

MAN ROADSIDE ASSIST

1800 676 711



The Policy Statement is Applicable to Vehicles Delivered in Australia Only.

Under 24/7 MAN Roadside Assist, NTI, in association with the MAN dealership network will provide owners and drivers with emergency roadside repairs and assistance, around the clock, seven days a week for an entire 48 months from the in-service date of your new MAN vehicle.

In the event of a breakdown, no matter where you are, 24/7 roadside assist is ready to do whatever is possible to get you going.

MAN now provides a comprehensive roadside assistance service that will have you back on the road or back to an authorised MAN dealer/repairer as quickly and as safely as possible.

There are a number of reasons why an MAN owner's journey could be interrupted, including:

- Emergency mechanical breakdown
- Running out of diesel fuel
- Tyre / wheel changing
- Flat battery
- Locked out or lost keys
- Glass repair services

Whatever the reason, it is reassuring to know that 24/7 MAN Roadside Assist is only a phone call away.

Roadside Assist

Having recently taken delivery of your new MAN vehicle, you will receive as standard, our unique MAN assist package, covering you roadside for 48 months, from the date of first registration. This free service is extended to you whether you're a private vehicle purchaser, a fleet, or rental company, or a Commonwealth, state, or local government customer.

Now roadside assistance travels with you, 24 hours a day, 365 days a year. 24/7 service is delivered throughout Australia from a highly trained team of technicians and recovery operators.

Calling for Assistance

For roadside assistance, dial the free service line:

1800 676 711

Being Prepared

If you have the following information available before you call, it will help us to provide you with a more efficient service.

1. Your vehicle registration number and/or VIN/chassis number.
2. The model, colour, and year of your vehicle.
3. The nature of the problem.
4. The exact location of your vehicle i.e. the state, city/town, suburb or area, street or road and the nearest corner, crossroad, and landmark if applicable.
5. Whether your vehicle is laden and if so, what is the approximate GVM, length, height, and width.

As a valued MAN Roadside Assist 24/7 customer, you are entitled to call for roadside assistance covering.

Emergency Mechanical Breakdown

For minor mechanical repairs, a maximum of four hours' travel including call out (up to \$1,000 inc GST) is covered under the program. This does not include repair time and parts for warrantable failures. Repair times and MAN genuine part/s for warrantable failures are claimable to MAN/Penske Australia as per normal warranty guidelines.

Run Out of Diesel Fuel

Wherever possible, MAN Roadside Assist will arrange for the delivery of diesel fuel to enable a vehicle that has run out of fuel to be driven to the nearest diesel supply facility (the immediate supply of fuel is to be paid for by the customer/driver at the time of service). Should additional fuel be required to get to the nearest diesel supply facility this will be at the customer's cost. Where it is not possible or practical to provide diesel fuel, a tow can be provided to the nearest facility and the tow is to be paid for by the customer/driver at the time of service.

Tyre / Wheel Changing

MAN Roadside Assist will replace a damaged tyre/wheel using the vehicle's original equipment. Where the original equipment is not serviceable, roadworthy or compatible, a tyre service provider will be dispatched to assist. If a tyre/wheel is required to be supplied due to serviceability of the tyre/wheel, this will be at the customer's cost.

Where it is not possible to provide the service roadside, a tow can be provided to the nearest facility that is able to supply and/or repair the tyre/wheel combination. This is to be paid for by the customer at the time of service.

Flat Battery

If the vehicle is unable to start due to a flat battery, MAN Roadside Assist will attempt a battery boost to start the vehicle. If the original battery/batteries are found to be faulty and is still within the MAN battery warranty period, a replacement battery may be arranged through either NTI or an MAN dealer. If the faulty battery/batteries are outside the term of the warranty period, a replacement battery may be supplied and installed, however all materials/parts and any additional labour charges must be paid for at the time of service by the customer.

Locked Out or Lost Keys

If the customer has lost their keys or inadvertently locked them in the vehicle cab, MAN Roadside Assist will attempt to open the vehicle. However, the driver may be asked to sign an indemnity releasing the service provider from any liability should damage be caused by such forced entry. Alternatively, MAN Roadside Assist will, if possible, arrange for a locksmith to attend at the owner/driver's expense. The driver/customer is responsible for any costs over \$150 inc GST per case.

Glass Repair Services

MAN Roadside Assist will provide the customer with an emergency glass service and/or replacement part. Any parts or additional labour charges not covered under MAN's warranty must be paid for at the time of service by the customer.

Message Relay

In the event of a breakdown, MAN Roadside Assist can relay messages to family members, friends, or business associates to notify them of any possible delays.

Interpreter Service

Interpreting services will be supplied should the driver need assistance in communicating their details to MAN Roadside Assist.

Towing

If it is not possible to get the vehicle mobile roadside, NTI will arrange towing. The following conditions apply:

1. In a metropolitan area the vehicle will be towed to the nearest MAN dealer. Should the emergency breakdown occur outside of normal business hours, the vehicle will be stored and delivered to the nearest MAN dealer as soon as practicable.
2. Any form of registered trailer that is in tow at the time of the service callout and is not able to be towed at the same time as the prime mover/truck, can be transported at the customer's expense to the same destination as the towed vehicle.
3. Alternatively, the customer may elect to have the vehicle and/or trailer towed to an alternate destination. However, the owner must agree to accept any additional towing costs incurred, over and above the towing allowance of \$1,500 + GST.

Accident Co-ordination

MAN Roadside Assist will assist the driver at the incident scene. This could include advising the driver of their obligations at the scene of the accident, connecting the driver to an appropriate service provider, 000 emergency services, or a vehicle recovery operator. MAN Roadside Assist will remain on the line to ensure appropriate services are being provided.

CONDITIONS OF SUPPLY

Eligible MAN Vehicles

MAN Roadside Assist is provided for all MAN truck model ranges sold from the 1st of January, 2021. The vehicle must be roadworthy and registered within the first six (6) months of the purchase date. Applicable to trucks delivered within Australia only.

Towing and Recovery

Towing and recovery for an accident is not included as part of MAN Roadside Assist program. The definition of an accident

is “Where a vehicle is disabled as a result of a collision or impact with any object.” This will be at sole discretion of NTI.

The towing service within the program is not transferable or accumulative when not used by the customer during any one year of use. In all cases, the decision regarding whether a vehicle requires towing rests solely with NTI.

If not covered under MAN warranty, the customer must agree to accept any specific excess towing charges prior to the tow being undertaken (unless approved with an order number provided by the repairing dealer and the breakdown has been registered with the MAN Roadside Assist call centre).

Trafficable Roads

Service can only be provided to qualifying MAN vehicles on a constructed road/driveway, weather permitting, that is legally trafficable by a conventional two wheel drive vehicle and/or towing recovery vehicle.

Bogged/Disabled Vehicles

If the vehicle becomes bogged or disabled on a road which is considered to be legally trafficable to normal two wheel drive vehicles and where no special equipment is required MAN Roadside Assist will be provided.

Vehicle Rescue

If the vehicle has become bogged or disabled on a non-‘legally’ trafficable road in a situation such as a building site, construction/mine site, beach, field and creek bed, MAN Roadside Assist will attempt vehicle rescue, however this will be at the customer’s expense.

Remote Areas

In remote or sparsely populated areas the customer may experience delays in obtaining MAN Roadside Assist due to the location, the availability of the service provider, and accessibility.

Towing will be provided in these areas as a safer, quicker, and cost effective solution to getting the vehicle repaired and back on the road as quickly as possible.

Note: Remote areas are defined as areas within Australia that are sparsely populated and where normal dealer services are not readily available.

Attempted Repairs

If the customer requests MAN Roadside Assist, the service provider will, on arrival, examine the vehicle. If it is found that a third party has attempted repairs causing further problems and/or damage, the service provider in his/her opinion may determine that the vehicle cannot be started or driven without risk of further damage. In these circumstances the service may be refused and the customer will be responsible for any towing costs incurred.

Unattended Vehicles

It is imperative that the driver, or a customer representative, wait with the vehicle until the service provider arrives unless previous arrangements have been made and agreed to by the attending service provider. Unattended vehicles will not be serviced under any circumstances. Where the owner/driver has elected an authorised representative, the representative must hold a current and appropriate vehicle driver's license in case the vehicle is required to be moved. Where the vehicle is found to be unattended, any subsequent calls for assistance may be at the customer's expense.

Natural Disasters

If a natural disaster places extraordinary demands on service resources, MAN Roadside Assist may alter and/or offer alternative service. If a disabled vehicle cannot be reached owing to events such as floods or bushfires, MAN Roadside Assist will endeavour to provide whatever assistance is practicable under the circumstances.

Cargo

MAN/Penske Australia, NTI and its service providers will accept no responsibility under any circumstances, for the security, loss or any damage of cargo carried by a disabled vehicle.

Sale of a Vehicle

If the customer sells their vehicle within the warranty period, the new owner and any subsequent owners, are entitled to the MAN Roadside Assist program for the balance of the 48 month service period.

**24/7 MAN Truck & Bus
Roadside Assistance:**

1800 676 711

Penske Australia

72 Formation St, Wacol QLD 4076

Ph: 07 3271 7777

Fx: 07 3271 2047 (admin/sales)

07 3271 2720 (parts/service)