



Mitsubishi Vehicle Road Service

A guide to your entitlements

Nationwide Road Service
Phone 13 11 11

RAA

Calling for Road Service

Phone 13 11 11

As a Road Service customer, no matter where in Australia your vehicle breaks down, simply call 13 11 11, any time, day or night to receive Road Service.

Information to have ready

So we can help you as quickly as possible, please be ready to give the following information when you phone:

- RAA member number
- Vehicle details: registration number, make, model and colour of the vehicle
- Location details: street name, suburb or town, closest intersection, which side of the street you're on, and distinguishing landmarks
- Vehicle fault or problem: an explanation of what happened or appears to be the problem.

After calling us, please stay with the vehicle until help arrives, and leave your mobile phone switched on and available.

If there are extraordinary circumstances or you're worried about your safety, please let the RAA consultant know.

If you're in South Australia or Broken Hill, your call will be routed directly to RAA. In all other locations throughout Australia, your call will be directed to the local affiliated motoring organisation.

For drivers with a hearing impairment

- You can contact us for Road Service by using the National Relay Service, relayservice.gov.au
- The number to provide for RAA Road Service is 13 11 11
- If you have no internet access, you can access the National Relay Service via SMS by texting 0423 677 767
- Make sure you have all information ready to relay.

Please note that these methods are subject to public telecommunications network reliability.

If you do not receive a reply in a timely period, you should use an alternative method.

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RAA Road Service Entitlements

If you have RAA Road Service, benefits:

- apply only to breakdowns that occur within Australia
- are provided solely at the discretion of RAA within the locality of the breakdown
- apply only if the nominated vehicle is the vehicle that requires Road Service
- are not available if the driver, against our advice or the advice of a qualified repairer, has continued driving the vehicle following a breakdown.

Road Service

RAA Road Service is a vehicle breakdown service aimed at providing you with assistance in the event of an unexpected mechanical or electrical fault/failure of your nominated vehicle.

Road Service will be provided for the purposes of mobilising your vehicle after a breakdown. Service is limited to undertaking minor repairs using parts and tools available within the service vehicle, and able to be completed safely and quickly at the roadside.

The extent of 'free' services will, in most cases, be influenced by the location and circumstances of the breakdown.

Where mobilising the vehicle is not possible, a tow may be provided. This tow will be limited to your towing entitlement.

Road service call-out limits

Up to four call-outs each policy year.
Call-outs in excess of this will incur a fee.

Metro

For breakdowns anywhere in the Metropolitan Patrol Service Area an RAA service provider will attend 'free' of charge in an attempt to mobilise the vehicle.

Country

For breakdowns outside of the Metropolitan Patrol Service Area, free service is limited to breakdown locations within 40km (80km round trip) from the designated RAA Country Service Depot. Road Service will be provided by the designated RAA Country Service Depot for that location.

Wheel changing

If you have a suitable, roadworthy spare wheel, the RAA Service Provider will change the wheel for you using RAA standard wheel changing equipment.

This Benefit is limited to:

- vehicles weighing less than three tonnes fully loaded
- circumstances which do not require specialised equipment to safely provide a wheel change.

Where the vehicle falls outside of our weight and equipment limitations, an RAA Service Provider will be despatched to assess and assist with the wheel change where possible, using your vehicle manufacturer's wheel changing equipment.

Tyre repairs will not be undertaken at the roadside.

Battery replacement/jump-start

If your vehicle will not start because of a flat battery, the RAA service provider will assess the battery and provide a jump-start if appropriate.

If necessary, we offer a 'free' battery delivery and installation service for RAA Road Service product holders, with an extensive range of competitively priced automotive batteries available for roadside purchase.

Lockout/locksmith services

A locksmith subsidy of \$50 is available when locksmith attendance is required due to your vehicle being disabled.

Alternatively, instead of using the locksmith subsidy (or if a locksmith is unavailable), you will be offered a tow, using standard towing equipment to the nearest Mitsubishi dealer.

The locksmith subsidy is not available for vehicles that have been disabled due to accident, vandalism or theft of the vehicle.

Fuel

Out of fuel

If the vehicle has run out of fuel, we may provide, at your cost, sufficient fuel to enable you to drive to the nearest fuel outlet.

If the RAA service provider is unable to supply fuel at the roadside, you will be offered a tow, using standard towing equipment, within the limitations of your towing entitlement to the nearest fuel outlet.

Incorrect fuel

If you have filled your vehicle with incorrect fuel, towing benefits will apply.

Towing

If we are unable to get the vehicle going, we will arrange for the vehicle to be towed to a place of safety or repair. Towing is only provided for mechanical or electrical breakdowns.

We do not cover the towing or recovery of bogged vehicles, however, towing or recovery of bogged vehicles may be provided at your expense.

'Free' towing is limited as specified below. Excess kilometres must be paid by you at the time of the tow.

Metro

Towing, by standard towing equipment to the nearest Mitsubishi servicing dealer or alternatively up to 10km in any direction from the scene of the breakdown.

Country

Towing, by standard towing equipment to the nearest Mitsubishi servicing dealer or alternatively up to 40km (80km round trip) back to the designated RAA Country Service Depot.

Free towing is limited to vehicles not exceeding 5.5 metres in length, 2.3 metres in width, 2 metres in height or wheel span of 1.8 metres and exceeds 3 tonnes.

Additional country towing

If you breakdown in a Country Served Area and we can't get the vehicle mobile at the roadside, additional extended towing is available in any direction from the breakdown location or attending depot up to 10km (limited to \$64 per incident).

This benefit can be used in addition to the back to depot towing benefit within your towing limitations.

Excess distance costs must be paid by you at the time of the tow.

Non-collision 'accident' towing

There are government towing regulations regarding accident towing in the metropolitan area. Where your vehicle requires non-collision accident towing, but would not be covered under comprehensive insurance if you were to claim, we will contribute up to \$100 per incident towards towing costs upon presentation of a receipt and the government 'Authority to Tow' form.

Terms and Conditions

Vehicle-based Road Service

Road Service is available to the nominated vehicle only. The nominated vehicle is entitled to service at the time of breakdown in accordance with the conditions and benefits as provided within this Road Service entitlements guide.

- RAA vehicle-based Road Service does not cover any vehicle other than that which is nominated. It cannot be transferred to any other vehicle.
- RAA will only provide service to the nominated vehicle at the time of breakdown.
- Your RAA Road Service must be active at the time of requesting service.
- If the vehicle-based cover is not valid at the time of breakdown you will be offered to join RAA Personal Road Service; fees will apply accordingly.
- The disabled vehicle must be registered.
- Provision of assistance/service is limited to breakdown locations accessible by an improved public road using a conventional two-wheel drive vehicle.
- In instances where service is required in a location where the road is unsurfaced or a road which is not trafficable by a conventional two-wheel drive vehicle, a cost may be incurred which you must pay at the time of service.
- Road Service is essentially aimed at getting a vehicle back on the road or to a garage for permanent repairs, although minor repairs may be carried out on the spot if they can be done safely and within a reasonable time using available hand tools.
- Parts offered during Road Service by the service provider may or may not be genuine parts. All parts meet or exceed manufacturer's specification and comply with relevant Australian Standards and regulatory requirements and are fit for purpose. Parts have been sourced from independent manufacturers and comply with manufacturer's specifications.
- Service is limited to serviced areas; service is not available in non-serviced areas.
- Child locked in car – if the caller advises us there is a child locked in a vehicle, and that it is an emergency situation or the child is in distress, we will transfer the call to request an ambulance and/or the fire department.
- RAA will not pay for the freight costs for vehicles and passengers on any sea crossing.
- RAA does not cover any after accident towing costs or any repairs – accident, mechanical, electrical or otherwise.
- Should a second call-out be required due to the vehicle being initially unattended, the driver will be charged a fee.
- Unused call-outs expire. They do not carry over to subsequent policy years and are not transferable.
- Excess kilometres travelled to provide Road Service by the designated RAA Country Service Depot is not covered by RAA. This cost must be paid by the driver at the time of service.
- Non-collision accident towing contribution insurance coverage will be based on current RAA comprehensive insurance guidelines (regardless of whether you have insurance with another provider).
- When seeking reimbursement from RAA, Road Service paid by you (the driver) will be calculated at the RAA contractor rate i.e. the rate we would have paid.

Service Exclusions

- Work carried out when a vehicle is located at a commercial place of repair or RAA Country Service Depot.
- RAA does not cover the cost of any part, labour or other costs associated with the vehicle repair.
- Vehicles participating in specifically convened organised events (such as rallies) involving road closures or official traffic controls are excluded from Road Service. Benefits are available only when travelling to and from such events.
- Vehicles whose sole use is for commercial business, including but not limited to taxis and chauffeured vehicles.
- Travelling costs from the designated RAA Country Service Depot for any distance beyond 40km (80km round trip).
- Call-out for a fault that has already been attended to by RAA and has not been rectified.
- Service to vehicles on non-improved public roads or land not trafficable by a conventional two-wheel drive vehicle.
- Towing of vehicles involved in an accident, fire, vandalism or theft.
- Towing or recovery of bogged vehicles.
- Service or towing of vehicles is not applicable if home repairs have been undertaken.
- Any repairs associated with an accident, mechanical or electrical failure or otherwise.
- Towing for tyre trouble with an unserviceable or missing spare wheel on a vehicle normally equipped with a spare wheel.
- Towing of vehicles where the vehicle's physical dimensions exceeds 5.5 metres in length, 2.3 metres in width, 2 metres in height or wheel span of 1.8 metres and exceeds 3 tonnes.
- Towing of modified vehicles that require special equipment (special equipment is any additional equipment required by the attending service provider).
- Towing of vehicles that have been dismantled.
- Towing from or to restricted locations.
- Towing from a repair facility.
- Service to unattended vehicles.
- Service for battery-related faults where the vehicle's battery cannot be easily and quickly replaced by an RAA service provider. The vehicle/driver will be directed to an approved workshop for battery fitment or repair.
- Towing of towed units, where the vehicle qualifies for towing under the normal towing limitations.
- Wheel changing on vehicles exceeding three tonnes gross weight.
- Call-outs in excess of four per policy year. Excess call-outs will be charged at commercial rates.
- Vehicles which have been defected by the Police and/or an authorised Government Officer are only entitled to RAA Road Service provided that the breakdown is not related to the reason for the defect.
- Towing is not available if the defect is the reason for the tow.
- Road Service or towing of unregistered vehicles.
- Vehicles that have been driven on against our advice or the advice of a qualified repairer.

Fair Use Policy

RAA Road Service is a vehicle breakdown service aimed at providing you with timely assistance in the event of an unexpected mechanical or electrical fault/failure of a vehicle. It is intended to minimise the inconvenience of a vehicle breakdown through timely attendance, professional diagnosis and temporary repair wherever possible.

The service is not an alternative to regular routine maintenance of a vehicle and all members are required to maintain their vehicle in good working order and roadworthy condition.

RAA reserves the right to limit or refuse to provide services or entitlements to any product holder where, in the opinion of RAA, the product holder's use of service or entitlement is excessive, unreasonable or not reasonably required by the product holder in the circumstances.

Without limiting the circumstances in which RAA may apply this policy, RAA will apply this policy if any use of services or entitlements by any product holder is considered by RAA to be fraudulent or adversely affecting the provision of services or entitlements to other product holders.

Interstate Service

Holders of RAA Road Service have access to assistance throughout Australia through our affiliated motoring organisations. By calling the Australia wide 13 11 11 phone number you will be provided Standard level of Road Service in that state.

If you require Road Service interstate, affiliated motoring organisations are:

- NRMA in New South Wales and Australian Capital Territory
- RACV in Victoria

- RACQ in Queensland
- RAC in Western Australia
- RACT in Tasmania
- AANT in Northern Territory.

General Membership Terms and Conditions

- a) All RAA Members are bound by the Constitution of Royal Automobile Association of South Australia Incorporated, as amended from time to time, and by any specific terms and conditions imposed under the Constitution of RAA.

Copies of the Constitution of RAA can be obtained by writing to:

Corporate Secretariat

101 Richmond Road
MILE END SA 5031

- b) I authorise any officer of RAA to execute any document on my behalf necessary or desirable to facilitate me becoming a member of RAA.
- c) I acknowledge that if I cease to be a member of RAA, RAA may terminate this Agreement.
- d) If I cease to hold a relevant RAA product that qualifies me to remain a member of RAA and otherwise do not qualify to be a member of RAA, pursuant to the Constitution of RAA or the regulations made under that Constitution, I irrevocably agree to immediately resign as a member of RAA and acknowledge that I cease to be entitled to any rights and privileges associated with that membership.
- e) In the event of the circumstances set out in paragraph (d) above, and in order to secure RAA's right under paragraph (d), in consideration for RAA admitting me as a member, I irrevocably authorise any officer of RAA to execute on my behalf any

document necessary or desirable to effect my resignation as a member of RAA, including giving a notice of resignation under clause 6.2 of the Constitution of RAA.

Personal Information Use and Disclosure

RAA abides by the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), and we will deal with personal information in accordance with our Privacy Policy.

Privacy of your personal information

RAA collects and uses your personal information to process your RAA Membership and Road Service application, provide and administer Road Service and offer other RAA products and services to you. If you do not provide us with this information, we may not be able to process your application, or give you the full range of membership and/or Road Service benefits.

We may disclose your personal information to external service providers.

For any questions or to obtain a copy of our full Privacy Policy, please call us on 8202 4600, visit raa.com.au or drop in to your local RAA Shop.

Refusal of Service

Any circumstance or incident where your verbal or physical conduct puts at risk the health, safety or wellbeing of an RAA employee or contractor, or jeopardises their ability to safely carry out their responsibilities may result in the immediate suspension of access to RAA services under that membership.

Such incidents will be formally investigated. During the process you will be provided with an opportunity to explain your actions.

Voting Rights

- Although there are various classes of RAA Membership, only financial Full and Life members of RAA have the right to vote in board elections and at meetings of RAA.
- Vehicle-based Road Service members do not have the right to vote.

Glossary

- **Accident** means an incident in which a vehicle has been damaged in a collision or impact with an object, whether involving another vehicle or otherwise, water crossing damage, water ingress, theft, malicious damage, fire or storm.
- **Breakdown** means a circumstance in which a vehicle is incapable of being driven because of a mechanical or electrical failure or puncture, which is not caused by an accident, theft, fire or malicious damage.
- **Call-out** means a request for Road Service by a product holder.
- **Country Areas** means areas within South Australia, which have been defined by RAA as being outside the Metropolitan Patrol Serviced Area.
- **Country Serviced Area** means any non-metropolitan area in Australia where you are able to obtain Road Service from RAA or affiliated motoring organisations.
- **Excess Kilometres** means the distance for which a product holder's vehicle receives Road Service or towing services over and above the limit applicable to their level of cover.
- **Home** means the product holder's permanent place of residence.
- **Impact** means where the vehicle makes contact with a foreign object.
- **Improved Public Road** means a road, the surface of which has been prepared, formed, metalled or gravelled as defined in the 'SA Road Traffic Act' and the Australian Road Rules.
- **Incident** means a single breakdown event or situation which gives rise to one or more RAA attendances.
- **Metropolitan Patrol Serviced Area** means the geographic area of Adelaide as defined by RAA.
- **Non-Serviced Area** is any area in Australia where you are unable to obtain Road Service from RAA or affiliated motoring organisations.
- **Product Holder** means a financial subscriber of RAA Road Service.
- **RAA** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **RAA Country Service Depot** means an independent service provider, contracted by RAA to deliver Road Service in regional locations as defined by RAA.
- **RAA Service Provider** means an RAA employee or contracted Road Service provider.
- **Restricted Area** any areas not accessible to the general public without a permit or special permission.
- **Road Service** means the assistance provided to a product holder's vehicle by an RAA Service Provider to attempt to mobilise the vehicle at the breakdown location.
- **Round Trip** means the journey both out to and back from a location.
- **Serviced Area** is any area in Australia where you are able to obtain Road Service from RAA or affiliated motoring organisations.
- **Special/Heavy Towing Equipment** is any additional equipment required by the attending service provider. This is in addition to normal hand tools, car trailer or tow truck required for the provision of Road Service or towing the disabled vehicle.

- **Standard Towing Equipment** means any towing equipment legally able to be used to safely tow a vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.
- **Towed Unit** means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and the like that is attached to the vehicle.
- **Unregistered Vehicle** means a vehicle that is not currently registered with the Department for Transport, Energy and Infrastructure in SA or the relevant government department in their home state.
- **Vehicle** means any motorised registered automobile or motorcycle eligible for motoring assistance.
- **We, Us, Our** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **You, Your** means you the Product holder.

Summary of benefits

Benefits	
24 hour Road Service, Australia wide	Four call-outs a year
Service entitlement from designated country depots	Up to 40km
Towing – metro	Towing to nearest Mitsubishi servicing centre
Towing – country	Towing to nearest Mitsubishi servicing centre
Lockout / locksmith service	Up to \$50 per annum
Flat tyres	✓
Flat or faulty battery service	✓
Emergency fuel service*	✓

Conditions, distance and monetary limits may apply. Please read Mitsubishi Road Service entitlements guide.

*Sufficient fuel may be provided to enable you to drive to the nearest fuel outlet

Important Numbers

Road Service

24 Hour Road Service **13 11 11**

Battery Service

24 Hour Battery Service **13 11 11**

RAA offer a free battery delivery and installation service for RAA Road Service product holders, with an extensive range of competitively priced automotive batteries available for roadside purchase.

Website

raa.com.au

General Enquiries

Call 8202 4600 between 8:00am and 6:00pm Monday to Friday and from 9:00am to 12:00pm on Saturdays.

raa.com.au > 8202 4610



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