

Roadside Assistance



FORD PROTECT®

This brochure is intended to provide general information about Roadside Assistance offered by Ford Protect. Prices and plan details may have changed after the brochure was provided. Plan availability, benefits, coverage and provider may vary by region. Please refer to your plan's contract for the actual terms and conditions.

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Drive On with Confidence.

By purchasing Ford Protect Roadside Assistance you will receive an additional year or two of peace of mind motoring when stranded:

So what can you expect?

- Change of flat tyre
- Out of fuel - Provision of fuel to a maximum of 10 litres
- Jump-start
- Mobile battery replacements (Battery replacement at customers own cost, or this can be arranged on an account basis with Ford)
- Key lockout service
- Minor roadside running repairs
- Stand By You service
- Car hire
- Emergency medical access services



There is more...

AA Towing Service:

This service is available 24 hours a day, 7 days a week and 365 days a year. The primary objective of the AA towing fleet is to tow the vehicle to the closest Ford approved dealership to the breakdown scene. The service is available in the major metropolitan areas of:

- Gauteng (Johannesburg, Pretoria and Vaal Triangle)
- Cape Town
- Durban
- Bloemfontein
- Pietermaritzburg
- Polokwane
- Nelspruit (Mbombela)
- Rustenburg
- Port Elizabeth
- East London

Should the dealership or place of repair be closed overnight (weekdays), or on a weekend or public holiday, the AA will tow the vehicle either to an AA depot, if an AA tow-truck is used, or if an appointed contractor is used, to the contractors safe yard for overnight storage. Once the dealership is open, the AA will tow the vehicle to the dealership.

In the event of an accident, the AA will make arrangements by conference calling the customer with their own insurance. Accident tow costs are currently not included in Ford Protect Roadside Assistance.

*Certain services are to your account, please refer to detailed policy wording.