

FLEET
MANAGEMENT



Roadside assist

An overview



Roadside assist

A range of services to keep your fleet on the road

Whether it's a passenger vehicle, heavy commercial vehicle, mobile plant or equipment, Toyota Fleet Management (TFM) gives you the confidence of knowing that, if a breakdown occurs, we'll get your driver back on the road as soon as possible.*



	Passenger or light vehicles < 3.5 tonne		Commercial vehicles > 3.5 tonne plus plant and equipment
Service	Standard	Premium	Heavy haulage
Accommodation	Coordination offered. Any accommodation costs will be recharged.	Two nights' accommodation to the value of \$150 (inc GST) per night, where the vehicle is immobilised over 100km from home.	Coordination offered. Any accommodation costs will be recharged.
Alternative transport	Coordination offered. Any transportation costs will be recharged, where accommodation or a rental vehicle is not available, and where the vehicle is immobilised over 100km from home.	Alternative transport to the value of \$300 (inc GST), where accommodation or a rental vehicle is not available, and where the vehicle is immobilised over 100km from home.	Coordination offered. Any transportation costs will be recharged.
Battery	Battery jump-started or replaced.	Battery jump-started or replaced.	Battery jump-started or replaced.
Bogged vehicle	If accessible by 2WD vehicle, recovery costs up to the value of \$100 (inc GST) are covered. Costs above this will be recharged.		Appropriate service will be provided.
Caravan and trailer	For caravan and trailers recovered with vehicle, recovery costs up to the value of \$100 (inc GST) are covered. Costs above this will be recharged.		Caravan and trailer will be recovered.
Fuel	You will receive enough free fuel to drive to the closest refuelling station. Conditions apply for incorrect fuel being added.		You will receive enough free fuel to drive to the closest refuelling station. Conditions apply for incorrect fuel being added.
Keys	Key replacement or retrieval services to the value of \$150 (inc GST). Costs above this will be recharged.		Key replacement or retrieval services.
Minor roadside repairs	For minor repairs, service costs of up to the value of \$20 (inc GST) are covered. Costs above this will be recharged. Services are limited and should be discussed with the operator.		Minor repair services offered. Services are limited and should be discussed with the operator.
Rental vehicle	Relief vehicle service available. Contact your TFM Relationship Manager for more information.	A rental vehicle will be offered up to the value of \$300 (inc GST) and a maximum of five days, where the vehicle is immobilised over 100km from home.*	A rental vehicle will be offered where the vehicle is immobilised over 100km from home. Service is for an agreed period.
Taxi	One taxi ride to the value of \$50 (inc GST).	One taxi ride to the value of \$100 (inc GST).	One taxi ride to intended destination.
Towing	Vehicle will be towed to the nearest manufacturer's dealer or authorised servicing dealer.		Vehicle will be towed to the nearest manufacturer's dealer or authorised servicing dealer.
Tyres	Flat tyre changed with serviceable spare. If the spare is not serviceable, roadworthy or compatible or a repair kit is unavailable or not maintained, TFM will coordinate a tow to the nearest approved tyre outlet.		Incident will be referred to a heavy haulage tyre provider.
Vehicle relocation	Coordination offered. Any costs for services are recharged.		Coordination offered. Any costs for services are recharged.
Accident services	Contact your TFM Relationship Manager for details of accident management services.		Contact your TFM Relationship Manager for details of accident management services.
Urgent message relay	Messages will be relayed to colleagues, family or friends where required.		Messages will be relayed to colleagues, family or friends where required.

* Exclusions and limitations apply. Please refer to the TFM roadside assist guide for more details.

Contact the trusted figures in fleet
toyotafleetmanagement.com.au
1300 888 870

How does it work?

In the event of a breakdown, help is just a call away. With our contact centre available 24 hours a day, 7 days a week, a trained operator will be on hand to assist your drivers from anywhere in Australia.

TFM offers a range of roadside assist options to cater to different business needs. From cars and light commercial, to heavy commercial vehicles and plant equipment, there's a roadside assist product designed for your entire fleet.

Features:

Refer to the features in the table overleaf to see which roadside assist product suits your needs – standard, premium or heavy haulage*

Benefits:

- Peace of mind with national roadside assist 24 hours a day, 365 days a year
- Stay mobile and reduce downtime with a service that suits your needs
- Keep family and colleagues in the loop with a message relay service
- Enjoy hassle-free access to spare parts and minor services.

Like to find out more?

For more information on TFM roadside assist, contact your TFM Relationship Manager, or call us on **1300 888 870**.

* Exclusions and limitations apply. Please refer to the TFM roadside assist guide for more details.