

BREAK DOWN ASSISTANCE



24 hour helpline number
1800 419 1931

In case of breakdown emergency all you must do is to call the Emergency Roadside Assistance toll free number given above. We will extend support for the vehicle breakdown emergencies for Royal Sundaram customers who have been provided with roadside assistance for accidents. We will you reach at the earliest.

Service will be delivered on best effort basis and in case of any suggestions or any deficiency with regard to the service, please write to us on rsa.service@tvs.in and we will provide appropriate support to you.

Scope of cover for Break Down

Sl.No.	Scope of Service	Facilitation	Labor	Parts / Materials	Cost
1	Emergency Towing Assistance (break-down)				
	In the event of a user's vehicle break down and he/she becomes immobilized while on the road, we will assist in making arrangements for the vehicle to be towed to the nearest authorized/designated garage if immediate repair on the spot is not possible.	Free	Free	Actuals*	Free up to 50kms# (Garage to Garage Basis) (Note: other charges like Hydra, Lifting the vehicle, releasing the wheel lock are not covered)
2	Repair on the spot				
	In the event of a user's vehicle break down due to any mechanical/electrical fault and immediate repair on the spot if deemed possible, we shall assist the user by arranging for a vehicle technician to the breakdown location.	Free	Free	Actuals*	NA
3	Flat Tyre Service (puncture)				
	In the event of user's vehicle being immobilized due to flat tyre we will assist the user by organizing for a vehicle technician to replace the flat tyre with a spare stepney available in the vehicle at the location of breakdown.	Free	Free	NA	NA
4	Emergency Fuel Delivery				
	In the event of user's vehicle runs out of fuel, we will assist the user by organizing for a vehicle technician to supply emergency fuel (up to 5ltrs on chargeable basis) at the location of breakdown.	Free	Free	Actuals*	NA

*Charges at Actuals shall be borne by the vehicle owner.

Scope of cover for Break Down

SI.No.	Scope of Service	Facilitation	Labor	Parts / Materials	Cost
5	Vehicle Key Service				
	In the event of user's vehicle is immobilized due to vehicle keys getting locked inside, we will assist the user by organizing for a vehicle technician to open the car without keys at the location of the incident.	Free	Free	NA	NA
6	Pick up of Vehicle in case of Driver Disability				
	If the driver suffer a disability and cannot continue the journey, we will assist the user to pick the vehicle from the location and transport it to the desired location.	Free	Actuals*	NA	NA
7	Cab Service				
	If a user's vehicle breaks down and cannot be repaired on the spot, we will assist the user by organizing cab as an alternate mode of transport.	Free	NA	NA	Cab Charges Actuals*
8	Accommodation				
	If a user's vehicle breaks down and cannot be repaired on the spot, we will assist the user by organizing for a hotel accommodation nearest to the location of the breakdown.	Free	NA	NA	Accommodation Charges Actuals*

*Charges at Actuals shall be borne by the vehicle owner. # Difference if any between the actual and eligibility to be borne by the vehicle owner/Insured.

Break Down service is subject to availability of breakdown vehicles at all place in India. The service will not be available in the list of states / towns given below:

- Andaman Nicobar Islands
- Lakshadweep Islands

Limited Services will be provided in the following places:

- Jammu & Kashmir
- North Eastern States of India

Services will not be available in the following areas due to local conditions:

- Chhattisgarh – Dantewara, Bijapur, Jagdalpur, Narayanpur, Kanker, Raigarh
- Madhya Pradesh – Mandla, Morena, Bhind, Balaghat, Datia

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