



# Subaru Vehicle Road Service

A guide to your entitlements

[raa.com.au](http://raa.com.au)



# We're here to help

## To request Road Service call 13 11 11 or use the myRAA app

Subaru Vehicle Road Service is a vehicle-based Road Service Product. To receive Road Service you must be present with the Vehicle when the RAA Service Provider arrives.

**Do not** use the myRAA app in an urgent situation (child/animal locked in car, car blocking traffic, you feel unsafe) - call 13 11 11 to talk to our Road Service team. Road Service via the myRAA app is not available in some regional areas.

## So we can help you, have the following information ready when you call:

- Your Vehicle registration number and the best phone number to reach you on
- The make, model and colour of your Vehicle
- All your location details, including the street name, suburb or town, closest intersection, which side of the street you're on, and any distinguishing landmarks
- An explanation of what happened or appears to be the problem with your Vehicle.

After calling us, stay with your Vehicle until help arrives. Leave your mobile switched on and make sure it's easy to hear.

If there are extraordinary circumstances or you're worried about your safety, please let us know when you call.

If you're in South Australia or Broken Hill, your call will be routed directly to RAA. In all other locations throughout Australia, your call will be directed to the local affiliated motoring organisation.

## For drivers with a hearing or speech impairment:

- you can contact us for Road Service by using the National Relay Service [www.relayservice.gov.au](http://www.relayservice.gov.au)
- the number to provide for RAA Road Service is 13 11 11
- if you have no internet access, you can access the National Relay Service via SMS by texting 0423 677 767
- make sure you have all information ready to relay.

*Please note that these contact methods are subject to the reliability of the public telecommunications network.*

*If you don't receive a reply in a timely period, you should use an alternative method.*

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# 1. RAA Road Service Benefits

Here's everything you need to know about RAA Subaru Vehicle Road Service, including all the terms and conditions of your Benefits.

When we refer to 'you' or 'you're/your', we mean you the Product Holder. When we refer to 'us', 'our' or 'we', we mean RAA. When we refer to 'Benefits', we mean the services that you're entitled to with your Road Service Product. When we refer to Road Service, we mean Subaru Vehicle Road Service. When we refer to 'the' or 'your' Vehicle we mean the Vehicle covered by your Road Service Product. For more definitions, refer to the glossary on page 8.

The Benefits:

- only apply to Breakdowns that occur within Australia
- can only be provided within the locality of the Breakdown
- only apply if you're driving the nominated Subaru Vehicle at the time of the Breakdown
- don't apply if you - against our advice or the advice of a qualified repairer - continue driving your Vehicle following a Breakdown.

All RAA Road Service monetary Benefits, limits and charges include GST.

## Road Service

Road Service is a Vehicle Breakdown service that provides you with assistance if your Vehicle has an unexpected mechanical or electrical fault or failure. Road Service does not cover an Insurable Event and is not a substitute for motor vehicle insurance.

Road Service to your Vehicle is available within Australia at any time – it doesn't matter who's driving.

Our main aim is to get your Vehicle moving after a Breakdown, but we can only undertake minor repairs that can – using parts and tools available within the service Vehicle – be completed safely and within a reasonable time, at the roadside.

Where this occurs, any repairs will be carried out for the limited purpose of making your Vehicle mobile and are not intended to be a complete or permanent fix.

Following any such repairs, you'll be responsible for any further repairs or maintenance that may be required to the Vehicle, or for any damage arising as a result of you failing to attend to those repairs.

The type of Road Services that are available may be influenced by the location and circumstances of the Breakdown.

You might need to pay for some services and Benefits if the Breakdown happens in a Non-Serviced Area. However, you may be eligible to get these costs reimbursed (see section 4.7)

## 1.1 Road Service Call-out limits

You get up to four Call-outs each Product Year.

More than four Call-outs will incur an additional fee, which will need to be paid at the time of the Call-out. But don't worry – we'll give all this information to you when you call us, so you can decide if you want to go ahead with the Call-out.

## Metro

If your Vehicle breaks down anywhere in the Metropolitan Patrol Serviced Area, an RAA Service Provider will attend without charge.

## Country

If your Vehicle breaks down outside the Metropolitan Patrol Serviced Area, Road Service will be provided by the designated RAA Country Service Depot for that location.

Call-outs to areas outside of the Metropolitan Patrol Serviced Area are limited to Breakdown locations within 40km (80km Round Trip) from the designated RAA Country Service Depot. This applies per incident.

If your Vehicle needs Road Service outside of this distance, there'll be additional costs and these will need to be paid at the time of the Call-out. But don't worry – we'll give you all this information when you call us, so you can decide if you want to go ahead with the Call-out.

## 1.2 Wheel changing

If you have a suitable, roadworthy spare wheel, the RAA Service Provider will change the wheel for you during the Call-out.

This Benefit is limited to:

- Vehicles that weigh less than 3 tonnes (GVM)
- circumstances that don't need specialised equipment to safely provide a wheel change.

If the Vehicle falls outside our weight and equipment limitations, an RAA Service Provider will be dispatched to assess and assist with the wheel change where possible, using your Vehicle manufacturer's wheel changing equipment.

If the Vehicle isn't normally equipped with a spare wheel, you can use your Towing Benefits (see section 2) to tow your Vehicle to a place of repair.

Tyre repairs won't be undertaken at the roadside.

## 1.3 Battery replacement/jump-start

If the Vehicle doesn't start because of a flat battery, the RAA Service Provider will assess the battery during the Call-out, and provide a jump-start if appropriate.

If necessary, and where available, we offer an extensive range of competitively priced RAA-branded automotive batteries for roadside purchase. If you'd like to purchase an RAA battery from the RAA Service Provider, (subject to availability) they'll install it for no extra charge.

If the Vehicle's battery can't be easily and quickly replaced by an RAA Road Service Provider, following attendance and diagnosis, the Vehicle/driver will be directed to an approved workshop for battery fitting or repair. If the Vehicle is disabled, you can use your Towing Benefits (see section 2) to tow your Vehicle to an approved workshop.

We will only install RAA-branded batteries to your Vehicle.

## 1.4 Lockout/locksmith services

If you tell us there's a child locked in the Vehicle or caravan, and that it's an emergency situation or the child is distressed, we'll transfer the call to emergency services (000), and send an RAA Service Provider.

If you've locked your keys in your Vehicle or caravan, the RAA Service Provider will make a reasonable attempt to unlock your Vehicle using available hand tools.

If, at your request, the RAA Service Provider is required to break into your Vehicle, you'll be responsible for any loss or damage to your Vehicle or property.

If a locksmith is unavailable, you can use your Towing Benefits (see section 2) and the locksmith contribution for a subsequent call-out.

The locksmith contribution isn't available for Vehicles or caravans that have been disabled because of an Accident or vandalism, or if the Vehicle or caravan has been stolen.

## 1.5 Caravans/trailers

If you're towing a caravan, trailer, horse float or something similar, and that Towed Unit suffers an unexpected mechanical or electrical fault, failure, or lock-out, an RAA Service Provider will attend and provide assistance, as if it were a Vehicle Breakdown.

## 1.6 Fuel

### Out of fuel

If your Vehicle has run out of fuel, the RAA Service Provider may provide, at your cost, sufficient fuel so that you can drive to the nearest fuel outlet.

If the RAA Service Provider can't supply fuel at the roadside, you can use your Towing Benefits (see section 2) to tow the Vehicle to a fuel outlet.

### Incorrect fuel

If you've filled your Vehicle with incorrect fuel, you can use your Towing Benefits (see section 2) to tow the Vehicle to a place of safety or repair.

# 2. Towing

If we're unable to get your Vehicle moving again, we'll arrange for a Towing Provider to tow the Vehicle to a place of safety or repair. Towing is only provided for mechanical or electrical fault or failure.

The Towing Benefits don't cover the towing or recovery of bogged Vehicles. However, we may arrange towing or recovery of bogged Vehicles at an additional expense.

Towing Benefits are limited to the distances and other conditions that are listed below. You must pay any additional fees applicable to the Excess Kilometres to the Towing Provider at the time of the tow. These additional fees are set by the Towing Provider. We'll tell you prior to attendance if an additional fee will apply to the tow. If you don't want to go ahead with the tow, you can cancel without charge any time before the Towing Provider is dispatched.

## 2.1 Towing entitlements

### Metro

Towing up to 10km, per Incident, to either the nearest Subaru servicing dealer, or in any direction from the Breakdown location.

### Country

Towing up to 40km (80km Round Trip), per Incident, to either the nearest Subaru servicing dealer or back to the designated Country Service Depot.

Towing in any direction from the Breakdown location or from the attending RAA Country Service Depot, up to a distance of 10km or to a value of \$80, whichever is the lesser, per Incident.

The tow must be taken at the time of the Breakdown.

Towing Benefits are only available using Standard Towing Equipment, which is any towing equipment legally able to safely tow a Vehicle up to 3 tonnes (GVM), maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.

## 2.2 Caravan/trailers – where the Towed Unit breaks down

If you're towing a caravan, trailer, horse float or something similar and it breaks down, we'll provide Towing Benefits for the Towed Unit (as long as it's under 3 tonnes (GVM) and doesn't need Special Towing Equipment).

### Metro

Towing up to 10km, per Incident, in any direction from the Breakdown location.

### Country

Towing up to 40km (80km Round Trip), per Incident, back to the designated Country Service Depot.

Towing in any direction from the Breakdown location or from the attending RAA Country Service Depot, up to a distance of 10km or to a value of \$80, whichever is the lesser, per Incident.

## 2.3 Non-Collision 'Accident' towing

Government regulations apply to towing after an accident in the Metropolitan Serviced Area, whether it's the result of a Collision or non-Collision.

If your Vehicle needs non-Collision Accident towing, we can't directly provide Towing Benefits. Instead, we'll contribute up to \$100 per Incident towards towing costs, upon presentation of a receipt and the government 'Authority to Tow' form. This contribution is only available where the towing cost isn't covered by a claim on any comprehensive vehicle insurance you hold in relation to the Vehicle.

# 3. Exclusions

The following are excluded from the Benefits of this Road Service Product.

- Work (mechanical or otherwise) carried out on your Vehicle when your Vehicle is located at a commercial place of repair or RAA Country Service Depot.
- The cost of any labour (not performed at the roadside), spare parts or other costs associated with the Vehicle repair.
- Vehicles involved in specifically convened organised events (such as rallies) involving road closures or official traffic controls are excluded from Road Service. However, benefits are available during travel to and from such events.
- Vehicles that are registered as a taxi or chauffeured Vehicle.
- A subsequent Call-out for a fault that has previously been attended to by an RAA Service Provider and the fault hasn't been rectified.
- Service to and recovery of Vehicles on a road that isn't a Maintained Public Road.
- Where home mechanical repairs have been undertaken to the Vehicle prior to Breakdown.
- Any repairs associated with an Accident.
- Vehicles that are not registered.

- Towing Benefit for tyre trouble with an unroadworthy or missing spare wheel on a Vehicle that's normally equipped with a spare wheel.
- Towing Benefit for Vehicles that have been dismantled.
- Towing Benefit where there's already been a tow in connection with that Breakdown.
- Towing from or to Restricted Areas.
- Towing from a repair facility.
- Transportation of livestock when a Vehicle or Towed Unit is towed
- Road Service isn't available to unattended Vehicles.
- Road Service isn't available in Restricted Areas.
- Road Service to farm equipment, earth-moving equipment, forklifts, wheelchairs and golf carts.
- Vehicles that have been defected by the police and/or an authorised government officer are only entitled to Road Service and Towing Benefits where the Breakdown isn't related to the reason for the defect.
- Vehicles that have been driven against our advice or the advice of a qualified repairer.

## 4. General terms and conditions

### 4.1 Road Service Product

- If, in our reasonable opinion, the Vehicle hasn't been maintained in good working order and roadworthy condition, and you're using the Road Service Product as an alternative to regular routine maintenance of the Vehicle, RAA may refuse or restrict your Benefits, or charge a fee, which you'll be advised of at the time of each subsequent Call-out.

### 4.2 Accessing your Benefits

To access your Road Service Benefits:

- the Vehicle must be nominated with us
- a driver must be present when the RAA Service Provider arrives
- your RAA Road Service Product must be active when you call for Road Service
- the disabled Vehicle must be registered
- you'll be asked to provide the correct Vehicle registration number at the time of asking for Road Service
- only one RAA Road Service Product may be used for each Incident.

Any circumstance or event where your verbal or physical conduct puts the health, safety or wellbeing of an RAA Service Provider or any other RAA employee or contractor at risk, or jeopardises their ability to safely carry out their responsibilities, may result in the immediate suspension of access to your Road Service Product. These events will be formally investigated. During the process, you'll be provided with an opportunity to explain your conduct.

### 4.3 Location

- Road Service is only available if the Breakdown location and the Vehicle are accessible by a Maintained Public Road.

- If Road Service is needed in a location where the road isn't a Maintained Public Road, Road Service may not be available or an additional cost might apply, which you'll need to pay at the time of service.
- If the RAA Service Provider needs to travel Excess Kilometres, the additional cost must be covered by you at the time of Road Service. The RAA Service Provider will tell you before attendance if an additional fee will apply to the Call-out. If you don't want to go ahead with the Call-out, you can cancel without charge any time before the Service Provider is dispatched.

### 4.4 Repairs

- The RAA Service Provider will provide Road Service with the objective of getting your Vehicle back on the road or to a garage for permanent repairs. The RAA Service Provider may carry out minor repairs on the roadside, but only if they can be done safely and within a reasonable time using available hand tools.
- Spare parts offered by the RAA Service Provider during Road Service may or may not be genuine parts. All spare parts meet or exceed manufacturer's specification and comply with relevant Australian Standards and regulatory requirements and are fit for purpose. Spare parts have been sourced from independent manufacturers and comply with manufacturer's specifications.
- The RAA Service Provider will attempt to diagnose the fault at the roadside. However, any findings are to be used as a guide to assist the mechanic or repairer in isolating a specific fault and are not intended to supersede an inspection, maintenance or advice provided by the repairer.

### 4.5 Accidents

- Unless specified, the Benefits aren't available following an Accident, including (without limitation), Towing Benefits, or roadside repairs arising from an Accident.

### 4.6 Call-outs

- If an RAA Service Provider attends a Call-out to provide Road Service and the Vehicle is unattended, this will count as a Call-out.
- If a second Call-out is needed after the Vehicle was initially unattended, the Product Holder will be charged a set fee, which we'll tell you about when you request the Road Service.
- If a Product Holder doesn't use the available Call-outs or contributions within the Product Year, the Call-outs will expire. They don't carry over to the next Product Year.
- Call-outs cannot be transferred to another person.

### 4.7 Reimbursement

- If you need to pay for Benefits ordinarily covered by your RAA Road Service Product (such as in a Restricted or Non-Serviced Area or interstate), you may apply for RAA to reimburse these costs (these are limited to applicable Road Service Benefits).
- If you've paid for services or Benefits we have deemed to be eligible for partial or full reimbursement, you've acted as an agent for RAA.
- We'll reimburse you at the same rate that would apply if RAA engaged one of its normal RAA Service Providers to provide those services.

- Product Holders seeking a reimbursement for services or Benefits must apply within ten months of the Breakdown date.
- Receipted accounts for these services or Benefits, with details of the Breakdown, can be posted, emailed or lodged online. Contact RAA Incident Management on 1800 888 522 for further details.

Reimbursement for towing costs in Non-Serviced Areas is determined at RAA Country Service Depot payment rates as amended from time to time.

#### 4.8 Cancellation

- You can cancel your Road Service at any time by giving us written notification addressed to 101 Richmond Road, Mile End SA 5031, by calling us on 8202 4610 or by visiting an RAA Shop.
- We may cancel your Road Service with immediate effect at any time by notifying you in writing where in our reasonable opinion it's needed to protect the health, safety or wellbeing of an RAA Service Provider or any of our other employees or contractors. If we cancel your Road Service Product under this clause, we may, at our discretion, cease to make the Road Service Product available to you.

#### 4.9 Interstate

Holders of RAA Road Service have access to assistance throughout Australia through our affiliated motoring organisations. Simply call the Australia-wide 13 11 11 phone number and you'll be provided the equivalent of the affiliated motoring organisation's Standard Road Service Benefits in that state.

If you need Road Service interstate, the affiliated motoring organisations are:

- NRMA in New South Wales and Australian Capital Territory
- RACV in Victoria
- RACQ in Queensland
- RAC in Western Australia
- RACT in Tasmania
- AANT in Northern Territory.

#### 4.10 Personal information use and disclosure

We handle personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and we'll deal with personal information in accordance with our Privacy Policy.

##### Privacy of your personal information

We collect and use your personal information to process your RAA membership and Road Service application; provide and administer Road Service and offer other RAA (or RAA partner) products and services to you; manage our outgoing relationship with you; provide you with marketing and promotional communications in accordance with your above selections; and otherwise as necessary for our business purposes. If you don't provide us with this information, we may not be able to process your application, or give you the full range of membership and/or Road Service Benefits.

We may disclose your personal information for the above purposes to third parties who provide services to RAA, and as otherwise required or permitted by law. We won't disclose your personal information to recipients located overseas without your consent, except where required or permitted to do so by law.

## 5. Membership of RAA

When you receive a Road Service Product, you agree to become a member of the RAA. Your rights, obligations and entitlements as an RAA member are set out in the Constitution and any regulations made under the Constitution.

A copy of the Constitution of RAA is available on the RAA website or in hard copy by written request to:

Corporate Secretary  
101 Richmond Rd  
MILE END SA 5031  
companysecretary@raa.com.au

## 6. Glossary

- **Accident** means an incident in which a Vehicle has been damaged in a collision, whether involving another Vehicle or otherwise, water crossing damage, water ingress, theft, malicious damage, fire or storm.
- **Benefit** has the meaning given in section section 1 on page 1.
- **Breakdown** means a circumstance in which a Vehicle is incapable of being driven because of a mechanical or electrical failure or puncture, which isn't caused by an Accident, theft, fire or malicious damage.
- **Call-out** means a Product Holder's request for Road Service.
- **Collision** means an event where the Vehicle makes contact with another object.
- **Country Areas** means areas within South Australia, which have been defined by RAA as being outside the Metropolitan Patrol Serviced Area.
- **Country Serviced Area** means any non-metropolitan area in Australia where you're able to obtain Road Service from RAA or affiliated motoring organisations.
- **Excess Kilometres** means the distance for which your Vehicle receives Road Service or towing services over and above the limit applicable to the Benefits.
- **GVM** means Gross Vehicle Mass
- **Incident** means a single Breakdown event or situation which gives rise to one or more RAA attendances.
- **Insurable Event** means any event or risk for which insurance coverage is offered to any Vehicle, caravan or Towed Unit.
- **Maintained Public Road** means a road, the surface of which has been prepared, formed, metalled or gravelled as defined by RAA, and is trafficable by a conventional two-wheel drive Vehicle at the time of needing Road Service.
- **Metropolitan Patrol Serviced Area** means the geographic area of Adelaide as defined by RAA.

- **Non-Serviced Area** is any area in Australia where you're unable to obtain Road Service from RAA or affiliated motoring organisations, such as outside of the Benefit distances from an RAA Country Service Depot, areas not accessible by a conventional two-wheel drive Vehicle at the time of needing Road Service, or if an RAA Service Provider isn't available at the location of the Breakdown.
- **Product** means any annual subscription for an RAA Road Service Product.
- **Product Holder** means a recipient of RAA Road Service.
- **Product Year** is your annual period of Road Service Product.
- **RAA** means Royal Automobile Association of South Australia Incorporated ABN 90 020 001 807 (the Association) and, subject to and on the date that the transfer of the undertaking of the Association takes effect pursuant to section 42 of the Associations Incorporation Act 1985 (SA), Royal Automobile Association of South Australia Limited ACN 677 371 274.
- **RAA Country Service Depot** means an independent service provider, contracted by RAA to deliver Road Service in regional locations as defined by RAA.
- **RAA Road Service Product** means a subscription for RAA Road Service Benefits.
- **RAA Service Provider** means an RAA employee or contracted Road Service Provider.
- **Restricted Area** means any areas that aren't accessible to the general public without a permit or special permission, or any areas not accessible by a conventional 2-wheel drive Vehicle at the time of needing Road Service.
- **Road Service** means the assistance provided by an RAA Service Provider in an attempt to mobilise a Vehicle at the Breakdown location.
- **Round Trip** means the journey both out to and back from a location.
- **Special Towing Equipment** is any additional equipment needed by the attending Service Provider. This is in addition to normal hand tools, car trailer or tow truck required for the provision of Road Service or towing the disabled Vehicle.
- **Standard Towing Equipment** means any towing equipment legally able to be used to safely tow a Vehicle up to 3 tonnes (GVM), maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.
- **Towing Benefit** means the Benefits available to Product Holders under section 2.
- **Towed Unit** means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and anything similar that's attached to the Vehicle.
- **Towing Provider** means a contracted provider of towing services.
- **Vehicle** means the nominated Subaru Vehicle as specified and covered by your RAA Road Service Product.
- **we, us, our** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **you, your** means you – the Product Holder.

## Road Service – summary of benefits

Everyday	
24/7 Road Service, Australia-wide	4 call-outs a year
Attendance: country – from designated country depot to breakdown	Up to 40km
Towing: metro – to nearest Subaru service centre or any direction	Up to 10km
Towing: country – to nearest Subaru service centre or back to designated country depot	Up to 40km
Towing: country – in any direction from either breakdown or designated country depot*	Up to 10km or \$80
Flat or faulty battery service	✓
Emergency fuel service**	✓
Lockout	✓
Flat tyre	✓
Caravans and trailers	✓

\*Towing - Country – In any direction from either breakdown or designated country depot is the lesser of the distance or value stated

\*\*Sufficient fuel may be provided, at your cost, to enable you to drive to the nearest fuel outlet.

Conditions, distance and monetary limits may apply. Please read Road Service entitlements guide.





## We're here to help

### **24/7 Road Service**

13 11 11

### **24/7 Battery Service**

13 11 11

We have a free battery delivery and installation service for Road Service Product Holders, with an extensive range of competitively priced automotive batteries available for roadside purchase.

### **General enquiries**

Call us on **8202 4610** between 8am and 6pm Monday to Friday, and from 9am to 12pm on Saturday.

**[raa.com.au](http://raa.com.au)**