

# Kalamunda Toyota

Satisfaction at Perth's highest level



## Six Star Roadside Assistance FAQ Sheet

1300 477 775

### What does Kalamunda Toyota's Six Star Roadside Assistance offer me?

Kalamunda Toyota's Six Star Roadside Assistance offers our guests peace of mind knowing that they will never be left stranded on the side of the road.

Simply by choosing to purchase your new or used vehicle from Kalamunda Toyota, you will receive the following;

1. Mechanical Support if your vehicle breaks down.
  - If the mechanical problem is unable to be immediately mechanically repaired or vehicle safely driven, and you are within the metropolitan area, your vehicle will be transported to Kalamunda Toyota's Service Workshop for repair.
  - If your car is outside the metropolitan area (up to 100kms from the CBD) you and your vehicle will be taken to the nearest Toyota Service Centre for repair (conditions and charges may apply).
2. Priority assistance in the case of an accident: as for Mechanical support above.
3. Help with changing a flat tyre: your flat tyre will be changed to the spare.
4. Assistance if you run out of fuel: Our Six Star Roadside Assistance Team will supply 5 litres of fuel at no charge.
5. General breakdown assistance including retrieving keys locked in the vehicle.
6. Help if your battery is flat: your vehicle will be jump started.
7. Free Loan Car: If your vehicle breaks down within the Perth metropolitan area (within 100kms from the CBD) and our Six Star Roadside Assistance Team are not able to get your vehicle started, and you authorise Kalamunda Toyota to undertake the repairs, we will provide you with a free loan vehicle to use while your vehicle is being repaired.

If your vehicle breaks down outside of business hours or on a weekend, the loan vehicle will be available to you on the next working day.

### How do I access this support?

No matter what time of the day or night, no matter the day of the year, if your vehicle breaks down within the Perth metropolitan area (within 100kms from the CBD), simply call 1300 477 775 and Kalamunda Toyota's Six Star Roadside Assistance Team will be available to assist you.

### When I call, what do I need to tell you?

You will need to have the following information ready when you call:

- The location of your vehicle, including the name of the road you are on, and the nearest intersecting street.
- The make, model, year, colour and registration of your vehicle.
- Whether you require additional assistance for yourself or passengers. We will do our best to accommodate your needs.

### Are there any limitations to the support my Six Star Roadside Assistance Card gives me?

Yes, there are some commitments we ask of you.

For your Six Star Roadside Assistance card to remain valid you must continue to have your regular scheduled services and repairs carried out at Kalamunda Toyota's Service Centre. This is at least every 6 months or 10,000kms, whichever comes first, unless your log book states otherwise.

### What if I am outside the metropolitan area or interstate?

The Kalamunda Toyota Six Star Roadside Assistance Card does not cover assistance outside the metropolitan area or interstate. If you are outside the metropolitan area (but not interstate), we will be able to provide assistance to you, however charges will apply.

While our Six Star Roadside Assistance Team are not able to assist you in the same way if you are interstate, a call to 1300 477 775 will provide you with advice and direction to the nearest Toyota Service Workshop that can assist you.

### Do I keep my Six Star Roadside Assistance Card when I sell my car?

Kalamunda Toyota's Six Star Roadside Assistance Card adds value to your vehicle and will remain with the vehicle when you sell it.

If the new owner continues to service with Kalamunda Toyota, they will receive the same privileges as you have, and If you purchase your new vehicle from us, you will receive a new Six Star Roadside Assistance Card to go with it.

**Kalamunda Toyota**

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**OH WHAT A FEELING**