

# JEEP ASSIST

TERMS AND CONDITIONS



**Jeep**<sup>®</sup>

## **JEEP ASSIST**

Jeep Assist is a dedicated Roadside Assistance program which will provide 24 hour roadside assistance. Jeep Assist may provide emergency accommodation, a replacement vehicle and towing as well as legal, medical and household emergency assistance.

Please read this booklet for detailed information on what to do when you require assistance, as well as an explanation of the benefits and conditions provided with this program.

Jeep Assist is available to the owner for the duration of the manufacturer's warranty period. Owners can continue to enjoy the benefits of Jeep Assist after the warranty period by purchasing annual coverage.

## **WHAT TO DO WHEN YOU NEED ASSISTANCE**

**Should you require assistance simply call the Jeep Assist toll free number: 1800 102 277, which is also printed on your membership card**

Be sure to have the following information available for the customer service assistant when you call:

- Your name and breakdown location (also the nearest cross street if possible).
- Your Jeep Assist Membership Number and expiry date.
- Your vehicle registration number.
- A description of the problem and your opinion as to whether you consider towing of your vehicle is necessary.
- If possible, a telephone number on which you can be contacted.

From these details your Jeep Assist Operator will be able to arrange the necessary assistance, which may include:

- Roadside assistance.
- Recovery and transportation of your vehicle to the nearest Jeep Dealer or approved repair facility.
- Onward travel arrangements.
- Hotel accommodation.
- Provision of temporary replacement vehicle (rental vehicle).
- Urgent message relay service, business plans rearranged, etc.

Please do not make your own vehicle assistance/recovery arrangements through a third party, as Jeep Assist may not be able to reimburse any cost incurred.

The conditions below are governed by DaimlerChrysler Australia / Pacific Pty Ltd, Jeep Vehicle Division warranty policies and therefore may be at the owner's expense.

<b>Problem</b>	<b>Jeep Assist Action</b>
Lost or locked in keys (legal ownership of the vehicle must be established)	If you lose your keys or lock them in your vehicle Jeep Assist will either, retrieve a spare key from your home; cut a new key or gain access to your vehicle. This service is limited to \$150.00 inclusive of GST.
Flat Battery	Flat batteries can occur for a variety of reasons. In this circumstance Jeep Assist will send help to start your vehicle or if required arrange a replacement battery.
Out of Fuel	Should you run out of fuel, call Jeep Assist and we will attend. The first 5 litres of fuel will be supplied to you at no cost.
Flat Tyre	In this circumstance Jeep Assist will send assistance to change the tyre for you, with your vehicle's spare tyre.
Miscellaneous minor repairs / adjustments that immobilise your vehicle	Temporary adjustments / minor repairs that can be performed on the spot will be carried out to ensure that your vehicle is back on the road as soon as possible.



## **REMAIN WITH YOUR VEHICLE**

Once assistance has been called, it is vital that your vehicle is attended. Should Jeep Assist personnel arrive at your vehicle while it is unattended and the necessary work cannot be carried out, Jeep Assist may request payment for subsequent call outs to assist with the incident.

## **COVER PROVIDED**

### **ROADSIDE RESPONSE**

For emergency assistance at home or on the road, a mobile service unit will be dispatched to your location and will, on the spot, rectify problems associated with the most common elements of roadside difficulty, where possible.

### **VEHICLE TOWING / TRANSPORT / TAXI**

If your vehicle cannot be successfully mobilised at the roadside, or cannot be safely driven, it will be towed / transported to the nearest Jeep Service Dealer. In cases of extreme distance your vehicle may be transported to a suitably equipped service centre recommended by DaimlerChrysler Australia/Pacific Pty Ltd, Jeep Vehicle Division. Jeep Assist will provide one "free" taxi ride to the value of \$33.00 (inclusive of GST) to enable the vehicle's occupants to continue their journey to the nearest town or within the same city where the breakdown has occurred.

### **ACCIDENT / THEFT**

Should you have the misfortune to be involved in an accident in your vehicle, Jeep Assist can provide assistance by arranging for a recovery unit to pick up your vehicle and transport it to an appropriate repairer. If your vehicle is stolen, Jeep Assist can provide you with the necessary advice on procedures to follow, as well as arrange alternative transport to get you home.

Please note that the cost of towing, alternative transport or accommodation etc. are the owners responsibility. You should notify your insurance company as soon as possible regarding the costs.

## VEHICLE REPLACEMENT

Where the vehicle is immobilised due to component mechanical failure more than 100km from “home base” and the driver and passengers are stranded, Jeep Assist will arrange and pay for a rental vehicle for a maximum of five days to allow continuation of the journey (rental vehicle being a standard two-wheel drive sedan). It is the responsibility and obligation of the owner to return the vehicle provided by Jeep Assist to the nearest depot of the rental company. Any additional expenses incurred by the owner as a result of his / her failure to meet this obligation will be paid by the owner. Any running expenses for the rental vehicle, including fuel, insurance, excess km and incidentals are the owner’s responsibility.

## VEHICLE RELOCATION

If the driver has left the vehicle to continue the journey (i.e. return home or proceed to the final destination) and this is a distance greater than 100km, then Jeep Assist will arrange and pay for the vehicle to be transported to the appropriate agreed place. (i.e. either to home or to the ultimate destination).

## ACCOMMODATION BENEFITS

If, as a result of component mechanical failure, the vehicle has been immobilised and cannot be repaired in reasonable time, Jeep Assist, will arrange and pay for one nights accommodation for the driver plus passengers (maximum \$150.00 inclusive of GST) when the vehicle is more than 100km from home and if they decide to remain with the vehicle whilst it is being repaired locally.

## URGENT MESSAGE RELAY

If urgent message relay is required then Jeep Assist will arrange the following:

- Assistance with the cancellation and rebooking of any pre-arranged travel arrangements - accommodation, flight reservations etc.
- Relay urgent messages to family, friends, or business associates likely to be concerned by the disruption or delay.
- Advice on local transport options and availability.



## GENERAL ENQUIRIES

General enquiries regarding dealer locations, open hours, contact phone numbers and names please call the toll free number

**1800 102 277.**

## LEGAL ASSISTANCE

Telephone legal advice is available 24 hours a day on matters arising from the use or ownership of the member's vehicle. All the telephone advice is confidential and there are no consultation fees, or telephone charges. Legal advice does not extend to written advice, the preparation of briefs or personal interview.

## MEDICAL ASSISTANCE

Medical advice will be provided to the driver and to any direct family members travelling with the customer.

## HOME EMERGENCY

Should any unforeseen household emergency arise due to fire, flood, storm, earthquake or burglary, Jeep Assist will arrange for the appropriate provider to attend the member's home and minimise further loss or damage and ensure personal safety. Jeep Assist will be responsible for arranging the assistance, however, all repair costs, supervision and authorisation of repairs are the member's responsibility.

## **JEEP ASSIST WILL BE RESPONSIBLE FOR THE FOLLOWING COSTS:**

- Roadside or at home, assistance for breakdown, lost or locked keys, flat batteries, tyres or no fuel.
- Towing of vehicle broken down due to component mechanical failure to nearest Jeep dealer or other service centre as nominated by DaimlerChrysler Australia/Pacific Pty Ltd, Jeep Vehicle Division.
- Rental vehicle up to five days if member is stranded more than 100km from home due to a component mechanical failure and vehicle will be immobilised for more than 24 hours.
- Urgent message relay, business plans rearranged etc.
- Assisting Jeep members with general enquires where possible.
- Accommodation for one night up to \$150.00 (inclusive of GST) if stranded more than 100km from home due to component mechanical failure and the member chooses to remain with the vehicle.

## **JEEP ASSIST WILL NOT COVER THE FOLLOWING COSTS:**

- Towing, accommodation, rental vehicle / alternative transport / vehicle recovery costs incurred as a result of the vehicle being stolen or involved in a collision or accident.
- Costs incurred as a result of failures where the owner has been notified of a manufacturers service campaign, recall or rework, and the owner has not made reasonable attempts to return the vehicle to a dealer for correction.
- Costs for rental vehicles after five days or accommodation after one night.
- Bogged vehicles.
- If the vehicle is used for hire or reward.
- Breakdowns caused intentionally or by negligence on the part of the owner, the driver or one of the occupants of the vehicle.
- Breakdowns due to the use of non-authorized parts or due to alterations to the vehicle which have not been authorised by the manufacturer.
- Breakdowns due to the participation in motor sport events or in practice for such events.
- The result of war, civil unrest, earthquake, storm or other acts of God.
- Where the vehicle is broken down in a remote location being in an area that is not accessible by a two-wheel drive recovery vehicle.
- For vehicles ten years or older.

## **CHANGE OF OWNERSHIP**

If a change of ownership occurs during the normal warranty period, the new owner is entitled to the Jeep Assist benefits, provided the new owner completes the “Change of Owner” coupon in your Jeep Warranty Information, Customer Care and Service Passport and mails it to DaimlerChrysler Australia Pacific Pty Ltd, Jeep Vehicle Division within 14 days of ownership transfer.

If you sell your Jeep after your warranty period has expired and you have renewed your Jeep Assist membership, your membership card can be transferred to the new owner. This service is transferable but not refundable.



At the DaimlerChrysler group, we share your concern over privacy. The membership and other personal details you provide us will not be disclosed to other parties outside the DaimlerChrysler group and its associated parties. You can obtain a copy of our full Privacy Policy by contacting Jeep Assist at DaimlerChrysler Australia Pacific Pty Ltd, PO Box 4214, Mulgrave VIC 3170. Jeep Assist is offered by DaimlerChrysler Australia Pty Ltd ABN 23 004 411 410. Jeep Assist service is provided by ETI Australia Pty Ltd ABN 52 097 227 177 trading as a company of the Mondial Assistance Group.

All information contained herein is correct at the time of printing (June 2005). Jeep reserves the right to make any changes at any time, without notice. For further information, please contact DaimlerChrysler Australia Pacific Pty Ltd. Printed in Australia.

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