



## Roadside Assistance Introductory Information

Jayco RV owners can enjoy the reassurance of Jayco's Roadside Assistance available for all new purchases of a Jayco RV\* to the original owner. Jayco Roadside Assist provides roadside support for the first three years of RV ownership in Australia 365 days of the year.

Jayco Roadside Assistance is a specialised provider of emergency roadside support only for Jayco owners across Australia<sup>^</sup> and is designed to provide emergency assistance and support services in an emergency situation involving your RV.

\* Jayco motorised products including motor homes and campervans are not covered under the Jayco Roadside Assist Program. These vehicles are covered by the host vehicle manufacturer or importer by their own independent roadside assist program. RVs used for commercial use are also not covered by the Jayco Roadside Assist program

<sup>^</sup> Jayco RVs in New Zealand are not covered under Jayco Roadside Assist Program. For New Zealand Jayco RV owners, we recommend seeking independent roadside assist programs.

For RV owners with vans that were purchased three and more years ago, we recommend organising your own emergency assistance insurance cover.

**For Roadside Assistance please call 1300 772 153**

## Emergency Assistance: Terms & Conditions

The Jayco Roadside Assistance has been designed to provide emergency assistance whilst travelling and away from home. Emergency is defined as a situation during transit requiring immediate assistance and/or transport to the nearest Jayco service agent or similar.

The program is largely in conjunction with the terms and conditions of our warranty guarantee to assist and support our customers as needed whilst on the road. All possible assistance will be extended with each call out and direction to a Jayco authorised dealership or repair agent for further assistance.

In some instances and depending on availability of support services, initial costs may be incurred and charged by third party contractors and suppliers. Any costs in addition to the standard reimbursements as detailed below, may be claimable for reimbursement at a later date by contacting Jayco direct.



Any claims for reimbursement will be individually assessed and will take into consideration the terms and conditions of the Jayco warranty. Any costs incurred as a result of a user error may not be claimable for reimbursement.

The following information outlines the services available under the Jayco Roadside Assistance Program.

### Emergency Flat Tyre

Roadside Assist can arrange a service provider to change your RV's flat tyre using the spare wheel.

In cases where your spare wheel is a suitable replacement and is used, you will be reimbursed a maximum benefit of \$160 including GST for the cost of the service provider's call out charges. Please retain copies of receipted invoices. Any additional costs (replacement tyres/wheel, tubes and valves) will be at your expense.

### Emergency Lockout or Lost Keys

If the keys to your Jayco RV are inadvertently locked inside your van, the keylock malfunctions or keys become lost, we will provide emergency support by arranging a service provider to attend and assist you to access your Jayco.

In these circumstances, you will be reimbursed a maximum benefit of \$160 including GST for the cost of the service provider's call out fee. Please retain copies of receipted invoices. Any additional costs will be at your own expense.

### Emergency Assistance in Transit/Away from Home

For a situation involving the sudden immovability of a Jayco RV or inability to tow due to an operational malfunction, assistance will be provided by connecting the owner to a Jayco repair agent (or similarly qualified party) for advice and if needed, on-site assistance to inspect and resolve the malfunction.

In these circumstances, you will be reimbursed a maximum benefit of \$160 including GST for the cost of the service provider's call out fee. Please retain copies of receipted invoices.

Any repairs required will be subject to the Jayco warranty terms and conditions. Repairs which are outside the terms and conditions of the Jayco warranty will be at your own expense.



### Emergency Towing

If in transit and a manufacturing related fault with your Jayco RV results in immobility that cannot be resolved on-site or with advice and assistance, arrangements will be made for your RV to be towed by a service provider to the nearest suitable repairer. In these circumstances, you need to be in attendance at your RV to assist and advise the service provider. In the event your RV is unattended, further services or arrangements may need to be made and will be at your expense.

Reimbursement of emergency towing costs will be up to a maximum benefit of \$1,000 including GST, per incident. Please retain copies of receipted invoices. Any additional towing and transport costs will be at your expense.

For breakdowns in a remote area or on tracks difficult to access, emergency towing or assistance will be provided however delays may apply and additional expenses may be incurred and may not be recoverable under these terms and conditions.

Any repairs required will be subject to the Jayco warranty terms and conditions. Repairs required which are outside the terms and conditions of the Jayco warranty will also be at your own expense.

### Emergency Accommodation

If in transit and emergency warranty repairs to your Jayco RV unexpectedly take longer than originally anticipated, we will reimburse you up to \$100 per day up to three days, towards accommodation costs for any single event. Please retain copies of receipted invoices. Meals and fuel are at your own expense.

### **Contact Details**

All other inquiries regarding warranty related services can be directed to your local Jayco dealer or repair agent. Nearest dealers or repair agents can be found on our website.

To seek reimbursement of costs incurred from emergency roadside assistance as described above, please contact our Customer Service team as follows:

Telephone: (03) 8792 2136  
Toll free: 1800 331 601  
Email: [info@jayco.com.au](mailto:info@jayco.com.au)