

# **RAM TRUCKS** **ROADSIDE** **ASSIST**



**TOLL FREE ROADSIDE ASSIST**  
**NEW ZEALAND**

**0800 726 875**  
**(RAM TRK)**



**WWW.RAMTRUCKS.CO.NZ**

# RAM TRUCKS ROADSIDE ASSIST

As the owner of a RAM TRUCK you receive RAM TRUCKS Roadside Assist. In the event that your vehicle is immobilised, you can rest assured that RAM TRUCKS Roadside Assist will help you to continue your journey with the minimum of inconvenience to you and your passengers. RAM TRUCKS Roadside Assist supports you and your vehicle for the period of your manufacturer's warranty, 24 hours a day, 7 days a week, 365 days a year.

## CONTACTING RAM TRUCKS ROADSIDE ASSIST

Our highly trained and experienced Technical Advisors are contactable around the clock to provide you with advice and assistance. When requiring RAM TRUCKS Roadside Assist please have the following information ready:

- **Your vehicle's registration number**
- **Your location and a description of the problem**
- **Where possible, a telephone number so that we can remain in contact.**

**RAM TRUCKS TOLL FREE ROADSIDE  
ASSIST NUMBER IS:  
0800 726 875 (RAM TRK)**

Once you have called for Roadside Assist please ensure that you are with the vehicle at the agreed time of arrival of the service contractor unless you have made alternative arrangements with the Roadside Assist operator.

If you are not with the vehicle at the agreed time and fail to notify our Roadside team, consequent callouts may be charged to you.

## **SAFETY FIRST**

If your vehicle has broken down in a hazardous location, please tell us when you call, and ensure you aren't exposed to danger from passing traffic.

## **RAM TRUCKS ROADSIDE ASSIST PROVIDES FOR:**

### **ROADSIDE REPAIRS**

At the site of the breakdown, the attending contractor will rectify most common breakdown related problems, such as changing a flat tyre, jump-starting a flat battery, supplying emergency fuel and effecting minor roadside repairs which are safe to do at the breakdown scene. In most cases you will be on your way in no time.

If major parts or factory diagnostic equipment are required, your vehicle will be towed to a RAM TRUCKS' dealership or a RAM TRUCKS' authorised service agent. If towing is required we will be responsible for the cost of transportation only, subject to the limitations as outlined in Breakdown Towing.

### **TECHNICAL ADVICE**

Telephone technical advice will be provided in relation to the vehicle's operation, any safety warnings or lights that may appear, or technical and mechanical information regarding your vehicle.

### **EMERGENCY FUEL ASSISTANCE**

If you run out of fuel, we will deliver an emergency supply of fuel to your vehicle (up to 5 or 10 litres), or where government regulations require, tow you to the nearest fuel station.

## **LOST OR LOCKED KEYS**

Where the key has been lost or stolen, or has been locked inside your vehicle, we will either arrange for your spare key to be delivered to you or arrange for a locksmith to attend. Limitations apply for this service.

In the event that you insist that the vehicle be broken into to recover keys locked inside the vehicle, neither RAM TRUCKS Roadside Assist nor the contractor will, under any circumstances, be responsible for any loss or damage that occurs to the vehicle as a result. Due to contractor limitations, this service may not be available in all cases.

All expenses for the replacement key will be at the owner's/driver's cost.

## **BATTERY AND EMERGENCY PARTS REPLACEMENT**

Where or when possible we will arrange for the supply and fitment of emergency parts to effect mobilisation of a breakdown repair. Emergency parts are covered only in the event the vehicle part is covered by RAM TRUCKS Warranty and the breakdown has been caused by a warrantable failure. In the event that the breakdown occurred out of warranty or as a result of a driver-related fault, all costs relating to the repair and the replacement parts will be at the driver's cost.

## **BREAKDOWN TOWING**

If your car cannot be mobilised, we will arrange for your vehicle to be towed/transported to the closest RAM TRUCKS' dealer or authorised service agent free of charge.

Assistance/towing is only provided for gazetted and sealed roads.

## **ACCIDENT COORDINATION AND TOWING**

If you are involved in an accident and contact RAM TRUCKS Roadside Assist, we will be pleased to advise you of any obligations and details that need to be obtained from the other driver, for extra peace of mind. RAM TRUCKS Roadside Assist will arrange towing, if requested by you, to a preferred repairer or repairer of your choice, as outlined in Breakdown Towing. Whilst we can arrange accident towing, all associated costs will be at your or your insurer's expense.

## **EMERGENCY MESSAGE RELAY**

In the event of a breakdown or accident we can connect you through to family members, friends or business associates so as to notify them of any possible delays. Alternatively you may request us to notify these people on your behalf.

## **EMERGENCY TAXI TRANSPORT ASSISTANCE**

Where we have been contacted to arrange breakdown assistance, we can arrange and provide taxi transport. RAM TRUCKS Roadside Assist will be responsible up to the value of \$50.00 inclusive of GST per event, payable by reimbursement.

## **PARTS AND SERVICE LOCATOR**

When travelling away from your local area, it can be difficult to locate repairers or service stations. We can help locate the closest approximated dealership, service station, repair workshop, tyre or windscreen outlet anywhere in New Zealand.

## **MEDICAL REFERRAL/ADVICE**

We will provide medical advice 24 hours a day whilst the Customer is travelling in the Vehicle or has had an accident. The First Assistance medical team will give the appropriate advice and refer the call to the nearest medical centre for treatment.

Consultation and treatment fees are the responsibility of the owner.

**Additional benefits provided to RAM TRUCKS owner/s if your vehicle will be immobilised with a warrantable failure over 100 kilometres from your home for longer than 24 hours:**

## **ACCOMMODATION ASSISTANCE**

We will provide hotel accommodation for the driver and four passengers for 3 nights to a maximum value of \$120.00 inclusive of GST, payable by reimbursement. The owner/driver would be responsible for all meals, telephone call costs and any hotel sundries used by the owner/driver.

## **RENTAL CAR ASSISTANCE**

We will supply a rental car for you for up to 3 days at a value of \$120.00 per day inclusive of GST. Rental car entitlements cease once the vehicle has been repaired. The driver/hirer of the rental car would be responsible for all fuel costs, excess kilometer charges, any damages to and excess payable on the rental car.

## **CARAVAN AND TRAILER ASSISTANCE**

In the event that the vehicle is transported after a breakdown, we will also arrange transport of your caravan or trailer to either a secure holding yard or the nearest authorised repairer.

This will be offered on a best efforts basis, and if possible will be provided at no cost. However, subject to service capability and location, the owner/driver may be responsible for all costs incurred in the provision of this service.

## **VEHICLE REPATRIATION**

Where a vehicle is immobilised more than 100 kilometres from the owner's/driver's normal place of residence (as registered in the program) and the repair has taken longer than 24 hours, the owner/driver may elect to continue the journey by alternative means. If required RAM TRUCKS Roadside Assist will arrange for the vehicle to be transported to the customer's home or ultimate destination – whichever is shorter. Alternatively the owner/driver may choose to be repatriated back to the repairer to collect the vehicle.

## **PROGRAM CONDITIONS AND EXCLUSIONS**

Services and entitlements listed in the above programmes do not apply to the following:

- Vehicles used in motor racing, car rallies, speed or duration testing or any practice thereof.
- Claims arising from the loss or damage to the contents of the vehicle.
- Claims arising from damage caused through the forced entry of a vehicle in any attempt to unlock and recover keys locked in the vehicle, whereby the owner/driver has been fully briefed on the risk and situation by the First Assistance provider in attendance, and the owner/driver has subsequently agreed to sign the indemnity form offered by the provider prior to commencing forced entry/unlock of the vehicle.

- Claims arising from a recurring electrical or mechanical failure resulting from improper care or vehicle maintenance, or vehicle servicing where a known fault and repair has been neglected.
- Situations where the vehicle is disabled by floods, snow affected roads, or is not accessible due to other adverse road or weather-related conditions.
- Vehicles being bogged/trapped in off-road conditions, and not accessible by normal two wheel drive recovery vehicles.
- Vehicles located off designated public roads (other than private residence), and not accessible by normal two wheel drive recovery vehicles.
- Any vehicle exceeding 4.5 tonnes.
- Vehicle has been left unattended.
- Any vehicle not nominated and registered to the RAM TRUCKS Roadside Assistance program.
- Vehicles not displaying a current motor vehicle registration certificate and warrant of fitness
- The roadside programs listed above exclude taxis, motorbikes or vehicles used for hire or reward.
- Costs relating to parts, labour or any associated costs for the repair of the vehicle outside of the benefits listed shall be at the owner's/driver's expense.
- Any event/cost as a result of careless use or misuse of the vehicle.

## DEFINITIONS

**‘Accident’** means a collision between the customer’s vehicle and another vehicle or object or an attempted break in or theft of the vehicle.

**‘Authorised repairer’** means a repairer other than a RAM TRUCKS dealership which has been authorised by RAM TRUCKS Roadside Assist or American Special Vehicles to perform temporary repairs to mobilise the vehicle after a breakdown.

**‘Breakdown’** means a warrantable mechanical or electrical failure, which causes the vehicle to be immobilised or renders it unsafe to drive, provided this is not occasioned by attempted theft or accident related damage. A breakdown may also mean a driver related incident including but not limited to, basic call outs such as a deflated tyre, locked or lost keys, insufficient fuel or a flat battery.

**‘Customer’** means the driver of a vehicle registered under the RAM TRUCKS Roadside Assist program and authorised to drive the vehicle by the owner and is duly licensed to drive the vehicle under the relevant provisions, laws and regulations of New Zealand.

**‘GST’** refers to goods and services tax.

**‘Preferred repairer’** means an accident repair facility which has been nominated by American Special Vehicles or a RAM TRUCKS Roadside Assist Dealer, to facilitate repairs of a vehicle.

**‘Recovery’** means the relocation of the vehicle by a towing operator or vehicle transport company (road or rail) of the vehicle back to an RAM TRUCKS’ dealership, authorised repairer, the owner’s home or intended destination as deemed appropriate by RAM TRUCKS Roadside Assist.

**‘RAM TRUCKS Roadside Assist Contractor’**

means a company or contractor assigned by RAM TRUCKS Roadside Assist to affect roadside assistance repairs, towing, transport and/or recovery of a vehicle.

**‘Tow/Transport’** means that the vehicle will be towed or transported by the most appropriate equipment available to RAM TRUCKS Roadside Assist, dependant on the services available, the location of the vehicle and the time that the breakdown occurs.

**‘Vehicle’** means any duly registered motor vehicle (excluding taxis, rental or hire vehicles) being used by the customer and covered under the program, and complying with the relevant provisions, laws and regulations for road worthiness and use.

The singular shall include the plural and vice versa and reference to any gender shall include all genders.



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All information in this document is correct at the time of publication however variations may occur from time to time and American Special Vehicles insofar as is permitted by law to do so shall not be liable in any way as a result of any reliance by any person or anything contained in this document.