



## Appendix A: FORD NATIONAL ROADSIDE ASSISTANCE FEATURES

	Features Description	Cost Allocation
<b>Breakdown Assistance</b>	For all non-collision or non-insurance related mechanical failure that has disabled your vehicle, or made it unsafe to driver, please call <b>13 3673 (13 FORD)</b> for assistance.	
<b>Battery</b> 	<b>Jump start (standard 12V battery).</b>	Covered.
	<b>Jump start (standard 24V battery).</b>	Ford.
	<b>Battery replacement (odometer reading required).</b> Battery Under Warranty (<12 months from new). Battery Outside Warranty (>12 months).	Covered. Driver expense.
	<i>If specified battery is unavailable: a tow per the Towing – Metro and Country benefits is covered under the program.</i>	
<b>Wheels &amp; Tyres</b> 	<b>Damaged/flat tyre change</b> We will help you replace a damaged tyre/ wheel with your vehicle's compatible and roadworthy spare wheel. Help also in applying a suitable / compatible tyre repair kit (sealant gel and inflation pack) where your vehicle is equipped with a gel-kit in lieu of a spare tyre.	Covered.
	<b>Towing</b> Where the vehicle has a tyre repair kit (gel sealant and inflation pack) in lieu of a spare tyre, and where service is not possible, because the repair kit is not suitable to affect a temporary repair, or where multiple wheels require changing, towing to the nearest facility able to replace or repair the tyre / wheel may be arranged.	Covered.
	Where service is not possible (due to incompatible / unserviceable / unavailable spare, or unavailable / unmaintained gel repair kit, inability to remove locking nuts, then a tow to the nearest facility able to replace or repair the tyre / wheel may be arranged.	Driver Expense.
<b>Fuel</b> 	Sufficient fuel to travel to the nearest fuel retailer.	Covered.
	<b>Petrol / Diesel / LPG</b> Where not possible or practical, a tow to the nearest fuel retailer will be provided.	Covered.
	<b>Incorrect Fuel</b> Where the wrong type of fuel has been put into vehicle, a tow to the nearest Ford Dealer can be arranged.	Driver expense.
<b>Keys</b> 	Service Provider attendance and attempt to gain access to the vehicle due to the following: <ol style="list-style-type: none"> <li>1. Locked in keys.</li> <li>2. Lost/Stolen keys.</li> <li>3. Broken keys.</li> </ol>	Covered.

<p><b>IMPORTANT NOTE:</b> Replacement keys are at driver expense.</p>	4. Immobiliser inoperative.	
	<p>Every attempt will be made to support the Customer in obtaining a spare key incl. retrieval of a spare key incl. arranging a taxi to collect the spare key.</p> <p>A locksmith attendance can be arranged, however there is no guarantee of a successful outcome.</p>	<p>Covered &lt;\$150 (incl. GST). Driver Expense &gt;\$150 (incl. GST).</p>
	OR, a tow to the nearest Ford Dealer.	
	<p><b>Conditions:</b> Service for lockout subject to satisfactory proof of driver ID, ownership or owner authority to drive the vehicle.</p> <p>You will need to consent to the Service Provider gaining access, as we will not be responsible for any damage incurred, or for any repair costs that result from gaining access to the vehicle or moving the vehicle while it is locked.</p> <p><b>Definitions – Key</b> Key means any device required to unlock / operate a vehicle. i.e. includes transponders, remotes etc.</p>	
<p><b>Towing</b></p> 	<p><b>Towing for All Ford Vehicles</b></p> <p>If unable to mobilise your vehicle, then towing will be offered where the following applies:</p> <p><i>IMPORTANT NOTE: Service Provider towing contractors must ensure a Dealer Representative signs for all tows delivered to a <b>Ford Dealer</b>, or <b>Ford</b> authorised Service Centre.</i></p>	
	<p>1. Nearest authorised Ford Dealer; OR 2. Nearest Service Provider facility (outside of business hours).</p>	Covered.
	<p>3. Alternate destination including Preferred authorised Ford Dealer at your request will be provided.</p>	Driver expense.
	<p><b>After Hours</b> For out of hours, a tow to the nearest Service Provider facility first, followed by a tow per the numbered preferences above, at the next availability during Ford business operating hours.</p>	Tow to Service Provider facility covered. Next business day, see Towing benefits.
	<p>Special equipment (e.g. go jacks, power winches, extended cables, 4WD towing vehicles). When used in conjunction with Bogged Vehicle or Caravan &amp; Trailer Towing the benefit is combined, where the maximum limit is \$250 (incl. GST)</p>	<p>Covered &lt;\$250 (incl. GST). Driver Expense &gt;\$250 (incl. GST).</p>
<p><b>Taxi</b></p> 	<p>If an eligible incident occurs where a taxi service is present and / or available and towing is required, a single one-way taxi service can be arranged for the Driver and Passengers to continue the current journey.</p>	<p>Covered &lt;\$50 (excl. GST). Driver expense &gt;\$50 (excl. GST).</p>
	Subsequent taxi service may be arranged.	Driver expense.

<p><b>Bogged Vehicle</b></p>  <p><b>IMPORTANT NOTE:</b> When used in conjunction with Caravan &amp; Trailer Towing or Special Equipment, the benefit is combined where the maximum limit is \$250 (incl. GST)</p>	<p><b>Extrication ON</b> <b>Extrication when bogged ON a two-wheel drive (2WD) legally trafficable road (by Service Provider’s usual method).</b></p> <hr/> <p><b>Extrication OFF</b> Extrication when bogged OFF a 2WD legally trafficable road (by Service Provider’s usual method).</p> <hr/> <p><b>Special Equipment</b> Additional costs of special equipment (winches, additional or specialised vehicles), is included in the maximum \$250 (incl. GST) benefit.</p>	<p><b>Covered &lt;\$250 (incl. GST).</b></p> <p><b>Driver Expense &gt;\$250 (incl. GST).</b></p>
<p><b><u>Definitions – Legally Trafficable Road</u></b> 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 which the Service Provider has permission to use and can be accessed safely by a standard Service Provider vehicle.</p>		
<p><b>Caravans / Trailers</b></p>  <p>Towing may be arranged for caravans or trailers whilst being towed by a VEHICLE which has experienced a roadside breakdown and requires towing, per the Towing – Metro and Country benefits.</p>	<p><b>Tow to Safety</b> At Service Provider discretion tow to a safe location where caravan / trailer does not present a hazard to other road users.</p> <hr/> <p><b>Tow Same Destination</b> If vehicle requires towing, caravan / trailer towing will also be arranged to the same destination. A subsequent tow may be arranged.</p> <hr/> <p><b>Special Equipment</b> Additional costs of special equipment (winches, additional or specialised vehicles), is included in the maximum \$250 (incl. GST) benefit.</p> <hr/> <p><b>Tow Alternate Destination</b> If vehicle requires towing, caravan / trailer towing will also be arranged to an alternate destination. This includes any subsequent tow when the caravan / trailer was towed to the same destination as the vehicle.</p>	<p>Covered.</p> <p>Covered &lt;\$250 (incl. GST).</p> <p>Driver Expense &gt;\$250 (incl. GST).</p> <p>Driver Expense.</p>
<p><b>Remote Areas</b></p>	<p>Delays may apply to service in remote areas.</p>	<p>Covered.</p>
<p><b>Natural Disaster</b></p> 	<p>Reasonable alternative services may be arranged at the Service Provider’s discretion.</p>	<p>Covered.</p>
<p><b>Off-Road Rescue</b></p> 	<p>If the vehicle breakdown is off a legally trafficable road/remote area, service may be arranged at Service Provider discretion. Time delays may apply.</p> <hr/> <p>Additional costs of special equipment (winches, additional or specialised vehicles) is included in the maximum \$1,000 (incl. GST) benefit.</p>	<p>Covered &lt;\$1,000 (incl. GST).</p> <p>Driver Expense &gt;\$1,000 (incl. GST).</p>
<p><b>Unattended or Unlocated Vehicles</b></p> 	<p><b><u>Conditions:</u></b> It is important the Driver remains with the vehicle if it is safe to do so to receive service. We won’t be able to work on the vehicle if it’s unattended. If a Driver requires assistance and it is unsafe to remain with the vehicle, then they should advise the Contact Centre Agent at the time of the initial request for service.</p>	

<p><b>Medical Assistance</b></p>	<p>Emergency medical referral is available to you and any direct family members, either travelling with you, or remaining at home while you are travelling.</p>	<p>Covered.</p>
<p><b>Message Relay</b></p>	<p>Following a breakdown, we will relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay.</p>	<p>Covered.</p>
<p><b>Attempted Repairs</b></p>	<p>A tow may be arranged at your request; however, service may be provided at Service Provider discretion.</p>	<p>Driver Expense.</p>
<p><b>Minor Mechanical Repairs – At Depot or Roadside</b></p>	<p>We will attempt at roadside to rectify any non-collision or non-insurance related mechanical failure that has disabled the vehicle and made it unsafe or unable to be driven.</p> <p>For the Drivers convenience, where the vehicle has been towed back to the service providers depot for further repairs, due to the operating hours of the nearest Ford servicing dealer, the following conditions apply:</p> <ol style="list-style-type: none"> <li>1. All repairs, whether at roadside or depot, are to be performed so as not to void any vehicle warranty and are to be complete, permanent and professional. Partial repairs are disallowed.</li> <li>2. The only non-genuine parts able to be used to effect repairs are spark plugs, spark plug leads, filters (air, fuel &amp; oil), air-conditioning and alternator/power steering belts, fuses, light globes and radiator &amp; cooling system hoses.</li> <li>3. When performing repairs, the Driver must be advised to take the vehicle to a Ford Dealer for inspection of the service and/or completion of any required manufacturer’s warranty service as soon as possible.</li> <li>4. Ensure that Driver signs an invoice certifying the necessity of the repair, the time spent, and the use of any genuine/non genuine parts used in repairing the vehicle.</li> </ol> <p>If any of the given criteria cannot be met, the repairs cannot be performed under this program.</p>	<p>Covered &lt;\$100 (incl. GST). Driver Expense &gt;\$100 (incl. GST).</p>
<p><b>Personal Benefits</b></p>	<p>Benefits apply when all three of the following criteria are met:</p> <ol style="list-style-type: none"> <li>1. The Ford vehicle experienced one of the following while more than 100kms away from the owner / regular driver’s home address:             <ol style="list-style-type: none"> <li>a. A (non-collision) mechanical fault.</li> <li>b. A (non-collision) non-mechanical automotive-related driver fault.</li> </ol> </li> <li>2. The Ford vehicle is deemed un-drivable by the Service Provider and towing to a repairer has been arranged.</li> <li>3. The Ford vehicle cannot be repaired and mobilised on the same day.</li> </ol> <p>When all three of the above criteria are met, the Driver is entitled to one of the following options:</p> <p><b>Option 1 – Accommodation</b> Accommodation for up to two nights to a maximum value of \$150.00^ (incl. GST) per night where the vehicle can be</p>	<p>Covered up to a maximum of \$2,000^ in combined benefits per annum.</p>

	<p>locally repaired within an acceptable time frame (less than three days).</p> <p><b>Option 2 – Alternative Transportation</b>  Alternative transportation will be provided if required to the registered Owner or Driver's home address or intended destination, where the Nominated Vehicle cannot be repaired locally or repaired in an acceptable time frame (less than three days). Where required, return transportation will be provided for one Driver to retrieve the Nominated Vehicle. The maximum value of this benefit is \$500 (incl. GST) per incident.</p> <p><b>Option 3 – Vehicle Recovery</b>  Vehicle recovery will be provided to an authorised Ford Dealer, the owner or driver's home address or the intended destination anywhere within Australia should the vehicle be unable to be repaired locally or within a reasonable time frame as determined by the Service Provider. Vehicle Recovery can only be arranged either before or after the vehicle is repaired. The maximum value of this benefit is \$500 (incl. GST) per incident.</p>	
--	---	--