

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 for details.

	Benefits Description	Cost Allocation
Battery 	Jump start (standard 12V battery)	Covered
	Jump start (24V battery) – where available	Covered
	Battery replacement (odometer reading required)	
	Vehicle less than 12 months' old	Charged to GMSV
	Vehicle greater than 12 months old	Driver expense
	<i>If specified battery unavailable: Vehicle will be towed to nearest GM Specialty Vehicles dealer. Refer to Metro or Country towing entitlements</i>	
Bogged Vehicle 	Extrication ON Extrication when bogged ON a 2WD legally trafficable road (by Service Provider's usual method).	Covered
	Extrication OFF Extrication when bogged OFF a 2WD legally trafficable road (by Service Provider's usual method).	Driver expense
	Special Equipment Additional costs of special equipment (winches, additional or specialised vehicles)	Covered
	Definitions <i>A public or private road designed for and is in suitable state for a two-wheel drive vehicle. Includes the road-related areas immediately adjoining the road itself, such as road shoulders, breakdown lanes, median and parking places, AND Road in which the Service Provider has permission to use and can be accessed safely by a standard Service Provider vehicle</i>	
Caravans / Trailers  <i>Towing may be arranged for caravans or trailers whilst being towed by a VEHICLE which has experienced a roadside breakdown and requires towing, as per below</i>	Tow to Safety Tow to a safe location where caravan / trailer does not present a hazard to other road users	Covered
	Tow same destination If vehicle requires towing, caravan / trailer towing will also be arranged to the same destination. Any subsequent tow will be driver expense.	Covered
	Special Equipment Additional costs of special equipment (winches, additional or specialised vehicles)	Driver expense



Fuel 	Sufficient fuel to drive to nearest fuel retailer	Covered
	Petrol / Diesel Towing to the nearest fuel retailer	Covered
	Incorrect Fuel Where the wrong type of fuel has been put into vehicle	Driver expense
	Conditions <i>Quantity of fuel is determined by the attending service provider</i>	
Keys 	Contractor attendance due to the following: <ol style="list-style-type: none"> 1. Locked in keys 2. Lost/Stolen keys 3. Broken keys 4. Immobiliser inoperative 	Covered
	A locksmith attendance can be arranged. There is no guarantee of a successful outcome	Driver Expense
	Conditions <i>Service for lockout subject to satisfactory proof of driver ID, ownership or owner authority to drive vehicle</i>	
	Definitions <i>Key means any device required to unlock / operate a vehicle. I.e. Includes transponders, remotes etc.</i>	
IMPORTANT NOTE: <i>Replacement keys are at driver expense</i>		
Natural Disaster 	Reasonable alternative services may be arranged at Service Provider discretion.	Covered
Off-Road Rescue 	If the vehicle breakdown is off a legally trafficable road/remote area, service may be arranged at Service Provider discretion. Time delays may apply	Driver Expense
	Additional costs of special equipment (winches, additional or specialised vehicles)	Driver expense
Remote Areas	Any breakdown which occurs in a remote area is entitled to service, however delays may apply.	Covered
Personal Effects	Where a driver's personal effects and/or clothing are stolen or damaged as a result of breakdown, theft or accident, (does not include any goods carried in conjunction with any business, occupation, cash or credit cards), the driver is entitled to reimbursement.	Charged to GMSV – up to \$250 (inc GST)
Taxi 	If vehicle is where a taxi service is present and / or available and towing is required, a single one-way taxi service can be arranged.	Covered – up to \$55 (inc GST)
	Subsequent taxi service may be arranged	Driver expense



<p>Towing – Country</p>  <p>IMPORTANT NOTE: ^Physical weight & dimensions of the Silverado HD may exceed some roadside assistance service providers tow truck equipment & a second tow truck may be required upon call out.</p>	<p>In order of preference:</p> <ol style="list-style-type: none"> 1. Closest authorised GMSV servicing dealer 2. Nearest club facility; at the request of GMSV, Assist is authorised to provide emergency repairs to minimise disruption to the driver, if repairs can be completed within one hour and at a cost of less than \$500 (inc GST). The cost of repairs will be on charged to GMSV. If repairs cannot be completed the vehicle is to be towed at Assist expense to the nearest GMSV authorised dealer. 	<p>Covered</p>
	<p>Additional Benefits For out of hours, tow to nearest Service Provider facility first, then tow to as per numbered preferences above at next availability</p>	<p>See Country Towing benefits</p>
	<p>Special equipment (e.g. go jacks, power winches, extended cables, 4WD towing vehicles)</p>	<p>Covered – up to \$250</p>
<p>Towing – Metro</p>  <p>IMPORTANT NOTE: ^Physical weight & dimensions of the Silverado HD may exceed some roadside assistance service providers tow truck equipment & a second tow truck may be required upon call out.</p>	<p>In order of preference:</p> <ol style="list-style-type: none"> 1. Closest authorised GMSV servicing dealer 2. Alternate authorised GMSV Dealer within 50km of breakdown location. 3. Nearest club facility; at the request of GMSV, Assist is authorised to provide emergency repairs to minimise disruption to the driver, if repairs can be completed within one hour and at a cost of less than \$500 (inc GST). The cost of repairs will be on charged to GMSV. If repairs cannot be completed the vehicle is to be towed at Assist expense to the nearest GMSV authorised dealer. 	<p>Covered – up to 50km from breakdown location.</p>
	<p>Additional Benefits For out of hours, tow to nearest service provider facility first, then tow to as per numbered preferences above at next availability</p>	<p>See Metro towing benefits</p>
	<p>Special equipment (e.g. go jacks, power winches, extended cables, 4WD towing vehicles)</p>	<p>Covered</p>
<p>Unattended or Unallocated Vehicles</p> 	<p>Service will not be provided</p>	<p>Covered (callout charge only)</p>
	<p>If a subsequent related call is received, service is to be arranged. As a result of the vehicle previously being unattended or un-located, drivers are to be charged for the subsequent callout</p>	<p>Driver expense</p>
<p>Wheels & Tyres</p> 	<p>Tyre Replacement Replace a damaged tyre / wheel with a serviceable, roadworthy and compatible spare</p>	<p>Covered</p>
	<p>Towing Where the vehicle has a tyre repair kit (gel sealant and inflation pack) in lieu of a spare tyre, but the repair kit is not suitable to affect a temporary repair, towing to the nearest tyre repairer or dealer may be arranged If repair is not possible (due to incompatible / unserviceable / unavailable spare, or unavailable / unmaintained gel repair kit, inability to remove locking nuts or where multiple wheels require changing) or multiple tyres tow to the nearest tyre repairer as per towing benefits</p>	<p>Covered</p>
<p>Medical Repatriation</p>	<p>Should the Driver or any passenger become ill or injured while driving 100 kms away from the registered home address</p>	<p>Limit \$5,000 (inc GST) per claim</p>



<p>Personal Incident Management</p> <p><i>Eligible customers must be;</i></p> <ul style="list-style-type: none"> Over 100km from home; Patrol must have attended; Vehicle must have been towed <p><i>Limit - \$1,100 (inc GST) total per claim for any combination of benefits (per vehicle, per annum)</i></p> <p>IMPORTANT NOTE: <i>Only available before or after repairs, not before AND after repairs</i></p>	<p>Accommodation</p> <p>Conditions</p> <ul style="list-style-type: none"> When an eligible incident has occurred overnight accommodation may be provided subject to availability. 	3 nights @ \$132 per night (inc GST)
	<p>Car Hire</p> <p>Conditions</p> <ul style="list-style-type: none"> Where available, car hire is to be similar to customer's vehicle Car rental benefits cover daily rental fee only. Surplus can be used to cover excess KMs. Benefit excludes: fuel, insurance, tax and/or stamp duty charges or relocation fees 	5 days @ \$110 per day (inc GST)
	<p>Accommodation and Car Hire</p>	3 nights @ \$132 per night (inc. GST) and 3 days' hire car @ \$110 per day (inc GST)
	<p>Alternative Transport</p> <p>Conditions</p> <ul style="list-style-type: none"> Alternative transport to anywhere within Australia 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 	
	<p>Vehicle Recovery to the designated location</p> <p>Conditions</p> <ul style="list-style-type: none"> If the repair is likely to take more than 3 days the vehicle can be recovered to a dealer close to the driver's home address or dealer at their intended destination anywhere in Australia for repair, at the driver's request <p>OR</p> <ul style="list-style-type: none"> Once the vehicle has been repaired, the vehicle can be recovered to any location nationally at the request of the driver or dealer <p>OR</p> <ul style="list-style-type: none"> Return transport for one person to retrieve the repaired vehicle will be provided. Refer to Alternative transport PIM benefit 	

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.

[^]You may experience delays if the Roadside Assistance Service Provider upon examining your vehicle on arrival finds that the physical weight & dimensions of the Silverado HD exceeds the Roadside Assistance Service Providers tow truck equipment and a second tow truck is called.

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

OR

Alternative Ground Transportation: 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: 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: 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](tel:180000GMSV)

New Zealand: [0800 GMSV 00](tel:0800GMSV00)

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\$