

FIAT ROADSIDE ASSISTANCE MANUAL





Assistance procedures - At a Glance

In case of a vehicle breakdown emergency

Call **1800-209-3428** (24x7)

Provide necessary user information to avail assistance as detailed on page no 2

Provide information on nature of breakdown and your location

Fiat Roadside Assistance reaches the location. Please provide the Fiat Roadside Assistance booklet & your Driving License on request

Fiat Roadside Assistance provides the necessary services

After completion of assistance, verify and acknowledge information on the job card provided by Fiat Roadside Assistance

Keep this information handy

To be provided to Fiat Roadside Assistance.

- Your Name and Contact Phone Number _____
- Vehicle Registration Number _____
- Vehicle Identification Number (VIN no/Chassis No)

- Vehicle Model and Fuel type _____
- Vehicle Sale date _____
- Name of selling dealer _____

Call 1800-209-3428

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Call 1800-209-3428

What is Fiat Roadside Assistance?

- Fiat Roadside Assistance is a service offered by Fiat India Automobiles Limited for 50 months from Standard warranty start date of a new vehicle and is designed to enhance your overall Fiat vehicle ownership experience. It provides 24X7 Roadside Emergency Support Service for your Fiat vehicle.
- Fiat cars are built to provide a safe and comfortable driving experience. However, unlikely breakdowns or unpredictable road accidents may leave you and your family stranded.
- Fiat India Automobiles Limited's goal is to ensure reliable assistance in the unfortunate event of your Fiat vehicle either being rendered unusable or unsafe for you to continue your journey. As a Fiat owner, you can confidently travel with the knowledge that help is available when needed.
- This booklet contains information on the benefits provided by Fiat Roadside Assistance. It also details the correct procedures to follow and lists relevant terms and conditions in relation to Fiat Roadside assistance. Please read this booklet carefully and keep it in an accessible and handy location in your car. Should you have any questions regarding this booklet or Fiat Roadside Assistance, you are welcome to contact an Authorized Tata-Fiat Dealer or call the 24-hr helpline.

Call 1800-209-3428

What if you need assistance?

- Wherever you are, before you call anyone:
 1. Stop in a safe place, out of the way of traffic.
 2. Switch on the hazard warning lights and sidelights.
 3. Place the safety triangle at a safe distance from the incoming traffic.
 4. Station all occupants to a place of safety, away from moving traffic.
- Call Fiat Roadside Assistance on the 24 Hour helpline number **(1800-209-3428)** for help.

Call 1800-209-3428

How to request assistance?

CALL : 1800-209-3428

Should you be unable to reach or unsuccessful to get a response,
please call on : 022-67347900

Further, follow the advice given by Fiat Roadside Assistance.

Take all reasonable measures to limit and prevent possible consequences of a breakdown.

Note : Fiat Roadside Assistance service is available only on the above toll free number. Any vehicle assistance / recovery management arranged by you shall be at your own cost and consequences.

Call 1800-209-3428

What is covered under Fiat Roadside Assistance Service?

Fiat Roadside Assistance covers immobilization of your vehicle due to:

- Mechanical or Electrical breakdown/ failure
- Battery problem : Rundown Battery
- Fuel problem: Vehicle out of fuel, incorrect fuel used in vehicle
- Key Problems : Locked keys, lost keys or broken vehicle keys
- Tyre Problems : Punctures, bolts or valve related issues

Fiat Roadside Assistance is available no matter where you are (i.e. at home, at the roadside, on highways, in the parking lot etc.) as long as you are not already at an Authorized Tata-Fiat Dealer within the covered area.

Call 1800-209-3428

What is the ‘covered period’ for a vehicle?

Fiat Roadside Assistance covers all new vehicles for a period of 50 months, from the date of sale to the original purchaser.

What is ‘Covered Area’ to access Fiat Roadside Assistance Services?

The Covered Area is an area-

- **For repairs on the spot:**

Up to 100 kms driving distance (one way) from the nearest Authorised Service Point,

- **For Towing services:**

Up to 100 kms driving distance (one way) from the nearest Fiat-Tata dealer

(*Refer to appendix-1 for the list of cities having network of authorised service point)

Call 1800-209-3428

‘Covered Vehicles’ for availing Fiat Roadside Assistance

“Covered Vehicle” means a new FIAT LINEA and FIAT GRANDE PUNTO purchased from an authorised Tata-Fiat dealer located in India w.e.f. _____



Breakdown :

Mechanical or Electrical Breakdown of the vehicle due to part defect, breakage / malfunctioning, that prevents the vehicle from being started or used in safe conditions. (Circumstances of the above causes that are ascribable to the services included in the Manufacturer’s contractual warranty conditions are only covered)

The following shall be considered as breakdown of the Vehicle and shall be deemed as Covered Events:

- Lack of fuel
- Incorrect fuel filled
- Run down battery
- Flat tyre/tyres
- Loss of the Vehicle key / Key locked inside the Vehicle / broken key

Immobilizing Accident:

- Sudden or unforeseen event, unwanted by the driver, that causes damage to the covered vehicle rendering it immobilized.

Benefits of requesting Fiat Roadside Assistance

- **Repairs on the spot**

If a covered vehicle breaks down due to a minor mechanical / electrical fault which appears to be repairable on the spot, Fiat Roadside Assistance shall arrange for a vehicle technician to reach the breakdown location and attempt to repair your vehicle. Fiat Roadside Assistance will bear labour cost and conveyance costs. However cost of consumables (material & spare parts) if required to repair the vehicle on the spot and any other incidental conveyance to obtain such consumable (material & spare parts) shall be borne by the owner. This service is available in city streets, highways, national, regional and local roads, and only if the vehicle is not in a position to be driven to the nearest Tata-Fiat Dealerships.

- **Vehicle Recovery following mechanical or electrical breakdown**

If a covered vehicle is unable to be repaired following a mechanical or electrical breakdown, a recovery vehicle will be sent to recover the vehicle to the nearest authorized Tata-Fiat Dealer (within a radius of 100 km). In case the towing distance exceeds 100 km, the owner shall need to bear towing charges not exceeding Rs. 30 per running km (plus taxes and toll) for flat bed trucks and Rs. 15 per running km (plus taxes and toll) for other towing beyond the 100 km distance.

If owner insists upon towing to a preferred Authorized Tata-Fiat Dealer, vehicle will be towed to such preferred dealer as long as it is within 10 km of any other dealer nearest to the breakdown location.

Call 1800-209-3428

- **Taxi Support**

In the event of a covered vehicle being rendered immobilized due to breakdown, outside the limits of the owner's home city, and the vehicle cannot be repaired the same day, Fiat Roadside Assistance will arrange and pay for an alternate mode of transport (taxi) to reach the destination or return to the home city (up to a maximum limit of 50 km) from the location of the breakdown. In case the taxi journey exceeds 50 km, the owner shall be required to pay the balance in advance directly to the Fiat Roadside Assistance representative (at actuals).

- **Vehicle Recovery following an accident**

A covered vehicle suffering an immobilizing breakdown due to an accident, shall be towed to the nearest Tata-Fiat workshop using a flat bed truck (wherever possible) within a reasonable time frame. In the cities where flat bed truck is unavailable, the best available alternative will be provided.

Fiat Roadside Assistance will pre-intimate the costs, that needs to be paid by the owner at the applicable flat rate within city limits and at a rate not exceeding Rs. 30 per running km (plus taxes and toll) for flat bed trucks and Rs. 15 per running km (plus taxes and tolls) for other towing outside city limits.

The amount would be collected by the towing agency on the spot from the owner. The towing agency will provide the towing service bill to the owner for claiming the cost incurred against the vehicle insurance policy.

- **Service for Flat Tyre**

In the event a covered vehicle is immobilized due to a flat tyre, Fiat Roadside Assistance will organize for replacement of the flat tyre with the spare Stepney tyre of the vehicle at the location of breakdown. Fiat Roadside Assistance will bear the associated labour cost and round-trip conveyance costs. Material/spare parts required to repair the Vehicle (including repair of flat spare Stepney tyre) will be borne by the owner.

In case the spare tyre is not carried in the vehicle or is unusable in the covered vehicle, the flat tyre will be taken to the nearest flat tyre repair shop for repairs & re-attached to the vehicle. All associated charges for this service shall be borne by the owner.

- **Rundown Battery – Jump Start Service**

In the event a covered vehicle is immobilized, due to rundown battery, Fiat Roadside Assistance will attempt to jump start the vehicle using appropriate means at its cost. If in the opinion of Fiat Roadside Assistance, the rundown battery may cause interruption to the owner's journey to the nearest Tata-Fiat dealer, Fiat Roadside Assistance would try and accompany or request someone to accompany the owner up to the nearest Tata-Fiat dealer (within a distance of 100 running kms).

- **Spare Key Retrieval/Service for Key locked inside/broken/lost or misplaced**

If the key of a covered vehicle is locked inside the vehicle/broken/lost or misplaced, Fiat Roadside Assistance will arrange to collect the duplicate thereof from the owner's residence or office and deliver it by courier to the location of the vehicle. Required authorizations from the owner shall be necessary. Identity proof shall be insisted upon for delivering the key at the location of the vehicle.

Alternatively, if insisted by the owner, Fiat Roadside Assistance will attempt to open the vehicle with normally available tools at the location of the vehicle. Fiat Roadside Assistance will bear labour and conveyance costs upto the location of the vehicle. Identity proof matching car ownership information on record and a declaration authorizing the attempts to open the vehicle will be required prior to attempting this service.

In case none of the alternatives work, the car will be towed to the nearest Tata-Fiat dealership.

- **Towing cost reimbursement where towing services cannot be provided**

If a covered vehicle is immobilized due to a breakdown (other than due to an accident) and Fiat Roadside Assistance is not, in a rare and unlikely event able to provide towing services, Fiat Roadside Assistance will reimburse the pre-approved cost to a maximum upper limit of Rs. 2000/ incurred for towing the covered vehicle to the nearest Tata-Fiat dealer.

In this case, the owner should first call Fiat Roadside Assistance and obtain an authorization prior to availing external towing assistance. Necessary documents in evidence of charges incurred shall be demanded by Fiat Roadside Assistance at the time of reimbursement.

Authorized claims may be submitted within 15 days from the date when incurred to :

Fiat Roadside Assistance
761 Solitaire Corporate Park, 167 Guru Hargovindji Road,
Chakala, Andheri (E), Mumbai 400 093, INDIA

Call 1800-209-3428

- **Urgent message Relay**

Fiat Roadside Assistance will relay urgent messages relating to the breakdown to a Tata-Fiat Dealer. Fiat Roadside Assistance will also relay urgent messages on the owner's behalf to any other person requested by the owner.

- **Customer Conference Calling**

Fiat Roadside Assistance will organize a conference call (if necessary) between the owner, the assistance provider and itself to ensure seamless and speedy delivery of services. Fiat Roadside Assistance will keep the owner advised of the progress of intervention.

Additional Services

The Following additional services are provided by Fiat Roadside Assistance on a Pay-Per-Use Basis (At actuals)

- **Hotel Accommodation**

In the event a covered vehicle is immobilized due to a breakdown and cannot be repaired the same day, Fiat Roadside Assistance will organize for suitable hotel accommodation near the breakdown location upon the owner's request. Fiat Roadside Assistance will intimate the amount to be paid in advance directly to the hotel by the owner.

Call 1800-209-3428

Terms & conditions

Any event that does not immobilize the vehicle is not covered under the program. For example:

- Faulty Fuel gauge
- Speedometer not working
- AC not working
- Horn not working
- Side view & rear view mirrors damaged
- Windows cannot be opened/closed, but conditions are favourable for safe driving to the nearest authorized service centre
- ABS and AIR Bag lights are ON
- Seat Belt/Adjuster faulty
- Front/Rear windscreen wipers not working, but conditions are favourable for safe driving to the nearest authorized service centre

Call 1800-209-3428

Terms & conditions (Special Exclusions)

- Routine service of the vehicle
 - Fiat Roadside Assistance is not available if the covered vehicle is not kept in road-worthy condition
 - Cost of parts & consumables
 - The cost of ferry crossings, road toll and motoring fines
 - Motor racing, motor rallies, speed or duration tests or practice thereof
 - Damage occurring due to natural calamities/riots/strikes/civil commotion/acts of terrorism, thermo-nuclear reactions
 - Fiat Roadside Assistance is not available if the vehicle is involved in a criminal act or offence due to any reason whatsoever
- Fiat carries no liability whatsoever in terms of cost and/or damage/loss to property as a consequence of break down or any delay in service provided by authorised service provider.

Call 1800-209-3428

Terms & conditions

Fiat Roadside Assistance will not be responsible for and held liable for any failure to provide assistance as a consequence of following:

- Where the covered vehicle is left unattended. However, if due to safety and other reasons beyond the control of the owner, the owner is prevented to be near the vehicle, Fiat Roadside Assistance should be accordingly informed.
- Fiat Roadside Assistance cannot arrange reimbursement of costs incurred without prior authorization in case the owner employs services from any other agency.
- Reach time can vary depending on the external factors beyond control of Fiat Roadside Assistance like traffic & the time of the day etc.
- On the spot repairs at the break-down site shall depend on the nature of the complaint & will be as per the discretion of the authorized service provider.
- Fiat Roadside Assistance shall have the right to refuse any or all benefits under the program, if it is found that the owner had furnished false information relating to their eligibility or entitlements to the benefits provided under this program.

Note:

Fiat Roadside Assistance is not available for the following vehicles:

- Vehicles converted without FIAL's approval including but not limited to ambulances, taxis, hearses and driving-school cars.
- Vehicles registered by and for short-term rental companies.
- Damages as a consequence of non adherence to instructions mentioned in the owner's manual.

All disputes/claims pertaining to Fiat Roadside Assistance shall be subject to Mumbai jurisdiction only.

Call 1800-209-3428

APPENDIX 1 – ASP LOCATIONS (CITIES)

AP	ADILABAD	BEGUSARI	RAIPUR	JALNA
	ANANTHAPUR	BHAGALPUR	RAJNANDGAON	KARAD
	CHITTOOR	BHOJPUR	SARGUJA	KHED
	CUDDAPAH	BUXAR		KOLHAPUR
	GUNTUR	CHAPRA	KL	KUDAL
	HYDERABAD	GAYA	ALAPPUZHA	LATUR
	KARIMNAGAR	KHAGARIA	CALICUT	MAHAD
	KHAMMAM	MOTIHARI	COCHIN	MUMBAI
	KRISHNA	MUZAFFARPUR	KANNUR	NAGPUR
	KURNOOL	PATNA	KASARGODE	NANDED
	MAHBUBNAGAR	PURNIA	KOLLAM	NANDURBAR
	NALGONDA	SITAMARHI	KOTTAYAM	NASHIK
	NELLORE		MALAPURAM	OSMANABAD
	NIZAMABAD	CH	PALAKKAD	PARBHANI
	PRAKASAM	BASTAR	THIRUVANATHAPURAM	PUNE
	RANGAREDDY	BILASPUR	THRISSUR	RAIGAD
	SRIKAKULAM	DANTEWADA	MH	RATNAGIRI
VIJAYAWADA	DHAMTARI	AHMEDNAGAR	SANGLI	
VISHAKHAPATNAM	DURG	AKOLA	SATARA	
VIZIANAGARAM	JANJGIR-CHAMPA	AMRAVATI	SINDHUDURG	
WARANGAL	JASHPUR	AURANGABAD	SOLAPUR	
	KANKER	CHANDRAPUR		
AS	KAWARDHA	CHIPLUN		
GUWAHATI	KORBA	DHULE	UP	
	KORIYA	GONDIA	AGRA	
BR	MAHASAMUND	INDAPUR	ALIGARH	
AURANGABAD	RAIGARH	JALGAON	ALLAHABAD	
BANKA			AZAMGARH	

BALLIA
BALRAMPUR
BARABANKI
BAREILLY
BIJNOR
BULANDSHAHAR
FATEHPUR
FIROZABAD
GHAZIABAD
GORAKHPUR
JAUNPUR
JHANSI
KANPUR
LUCKNOW
MATHURA
MEERUT
MURADABAD
MUZAFFARNAGAR
PRATAPGARH
RAIBAREILY
RAMPUR
SAHARANPUR
SULTANPUR
VARANASI

WB 24 PARGANAS (N)

BURDWAN
COOCH BEHAR
DARJEELING
HOWRAH
JALPAIGURI
KOLKATTA
MALDA
MEDINIPUR
MURSHIDABAD
NADIA
PURULIA
UTTAR DINAJPUR

GA

GOA

DL

DELHI

GJ

AHMEDABAD
AMRELI
ANAND
BANASKANTHA
BARDOLI
BHARUCH
BHAVNAGAR
BHUJ

DANG
GANDHINAGAR
GODHRA
HIMMATNAGAR
JAMNAGAR
JUNAGADH
KHEDA
MAHESANA
NADIAD
NAVSARI
PANCHMAHAL
PORBANDAR
RAJKOT
SABARKANTHA
SURAT
SURENDRANAGAR
VADODARA
VALSAD

HP

ALMORA
BAGESHWAR
BILASPUR
CHAMBA
CHAMOLI
CHAMPAWAT
DEHRADUN

HAMIRPUR
HARDWAR
KANGRA
KINNAUR
KULLU
LAHUL & SPITI
MANALI
MANDI
NAINITAL
PANT SAHIB
PAURI
RUDRAPRAYAG
RUDRAPUR
SHIMLA
SIRMOUR
SOLAN
TIHRI
UDHAM SINGH NGR

MP

BALAGHAT
BARWANI
BETUL
BHOPAL
CHHATARPUR
CHHINDWARA

DEWAS
DHAR
GUNA
GWALIOR
HOSANGABAD
INDORE
JABALPUR
MANDSAUR
NEEMUCH
RAISEN
RATLAM
SAGAR
SATNA
SEHORE
SHAHNOLA
SHAJAPUR
SHIVPURI
UJJAIN
VIDISHA

OR

ANGUL
BALASORE
BARGARH
CUTTACK
GANJAM

JAJPUR
KENDUJHARGARH
KHORDHA
KORAPUT
MAYURBHANJ
PURI
RAYAGADA
ROURKELA
SAMBALPUR
SUNDARGARH

UNA/ UTTARKASHI

PB

AMRITSAR
BATHINDA
CHANDIGARH
FARIDKOT
FIROZPUR
GURDASPUR
HOSHIARPUR
JALANDHAR
KAPURTHALA
LUDHIANA
MOGA
MUKTSAR

NAWANSHAHR
PATIALA
ROOPNAGAR

HR

AMBALA
BHIWANI
FATEHABAD
GURGAON
HISSAR
JHAJJAR
KARNAL
KURUKSHETRA
MAHENDRAGARH
NAWANSHAHR
PANCHKULA
PANIPAT
REWARI
ROHTAK
SIRSA
SONIPAT
YAMUNANAGAR

JH

BOKARO
DEVGARH

DHANBAD
GARHWA
GIRIDIH
GODDA
GUMLA
HAZARIBAGH
JAMSHEDPUR
LOHARDAGA
PALAMU
PASCHIM SINGHBHUM
PURBA SINGHBHUM
RANCHI
SAHIBGANJ
SANTHAL PARGAN

RJ

AJMER
ALWAR
BARMER
BHILWARA
BIKANER
BUNDI
CHITTORGARH
DAUSA
HANUMANGARH
JAIPUR

JAISALMER
JHALAWAR
JHUNJHUNUN
JODHPUR
KOTA
NAGAUER
PALI
SAWAI MADHOPUR
SIROHI
SRI GANGANAGAR
TONK
UDAIPUR

TN

CHENNAI
COIMBATORE
CUDALORE
DINDIGUL
ERODE
KANCHIPURAM
KANNIYAKUMARI
KARUR
KRISHNAGIRI
MADURAI
NAGAPATINAM
NAMMAKAL

NILGRIS
PERAMBALUR
PONDICHERY
PUDUKOTTAI
RAMANATHAPURAM
SALEM
SIVAGANGAI
THANJAVUR
THENI
THIRUVALLUR
THIRUVANNAMALAI
TIRUNELVELI
TRICHY
TUTICORIN
VELLORE
VILLUPURAM

KA

BAGALKOT
BANGALORE
BELGAUM
BELLARY
BIDAR
BIJAPUR
CHIKMANGALUR
CHITRADURGA

DAVANGERE
DHARWAR
GULBARGA
HASSAN
HUBLI
KARWAR
MADIKERI
MANGALORE
MYSORE
SHIMOGA
TUMKUR
UDUPI



www.fiat-india.com

This booklet is intended to serve only as a guide in respect of services under Fiat Roadside Assistance offered by Fiat India Automobiles Limited and is subject to change without notice for technical and commercial reasons. Additional information on Fiat Roadside Assistance is available with the Tata-Fiat Dealers.