* just keep this number in your phone:










Australia | **1800 00 GMSV**  
(option 3)






New Zealand | **0800 GMSV 00**  
(option 3)

\*Subject to GM Specialty Vehicles Roadside Assistance Terms & Conditions. Email [gmsvcare@gm.com](mailto:gmsvcare@gm.com) for details

	Benefits Description	Cost Allocation
	<b>Wheel Change</b>	✓
	<b>Wheel Change Tow</b> Unserviceable spare tyre, gel or inflator-kit	✓
	<b>Flat Battery Boost</b>	✓
	<b>Battery Replacement</b> Within 12 month warranty, otherwise at Driver Expense	✓
 <small>IMPORTANT NOTE: Replacement keys are at driver expense</small>	<b>Lockout</b> Attempted access, locksmith attendance or tow	✓ Condition: Service for lockout subject to satisfactory proof of driver ID, ownership or owner authority to drive vehicle
	<b>Out of Fuel</b> Sufficient fuel at driver cost or tow to nearest service station	✓
	<b>Towing</b> Metropolitan	✓ To nearest GMSV Dealer or alternative destination of Drivers choice within 50km from Disabled
	<b>Towing</b> Country	✓ To nearest GMSV Dealer if present or Roadside Service provider or alternative destination of drivers choice within town area of local service provider
	<b>Towing</b> After Hours	✓ To holding yard, then to nearest facility as above
	<b>Caravans / Trailers</b> Any form of registered trailer will be transported to the same destination as your vehicle if it becomes disabled.	✓
	<b>Off-Road Rescue</b> Vehicle is disabled is off a legally trafficable road/remote area (Beach, Field etc.)	Drivers Expense



	<b>Bogged Vehicle</b> Extrication when bogged ON a 2WD legally trafficable road (by Service Provider's usual method) E.g. road shoulders, Disabled lanes, median and parking places.	✓
	<b>Special Equipment</b> (e.g. winches, go jacks, extended cables & additional or specialised vehicles)	✓
	<b>Personal Effects Cover</b> Clothing or Personal effects are stolen or damaged as a result of the disabled vehicle, up to \$250 (Incl GST)	✓
	<b>Metro Taxi Service</b> One way fare up to \$55 (Incl GST)	✓
	<b>Personal Incident Management</b>	✓
	<b>Accommodation Only</b> @ up to \$132 (incl GST) per night	3 nights
	<b>Car Rental Only</b> Up to \$110 (Incl GST) per day	5 days
Eligible Customers must be over 100km from home	<b>Accommodation &amp; Car Rental</b>	3 night Accommodation @ \$132 (Incl GST) per night & 3 days car rental @ \$110 (Incl GST) per day.
	<b>Vehicle Recovery</b> If the repair is likely to take more than 1 day the vehicle can be recovered to a dealer close to the driver's home address or dealer at their intended destination anywhere in Australia or New Zealand for repair, at the driver's request	✓
	or	
Maximum Benefit \$1,100 (Incl GST) per annum	Once the vehicle has been repaired, the vehicle can be recovered to any location nationally at the request of the driver or dealer	
	<b>Alternative Ground Transport</b> Alternative transport to anywhere within Australia or New Zealand to owner/drivers choice of destination when the vehicle is unable to be repaired within 3 days, or when the driver requires return transport to retrieve the fixed vehicle	✓ When car rental is not available
Eligible Customers must be over 100km from home	<b>Medical Repatriation</b> Driver or passenger become ill or injured whilst motoring in a covered vehicle & require hospitalisation for at least 3 days	\$5,500 (Incl GST) per annum
	<b>Accidents / Insurance Related Incidents</b>	Drivers Expense
	<b>Natural Disaster</b>	✓

## Conditions of Supply

GMSV Roadside Assistance is provided based on the following conditions:

**Service Costs:** Roadside Assistance covers all eligible GMSV vehicles at the roadside, as described in the service features except parts not covered under warranty and additional equipment or arrangements requested as per these conditions of supply.

**Trafficable Roads:** Service can only be provided to vehicles on a constructed road/driveway that is legally trafficable by a conventional two-wheel drive vehicle and/or towing recovery vehicle.

**Service Limitations:** Roadside Assistance services will be refused where, under initial inspection, it can be reasonably determined that the vehicle has undergone major body modifications or has been participating in any form of motor sport, the driver has been engaged in unlawful activity or driving under the influence of alcohol or drugs, or where there is a perceived safety risk in supplying any of the services.

**Remote Areas:** In remote areas you may experience delays in obtaining Roadside Assistance owing to your location, the availability of the Service Provider and accessibility. Remote areas are defined as areas that are sparsely populated and where normal Auto Club services are not readily available.

**Attempted Repairs:** Should you request Roadside Assistance the Service Provider will examine the vehicle upon arrival. If it is found that a third party has attempted repairs causing further problems and the Service Provider considers the vehicle cannot be started or driven without risk of further damage, service may be refused. In these circumstances the driver will be responsible for any towing costs incurred.

**Home Assistance:** Roadside Assistance will be provided at the home address in the same way as at roadside. However, during times of peak demand, 'at roadside' calls will be given priority over that of 'at home' calls for assistance.

**Unattended Vehicles:** The driver, or a representative, must wait with the vehicle until the Service Provider arrives. Unattended vehicles will not be serviced under any circumstances. Where the driver has elected an authorised representative, the representative must hold a current driver's license in case the vehicle is required to be moved.

**Natural Disasters / Industrial Disputes:** If a natural disaster or an industrial dispute places extraordinary demands on service resources, GMSV Roadside Assistance may alter and/or offer alternative assistance. If a disabled vehicle cannot be reached owing to events such as floods or bushfires etc, GMSV Roadside Assistance will endeavour to provide whatever assistance is practicable under the circumstances.

**Damage during Service:** If you believe your vehicle has been damaged as a result of a Roadside Assistance service, you should contact a GMSV Customer Service Operator. The vehicle in question must be inspected by a person authorized by GMSV and agreement gained prior to any further repairs being undertaken.

**Towing:** If unable to mobilise your vehicle from the breakdown site, then towing will be supplied where the following applies:

*Metropolitan Areas:* In the metropolitan area your vehicle will be towed to the nearest GMSV Dealer or up to 50 kilometres, should you choose an alternate towing destination. Any additional towing will be charged to the driver. Should the breakdown occur out of GMSV Dealer business hours, your vehicle will be stored and delivered to the nearest GMSV Dealer on the next available working day.

*Country Areas:* In country areas, your vehicle will be towed to the nearest GMSV Dealer or the Roadside Service Provider's facility, whichever is nearer. If your vehicle cannot be mobilised at the Service Provider's facility, your vehicle will be transported to the nearest GMSV Dealer as soon as is practicable.

Caravans and/or any form of registered trailer will be transported to the same destination as your vehicle if it becomes disabled.

**Metropolitan Taxi Service:** Where Roadside Assistance offers a taxi journey to the driver as a result of the vehicle being unable to be driven due to a mechanical breakdown, a one-way journey will be provided from the incident site up to the value of \$55\*. Any additional fares and/or subsequent taxi trips will be at the expense of the driver.

**Tyre/Wheel Changing:** GMSV Roadside Assistance will help you replace a damaged tyre/ wheel with your vehicle's spare. Where the spare is not serviceable, roadworthy or compatible, a tow to the nearest facility that is able to supply and/or repair the tyre/wheel will be provided.

**Flat Battery:** If you are unable to start your vehicle because of a flat battery, the Service Provider will attempt to jump-start your vehicle. If the vehicle's original battery is found to be faulty and is still covered by the 36-month battery warranty, a replacement battery will be arranged and installed. If your battery is out of warranty a replacement battery can be arranged and installed at your expense.



**Cargo:** GMSV or its Service Provider will accept no responsibility for the security and/or any loss associated with a disabled vehicle's cargo which may result from providing Roadside Assistance and/or towing.

**Neglect and/or Abuse:** GMSV or its Service Provider will not be responsible for additional or increased costs and expenses owing as a result of vehicle abuse or neglect by the owner/driver. Repeated incidents by an owner/driver of a similar nature where it can be reasonably determined that the frequency and/or type of incident is a direct result of owner/driver negligence will result in a suspension of Roadside Assistance services.

**Personal Effects for Ultra Customers:** You are covered for up to \$250\* per annum in the event of your personal effects and/or clothing being damaged or stolen as a result of your vehicle breaking down, being stolen or involved in an accident. Goods carried in conjunction with any business, occupation, cash or credit cards are excluded.

**Personal Benefits:** Additional cover of up to \$1,100\* per annum for you and up to four passengers should you experience a breakdown, accident or theft of your vehicle more than 100km from home, and where your car will be disabled for more than 24 hours, or in the case of a stolen vehicle, has officially been reported to the appropriate authorities. The following entitlements are included:

**Car Rental for Ultra Customers:** Subject to driver qualification and allowances. For up to 3 nights where the Car Rental benefit is exercised in conjunction with Accommodation, and up to 5 nights where the Accommodation benefit is not exercised to a maximum value of \$110\* per day. Stamp duty, insurance, vehicle relocation and/or petrol costs are for your expense.  
AND / OR

**Accommodation for Ultra Customers:** When an eligible incident has occurred, overnight accommodation may be provided subject to availability. GMSV Ultra Roadside Assistance will provide Accommodation Only for up to three nights to a maximum value of \$132\* per night.

OR

**Alternative Ground Transportation for Ultra Customers:** Where Car Rental is not available or where the rental car company refuses to provide a rental car to any driver of a covered vehicle due to the driver's age or driving licence limitations or restrictions, or for any other reason beyond the GMSV Roadside Assistance Provider's control, alternative ground transportation will be provided to your home address or intended destination. Return transportation will be provided for one person to retrieve your vehicle if required.

**Vehicle Recovery for Ultra Customers:** Where your vehicle cannot be repaired locally, or within a reasonable timeframe as determined by the GMSV Roadside Assistance Provider, then your vehicle will be recovered to an authorised GMSV Dealer/Agent, your home address or your intended destination anywhere within the nation.

**Medical Repatriation for Ultra Customers:** Up to \$5,500\* per annum where you or any passengers become unexpectedly ill or injured whilst motoring, more than 100 kilometres from home, in the covered vehicle and require hospitalisation for three days or more. Subject to the consent of the treating doctor, and where an accepting medical facility closer to the patient's home is available.

**Sale of Vehicle:** GMSV Roadside Assistance stays with the vehicle, so if you sell your vehicle during its coverage, it is still eligible for the balance of the GMSV Roadside Assistance.

**Expiration:** Time limits apply. GMSV Complimentary Roadside Assistance is for 3 years from the date of vehicle initial registration.

**General Customer Comments or Privacy Policy:** Please direct any comments or concerns regarding the Roadside Assistance program and/or the service/s provided, to a GMSV Customer Service Operator on:

Australia: **1800 00 GMSV**

New Zealand: **0800 GMSV 00**

Note: GMSV reserves the right to change the Service Provider's conditions and supply procedures at any time, without notice.

\*Prices quoted are inclusive of GST and are in AUD\$ & NZ\$