



**MITSUBISHI  
MOTORS**  
Drive your Ambition

**We're right behind you.  
Diamond Advantage Roadside Assist.**



**MITSUBISHI  
DIAMOND  
ADVANTAGE**

Diamond Advantage Roadside Assistance provided by the Australian Auto Clubs on behalf of Mitsubishi Motors Australia Ltd.

## Find help in the middle of nowhere.

You can always count on Mitsubishi to make sure you're never stuck - even when the unexpected happens. Thanks to Diamond Advantage Roadside Assist we'll be there to take care of things including:

- Mechanical breakdowns
- Flat tyres
- Flat batteries
- Running out of petrol
- Vehicle lockouts
- Vehicle theft
- Motor accidents
- Medical emergencies.

## Great assistance, great peace of mind.

### Diamond Advantage Roadside Assist.

Eligible vehicles/customers will be given 12 months complimentary Diamond Advantage Roadside Assistance from the date of new vehicle purchase.

# Servicing conditions apply. To receive additional complimentary Diamond Advantage Roadside Assist vehicles will receive 12 months Roadside Assistance from the date of the most recent eligible Capped price Service for that vehicle performed at an authorised Mitsubishi dealer. Roadside assist, if extended in accordance with these items, is available for a maximum of up to 5 years. Conditions apply. Offer subject to change without notice. Excludes Government, Rental and National Fleet Customers.

## Automatic benefits for auto club members.

If you're an auto club member you can take us up on our offer for the bridge option.

For starters, you'll hang on to your auto club membership years of service. Plus, for a small fee you can credit your years of service as an auto club member during the coverage period. You'll still get all your membership benefits, like membership magazines and maps, financial services, touring and travel services.

And when your Diamond Advantage Roadside Assist program is up, you can resume membership with your local auto club without the cost of the normal joining fee, and you'll have your years of service credited.

For further information regarding the benefits and costs of the bridge option, please call our Customer Assistance Centre on 1300 13 12 11.

**Note:** Bridge Option not available in South Australia.  
#Subject to servicing conditions.



## Give us a ring when you get stuck.

No matter where you are stuck, just get on the phone and we'll be there to give you a hand. Thanks to the national network of Australian auto clubs, help is on its way 24/7, simply call:

# 1300 13 12 11

Make sure you have these details handy so we can get help to you as soon as possible:

- Your name
- Your location
- Vehicle details: model, year of vehicle, registration number and vehicle colour
- A brief description of the problem
- A contact telephone number (if possible)
- Your vehicle's Vehicle Identification Number (VIN).

## Where's your VIN?

Try your registration label, or look on the vehicle compliance plate, mounted on the vehicle – it's usually in the engine compartment, or alternatively you can look on the inside front cover of your Service & warranty booklet.

## Summary of the benefits.

### A. Diamond Advantage Roadside Assist.

Our standard cover gives you lots of help including:

- Repairs if you have a mechanical breakdown
- Towing your vehicle if we can't get you mobile
- Fuel to get you to the nearest service station (at your cost)
- Changing a flat tyre (with your serviceable spare)
- Unlocking your car if you lock your keys inside (if necessary, a locksmith or tow can be arranged at your expense)
- Jump-starting your vehicle or replacing your battery (you'll get a free battery replacement during the first year of registration)
- Organising a taxi if we can't get your car going (single, one-way metro taxi fare to the maximum of \$55).

### What about accident or vehicle theft?

If you're more than 100km from home we'll provide advice on what to do and who to call, plus we'll also pass on messages on your behalf to people you nominate, including your insurer.

### **What about medical emergencies?**

We'll provide advice on what to do and who to call, and if needed we can also arrange special transportation and repatriation (at your cost).

## **What else should I know about the Roadside Assist program?**

### **How long does the program last?**

If your vehicle is eligible, you'll enjoy all the benefits of our complimentary Diamond Advantage Roadside Assistance for 12 months from the new vehicle purchase date (or up until the vehicle's first service - should that occur prior to the initial 12 month period).

In order to receive an additional 12 months Roadside Assistance, vehicles must be serviced under the Mitsubishi Capped price Servicing Program. You will then be provided an additional 12 months Roadside Assistance. (Note that this is 12 months from the date of that service and not an additional 12 months on the expiry of your current Roadside Assistance).

You will continue to receive complimentary Roadside Assistance whilst your vehicle is being serviced under the Mitsubishi Capped Price Servicing Program conditions.

NOTE: Roadside Assistance will cease at the expiration of a customer's 12-month coverage. If a customer misses a service or goes longer than 12 months between services their vehicle **will not be covered** for the period between when the Roadside Assistance expired and when the vehicle is presented for their service.

### **In what situations can I call for help?**

If your vehicle is disabled because of a mechanical failure or an incident that is non-mechanical, Diamond Advantage Roadside Assist is there for you. We'll try to fix the problem roadside so that you can continue on your way, or if this is not possible, we'll help you out with towing.

### **Mechanical incidents.**

Our team will endeavour to sort out any mechanical failure that may disable your vehicle or make it unsafe to drive. This does not cover incidents where the vehicle has been involved in a collision or is covered by motor vehicle insurance.

### **Non-mechanical incidents.**

Our team will endeavour to sort out any problems due to non-mechanical automotive incidents such as wheel or tyre damage, lockout, out of fuel or a flat battery. If we are not able to change your tyre (due to a lack of a spare for example) we'll organise towing to the nearest repairer (towing at owner's cost).

### **Towing.**

If we can't get your vehicle back on the road, we'll organise for it to be towed from the breakdown site to the closest authorised Mitsubishi Dealer or service facility of the local auto club\*\*.

\*\* A towing destination can only be determined on an individual incident basis in country areas.

### **Towing in country areas.**

If your vehicle has been towed to the service facility of a local auto club and it is still not possible for repairs to be carried out, we'll arrange for its recovery to an authorised Mitsubishi Dealer. In this situation, it will be up to the service provider to determine the best way of doing this, and some delays may be experienced.

### **What if the service facilities are closed?**

In this case we'll arrange for your vehicle to be securely stored before it is delivered to the service facility.\*

\*Any additional towing will be at the vehicle owner's expense. In all cases, the decision on whether towing is required shall rest with the Diamond Advantage Roadside Assist Service Provider on an individual incident basis. Should your vehicle require to be towed following an accident, this will be at the expense of the vehicle owner/driver.

### **What if I'm injured or become ill when driving?**

We'll help you get to a doctor or hospital if you or any of your passengers become ill or injured whilst driving.

## Roadside Assist Vehicle Eligibility and Level of Cover.

Commencement Date	Roadside Assist Level		Validity Period (Coverage)
	Standard	Premium	
Vehicles with a Retail Delivery Advice date from 1 January 2007 to 30 September 2012	All models except those covered by Premium Roadside Assist 380 (excl. GT) RG Colt RZ Colt Cabriolet CH Lancer CH Lancer Wagon CJ Lancer CJ Lancer Sportback BA Grandis NS Pajero (excl. Exceed) NT Pajero (excl. Exceed) ZG Outlander (excl. XLS, VRX) ZH Outlander (excl. XLS, VRX) ML Triton (excl. GLS) MN Triton SJ Van PB Challenger (excl XLS) XA ASX	380 GT ML Triton GLS NS Pajero Exceed NT Pajero Exceed ZG Outlander XLS, VRX ZH Outlander XLS, VRX RG Colt Ralliart Lancer Evolution IX CJ Lancer Evolution CJ Lancer Ralliart PB Challenger XLS i-MiEV	5 years/130,000km
Vehicles with a Retail Delivery Advice date from 1 October 2012	<b>Standard</b>		1 year complimentary
	All new Mitsubishi models (excludes National Fleet & all Government Fleet, Rental and Taxis)		Additional 12 months when serviced under Mitsubishi Capped price Service Program (up to 5 years from original warranty start date)

## Conditions of Service.

### 1. Remote areas (including sparsely populated areas).

In remote areas, assistance under the program may be unavoidably delayed due to the location of the breakdown, service provider availability and accessibility of your vehicle.

### 2. Service limitations.

In some situations we are unable to provide Roadside Assistance. These include:

- Vehicle participation in motor sport; or
- Driver engaging in unlawful activity or driving under the influence of alcohol or drugs; or
- Major body modifications to the vehicle; or
- Safety risk to the service provider.

### 3. Towing limitations.

Towing will only be provided for vehicles under 2,500kg and which do not exceed 2.3 metres in width or 6.0 metres in length.

### 4. Trafficable roads.

Service will only be provided to vehicles which have been disabled on constructed roads or driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required).

### 5. Vehicle rescue.

Where a vehicle becomes disabled off a legally trafficable road such as on beaches, in fields or in creek beds, etc. vehicle rescue may be arranged at the vehicle owner/driver's expense.

### 6. Bogged vehicle recovery.

Assistance will only be provided to vehicles stranded on constructed roads or driveways that are legally trafficable by conventional two wheel drive vehicles and where no special equipment such as power winches or extended cables etc. are required.

### 7. Special equipment.

Should special equipment be necessary to effectively deliver service and/or where the service provider has to return to the service facility to obtain this special equipment, any additional costs involved will be charged to the vehicle owner/driver's.

### 8. Natural disasters.

Diamond Advantage Roadside Assist reserves the right to alter and/or offer alternative assistance where a natural disaster places extraordinary demands on the provision of service. Where a vehicle cannot be reached, for example, due to floods or bushfire, we will attempt to provide alternative assistance practicable under the circumstances.

### 9. Collision/accident.

Vehicles which have been damaged as a result of a collision or impact with any object, due to mechanical failure or any other reason, or for any incident covered by motor vehicle insurance, will not be provided with towing. However, towing assistance can be arranged at the driver's expense.

### 10. Home assistance.

Assistance for vehicles will be provided at the home address in the same way as at roadside. However, during times of peak demand, roadside calls will be given priority.

### 11. Unattended vehicles.

Vehicles which are unattended will not receive service under any circumstance, and the job will be cancelled and subsequent calls for service will be at the driver's expense. Any authorised representative elected by the driver must hold a current motor vehicle driver's licence in case the vehicle is required to be moved.

### 12. Attempted repairs.

Service may be refused where it is considered that third party attempts to repair the vehicle have caused damage to the vehicle. Towing under this circumstance would be at the driver's expense.

### 13. Caravan and trailer.

Service will not be provided for caravans or any other form of trailer being towed. However, should the vehicle, experience a breakdown whilst towing, the caravan and trailer will also be towed if possible.

### 14. Cargo.

Diamond Advantage Roadside Assist is not responsible for the security and/or any loss of the vehicle's cargo which may have resulted from delays in providing service or towing.

### 15. Neglect and/or abuse.

Diamond Advantage Roadside Assist will not be responsible for additional costs incurred in a service as a result of the following:

- a) The abuse or neglect by the owner/driver of the vehicle.
- b) Repeated negligent incidents of a similar nature by an owner/driver. In this case, Mitsubishi will suspend service to that owner/driver within thirty days.

### 16. Repair costs.

Diamond Advantage Roadside Assist will not be responsible for any costs in relation to parts or any other associated costs for the repair of the nominated vehicle.

### 17. Nominated vehicles in a service centre's care.

Where Diamond Advantage Roadside Assist is required to attend to a roadside breakdown whilst the vehicle is in the care of an automotive service centre, the services may be provided by Diamond Advantage Roadside Assist at the expense of the driver.

### 18. Service conditions.

To receive ongoing free Diamond Advantage Roadside Assist during the second and subsequent years\* the vehicle must have at least one scheduled service (time or distance based) per year performed by an authorised Mitsubishi Service Centre.

*\* Up to and including the fifth year*

In order to be eligible for continued Roadside Assistance during subsequent years, at least 1 scheduled service must be completed each year.

At that time, the servicing dealer will replace and update the Diamond Advantage Roadside Assist windscreen sticker with a new expiry date and stamp your Service and Warranty book.

Should a vehicle be deemed ineligible for Diamond Advantage Roadside Assist as a result of a breach of these servicing conditions, Mitsubishi will not be liable to perform (or be required to provide) any of the services associated with the Diamond Advantage Roadside Assist program.

Ineligible vehicles (as a result of a breach of these service conditions) will become eligible again (for the Diamond Advantage Roadside Assist program they were originally provided) if and when they are serviced and approved by an authorised Mitsubishi service centre, provided this happens within 5 years of first registration. The provision of Diamond Advantage Roadside Assist in subsequent years on these vehicles will then continue to be subject to the same servicing conditions.

### 19. Time or distance based regular Scheduled Service.

These are services which are set out in the Service and Warranty book provided with your vehicle. A service is defined as any work performed after the initial 1,500km Scheduled Service.

### 20. Transferability.

Diamond Advantage Roadside Assist is linked to the Vehicle Identification Number (VIN) of your vehicle. Therefore, on sale of the vehicle or change of registration, Diamond Advantage Roadside Assist benefits (and conditions of service) are transferred to the new registered owner/driver.

### 21. Exclusions.

Vehicles used as taxis, national fleet & government are excluded from this program.

*Note: The above conditions of service apply for both Diamond Advantage Roadside Assist where applicable.*