The breakdown services available through AA Suzuki Assistance LITE are provided under the terms and conditions detailed within this document. AA Suzuki Assistance LITE is only available in connection with the Suzuki vehicle to which it relates too.

**Vehicle eligibility for service in the UK**

The duration of your cover will be 12 months from the date of your Suzuki vehicle being serviced or undertaking its annual MOT at an authorised Suzuki Dealer. This is conditional on you continuing to have your Suzuki vehicle serviced at an authorised Suzuki Dealer.

**PLEASE NOTE:** you MUST contact the AA on 0800 072 38 53 to activate your cover within 14-days of your car being serviced or having an MOT. You will not be eligible for roadside assistance unless you activate your cover. Please allow 2-working days before contacting the AA to activate your cover to allow your details to be sent.

**Terms and Conditions**
These terms and conditions are valid for the Suzuki vehicle that was purchased by you in the UK, and has met the requirements of the AA Suzuki Assistance LITE programme. This cover is not transferable to another vehicle.

Cover is provided by the Automobile Association Limited.

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Useful Contact Numbers and Addresses

- UK Breakdown Assistance: 0800 107 1155

- AA Suzuki Assistance LITE
  The AA
  Swallowfield One
  Wolverhampton Road
  Oldbury
  West Midlands
  B69 2AG
  www.theaa.com

- Suzuki Customer Services: 0500 011 959
  Steinbeck Crescent
  Snelshall West
  Milton Keynes
  Bucks
  MK4 4AE
  www.Suzuki4.co.uk

Introduction

AA Suzuki Assistance LITE provides cover for the Eligible Vehicle regardless of who is driving, provided the vehicle is within the specified limits. Please see vehicle type, size and weight restrictions.

Definitions

"AA" means the Automobile Association Limited or ACROMAS Insurance Company Limited as the context permits.

"AA Suzuki Assistance LITE" means breakdown services detailed in this booklet. This covers anyone authorised to drive the Eligible Vehicle.

"Agent" means any garage or other service provider appointed by the AA to act as its agent in the provision of certain roadside services.

"Authorised Driver" means any person driving an Eligible Vehicle with the lawful authority to do so, including but not limited to the Registered Keeper.

"Eligible Vehicle" means any new Suzuki car sold by Suzuki directly or a Suzuki Authorised Dealer in the United Kingdom for which a current AA Suzuki Assistance LITE policy exists.

"You" and "Your(s)" means the registered owner or keeper of the Eligible Vehicle or, as the context requires, the Authorised Driver requiring assistance.
**Vehicle type, weight and size restrictions**

AA Suzuki Assistance LITE is only available in relation to vehicles which:

a) have been registered as an Eligible Vehicle with the AA;

b) comply with the relevant restrictions set out below:

- **Maximum vehicle weight (applies to all services)**
  - All vehicles: 3.5 tonnes gross vehicle weight (GVW)
- **Maximum vehicle length**
  - Relay Service: 6.4m (21 ft)*
- **Maximum vehicle width**
  - Relay Service: 2.3m (7ft 6in)*

* In addition, assistance will be provided for caravan or trailers on tow at the time of the breakdown provided that the GVW of the caravan or trailer does not exceed 3500kg (3.5 tonnes) and falls within the above limits. A caravan or trailer with load of a length not exceeding 8m (26ft) will be recovered provided that this can be done safely under tow. The AA will seek to arrange, but will not pay for the recovery of any vehicle, caravan or trailer that exceeds any of these limits.

Please note that AA Suzuki Assistance LITE does not cover the recovery of horses or livestock.

**Your Personal Data**

**Use of Personal Information**

- **1.1** The Acromas Holdings limited group of companies, of which the AA group of companies* (including The Automobile Association Limited, AA Limited, Automobile Association Insurance Services Limited and Automobile Association Personal Finance Limited) forms a part (“We”) will use Your personal information for the following purposes:

  (a) to identify You when You contact Us;

  (b) to help identify accounts, services and/or products which You could have from Us or Our partners from time to time. We may do this by automatic means using a scoring system, which uses the information You have provided, any information We hold about You and information from third party agencies (including credit reference agencies);

  (c) to help administer, and contact You about improved administration of, any accounts, services and products We have provided before, or provide now or in the future;

  (d) to carry out marketing analysis and customer profiling (including with transactional information), conduct research, including creating statistical and testing information;
(e) to help to prevent and detect fraud or loss;

(f) to contact You in any way (including mail, email, telephone, text or multimedia messages) about products and services offered by Us and/or selected partners unless You have previously asked Us not to do so;

(g) where We are contacted for breakdown assistance service using a mobile telephone We or Our agents may provide details of the relevant telephone number to the mobile telephone network providers, through Our agent, to enable Us to record the geographical location of the handset as part of the breakdown information in order to assist Us in locating the caller.

*A list of companies forming the group of companies is available from the AA Data Protection Compliance Manager at the address given below.

• 1.2 We may allow other people and organisations to use information We hold about You for the purpose of providing services You have asked for, as part of the process of selling one or more of our businesses, or if We have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. From time to time, these service providers and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal data as the UK. We will, however, always use every reasonable effort to ensure sufficient protections are in place to safeguard Your personal information.

• 1.3 We may monitor and record communications with You (including phone conversations and emails) for quality assurance and compliance reasons.

• 1.4 Where You give us information on behalf of someone else, You confirm that You have provided them with the information set out in these provisions and that they have not objected to such use of their personal information. Where you give us sensitive data about yourself or another person (such as health details or details of any criminal convictions) You agree (and confirm that the other person has agreed) to Our processing such information in the manner set out in these provisions.
Your Right to Cancel

You have the right to cancel Your AA Suzuki Assistance LITE Cover within a 14 day 'cooling off period', commencing either from the agreement of the contract (which is the renewal date for renewing AA Suzuki Assistance LITE Cover) or the receipt of the relevant cover documents, whichever happens later. If you received your AA Suzuki Assistance LITE at no cost, you will not be entitled to a refund.

You must exercise Your right to cancel in writing sent by letter or email to the postal or email address set out in the Compliments and Complaints section. We are not obliged to accept any notice of cancellation given orally. If You cancel Your AA Suzuki Assistance LITE Cover after the Cooling-Off Period, then subject to any statutory rights You may have, We will not be obliged to give a refund for any unexpired period of Your AA Suzuki Assistance LITE Cover. Please note that, there will be no separate or additional cooling off period(s) following, or in relation to, any change to Your AA Suzuki Assistance LITE Cover during Your period of cover.

Compliments and Complaints procedure

If you have either a compliment or a complaint, we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and to improve AA Suzuki Assistance LITE service.

Please phone us on: 0845 607 6727 or text phone users can ring: 0845 850 1207

or write to:

Customer Support
AA, Fanum House
Basingstoke
Hampshire RG21 4EA

Fax: 01256 492306
E-mail: CustomerSupport@theAA.com

If you are refused service by us, either in whole or in part, you have the right to request an explanation from us in writing.

It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them. If our investigations take longer, a full response will be given within 20 working days or an explanation of the AA's position with timescales for a full response.
UK BREAKDOWN ASSISTANCE SERVICES

The Breakdown Assistance Services provided by The Automobile Association Limited (the “AA”), as detailed in this part of the booklet, are only available in relation to an Eligible Vehicle when travelling in the United Kingdom and where the relevant breakdown occurs in the UK (excluding the Channel Islands and the Isle of Man).

Assistance is not available in relation to events occurring prior to commencement of the relevant cover.

ROADSIDE ASSISTANCE

What is covered:
- Roadside Assistance is available if the Eligible Vehicle is stranded on the highway more than a quarter of a mile from the Authorised Driver's home address following a breakdown of the Eligible Vehicle. The AA will seek to effect a roadside repair if, in the reasonable opinion of the patrol or appointed Agent, this can be achieved within a reasonable time.
- If a patrol or appointed Agent cannot fix the Eligible Vehicle within a reasonable time, it will be taken to the nearest Suzuki Authorized Repairer or, alternatively, to a local destination of the Authorised Driver's choice, provided it is no further.

It is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay them. The AA does not guarantee that any recovery to an appropriate Suzuki Authorized Repairer will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair. The AA does not provide any assurance or warranty with respect to any work carried out at Your request by any third party repairer.

Once the Eligible Vehicle is moved or a temporary repair carried out in situ, the cost of any subsequent repairs is not covered by AA Suzuki Assistance LITE. Please check the vehicle warranty for details of repairs covered under the warranty.

Message handling
The AA will make a telephone call at your request following a breakdown.

What is not covered:
- Roadside Assistance does not cover any additional transport or other costs that the Authorised Driver might incur, whether as a result of the Eligible Vehicle being towed or otherwise. The AA cannot accept any costs for passengers who do not accompany the Eligible Vehicle while it is being recovered.
- Assistance following a breakdown or accident attended by the police, the Highways Agency or other emergency service, until the services concerned have authorised the Eligible Vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by the Authorised Driver.
- A second or subsequent recovery after the Eligible Vehicle has been recovered.
- The AA will not provide service to a fault found on a caravan or trailer
- Matters excluded under General Terms of AA Suzuki Assistance LITE.

HOME START

What is covered:
- Home Start provides assistance when the Eligible Vehicle is immobilised following a breakdown at or within ¼ mile of the Authorised Driver's home address.
- If a prompt local repair is not possible. The AA, subject to the terms and conditions relating to such service, provide recovery to the nearest authorised Suzuki Authorized Repairer or other location of the Authorised Driver's choice, whichever is the nearer. It is then the Authorised Driver's responsibility to instruct the repairer to
make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver’s responsibility to pay them. The AA does not guarantee that any recovery to an appropriate local Suzuki Authorised Repairer will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair. The AA does not provide any assurance or warranty with respect to any work carried out at Your request by any third party repairer.

What is not covered
- The recovery of an Eligible Vehicle within a quarter of a mile of the Authorised Driver’s home address.
- The AA will not provide service to a fault found on a caravan or trailer
- Matters excluded under the General Terms of AA Suzuki Assistance LITE.

General Terms of AA Suzuki Assistance LITE UK Breakdown Services

1. Roadside assistance services, which include Roadside Assistance & Home Start, are available to a Suzuki vehicle during its period of eligibility of 12 months.
2. AA Suzuki Assistance LITE is designed to provide emergency breakdown and recovery facilities; their availability does not, of course, remove the need to keep the Eligible Vehicle properly maintained and serviced.
3. If the Eligible Vehicle breaks down, and the Authorised Driver needs help, the Authorised Driver should always contact AA Suzuki Assistance LITE direct. Suzuki Authorised Repairers and garages approached independently, whether appointed by us or not, will expect payment and subsequently the Authorised Driver will have to settle the bill and the AA will be under no obligation to reimburse the Authorised Driver.
4. AA Suzuki Assistance LITE is only available to motor vehicles up to a maximum weight limit of 3500Kg (3.5 tonnes) gross vehicle weight (GVW). There are additional length and width restrictions under Relay service. Maximum vehicle length, 21 feet (6.4m), maximum vehicle width, 7 feet 6 in (2.3m). In addition, caravans or trailers on tow at the time of the breakdown will be recovered along with the Eligible Vehicle (if appropriate) towing them, provided that they fall within the above limits for Relay service. A caravan or trailer of a length of greater than 18 feet (5.5m) but not exceeding 26 feet (8m) will be recovered provided that this can be done safely under tow.
5. If eligibility for AA Suzuki Assistance LITE cannot be validated at the time of the Authorised Driver’s request for service, the Authorised Driver may be asked to complete and sign a “Promise to Pay” form in relation to the repayment of the cost of any service provided if eligibility for AA Suzuki Assistance LITE cannot subsequently be validated.
6. The AA reserve the right to refuse to provide or arrange assistance services if the Authorised Driver is not present at the time of the incident and/or unable to be present at the time assistance arrives.
7. Service is subject to availability and may be supplemented by our appointed agents. The AA will only accept responsibility for the actions of an agent where the agent is acting on our instructions and is providing such assistance to the Authorised Driver that they are entitled to under AA Suzuki Assistance LITE for the Eligible Vehicle. An agent appointed by the AA will charge us directly for any service it has provided on the AA’s behalf. However, if repairs cannot be carried out either by a patrol or our appointed agent, on the highway or at the Authorised Driver’s home address and the Eligible Vehicle has to be recovered to a garage, the Authorised Driver must meet any subsequent repair costs, if not covered by the manufacturer’s warranty.
8. Assistance will be provided for the number of people up to the legal seating capacity of the Eligible Vehicle up to a maximum of eight (including the driver) provided that such people were travelling in the Eligible Vehicle at the time of the Breakdown.
9. AA Suzuki Assistance LITE - what is not covered:
   - routine maintenance and running repairs, such as fixing faulty radios, interior light bulbs, heated rear windows;
   - the cost of spare parts, petrol, oil, keys, consumables or other materials and garage or other labour required to repair the Eligible Vehicle or any supplier delivery of call out charges;
• attendance or any costs or charges connected with the drainage or other removal of fuel, lubricants or other fluids due to the introduction of an inappropriate fluid. It is the Authorised Driver’s responsibility to instruct the repairer as to the work required. Any contract for repair will be between the Authorised Driver and the repairer;

• any additional charges resulting from failure to carry a legal and serviceable spare wheel(s) or tyre(s) in the Eligible Vehicle. The AA will endeavour to arrange assistance from a third party on behalf of the Authorised Driver but will not pay for the cost of the call out or any repair. All other costs are the responsibility of the Authorised Driver;

• Assistance for eligible Vehicles not displaying the relevant road fund licence;

• having the Eligible Vehicle stored or guarded in the absence of the driver;

• providing service to the Eligible Vehicle when it is on private property, for example garage premises. The AA will be entitled to refuse service unless the Suzuki Authorised Repairer can establish to the AA’s satisfaction that permission has been given by the relevant owner or occupier;

• any personal transportation costs except those covered by Relay Plus;

• any ferry or toll charges levied in relation to the Eligible Vehicle that is being towed or recovered;

• attendance or payment for lost or stolen keys, or when keys have been locked in the Eligible Vehicle.

• the provision of service to any persons in excess of the number of seats fitted in the Eligible Vehicle, or to anyone who was not travelling in the Eligible Vehicle at the time of the breakdown;

• the recovery of vehicles bearing trade plates or which the AA has reason to believe has just been imported or purchased at auction;

• the transportation of immobilised vehicles where the AA considers this to be part of a commercial activity, for example to, from or for motor dealers or delivery companies;

• the transportation or arrangement of transportation of any animal (guide dogs or hearing dogs to be transported together with their owner, where the AA will provide transportation unless this is not possible for health and safety reasons). The AA will not recover horses or livestock. If the AA at its absolute discretion agrees to transport any animal then this will be at Your risk. It is Your responsibility to secure any animal being transported or to make alternative arrangements for its transportation.

10 The AA reserves the right to refuse service where it is requested to deal with the same or similar fault or cause of Breakdown to that attended to in regard to the Eligible Vehicle within the preceding 28 days. It is the Authorised Driver’s responsibility to make sure that emergency repairs carried out by the AA are, where appropriate, followed as soon as possible by a permanent repair. It is the Authorised Driver’s responsibility to, when advised to do so by a patrol, take the Eligible Vehicle to a Suzuki Authorised Repairer to have any temporary repair carried out by AA Suzuki Assistance LITE made good. If the AA has cause to believe that the Authorised Driver is over using assistance in relation to a fault or cause of breakdown, which the AA has attended on previous occasions, it will report the matter to Suzuki, who will make a decision as to whether future assistance will be provided until such time as a permanent repair is carried out.

11. The AA has the right, at any time to refuse or cancel service to, or to refuse to arrange service for, any person otherwise entitled to assistance for the Eligible Vehicle where it reasonably considers that they or anyone accompanying any such person:

a) is behaving or has behaved in a threatening or an abusive manner to the AA’s employees, patrols or agents, or to any third party contractor;

b) has falsely represented that they are entitled to services to which they are not entitled; or

c) has assisted another person in accessing our services to which they are not entitled; or

d) owes the AA money with respect to any services, spare parts or other matters provided by the AA or by a third party on our instruction.

e) the Authorised Driver is not with the eligible vehicle at the time of breakdown at the time assistance arrives.
f) if in the AA’s resource opinion the eligible vehicle was immediately before the breakdown, dangerous, overladen, un-roadworthy or could not otherwise have been lawfully used on the public highway.

g) in the AA’s reasonable opinion, the giving of service would involve a breach of the law; or

h) in the AA’s reasonable opinion there has been an unreasonable delay in reporting the breakdown.

12. The AA is not under any obligation to transport or to arrange the transport of any animal. If the AA or its agents, at their discretion, agree to transport an animal, then any such transport will be at the Authorised Driver’s own risk. It is the Authorised Driver’s responsibility to secure any animal being transported or to make alternative arrangements for its transportation.

13. If the AA considers that a locksmith, body-glass or tyre specialist is needed, the AA will endeavour to arrange their help on behalf of the Authorised Driver. The AA, however, will not pay for their services and the contract for repair will be between the Authorised Driver and the repairer. Further, if use of a locksmith or other specialist would, in our opinion, mobilise the Eligible Vehicle, no further service will be available for the Breakdown in question.

14. The Authorised Driver will be required to pay for any consumables that the AA or AA’s appointed agents provide.

15. If specialist equipment (not normally carried by patrols) is in the AA’s view, required to provide assistance when an Eligible Vehicle has left the highway, or is in a ditch, or is standing on soft ground, sand or shingle or is stuck in water or snow, or which has been immobilised by the removal of its wheels, the AA will arrange recovery but at the Authorised Driver’s cost. Once the Eligible Vehicle has been recovered to a suitable location, normal service will be provided in keeping with AA Suzuki Assistance LITE.

16. The AA will not provide service where this is requested in regard to the Eligible Vehicle which requires service by reason of, or immediately following, participation in any racing, rallying, trials or time-trials, auto test or other motor sports event (“Motor Sports Event”). However, for the avoidance of doubt, the AA does not consider the following activities to be Motor Sports Events, and thus will provide service to a participating Eligible Vehicle if properly requested:
   a) “concours d’élégance” events;
   b) track test days for road-legal vehicles;
   c) rallies held exclusively on open public highways where participants are required to comply with all operative speed limits.

17. The AA’s patrols are trained and equipped to carry out emergency roadside repairs and are not in a position, and should not be expected, to comment on the general safety or roadworthiness of an Eligible Vehicle after a breakdown or emergency repair. In addition, completion of an emergency repair cannot be taken to signify, or in any way guarantee, the general roadworthiness of the Eligible Vehicle concerned. However, the AA reserves the right to refuse service where, in the opinion of the patrol or garage agent, the Eligible Vehicle concerned was, immediately before the incident, dangerous or un-roadworthy or the giving of service would involve any breach of the law (including, but not restricted to, any breach of road traffic regulations or health and safety provisions), or there has been an unreasonable delay in reporting the Breakdown.

18. It is the Authorised Driver’s responsibility to ensure that any temporary repairs carried out by us to mobilise the Eligible Vehicle are followed as soon as is possible by a permanent repair. Please refer to the terms of the vehicle warranty with respect to the carrying out of repairs by Suzuki Authorised Repairers.

19. The AA are entitled to refuse service in certain circumstances: for example, should the vehicle be ineligible for AA Suzuki Assistance LITE. Attendance will also be declined in non-emergency situations where the Eligible Vehicle is still mobile and the journey can be continued both legally and in safety. In such circumstances, the AA Suzuki Assistance LITE Incident Manager, where appropriate, would recommend an alternative course of action.

20. The AA aims to provide emergency breakdown assistance. Our patrols will not carry out vehicle servicing or vehicle reassembly, for example, where they are required as a result of neglect and unsuccessful work on the Eligible Vehicle other than on the part of us or our agents.
21. The AA reserve the right to vary the terms and conditions of service during the period of AA Suzuki Assistance LITE on the giving of reasonable notice where the AA reasonably consider it necessary to do so in order for the services supplied to comply with any changes in the law or regulations applicable thereto.

22. Where the Authorised Driver has been refused service as a result of the Eligible Vehicle being deemed dangerous, over laden or un-roadworthy, the AA will endeavour to arrange assistance on behalf of the Authorised Driver but will not pay for this service.

23. While the AA seeks to provide AA Suzuki Assistance LITE at all times, the AA's resources are finite and this may not always be possible. The AA shall not be liable for service failures where the AA is faced with circumstances outside our reasonable control. Events which might constitute circumstances outside our reasonable control include (but are not limited to) Acts of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority (including the refusal or revocation of any license or consent), fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, vehicle, equipment or systems failures, shortages of fuel or other necessary supplies, failure of telecommunications lines or systems, default of suppliers or sub-contractors, theft, malicious damage, strike, lock out or industrial action of any kind.

24. The AA shall not, in any event, and to the extent permitted by law, have any responsibility for any increased costs or expenses, for any loss of profit, business, contracts, revenue or anticipated savings or for any special or indirect losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), breach of agreement or otherwise. For the avoidance of doubt, nothing in this clause or these Terms and Conditions shall exclude or restrict the AA's liability for negligence resulting in death or personal injury.

25. Failure to enforce or non-reliance upon any of these terms and conditions by the AA on a particular occasion or occasions will not prevent the AA from subsequently relying on or enforcing them.

26. The headings used in these terms and conditions are for convenience only and shall not affect the interpretation of their contents.

27. None of the terms and conditions, or benefits, of, or under, AA Suzuki Assistance LITE is enforceable by anyone other than the Authorised Driver. For the avoidance of doubt, and without limitation to the generality of the foregoing, any rights under The Contracts (Rights of Third Parties) Act 1999, or any replacement thereof, are hereby excluded.

28. Nothing in these terms and conditions shall affect the statutory rights of the Authorised Driver as a consumer.

29. These terms and conditions are governed and, shall be interpreted in accordance with the laws of England and Wales. The EEA state for the purposes of these terms and conditions is the UK. These terms and conditions and all correspondence relating to them shall be in English.

AA Company Details

The Automobile Association Limited is incorporated with limited liability in Jersey with number 73356 (Jersey). Registered Office: 22 Grenville Street, St Helier, Jersey JE4 8PX, Channel Islands. It is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Head Office (Registered Branch Office): Fanum House, Basingstoke, Hampshire, RG21 4EA. Branch registered in England and Wales number BR004875.

Information is available in large print, audio and Braille on request. Please call: 0800 262 050 for details.