Hino Roadside Assist

A Toyota Group Company

HINO
A BETTER CLASS OF TRUCK

Key Features

Mechanical breakdown

Should the truck experience a mechanical breakdown, the Roadside Assist operator will arrange for an emergency roadside service person to come and help get it back on the road again.

Tyre & wheel changing

Hino Roadside Assist will help the driver change a damaged tyre or wheel using the truck's own original equipment, however, if the spare tyre or wheel combination is not suitable, a tyre service specialist may be required. Any materials and labour charges they incur must be paid for at the time of the service. Should this not be possible, the truck will be towed to where it can be rectified and the credit card number provided to Hino Roadside Assist will be charged for any costs above the covered entitlements.

Flat battery

The roadside service person will firstly attempt a battery boost to start the truck, however, should they find that the battery is faulty and is still under warranty, they will arrange for a replacement to be delivered and installed. If the faulty battery is beyond its warranty period, a replacement one may be supplied and installed and must be paid for at the time of service.

Out of fuel

Hino Roadside Assist will endeavour to provide diesel fuel to enable a truck to be driven to the nearest diesel supply facility - the immediate supply of fuel may be charged to the driver. If it is not possible or practical to provide diesel fuel, the truck will be towed to the nearest facility. (Refer: Conditions of Supply - Towing & recovery)

Glass repair

In the event of glass damage, Hino Roadside Assist provides an emergency service or replacement under Hino's warranty provisions. Should additional labour and parts be provided that are not covered by the Hino warranty, then such costs are to be paid for at the time of service.

Lockout or lost keys

If the keys have been lost or locked in the truck, the Roadside Assist service person will attempt to open the truck. However, the driver may be asked to sign an indemnity releasing the service person from any liability should damage be caused by this forced entry. Or if possible, Hino Roadside Assist will arrange for a locksmith to attend at the driver's expense. The driver will be responsible for any costs over $50 (inclusive of GST) for such instances.

Hydraulic hose repair services

In the event of a hydraulic hose failure or malfunction, Hino Roadside Assist will arrange for a hydraulic service person to rectify or replace any hoses or parts covered by the Hino warranty. However, should any part or labour not be covered under the Hino warranty, then any costs incurred must be paid for at the time of service.

Message relay

In the event of a breakdown Hino Roadside Assist will relay any messages from the driver to family members, friends or business associates so as to notify them of any possible delays.

Interpreter service

An interpreter will be brought on line should the driver need assistance in communicating their details to Hino Roadside Assist.

Towing & recovery

Should Hino Roadside Assist be unable to get the truck mobile, towing will be arranged.
(Refer: Conditions of Supply - Towing & recovery)

1. In the metropolitan area, the truck will be towed to the nearest Authorised Hino Dealer. Should the breakdown occur out of normal business hours, the truck will be stored and delivered to the nearest Authorised Hino Dealer as soon as it is practicable.
2. Caravans and/or any form of registered trailer that is in tow at the time of the service call out, will be transported at the driver's expense to the same destination as the towed truck.
3. Alternatively, the driver may elect to have the truck towed to an alternate destination. However, the driver must agree to accept any additional towing costs incurred, over and above the Hino Roadside Assist towing allowance.

Accident co-ordination

Hino Roadside Assist with the assistance of the driver will proceed in the management of the incident. This could include advising the driver of their obligations at the scene of the accident, connecting the driver to an appropriate service provider, 000 emergency services, or a vehicle recovery operator. Hino Roadside Assist will remain on the line to ensure appropriate services are being provided.

Congratulations on your purchase of a new Hino truck.

Your new Hino vehicle is built to give you many years of reliable and profitable service. If for some reason, however, your new Hino experiences an unexpected breakdown or problem, Hino will help. Hino's Roadside Assist will have you back on the road or back to an Authorised Hino Dealer or repairer as quickly and as safely as possible.

Unfortunately, your journey could be interrupted due to a variety of reasons besides a mechanical failure - for example:

- **Flat tyre**
- **Flat battery**
- **Running out of diesel fuel**
- **Lockout or lost keys**

Should something like this happen, Hino's Roadside Assist service is only a phone call away.

ROADSIDE ASSISTANCE 24/7

1800 MYHINO

1 8 0 0 6 9 4 4 6 6

Roadside Assist

When you take delivery of your new Hino truck, you will automatically receive our Hino Roadside Assist package. This simply means Hino covers you whilst you're out on the road for the same time as your Hino warranty period.[#] It's a free service designed to give you total peace of mind should the unexpected happen. It's provided to all new Hino truck owners no matter if you're an owner driver or a fleet operator in any transport and logistics industry in which you earn your livelihood.

Hino's Roadside Assist travels with you 24/7 and is delivered throughout Australia by a highly trained team of technicians and recovery operators.

Are you prepared?

It will help us if you have the following information available before you call:

1. The truck's registration number and VIN number.
2. The model, colour and year of your truck.
3. The nature of the problem.
4. The exact location of your truck - state, city, town, suburb or area, street or road and the nearest corner or crossroad and landmark if applicable.
5. Is the truck laden – if so, what is the GVM?

Conditions of supply

Eligible Hino trucks

Hino Roadside Assist is provided for all automatic, automated manual transmission (AMT) and manual model trucks. The truck must be roadworthy and registered within the first six (6) months of the purchase date.

Service costs

Hino Roadside Assist covers all eligible Hino trucks from home, business or the roadside, for everything except diesel fuel assistance specified in this brochure, or parts and additional labour charges not covered under Hino's warranty programme. For parts and additional labour charges not covered under Hino's warranty programme, the driver will be responsible for these costs at the time of supply.
Note: The driver may be required to provide credit card details for any non-covered expenses, roadside assistance services in excess of the limits set out below and any costs in excess of the coverage benefits.

Trafficable roads

Service can only be provided to qualifying Hino trucks, on a constructed road/driveway that is legally trafficable by a conventional two wheel drive vehicle and/or towing recovery vehicle.

Towing & recovery

Note: Towing & recovery for an accident is not covered under the Hino Roadside Assist breakdown service.

Hino Model	300 Series (Light-Series)	500 Series (Medium-Series)	700 Series (Heavy-Series)
*GST inclusive	$500*	$750*	$1,500*

*GST inclusive. Total limits shown are effective 1st January, 2013. Hino reserves the right to change these total limits without notice.

Towing is available to a maximum value as shown in the above table throughout the warranty period,# commencing from the date of first registration of the truck. In all cases, the decision regarding whether a vehicle requires towing rests solely with the Hino Roadside Assist service provider. Excess costs will be charged to the driver at the conclusion of each towing service. The driver must agree to accept any specific excess towing charges prior to the tow being undertaken.

Attempted repairs

If Hino Roadside Assist is requested, the service provider will examine the truck. If it is found that a third party has attempted repairs causing further problems and the service provider considers in his/her opinion that the truck cannot be started or driven without risk of further damage, service may be refused. In these circumstances the owner/driver will be responsible for any towing costs incurred.

Unattended trucks

The driver, or a representative, must wait with the truck until the service provider arrives unless previous arrangements have been made and agreed to by the attending service provider. Unattended trucks will not be serviced under any circumstances. Where the owner/driver has elected an authorised representative, the representative must hold a current and appropriate truck driver's licence in case the truck is required to be moved. Where the truck is found to be unattended, any subsequent calls for assistance may be at the driver's expense.

Bogged trucks

Should the truck be bogged on a road that is considered to be legally trafficable to normal two wheel drive vehicles and where no special equipment is required, Hino Roadside Assist will be provided.

Truck rescue

Should the truck be disabled off a 'legally' trafficable road in a location such as a building site, construction/mine site, beach, field or creek bed, Hino Roadside Assist will attempt a truck rescue, however, this will be at the driver's expense.

Remote areas

In remote or sparsely populated areas a driver may experience delays in obtaining Hino Roadside Assist due to the truck's location, the availability of the service provider and accessibility. Note: Remote areas are defined as areas within Australia that are sparsely populated and where normal dealer services are not readily available.

Special equipment

If the service provider is required to return to their service facility to collect any special equipment required to deliver effective service, the additional cost will be at the owner/driver's responsibility.

Natural disasters

If a natural disaster places extraordinary demands on service resources, Hino Roadside Assist may alter and/or offer alternative service. If a disabled truck cannot be reached owing to events such as floods or bushfires, Hino Roadside Assist will endeavour to provide whatever assistance is practicable under the circumstances.

Damage during service

If a driver/owner believes the truck has been damaged by a service person providing roadside assistance, please contact Hino Customer Assistance on 1300 014 466. The truck in question must be inspected by a person authorised by Hino and agreement gained prior to any further repairs being undertaken.

Owner & driver's note

Hino truck owners requiring assistance for a flat tyre and/or damaged rim, may be requested to assist the service provider at the roadside due to the combined weight of the tyre/wheel combination.

Cargo

Hino Motor Sales Australia Pty. Ltd., National Transport Insurance Limited and their service providers will accept no responsibility under any circumstances, for the security, loss or any damage of cargo carried by a disabled truck.

Minor mechanical

Technicians callout fees in the event of a minor mechanical breakdown are covered for up to a maximum of 4 hours travel time. In the event where a customer is broken down in a remote location, a tow may be offered in place of a call out due to Work Health and Safety implications, distance and the possibility of not being able to repair the vehicle on site due to parts unavailability.

Excessive use

In the event where Hino Roadside Assist, in agreement with Hino Motor Sales Australia Pty. Ltd., believe a customer has repeatedly requested the breakdown service on an excessive basis during the warranty period, Hino may refuse to provide further assistance. However, Hino will continue to offer assistance at the member's expense. These services are to be paid for at the time of service.

General customer comments

Please direct any comments or concerns regarding the Hino Roadside Assist Programme and/or the service/s provided, to Hino's Customer Assistance on 1300 014 466. Note: Hino reserves the right to change the service provider's conditions and supply procedures outlined in this booklet, without notice.

Privacy policy

For information on Hino's privacy policy please visit www.hino.com.au or call Hino Customer Assistance on 1300 014 466.