



**Kawasaki**  
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# KAWASAKI ROAD SIDE ASSISTANCE



## PLANS

K-RSA 1 Year	K-RSA Plus 2 Years	K-RSA Premium 3 Years	K-RSA Premium Plus 4 Years
<b>4,999</b>	<b>7,999</b>	<b>10,999</b>	<b>13,999</b>

## BENEFITS FOR RIDERS OF KAWASAKI



**Safe Towing (with cover)**



**Battery Jumpstart**



**Flat Tyre Assistance**



**Locked/Lost Key Assistance**



**Fuel Delivery Assistance**



**On-site minor Repair**



**Taxi Benefit**



**Onward Journey**



**Hotel Accommodation**



**24x7 Toll free Access**

## PROCESS

**01**

Customer vehicle breakdown

**03**

Allianz Associate ascertains nature of issue & breakdown location & Activates service

**05**

Assistance reaches customers

**02**

Customer calls Kawasaki Road Side Assistance toll free number

**04**

Service is triggered

**06**

Fixes issue in case roadside repair else Vehicle is towed to nearest authorised by Kawasaki Workshop

# ALLIANZ ROADSIDE ASSISTANCE PROGRAM

**we thank you for choosing Kawasaki Road Side assistance provided by Allianz.**

Congratulations for opting the Kawasaki Road Assistance Program for your vehicle. The Kawasaki Road Assistance Program is established to bring an extra measure of security and comfort to you being a vehicle owner.

The Kawasaki Road Side Assistance Program is designed to enhance your overall vehicle experience by providing 24X7 Roadside Assistance emergency support for up to 1 year / 2year /3year /4year (as opted) starting from the date of purchase of program, in the unfortunate event of vehicle breakdown or accident of your vehicle.

The Kawasaki Roadside assistance Program guidelines will help you to know the services and benefits available to you under this program. We recommend you to read it carefully to understand the services fully and always keep it with yourself especially when you travel. We also recommend you to keep these records always be with your vehicle as these will be required for your own information, you're servicing Dealer, Kawasaki Road Side Assistance Program and any subsequent owner.

We wish you continued overwhelming driving experience.

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## How to avail Assistance

If Roadside Assistance is needed, please follow the below steps.

### Reach through Phone:

- Dial the 24X7 Toll Free Number: 1800266365 then from Dial menu/dial -4 for RSA
- Identify your vehicle with the VIN that is available in the registration or insurance certificate
- Explain exact location of the vehicle with landmarks and tell about the problem you faced with the vehicle. Park your vehicle on the edge of the road & put on the hazard warning lights.
- If you are on a highway, place the caution sign provided with the vehicle approximately 3 meters from the vehicle in the direction of the on-coming traffic
- Call center will advise you on further action.

## A General Information

### Roadside Assistance Coverage

These Terms and Conditions explain the Roadside Assistance cover.

- (i) Start date of the cover** - Start Date of the Roadside Assistance Coverage is the Date written on the policy schedule/ welcome letter. Kawasaki Road Side Assistance Program protects you and your vehicle for a period for up to 1year / 2year /3year /4year (as opted) from the Cover start date depending upon the program plan chosen by you.
- (ii) End date of the cover** - End Date of the Roadside Assistance Coverage is the date when the Roadside Assistance Coverage shall expire/end. The end date of Roadside Assistance Coverage is written the on policy schedule/ welcome letter. Depending upon the program plan chosen by you Kawasaki Road Side Assistance Program protects you and your vehicle for a period up to 1year / 2year /3year /4year (as opted) from beginning of the Cover start date.

## B Summary of covered events and coverages

S.No	Breakdown reason	Assistance
1	Discharged battery or flat Battery	Minor Onsite Repairs/roadside Repair Towing wherever Onsite Repairs/roadside Repair is not possible
2	Lack of Fuel	Delivery of upto 5 litres of fuel (petrol or diesel)
3	Wrong Fuel/Other Fuel Problem	Minor Onsite Repairs/roadside Repair Towing wherever Onsite Repairs/roadside Repair is not possible
4	Key issue:- Locked/Lost key/Broken keys	Delivery of duplicate key from home/office if within same city Towing wherever Onsite Repairs/roadside Repair is not possible
5	Flat tyre	Minor Onsite Repairs/roadside Repair Towing wherever Onsite Repairs/roadside Repair is not possible due to multiple flat tyre
6	Mechanical or Electrical breakdown	Towing to the nearest Authorised Kawasaki Dealer
7	Accidental Breakdown	Towing to the nearest Authorised Kawasaki Dealer
8	Taxi	This will be a coordination only benefit where Kawasaki Road Side Assistances upon request from customer, will be arranging for Taxi services, however the taxi fare on actuals will be borne by customer himself/herself
9	Assistance over Phone	Assistance would be provided over phone for minor issues which you are not able to identify.
10	Urgent Message Relay	Urgent message relay service to contact with your family, friends, and/or work colleagues in the event of a vehicle breakdown or accident
11	City Route & Map Guidance	Assistance with points of Interest like nearest fuel station or workshop in case you're not well versed with the city that you are traveling to.
12	Medical Coordination	Assistance with contact numbers of medical professionals in the vicinity, in case of a medical emergency.
13	Onward Journey	If the covered vehicle has broken down at a location which is at least 100 km from the customer's home location (where the customer's home address/workplace address is registered), the company subject to availability will offer an onward journey by flight to his next destination
14	Hotel Accommodation	Arrangement of accommodation. Cost of accommodation to be borne by customer

**Number of services covered under policy duration: As per plan chosen**

Cover provided by this Policy applies to You and/or Your family members living at the same address whose names are mentioned in the coverage Certificate.

You will only be covered for benefits specifically mentioned in your Policy Certificate.



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## C Contractual Partner and Geographic scope

**Policyholder/Customer/Covered Person / You** - The Beneficiary who is using the Vehicle for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor Vehicles.

The Beneficiary is also referred to as The Covered Person or You (or Your, where applicable).

**Geographic scope of Coverage** - Your coverage is valid across India (excluding islands) / your city of residence (as per plan chosen) as long as the vehicle has broken on gazetted, bitumen road.

The coverage is available 24 X 7 X 365 during the current policy period.

## D Definitions

### D.1 General Definitions

**(We, Us, Our)** - Assistance provider organizing all assistance services after a covered event.

**Customer** - The owner of the covered vehicle in whose name this policy has been issued.

**Beneficiary** - All authorised drivers and all non-paying passengers of the covered Vehicle up to the maximum included in the manufacturer's Vehicle specification who were using the covered vehicle at the time of its breakdown. Hitchhikers are excluded. For the purpose of this policy, the word beneficiary includes customer.

**Covered Event** - Any event as defined in the Section B "Summary of covered events & Coverages", more so defined in section D2 "Definition of Events" section, providing entitlement to Our assistance services to the Beneficiary.

**Family** - Covered Person's spouse, civil union partner or domestic partner and their children and stepchildren, who resides at the same Home address as the Covered Person.

**Home** - Your main place of residence in India for legal and tax purposes.

**Immobilization of the Vehicle** - An event which makes it technically impossible to operate the Vehicle or prevents its safe use.

**Covered Vehicle** - Means vehicle used for personal/private purposes. The covered vehicle must be duly registered with the Road transport authorities) (or will be registered within a time frame of one month from the date of sale of covered vehicle) and is authorized to be used on public roads.

### D.2 Definition of Events

**Clutch Breakdown** - In the event vehicle is immobilized due to specific cause of clutch burn and needs towing to Authorised Kawasaki Dealer.

**Engine Breakdown** - In the event vehicle is immobilized due to specifically due to engine breakdown and needs towing Authorised Kawasaki Dealer.

**Mechanical or Electrical breakdown** - Any unexpected mechanical, electrical or electronic failure, which results in the Immobilization of the covered Vehicle, including flat battery.

**Accidental breakdown** - Any sudden unforeseen and involuntary event, collision, impact against a fixed or moving object or crash which results in the Immobilization of the covered Vehicle and which requires accidental repair

**Discharged battery or flat Battery** - Immobilization of the Covered Vehicle as a result of such Covered Vehicle having run out of the battery

- (i) Due to any rider error (such as covered vehicle lights mistakenly left on) resulting in battery getting discharged
- (ii) Covered vehicle battery having outlived its shelf life resulting in a flat battery and possibly requiring a replacement

**Lack of fuel** - Fuel shortage, having the effect of immobilizing the covered Vehicle at the incident site and requiring on the spot assistance or towing to Authorized Kawasaki Dealer.

**Wrong fuel/Other Fuel Problem** - Wrong Fuel, Frozen Fuel or Polluted Fuel, having the effect of immobilizing the covered Vehicle at the incident site and requiring on the spot assistance or towing to Authorized Kawasaki Dealer.

**Key issue (Locked/Lost key/Broken keys)** - Vehicle Keys that are locked in the covered Vehicle, damaged, lost or stolen and resulting in on the spot assistance or towing to Authorized Kawasaki Dealer

**Flat tyre(s)** - Deflation of one or more tyres, which makes safe use of the covered Vehicle impossible, resulting in Immobilization of the Vehicle at the incident site and requiring on the spot assistance or towing to Authorized Kawasaki Dealer.

## **E ASSISTANCE SERVICES - Vehicle PASSENGER(S) ASSISTANCE**

If the covered Vehicle is immobilized due to any event defined in Paragraph D.2, and can no longer be used on the public roads pursuant to the applicable road traffic regulation, We will provide

### **E. 1 Roadside and Towing Assistance**

#### **E. 1.1 Roadside Repair**

If the covered Vehicle is immobilized due to any event defined in Paragraph D.2, We will arrange an assistance by our closest or most appropriate service provider in order to determine the fault and if possible conduct a roadside repair to enable the covered Vehicle to be safely driven again.

#### **E. 1.2 Roadside assistance / Towing**

If the covered Vehicle is immobilized due to any event defined in Paragraph D.2, and if the covered Vehicle cannot be repaired on the spot / at the roadside, a recovery Vehicle will be provided to transport it to the nearest Authorized Kawasaki dealership. Passengers/Beneficiaries will either: travel in the recovery vehicle to the repairer; arrange a replacement vehicle at their own cost; or complete journey by taxi / public transport; use accommodation assistance provided by the company.

Rescue when the covered vehicle has fallen in ditch/valley:- In case the covered vehicle a breakdown due to fall in ditch/valley, then the company shall provide assistance by deploying Specialized vehicles such as cranes/hydra trucks and rescue/extract the covered vehicle from ditch/valley. Rescue of covered vehicle in such cases invariably results in certain consequential damage to the covered vehicle. Assistance in such cases shall be provided only after an explicitly written or verbal consent by the beneficiary. The company shall in no case be liable for any consequential damages to the covered vehicle.

**Inter border vehicle transfer :** In cases of assistance/towing of the vehicle where the breakdown location is in one Indian state while the vehicle has to be towed to a dealership which is located in another Indian state, then:-

- (i) All relevant documents for interstate movement of the vehicle by a tow truck has to be coordinated and arranged by the customer and provided to AWP before the handover of the vehicle
- (ii) Any charges levied by local authorities such as taxes, octroi charges, etc are to be paid by the customer
- (iii) Way Bill (if any) to be provided by the Kawasaki dealership where vehicle is being towed
- (iv) In case authorities at the border hold the vehicle despite presence of all relevant documents, the responsibility of getting the vehicle released will be that of the customer. In case there is any damage to the vehicle while being held by state authorities, AWP shall not be held liable for any such damage. AWP will also not be held liable for any consequential damage or loss that the customer might have suffered on account of the vehicle being held by state authorities
- (v) In case the vehicle is detained at the border for greater than 2 hours and AWP's fleet is also not released by the authorities, subsequent waiting charges @ Rs. 2000 per hour shall be payable by customer

**Accidental cases :** In cases where the police authorities have registered an FIR or are in a process of registering an FIR or are investigating a case or have taken possession of the vehicle, Assistance services can be activated only after Police authorities/courts have given a clearance to the vehicle / have released the possession of vehicle. In such cases it is the duty of the customer to obtain such clearances. Allianz can take handover of the vehicle only after clearances have been obtained and the customer / customer's representative is available to provide appropriate handover of the vehicle to the towing representative from the police authorities.

**Handover of Vehicle:** In case the vehicle is being towed, customer has to ensure appropriate handover of the vehicle to the Allianz representative himself / herself or through an appointed representative.

### E. 1.3 RSA with Mechanical Parts Cover

- RSA to be activated by the Customer(s) and provided by Kawasaki Road Side Assistances only
- The product is not offered as a standalone benefit but only if the customer has purchased the RSA from Kawasaki
- Towing services to be provided by Allianz partner and vehicle dropped to Kawasaki Authorized workshop
- Detailed workshop diagnostic report to be submitted to Kawasaki Road Side Assistance by the Customer(s)
- Kawasaki Road Side Assistance has right to conduct a survey before approval of the claim
- Prior approval from Kawasaki is required before start of repair. In case Customer(s) gets the repair done without Kawasaki approval, Kawasaki Road Side Assistance shall not be liable to pay for claim
- Repair/ replacement should be done for approved part and Customer(s) to submit tax invoice for same
- Post submission of tax invoice eligible amount to be paid to the Customer(s)
- Cooling period of 3 days applicable for the benefit

## E.2 Passenger Assistance

**Taxi Benefit** - We will organize the return to Your Home or continuation of journey for all Beneficiaries to their place of residence or to their final destination by a company hired taxi subject to:-

- Covered vehicle has a breakdown due to a reason requiring it to be towed to the nearest Kawasaki Authorised dealership for further repair every km travelled/to be travelled by the beneficiary shall be charged to the beneficiary and the additional cost will have to be settled by the beneficiary directly with the taxi provider.

Role and responsibility of Kawasaki Road Side Assistances will end once the taxi has been arranged for the customer, Kawasaki Road Side Assistances will not be held liable for any direct or consequential loss on account of this benefit or quality of the taxi driver/taxi.

**Assistance over Phone** - You would be provided guidance over phone for minor issues which you are not able to identify.

**Urgent Message Relay** - You will be provided with urgent message relay service to contact with your family, friends, and/or work colleagues in the event of a vehicle breakdown or accident.

**The customer can either opt for Onward Journey or Hotel Accommodation for same event but not both.**

**Onward Journey** - If the covered vehicle has broken down at a location which is atleast 100 km from the customer's home location (where the customer's home address/workplace address is registered), the company subject to availability will offer an onward journey to his next destination. In case the customer has to travel multiple destinations, company will only offer the onward journey till the next destination. Any further journey is to be undertaken by the customer at his/her own expense.

**Hotel Accommodation** - If the covered vehicle has broken down at a location which is at least 100 km from the customer's home location (where the \ customer's home address/workplace address is registered), and the time taken to repair the broken vehicle is more than 12 hours from the time the covered vehicle is delivered at the repair at Kawasaki dealership, the company shall subject to availability offer a hotel stay subject to INR 2000/- per night for upto maximum of 1 night. This benefit is offered only once per year of coverage. The customer can either opt for Onward Journey or Hotel Accommodation for same event but not both.

**City Route & Map Guidance** - You would be provided with Points of Interest like nearest fuel station or workshop in case you're not well versed with the city that you are traveling to.

**Medical Coordination** - We assist you with contact numbers of medical professionals in the vicinity, in case of a medical emergency.



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## **F Exclusions and Limitations**

Your Roadside Assistance Cover does not cover any of the events stated in this section.

**We will not assist or reimburse You or beneficiaries in the event of a call for assistance or claim caused by, arising from or in connection with the following:**

- (a) Cooling Period means that the Entitlements are available after 3 days (as per plan chosen), all the benefits under the roadside assistance program become available 10 days after from the purchase date of the program
- (b) Any loss, Theft, damage, death, bodily injury, cost or expense that is not directly associated with the incident that caused You to claim, unless expressly stated in this policy
- (c) Ionizing radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel
- (d) Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment
- (e) War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion
- (f) Declared natural disasters as following specified events due to natural causes: Hail, flood, storm, hurricane, rain, sleet or snow, wind, lightning or other similar event when officially declared as a natural disaster by the authorities and which results in the immobilization of the Vehicle
- (g) The consequences of the use of drugs, narcotics and similar products not medically ordered and the abuse of alcohol
- (h) The consequences of intentional acts from the covered or the consequences of fraudulent/negligent/dishonest acts, suicide attempts or suicides
- (i) Costs incurred without our prior agreement, or that are not specifically stated as being covered within this policy
- (j) The consequences of incidents occurring during events, races, or motorized competitions (or their tests), subject to prior regulations of the public authorities, when the Covered Person participates as a competitor
- (k) The cost of replacement parts unless specified in Your Assistance Coverage document
- (l) The beneficiary/beneficiaries or any other third party organising any of the services detailed in this policy without first having authorisation from us and a file number
- (m) Any costs that would have been payable normally by You or the Beneficiaries, such as fuel, congestion or toll charges
- (n) Charges for specialist recovery or charges incurred by us where the covered Vehicle is not being used on a public highway when the breakdown/immobilisation occurred and the Vehicle was not accessible using our standard recovery equipment unless specified in Your Assistance Coverage document
- (o) Any consequences of Your Vehicle not being kept in a roadworthy condition or not being serviced according to the manufacturer's recommendations. We reserve the right to request proof of servicing
- (p) Immobilizations of the Vehicle determined by systematic recalls of the Manufacturer, periodic and non-periodic maintenance operations, checks, assembly of accessories
- (q) Repetitive breakdowns, caused by the non-repair of the Vehicle, after Our first intervention
- (r) Faulty fuel gauge
- (s) Speedometer not working
- (t) Problems relating to horns
- (u) Damaged mirrors
- (v) Traction control lights are illuminated (if applicable)
- (w) First 200-kilometre towing is included with the package followed by surplus kilometers if any would be charged INR 40 per kilometer



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## G How to make a claim

If You require assistance, please call us at 1800 266 0365 then from Dial menu/dial -4 for RSA

Do not make Your own arrangements without first contacting Us. Should You require assistance, contact us with the following details

- (a) Your exact location
- (b) Your registration number
- (c) A contact telephone/mobile number

All calls are recorded and may be used for training purposes.

## H General Provisions

### H.1 Data protection

<To be provided by the B partner>

### H.2 Complaints

If you are not satisfied with our Service, You are entitled to make a complaint by contacting us at 1800 266 0365 If You make a complaint, Your legal rights will not be affected. In the first instance, please contact us as specified.

Please provide us with your name, address, policy/registration number and claim number where applicable and enclose copies of relevant correspondence as this will help Us to deal with Your complaint, in the shortest possible time.

If You are not satisfied with Our final response You can refer the matter to the <Mediator> for independent arbitration.

- Website
- Postal address
- Phone number
- Email

### H.3 Cancellation of Program induced by customer:

No questions asked cancellation period is Seven (7) days from the purchase date of the program. The program may be cancelled by the customer before the expiry of the program period subject to the below condition:

- Customer has not availed any service/benefits of the program upto the date cancellation request

**For SHORT ROAD TRIP COVER :** No question asked cancellation can be done on the same day of the purchase of the policy. Any policy cancellation request beyond the date of purchase of the program will not be accepted.

## Disclaimer

- (a) Kawasaki Road Side Assistances shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of any delay or non- delivery of services under Kawasaki Road Side Assistance Program
- (b) In case vehicle cannot be mobilized on-site, customers are advised to use the towing facility arranged by our call center only for taking their vehicle to the nearest authorized workshop. In no condition will the vehicle be towed to any unauthorized workshop
- (c) Customers are advised to either remove or take an acknowledgment for a list of accessories I extra fittings and other belongings in the vehicle as well as the current condition related to scratches I dents breakages of parts I fitments of the vehicle at the time of giving possession of the vehicle for towing and to verify these items and vehicle condition when delivery is taken back
- (d) Services entitled to the customer can be refused or canceled on account of abusive behavior, fraudulent representation, malicious intent & refusal to pay the charges for any
- (e) Kawasaki Road Side Assistances reserves right for changing I modifying the benefits and charges to customer of erred under this Roadside Assistance Program. The decision of Kawasaki Road Side Assistances on the question of coverage, inclusion or exclusion of any service under this Program, rates of charges for additional services, and any other issues which need a decision, shall be final and binding on the customer
- (f) In case of any false statement by customer related to vehicle coverage, problem experienced or any other information sought by Kawasaki Road Side Assistances Centre. Kawasaki Road Side Assistances shall have the right to refuse any or all benefits
- (g) In the unlikely event of dispute arising for which a satisfactory solution cannot be found, Kawasaki Road Side Assistances reserves the right to appoint an arbitrator to adjudicate the matter and the dispute shall be resolved by such arbitration
- (h) The law applicable to this Agreement shall be the laws of the Republic of India. Any disputes or differences under this plan shall be subject to the exclusive jurisdiction of Courts in Delhi, India