



Roadside Assistance



Service & Maintenance



1300 555 665 (Press 2)

In the event that you require roadside assistance, please call Smartfleet roadside on 1300 555 665.

Please ensure that you have the following details handy when you call for assistance:

- Vehicle registration number.
- Make & model of the vehicle.
- Colour of the vehicle.
- Location of the vehicle (suburb, street, cross-street). Also take note of any landmarks which may assist in our team locating the vehicle more quickly.

There are some precautions you should take to help you stay safe until roadside assistance arrives.

If you're broken down in traffic:

- Get the car as far from the traffic as possible or into a breakdown lane if on a highway/freeway.
- Don't push the car if you're alone - it may become uncontrollable.



1300 780 097

It is important that you are driving a safe and well maintained vehicle at all times.

To achieve this, it is your responsibility to ensure that the vehicle is serviced at the intervals nominated by the vehicle's manufacturer.

To obtain servicing or maintenance for the vehicle, simply call and book it in with your local service provider of choice.*

When booking in the vehicle, advise the Repairer of the work required and notify them that the vehicle is managed by Smartfleet.

The Repairer will then contact Smartfleet to obtain an authority number prior to performing any work.

This ensures that all work is performed to the right standards, full warranty entitlements are obtained and pricing complies with Smartfleet negotiated rates.

The following items require authorisation from your company's authorised officer:

1. **Interim Services** between those nominated in the vehicle's service book.
2. **Options/Accessories** (i.e. tow bar, roof racks).

All invoices should be forwarded to Smartfleet by the Repairer for processing and payment.

To ensure ongoing reliability and safety, please check the vehicle's tyre pressures, oil & coolant levels regularly.

*Smartfleet has service agreements with over 7,000 service centres throughout Australia. In the event that your service centre doesn't have an agreement with Smartfleet, Smartfleet will set up a service agreement with your preferred service centre whilst the vehicle is being serviced.



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