



RSA

ROAD SIDE ASSISTANCE

PAN-EUROPEAN USER MANUAL



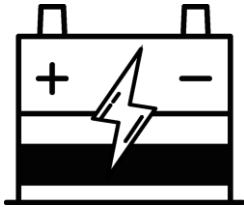
BENEFITS OF RSA

24

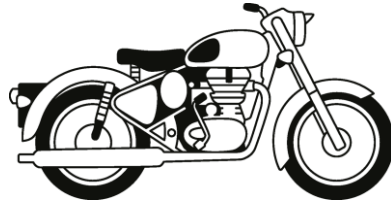
HOURS
A DAY

7

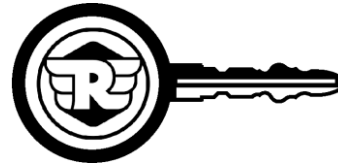
DAYS
A WEEK



BATTERY
DRAIN



MOTORCYCLE
BREAKDOWN



KEY
LOCKOUT



FUEL
ASSISTANCE



FLAT TYRE
ASSISTANCE

European RSA is available for all new Royal Enfield Motorcycles.

Once you have signed the dealer consent form allowing your information to be passed to our RSA partners Allianz, your cover will be activated (Allianz Partners (AzP) Services will verify coverage and eligibility, and if cover is confirmed organise roadside assistance or recovery as may be required.)

Period of Cover - from the date of registration:



With 3 Years coverage:

650 Continental GT (Euro IV & V)
650 Interceptor (Euro IV & V)
Single Cylinder (Euro V)



With 2 Years coverage:

Single Cylinder Euro IV M/Cs

ACTION POINTS FOR RSA

WHAT TO DO WHEN YOU NEED ASSISTANCE

If you are in any doubt as to whether or not you require assistance, please contact us first using the relevant country phone number (the table in black, found on the next page).

Do not make your own arrangements without first contacting us. Should you require assistance following an occurrence, contact us with the following details:

- ✓ Your name and exact location
- ✓ A contact telephone number
- ✓ VIN number
- ✓ Registration number and colour of your bike
- ✓ Details of what has happened



HOW TO ACTIVATE RSA

COUNTRIES COVERED:

Only Motorcycles sold to end consumers by authorised dealers in the countries listed to the right (black box) are eligible for RSA Services in Europe.

Countries where the assistance is covered:

Austria, Italy, Belgium, Latvia, Bulgaria, Lithuania, Croatia, Luxembourg, Cyprus, Malta, Czech Republic, Netherlands, Denmark, Poland, Estonia, Portugal, Finland, Romania, France, Slovakia, Germany, Slovenia, Greece, Spain, Hungary, Sweden, Ireland, United Kingdom, Switzerland and Norway.

If you are traveling abroad, this service is only available for travel not exceeding 91 days in any single trip.



**PAN-EUROPEAN
free-call number**

00800 732 77478*

*Only works in the countries mentioned below:

- ITALY +39 (0)2-26609818
- NETHERLANDS +31 20 592 9809
- BELGIUM +32 2 773 62 71
- UNITED KINGDOM +44 (0)20 86039451
- IRELAND +353 1 43 89 809
- FRANCE +33 (0)148977406
- SPAIN +34 913 25 55 67
- PORTUGAL +351 210004190
- GERMANY +49 89 24 44 14 159
- SWITZERLAND +41 44 283 35 99
- AUSTRIA +43 1 52503 6653
- LUXEMBOURG +32 2 773 62 71

RSA COVERED EVENTS

A covered event starts when a motorcycle is immobilized due to any of the following:

1. MECHANICAL OR ELECTRICAL BREAKDOWN

1. RIDER ERROR:

→ Lack of fuel*

** (fuel assistance is a paid-by-customer support service)*

→ Misfuelling

→ Replacement/lost/ Locked keys

→ Flat Battery

1. PUNCTURE OR FLAT TYRE



RSA UNCOVERED EVENTS

An uncovered event refers to any of the following:

1. Accidents involving the Motorcycle
2. Theft of the Motorcycle
3. Vandalism of the Motorcycle
4. Secondary benefits - e.g rental car, taxi, accommodation, train, flights, motorcycle repatriation etc...
5. Any expenses incurred without our prior authorisation
6. Expenses which would normally have been payable by you, such as fuel and toll charges
7. The cost of replacement parts
8. Any costs resulting from participation in motor racing, rallies, speed, track days or duration tests
9. The use of your motorcycle for hire or reward i.e. taxi or courier services
10. Any costs resulting from your motorcycle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations.

RSA UNCOVERED EVENTS

An uncovered event refers to any of the following:

11. If we believe that a recurring fault is due to poor maintenance of your motorcycle, we reserve the right to request proof of servicing and to specify immediate recovery to a Royal Enfield Authorised Dealer.
12. Any costs as a result of your participation in a criminal act or offence.
13. Any costs as a result of your being under the influence of intoxicating liquor, or solvent abuse or Drugs.
14. Any loss, theft, damage, death, bodily injury, cost or expense that is not directly associated with the incident that caused you to claim, unless expressly stated in this policy.
15. Any costs as a result of civil or foreign wars, riots, popular movements, strikes, hostage taking, handling of weapons.
16. Any costs as a result of any effects of a nuclear origin or caused by any source of ionising radiation

suicide) and fraudulent acts

RSA TERMS & CONDITIONS

BENEFITS OF RSA:

1. ROADSIDE REPAIR

- *Limitations: Only repairs that can be completed with generic parts (fuses, bulbs etc.) and possible without specialist tools*

1. TOWING OF MOTORCYCLE

- *Limitations: Home dealer if breakdown occurs in < 50km or nearest dealer*



RSA TERMS & CONDITIONS

The following will not be eligible to qualify for Royal Enfield (A Unit of Eicher Motors Ltd.) Services:

1. Any costs directly incurred relating to or associated with any assistance service, including but without limitation a service equivalent to the Royal Enfield (A Unit of Eicher Motors Ltd.) Services where the Beneficiary has not arranged such service through Allianz Partners Services. Royal Enfield (A Unit of Eicher Motors Ltd.) and the Distributor will ensure that this is clearly defined in the terms and conditions provided to the Beneficiary Vehicle involved in motor racing, rallies, speed or duration tests, practice runs, or operated outside official roads.
2. When assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles.
3. When breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence. The immobilisation is resulting from damage caused by intervention of the police or other authorities. Service abusers, which for the purposes of this Agreement are Beneficiaries who do not keep their vehicles in a roadworthy condition, or do not service the Vehicle in accordance with the manufacturer's recommendations.