

E U N O S  
C L I E N T C A R E

# A N E W W A Y O F D O I N G B U S I N E S S

*As a new Eunos owner proudly drives out of the dealership for the first time, he or she is embarking upon a unique ownership experience.*

## SERVICE EXCELLENCE

*Eunos Dealers are committed to providing unparalleled levels of service excellence to every client. Unsurpassed service facilities and specially trained technicians help to ensure that Eunos vehicles are always maintained in optimum condition. A network of Eunos Service Dealers has been specially appointed to ensure that expert assistance is never far away.*

*The Eunos new car warranty covers the vehicle for 3 years, regardless of kilometres travelled. And the Eunos body protection warranty is applicable for a full 6 years.*



## EUNOS CLIENT CARE

*Eunos' extensive and impressive warranties are supported by a Client Care program which goes way beyond just roadside assistance and offers an exceptional standard of after sales care.*

*These benefits apply for a warranty period of 3 years (with unlimited kilometres).*

*The benefits of Eunos Client Care are available to Eunos owners and their families for 24 hours a day, 365 days a year anywhere in Australia throughout the 3 year warranty period.*

*Every Eunos owner will be given a personalised Client Care Card which assures access to the far-reaching support services.*

*The Eunos Client Care program is proof that our obsession with perfection extends to an obsession with service excellence.*

*As you get to know Eunos you will find not just a new name and new cars, but a whole new way of doing business.*



# THE BENEFITS OF EUNOS CLIENT CARE

## 1. 24 HOUR ROADSIDE ASSISTANCE

24 hours a day, 365 days a year prompt roadside assistance can be provided, via a toll free 008 number. If necessary your car will be transported to a Eunos Dealer or authorised Eunos repairer and you will be taken to your chosen destination in the metropolitan area free of charge.

Should assistance be required more than 100 kms from your home Eunos will make the arrangements and cover the cost of overnight accommodation (up to \$200).

We will also pay for the recovery of your vehicle and car hire for up to 5 days if your car is not back on the road within 24 hours. Once repaired, your vehicle will be returned to your residential or business address. And Eunos Client Care can relay any urgent messages to family or friends.

## 2. ACCIDENT OR THEFT

These can be traumatic events and Eunos Client Care is there to advise and assist you. We can arrange legal advice and emergency

accommodation and can liaise with the insurance company so that your car is taken to an authorised Eunos repairer.

Eunos Client Care can arrange alternative transport, communicate with family and friends, arrange travel bookings and organise delivery of replacement personal belongings.

## 3. MEDICAL ASSISTANCE

Sudden medical problems away from home can be devastating. A call to Eunos Client Care will ensure prompt assistance in organising the right medical advice, help arrange hospital admissions and liaise with family doctor and relatives.

In addition, if you are unable to continue your journey through ill health, the cost of providing a replacement driver will be covered up to \$200.

## 4. GENERAL ENQUIRIES

A host of other enquiries can be answered by a quick phone call to Eunos Client Care.





# AN EXCEPTIONAL INSURANCE POLICY FOR EUNOS OWNERS

*Eunos has arranged for an exceptional insurance policy to be available to every Eunos owner. Eunos Insurance contains a range of special privileges and benefits, many of which are not included in other policies.*

## REPAIR WORK

*Following an accident, all repair work will be completed promptly by a Eunos approved repairer, using genuine Eunos parts.*

## AFTER REPAIR SERVICE

*Your Eunos Dealer can, at your request, provide a complimentary "After Repair" service, including a cursory mechanical inspection and valet service.*

## TOTAL LOSS REPLACEMENT

*If your car is registered privately and is a total loss through accident or theft during its first twelve months of registration, it will be replaced with a new Eunos, subject to local availability, unless you prefer to receive payment of the sum insured.*

*For any loss after the first 12 months, you will be entitled to either have the vehicle repaired or be paid a sum representing the cost of repairing your Eunos up to the sum insured.*

## CAR ALARM BENEFIT

*If you have an approved car alarm installed in your Eunos when it is stolen, we will reimburse the cost of a hire car if your car is not recovered within three days (up to \$75 per day or \$1,000 in total for a claim under this section of the policy). Furthermore, your no claim rating will not be affected under these circumstances.*

## TOWING BENEFIT

*If your vehicle has been damaged and cannot be driven, Eunos Insurance will, of course, cover the cost of towing your car to a place of safety. It will even cover the reasonable cost of returning your car to you when it is found following theft.*

## LIABILITY COVER

*You will have the peace of mind knowing you are covered for up to \$10 million of legal liability should you and your vehicle cause damage to other people's property.*

## COMPULSORY GAP INSURANCE

*In some states there is a gap which means you may not be insured against legal action arising from personal injury. However, Eunos Insurance covers the gap for all policyholders.*

## ADDITIONAL BENEFITS OF EUNOS INSURANCE

- 1. \$500 contribution to ambulance, dental or pharmaceutical expenses incurred in relation to passengers' injury claims.*
- 2. \$250 for loss or damage to personal property (other than cash) in the car.*
- 3. \$250 for damage to any trailer being used with your car.*
- 4. You will be allowed one windscreen-only claim without payment of any excess each year.*
- 5. You are offered the option of paying an additional premium to remove the standard excess and to help protect your Rating One status.*
- 6. In the event of an accident you can call Eunos Client Care at any time of the day or night for advice.*

## AN IMPORTANT RESTRICTION

*Like all car insurance policies, your Eunos Insurance Policy has certain restrictions. One of them is particularly important.*

*You will not be covered for any loss, damage or liability when driving your vehicle under the influence of alcohol or drugs, when your blood alcohol reading exceeds the legal limit, or if you refuse a blood test as directed by a member of the police force.*

The Eunos Insurance Program has been prepared by Eunos, for Eunos vehicles only, and is offered through Eunos Dealers who are authorised to arrange the cover as agents of Accident Insurance Mutual Holdings Ltd (ACN 006 444 444). Please ask your local Eunos Dealer for specific details in relation to Eunos Insurance. AIM Insurance is a specialist in motor vehicle insurance with a network of offices around Australia and is part of the AMEV group, one of the largest general insurance groups in Australia.

This brochure contains general information only. For more specific details of the Eunos Insurance cover, please ask your Eunos Dealer to give you a copy of the Eunos Motor Car Insurance Policy. We recommend you study this policy before completing the Proposal. Once you have signed the Proposal your Eunos will be protected from the time you take delivery and drive out of the dealership. Eunos vehicles are distributed in Australia by Eunos Australia, a trading division of Mazda Australia Pty Limited ACN 004 690 304. All care is taken to ensure the accuracy of this brochure at the time of publication. Specifications, features and model availability may vary from state to state and may change without notice. Please consult your Eunos Dealer prior to placing an order to ascertain current information and model availability, specifications, options, features and price. Mazda Australia Pty Limited will not be liable for any loss arising from the information in this brochure, whether in negligence or otherwise. Published December 1992. Eunos Australia. 37 Lorimer Street, South Melbourne, Victoria 3205.



**EUNOS**  
from mazda

AN OBSESSION WITH PERFECTION