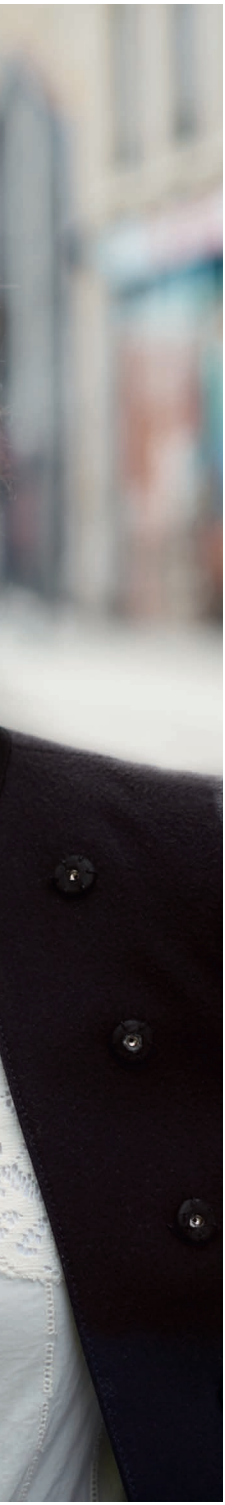
# MINI ROADSIDE ASSISTANCE.

## ON THE ROAD WITH YOU. ALWAYS.

24-HOUR HOTLINE +65 6377 0085



# BREAKDOWN OR ACCIDENT?

## STAY CALM AND LET US TAKE OVER.

Hopefully, you won't need us, but when something unforeseen happens, we're just a call away. For on-the-road emergencies, MINI Roadside Assistance ensures you get fast and comprehensive support.

This handbook will equip you to keep your calm and let you have maximum peace of mind and mobility.

## MINI ROADSIDE ASSISTANCE IS ALWAYS READY.

The MINI Roadside Assistance service is available to all MINI drivers around the clock, 365 days a year. Make that call and our experts will be at your service – assisting you either on the phone or at the scene, if required.

MINI Roadside Assistance provides professional and expert support in consistent MINI quality; starting with your phone call, right through to your onward trip in an intact automobile.

When you call us, our qualified specialists from the call centre will take care of absolutely everything that needs to be done. Over the phone, we can provide you with important information and, if necessary, initiate further steps.

The authorised MINI Service Centre will restore your MINI to its original condition – a definite bonus in terms of value retention and vehicle lifespan. So whatever happens, your MINI is in the very best hands with our experts.

## MINI ROADSIDE ASSISTANCE.
## TO YOUR RESCUE.

**24-HOUR HOTLINE**
**+65 6377 0085**

# BREAKDOWN: WHAT TO DO?

1. Move your MINI to a safe place.

2. Secure your MINI – Switch on hazard lights and low beam headlights / place a warning triangle at a safe distance.

3. Put on a safety vest or high visibility jacket.

4. Call MINI Roadside Assistance at +65 6377 0085.

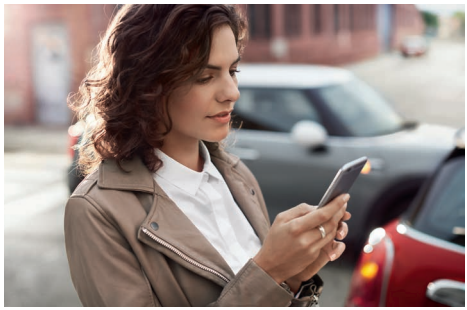
5. Everything else will be taken care of by us so you can relax while we arrange for you to get back on the road.

## WHEN CALLING THE MINI ROADSIDE ASSISTANCE:

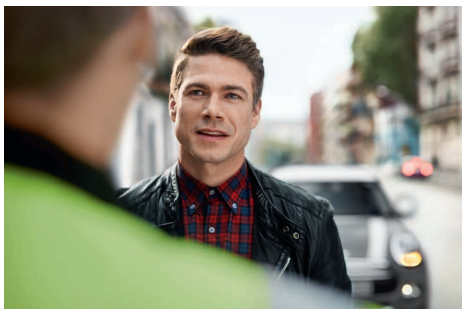
- Have your vehicle documents ready.
- Name your exact location, and if possible, the cause of breakdown and the phone number that we can call to reach you.

## CALL US FOR QUICK ACTION.

- Situation addressed and solved by qualified specialists on the phone.
- Breakdown assistance at the scene, if necessary.
- Contact with and navigation to your nearest Authorised MINI Service Centre.
- If necessary, a towing service will be organised.



Call us for quick action.



Receive assistance at the scene, if required.

# ACCIDENT: WHAT TO DO?

1. Put on a safety vest or high visibility jacket.
2. Secure the scene – Switch on hazard lights and low beam headlights / place a warning triangle at a safe distance.
3. If there are injured people, call 995.
4. Call MINI Roadside Assistance at +65 6377 0085.
5. Stay in a safe place at the scene.

## BRIEF CALL. FAST SOLUTION.

- Provide assistance to call the police or fire department, if required.
- Arrange towing service to the nearest Authorised MINI Service Centre.
- Contact with the nearest Authorised MINI Service Centre.
- Assist to arrange for a replacement car.*

* Services after an accident have to be borne by the customer, if not otherwise mentioned.

Get clear instructions on the phone.

Stay mobile with a replacement car or towing service.

# MAKING SURE YOU STAY MOBILE: MINI MOBILITY SERVICES.

Driving a MINI means being able to enjoy the passion of driving without restrictions. This applies even if your MINI happens to be out of action due to a breakdown. In this case, a comprehensive package of services is in place to ensure that there is nothing to stop you. The MINI Mobility Services automatically applies to all new cars for a period of five years from the first vehicle registration date.

**LIFETIME PHONE ASSISTANCE + ORGANISATIONAL SUPPORT.**
Our team of qualified call centre specialists is always available 24 hours a day, 365 days a year, to solve your problems over the phone.

**MOBILITY ASSISTANCE.**

**ON-SITE BREAKDOWN ASSISTANCE.**
If our specialists can't solve your problem over the phone, we'll arrange our MINI Service Mobile team or a trusted partner to come to your aid.

**When life gets difficult.**
You can rely on us to assist you on minor mishaps on the road like a flat tyre, lost car key, wrong fuel or an empty tank. In case of vandalism, attempted theft or customer induced breakdowns, we will also come to your aid but incurred costs will not be reimbursed.

**On-site Breakdown Assistance is available from 6am – 11pm, daily.**

**TOWING SERVICE.**
If we can't resolve the damage on site, we'll bear the towing costs to the nearest Authorised MINI Service Centre.

**TAXI.**
If you have to continue your journey, we will bear the cost of one taxi ride, up to the maximum sum of SGD50.

**REPLACEMENT CAR.**
While your MINI is recovering, we will offer organisational support for the arrangement of a replacement car[#].

**HOTEL ACCOMMODATION.**
If the breakdown happens over 100km away from the place of residence and the period of repair exceeds three (3) days, we will reimburse hotel costs for all passengers for a maximum of four nights in a hotel (category up to five stars).

**SEAMLESS MOBILITY.**
On top of the mentioned services, we also provide the following services, individually or combined, up to a maximum of SGD500 per breakdown.

**ONWARD TRAVEL.**
If you need to continue your journey or return home before your MINI is ready, we will also cover train or air fares up to the above maximum amount.

**VEHICLE PICK-UP OR REPATRIATION.**
If the breakdown happens over a 100km away from home and if the period of repair exceeds three (3) days, we will bear the cost incurred for a vehicle pick up or repatriation in Singapore or abroad, up to the maximum sum stated above.

[#] The availability of a replacement car will vary and is subject to terms and conditions. The cost of the replacement car will be borne by the customer.

# WHAT CLASSIFIES AS A BREAKDOWN?

A breakdown is defined as vehicle malfunction preventing the continuation of a journey, i.e. immobilisation of a vehicle due to electrical or mechanical breakdown at home or during a journey.

## NOT INCLUDED.

All mobility services will only apply if the breakdown has not been caused by the driver or by external factors.

It also does not apply in case of owner or third party liability:

- Scheduled maintenance services, technical campaigns and product recalls.
- Accident, theft or vandalism and any resulting damage.
- Damage caused by deliberate or negligent behaviour.
- Damage caused by criminal act or offence or a result of liquor intoxication, solvent abuse or drugs.
- Damage attributed to the integration of parts, which have not been approved by MINI, or if the vehicle has been modified in a manner not approved by the manufacturer.
- Any damage resulting from the vehicle being kept in a non-roadworthy condition or not being serviced in accordance with manufacturer's recommendations.
- Damage caused during driving events and accompanying practice sessions that involve the attainment of maximum speeds.

**Please note:** Carrying out other maintenance and repair work in non-authorised workshops is not recommended but does not impair the provision of services under the MINI Roadside Assistance mobility guarantee. All MINI Roadside Assistance services are, however, excluded in cases where the loss of mobility is due to the fact that the inspection and maintenance intervals, as specified by the manufacturer, have not been respected or due to the fact that inspections, maintenance work and other repairs have not been carried out by an authorised workshop in accordance with the manufacturer's specifications.

# OUR REFUND POLICY.

A number of services such as vehicle recovery or MINI Service Mobile are covered directly by MINI Roadside Assistance. In these cases, we settle the payment directly with the service providers.

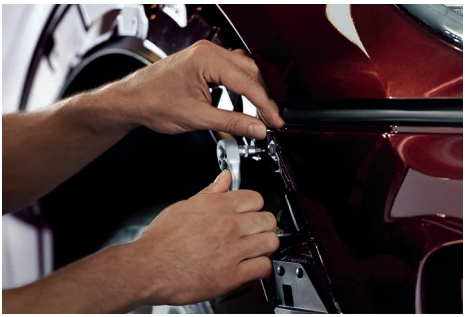
We will reimburse you for all other services that have been agreed with the MINI Roadside Assistance hotline. Be sure to keep the original invoice of the utilised services together with a copy of the repair bill and completed breakdown report.

Reimbursements do not cover the following:

- Expenses that would have been incurred under normal circumstances, e.g. fuel costs, toll charges.
- Additional hotel costs such as minibar, Pay-TV, catering, etc.
- Any consequential losses arising directly or indirectly from the immobilisation, such as loss of incomes, cancellation costs, and failure to attend events (no compensation given for unused tickets).
- Any costs for services which are not included in the Mobility Services offer.
- Repair costs and expenses for replacement parts, auxiliaries and operating fluids.

# A PASSION FOR OPTIMUM RESULTS: MINI SERVICE EXPERTISE.

Excellently qualified MINI Service Experts, cutting-edge diagnosis equipment and innovative service technologies: only your Authorised MINI Service Centre is able to restore your MINI to its original condition – with MINI Original Parts.



## MINI BODY REPAIRS: UNCOMPROMISING SKILLS.

- Rigorous MINI Quality Criteria.
- The highest safety standards.
- Fast repair work.

## MINI PAINTWORK REPAIRS. TO MAKE YOUR MINI LOOK AS GOOD AS NEW.

- Specialised equipment and technologies.
- High-quality original paint finish.
- Environment-friendly painting methods.

## MINI ORIGINAL PARTS. THERE'S NO REPLACEMENT FOR AN ORIGINAL.

- Optimum quality.
- Perfect fitting accuracy.
- The highest level of safety.

MINI 3 DOOR
MINI 5 DOOR

**Eurokars Habitat Pte Ltd**
Eurokars Group of Companies

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www.mini.com.sg

Showroom:
Monday – Saturday 8.30AM – 7.00PM
Sunday and Public Holidays 10.00AM – 6.00PM
Service Centre:
Monday – Friday 8.00AM – 6.00PM
Saturday 8.30AM – 12.30PM
Closed on Sunday and Public Holidays

MINI Roadside Assistance No: +65 6377 0085

All information is correct at time of print and subject to change without prior notice.

April 2019
www.mini.com.sg