

# TOYOTA 24SEVEN ROAD ASSIST PROGRAMME

At Toyota, we always put your needs above ours. Which is why we're working 24 hours a day, 7 days a week. We are readily available to serve you when you call our Toyota 24SEVEN Road Assist Freephone at 1-800-888-247 or 1800-822-247. With nationwide coverage, we will attend to you and your Toyota as soon as possible and assist you to ensure that your journey is always smooth.

## WHAT TO DO WHEN YOUR VEHICLE BREAKS DOWN?

Don't panic. Just follow the simple steps below and help will be on the way.

### Step 1

Call Toyota 24SEVEN Road Assist Freephone number at 1-800-888-247 or 1-800-822-247



### Step 2

Inform the 24SEVEN call centre officer:

- Your name
- Current contact no.
- Vehicle registration no.
- Vehicle model
- Location
- Nature of breakdown



### Step 3

The Toyota 24SEVEN Road Assist Programme call centre officer will send you an SMS to inform you the 24SEVEN service provider's name, contact number and tow truck registration number.



### Step 4

Wait for the Toyota 24SEVEN Road Assist Programme service provider to arrive. If you are harassed by other tow trucks/service providers, let them know that the Toyota 24SEVEN Road Assist Programme service provider is on the way to attend to you.



### Step 5

If your vehicle needs to be towed to a Toyota Service Centre, go through the pre-towing checklist with the Toyota 24SEVEN Road Assist Programme service provider before signing the document.

The Toyota 24SEVEN Road Assist Programme will only tow your vehicle to authorised Toyota Service Centres.



## WHAT TO DO WHEN YOU ENCOUNTER AN ACCIDENT?

Keep calm. Just follow the steps below.

**Step 1** In case of injuries, dial 999 for an ambulance.



**Step 2** Note down the following:

- Time and location of accident.
- Name, address, contact number, driver's license number, vehicle road tax and registration number of all parties involved.
- The third party's insurance company and policy number.
- If possible, particulars of any witness.



**Step 3** Prior to the arrival of the police, do not move the vehicles unless damage is minor or they are posing danger to other road-users.



**Step 4** If a camera is available, take pictures of the accident scene and the damaged vehicles.



**Step 5** If the police is not present, drive to the nearest accident processing police station (find out the police station's address by calling Toyota 24SEVEN Road Assist Freephone number at 1-800-888-247 or 1-800-822-247).



**Step 6** If your vehicle cannot be driven, call Toyota 24SEVEN Road Assist for towing assistance. Your vehicle will be towed to the nearest accident processing police station and then to your preferred Toyota Service Centre.



**Step 7** Check the towing fee charge and what can be recovered from your insurance claim with the insurance claim processing person-in-charge at your Toyota Service Centre.



## WHAT TO DO AFTER YOUR VEHICLE IS BROKEN INTO, OR THERE ARE SIGNS OF ATTEMPTED VEHICLE THEFT?

Keep calm. Just follow the steps below.

### Step 1

Dial 999 to request for police.



### Step 2

Do not move or tamper with your vehicle as it needs to be inspected by the police officers.



### Step 3

Make a police report.



### Step 4

If your vehicle cannot be driven, call Toyota 24SEVEN Road Assist for towing assistance. Your vehicle will be towed to your preferred Toyota Service Centre for repair.



### Step 5

Check the towing fee charge and what can be recovered from your insurance claim with the insurance claim processing person-in-charge at your Toyota Service Centre.



## IMPORTANT

Read carefully before signing any document presented to you by tow-truck operators.

Do not commit your vehicle to any workshop until you have contacted your Toyota Service Centre. Remember, you have no obligation to send your Toyota to any workshop.

## YOUR RIGHTS AS A TOYOTA VEHICLE OWNER IN RELATION TO VEHICLE REPAIR SERVICE

Do not compromise. All repairs to your Toyota should only be carried out at a Toyota Service Centre. Repairs done elsewhere will often result in the use of counterfeit parts, unskilled workmanship and poor quality paintwork. Although you may not see the difference now, the effects will most likely surface when it's too late to complain. In doing so you are also jeopardising your vehicle warranty, which is only valid when Toyota Genuine Parts are used and Toyota repair procedures strictly adhered to.

# HOW TO GET YOUR TOYOTA 24SEVEN ROAD ASSIST PROGRAMME MEMBERSHIP

You're automatically a member of Toyota 24SEVEN Road Assist Programme when you purchase a Toyota vehicle from UMW Toyota Motor or authorized Dealers or TopMark. With that, you will be given free membership as below:

VEHICLE PURCHASED	INSURED WITH TOYOTA PANEL OF INSURERS	NOT INSURED WITH TOYOTA PANEL OF INSURERS
<b>New Toyota</b>	Free 1-year Privilege membership	Free 1-year Basic membership
<b>Pre-owned Quality Toyota from TopMark</b>	Free 1-year Privilege membership	Free 1-year Basic membership

Subsequently, each time you renew your motor insurance policy with one of our panel insurers through our Toyota Sales Outlet, you will qualify for a FREE 1-year Privilege membership.

All Toyota Merit members are automatically subscribed to 24SEVEN privilege membership.

Please note that the above terms with FREE 24SEVEN Membership do not apply to Company Commercial registered Toyota vehicle.

Our panel of insurers are:

- **MSIG Insurance (Malaysia) Bhd**
- **Tokio Marine Insurans (Malaysia) Berhad**
- **Etiqua Insurance Berhad**
- **Etiqua Takaful Berhad**

Alternatively, you may purchase a 1-year Basic membership at any Toyota Sales Outlets or Toyota Service Centres. You may refer to the table below on the annual fee charges.

VEHICLE REGISTRATION TYPE	BASIC MEMBERSHIP ANNUAL FEE
<b>Private Individual/ Private Company</b>	RM 7.00
<b>Company Commercial</b>	RM 13.00

# MEMBERSHIP BENEFITS

As a Toyota 24SEVEN Road Assist Programme member, you will enjoy the following benefits:

## BASIC MEMBERSHIP

- 24-hour breakdown assistance.
- Free minor on-the-spot repairs and towing up to the value of RM250 for each time (maximum 6 times over a 12-month validity period).
- Minor on-the-spot repairs include:
  - i. Jump starting (Please replace your Toyota Genuine Battery at Toyota Service Centre).
  - ii. Tyre changing
  - iii. Refueling (fuel cost borne by you)
- Assistance for accidents
- Other services (with all referred service costs borne by you and subsequently claimed from your insurer according to your motor insurance policy entitlement)
  - a. **Transmission of information during emergency**  
In the event of an emergency, we will inform your immediate family members.
  - b. **Medical referral assistance**  
In the event of an accident that requires medical treatment, we will provide you with information about doctors, dentists and medical institutions.
  - c. **Hotel accommodation arrangement**  
If your vehicle is immobilised while you're travelling, we can make arrangement for you on hotel accommodation.
  - d. **Alternative travel assistance**  
If your vehicle is still under repair and it is delaying your travel schedule, we will organise transportation for you.
  - e. **Legal advice\***  
In case of prosecution against you by a third party in connection with an accident that you were involved in, we will assist you with legal advice on a best effort basis.
  - f. **Interpreter service\***  
We can provide interpreter services as and when required by you during accidents or breakdowns on a best effort basis.

\* Service available during working hours only.



# MEMBERSHIP BENEFITS\*

## PRIVILEGE MEMBERSHIP

In addition to all the benefits mentioned, Privilege members will also enjoy free minor on-the-spot repairs and towing up to the value of RM400 for each time (maximum 6 times over a 12-month validity period) as well as the following services:

### Home assist services (on referral basis)

a. **Plumbing service**

We can arrange for a plumber to help you with any home waterworks problem.

b. **Electrical wiring**

In the event of any electrical wiring or device failure, we can send an electrician to help you.

c. **Air-conditioner service**

We can arrange for a service provider to repair and service the air-conditioning unit(s) in your home.

d. **Cleaning and restoration of carpets and furniture**

We can arrange for a specialist to help you with any stained or damaged carpets and furniture in your home.

e. **Roof repair**

We can send a specialist to attend to any leakage in your home and repair the damaged roof.

*\*Only Private Individual & Private Company registered vehicle is entitled to Privilege Membership*

## TERMS AND CONDITIONS

- Free towing and/or minor on-the-spot repairs are limited to 6 times over a 12-month validity period.
- Free towing is not applicable to accident cases.
- Towing fees are claimable from the Insurer up to the amount specified in owner's insurance policy. Any amount over the fee limit will be borne by the owner.

### What is not covered

- Cost of spare parts or fuel supplied.
- Taxi fare, accommodation, telephone and toll charges.
- Cost of services covered by a motor insurance policy, against which a claim is also made.
- Breakdown beyond gazetted roads, e.g. estate road

**NOTE:**

*If the vehicle is loaded with goods, arrangement can be made with Toyota 24Seven Road Assist to transfer and transport the concerned goods on a chargeable basis.*

### Destination of towing

- All vehicles will be towed to the nearest Toyota Service Centre unless you request for it to be towed to another destination of your choice, of which UMW Toyota Motor will not be liable for the safety of the vehicle.
- Towing service for each breakdown assistance is subject to the following conditions:  
(a 24SEVEN premise > location of vehicle > destination > a 24SEVEN premise)  
Charges will be imposed for any towing services exceeding the above.

**NOTE:**

*UMW Toyota Motor reserves the right to change the benefits, terms and conditions without prior notices.*

## BREAKDOWN OF SERVICE RATES

The Toyota 24SEVEN Road Assist Programme Basic membership will provide you with free minor on-the-spot repairs and towing worth up to RM250, while the Privilege membership will provide you the same benefits worth up to RM400. For any expenses exceeding the stipulated benefits, the additional service charges are as follows:

WORK DONE	FREE BREAKDOWN ZONES & ALL OTHER AREAS
Call charge Day/ (Night)	For towing and minor services: No Charges
	Accidents RM50 /(RM80) flat rate
Towing charge Day/(Night )	RM60/(RM90) for the 1st 10KM & RM2.00 (RM3.00) for each subsequent kilometer from the premises to location of the vehicle concerned, to the destination and return to the premises.
	Accidents RM1.50/(RM2.00) per kilometer from the premises to location of the vehicle concerned, to the destination and return to the premises.
Minor service call out charge Day /(Night)	No Charge

### Definitions:

**'Day'** from 7.01am to 12.00am

**'Night'** from 12.01am to 7.00am

**'Free Breakdown Zones'** include Klang Valley, major towns - Penang, Ipoh, Johor Bahru, Seremban, Malacca, Kuantan, Terengganu, Alor Setar, Kota Kinabalu and Kuching.

**'Call charge'** is the charge in which the party offering towing or minor services is entitled to, for responding to a request and sending a towing vehicle or mechanic to the location of the immobilised vehicle.

**'24SEVEN Premises'** are the locations or workshops where tow trucks are usually stationed or recorded as stationed.



*Save these contact numbers to your phone*

**TOYOTA 24SEVEN ROAD ASSIST FREEPHONE  
1800-888-247 or 1800-822-247**

