



COVER DOCUMENT

MITSUBISHI UK & EUROPEAN BREAKDOWN ASSISTANCE.

Roadside assistance cover for eligible
Mitsubishi vehicles.

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1. INTRODUCTION

1.1 Welcome

Our breakdown assistance products have been designed to help protect you against the costs incurred in the event of a **breakdown/immobilisation** of the **covered vehicle** occurring within the **area of cover**.

It is very important that you read the whole of this cover document and make sure that you understand what is covered, what is not covered and what to do if you require assistance.

All the details of how to make a claim, together with the conditions of the cover, are set out in the following pages. Where words and phrases in this document have a specific meaning they are highlighted by the use of bold print. The definition of these words and phrases can be found in section 5 of this document.

Please keep this document in a safe place.

1.2 Important contact details

In the event of requiring assistance following a vehicle **breakdown/immobilisation**, you should contact **Mitsubishi Assistance**. Please have the following information to hand when calling:

- Location of the vehicle
- Registration number of your vehicle
- A contact telephone number
- Description of the problem

MITSUBISHI ASSISTANCE

IN THE UK

0208 603 9933

or freephone 0800 587 9833

IN CONTINENTAL EUROPE

+44 208 603 9933

All calls to **Mitsubishi Assistance** may be recorded. This will assist us in confirming details of a call that may be incomplete or unclear.

1.3 SUMMARY OF COVER

This summary is not a full statement of the cover. For full terms and conditions please read this document.

COVER AND LIMITS	
PERIOD OF COVER	The roadside assistance cover outlined in this document is valid for 5 years from the date of first registration, subject to the terms and conditions of this cover document.
CONDITIONS	All claim limits in this document are inclusive of VAT. To maintain your cover, your vehicle must be serviced at an Authorised Mitsubishi Dealer in line with the manufacturer's service schedules.
IN THE UK	Recovery or roadside and home assistance. Subject to Mitsubishi Assistance first providing recovery, per valid claim for assistance: • Onward travel, or hotel accommodation up to £100 per beneficiary and up to a maximum of £300 in total; • or car hire for up to 2 days, or up to 5 days if you are more than 30 miles away from home.
IN CONTINENTAL EUROPE	Recovery or roadside assistance. Subject to Mitsubishi Assistance first providing recovery, per valid claim for assistance: • Onward travel, or hotel accommodation up to £75 per beneficiary per night and up to a maximum of 3 nights in total; • or car hire for up to a maximum of 3 days; • repatriation of the vehicle where the covered vehicle cannot be repaired, or where repairs will take longer than 5 days. This service is only available for travel not exceeding 90 days in any single trip.

2. IMPORTANT INFORMATION

2.1 How your cover works

Your cover is a contract between you and us. We will pay for any claim you make which is covered and which occurs during the **period of cover**.

Unless specifically mentioned, the benefits and exclusions within each section apply to the **covered vehicle**. Your cover does not cover all possible events and expenses.

Certain words have a special meaning, as shown under section 5, 'Definition of words'. These words have been highlighted by the use of bold print throughout this document.

2.2 Transfer of ownership

If your vehicle is sold directly to a **private individual**, the remaining cover may be transferred to the new owner. As soon as possible after the date of sale, please complete the form in section 6.1 at the back of this document and send it to:

Mitsubishi Assistance, PO Box 1149, Croydon, CR9 1ZQ.

Please note that the form must be signed by the current vehicle owner.

Please note: the product is not transferable to another vehicle.

2.3 Renewal of cover

After the initial cover period it may be possible to extend your roadside assistance cover. Please contact your local Authorised Mitsubishi Dealer for details.

2.4 DATA PROTECTION NOTICE

We care about your personal data. This summary and our full privacy notice explain how **Mitsubishi Assistance** protects your privacy and uses your personal data.

Our full privacy notice is available at www.mitsubishi-warranty.co.uk/privacypolicy

If a printed version is required, please write to us at Customer Service (Data Protection), Mitsubishi Assistance (AWP Assistance UK Ltd), 102 George Street, Croydon, CR9 6HD.

How will we obtain and use your personal data?

We will collect your personal data from a variety of sources, including:

- Data that you provide to us; and
- Data that may be provided about you by certain third parties, such as the manufacturer of the **covered vehicle** and their franchised dealers and authorised repairers.

We will collect and process your personal data in order to comply with our contractual obligations and/or for the purposes of our legitimate interests, including:

- Entering into or administering contracts with you;
- Informing you of products and services which may be of interest to you.

Who will have access to your personal data?

We may share your personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on our behalf;
- With organisations we deal with which provide part of the service to you, such as motor dealerships and recovery operators;
- To meet our legal obligations, including providing information to the relevant ombudsman if you make a complaint about the product or service that we have provided to you.

We will not share information about you with third parties for marketing purposes unless you have specifically given us your consent to do so.

How long do we keep your personal data?

We will retain your personal data for a maximum of seven years from the date the insurance relationship between us ends. If we are able to do so, we will delete or anonymise certain areas of your personal data as soon as that information is no longer required for the purposes for which it was obtained.

Where will your personal data be processed?

Your personal data may be processed both inside and outside the United Kingdom (UK) or European Economic Area (EEA).

Whenever we transfer your personal data outside the UK or EEA to other Allianz Group companies, we will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, we take steps to ensure that personal data transfers outside the UK or EEA receive an adequate level of protection.

What are your rights in respect of your personal data?

You have certain rights in respect of your personal data. You can:

- Request access to it and learn more about how it is processed and shared;
- Request that we restrict any processing concerning you, or withdraw your consent where you previously provided this;
- Request that we stop processing it, including for direct marketing purposes;
- Request that we update it or delete it from our records;
- Request that we provide it to you or to a new insurer; and
- File a complaint.

Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

How can you contact us?

If you would like a copy of the information that we hold about you, or if you have any queries about how we use your personal data, you can contact us as follows:

BY POST	Customer Service (Data Protection), AWP Assistance UK Ltd, 102 George Street, Croydon, CR9 6HD
BY PHONE	0208 603 9853
BY EMAIL	AzPUKDP@allianz.com

2.5 MAKING A COMPLAINT

We aim to provide you with first class cover and service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem. If you make a complaint your legal rights will not be affected.

In the first instance, please contact:

Customer Service, Mitsubishi Assistance, 102 George Street, Croydon, CR9 6HD
or email customer.supportissues@allianz-assistance.co.uk

Please supply us with your name, address and vehicle registration, and enclose copies of relevant correspondence, as this will help us to deal with your complaint in the shortest possible time.

3. BREAKDOWN ASSISTANCE

Mitsubishi Assistance provides you with the following assistance services and benefits for motoring emergencies, to aid you in the event of a covered **breakdown/immobilisation** of the **covered vehicle** in the UK or Continental Europe, as set out in this section of this document.

3.1 What to do if you need assistance

If you require help, please do not attempt to make your own arrangements, as reimbursement cannot be made to you retrospectively.

Please contact **Mitsubishi Assistance** with the following details:

- Location of the vehicle
- Registration number of your vehicle
- A contact telephone number
- Description of the problem

MITSUBISHI ASSISTANCE

IN THE UK

0208 603 9933

or freephone 0800 587 9833

IN CONTINENTAL EUROPE

+44 208 603 9933

All calls to **Mitsubishi Assistance** may be recorded. This will assist us in confirming details of a call that may be incomplete or unclear.

3.2 European autoroute restrictions

If assistance is required on a French autoroute, or on certain other autoroutes in Continental Europe, you must use the official SOS boxes at the side of the road to arrange initial assistance or recovery. As these roads are privatised, neither **Mitsubishi Assistance** nor any other assistance organisation is allowed to assist you on these roads.

Once the **covered vehicle** has been recovered from the autoroute, you should contact **Mitsubishi Assistance** and we will make any further arrangements for you, and inform you how to reclaim the costs incurred for recovery from the autoroute.

3.3 BENEFITS IN THE UK

3.3.1 Recovery or roadside and home assistance

In the event of **breakdown/immobilisation**, **Mitsubishi Assistance** will organise and pay the costs of taking the **covered vehicle** to the nearest and/or most appropriate Authorised Mitsubishi Dealer, should assistance at the roadside prove unsuccessful.

Subject to **Mitsubishi Assistance** having first provided recovery, roadside or home assistance in the UK, you will then be entitled to the following benefits.

3.3.2 Onward travel or hotel accommodation or car hire

In the event of **breakdown/immobilisation** of the **covered vehicle** in the UK causing it to be immobilised for a period of more than 4 hours, **Mitsubishi Assistance** will organise and pay for one of the following:

- First class rail transport, or the equivalent costs of more convenient travel, to enable the **beneficiaries** to return to, or continue to, any destination of the **beneficiaries'** choice within the UK.

OR

- Overnight hotel bed and breakfast accommodation, up to £100 (inc. VAT) per **beneficiary**, up to a maximum of £300 (inc. VAT) in total for all **beneficiaries**. Overnight hotel accommodation only applies if the **breakdown/immobilisation** of the **covered vehicle** occurs more than 30 miles from the home address of any of the **beneficiaries**, and only when the **beneficiaries** have to prolong their stay as a direct result of the covered **breakdown/immobilisation**.

OR

- A temporary replacement vehicle, during the time that the **covered vehicle** is being repaired, for a maximum period of 2 days, or 5 days if the **breakdown/immobilisation** occurs more than 30 miles away from home. The temporary replacement vehicle will only be provided where **Mitsubishi Assistance** has arranged recovery of the **covered vehicle** to an Authorised Mitsubishi Dealer.

The driver must be able to satisfy the requirements of the car rental company, which include:

- Possession of a full, valid UK or EU driving licence with no more than 9 penalty points. For photocard licences, both parts must be produced.
- A valid credit or debit card, for security authorisation to cover excess fuel usage, unauthorised days of hire and/or driving offences.
- Due to insurance liability, **Mitsubishi Assistance** may be unable to provide a rental vehicle to drivers under the age of 21.
- It remains the responsibility of the signatory on the rental agreement to ensure that the rental provider is notified of the cessation of the hire within the agreed rental period.

You will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be equivalent to the **covered vehicle**.

3.3.3 Help to arrange glass repairs

In the UK, if you or any other **beneficiary** driving the **covered vehicle** experiences a broken front windscreen or side glass which requires immediate replacement, **Mitsubishi Assistance** will advise details of a nationwide glass replacement company to replace the broken glass. Please note that you will be responsible for all parts and fitting costs, but these may be covered under your motor insurance policy.

In the event that an immediate repair cannot be resourced, **Mitsubishi Assistance** will recover the **covered vehicle** to the nearest Authorised Mitsubishi Dealer.

3.3.4 Message relay service

Mitsubishi Assistance will pass on urgent messages to the **beneficiary's** family, business or friends if your journey has been delayed due to the **breakdown/immobilisation** of the **covered vehicle**.

3.3.5 Caravans and trailers

If the **covered vehicle** is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, we will arrange for your caravan or trailer to a safe site. Mitsubishi Assistance will not be liable for onward transport from this location or any storage fees that may accrue whilst your vehicle is being repaired. It is strongly advised that your Caravan or trailer is covered by a separate policy especially when taking it outside the UK. Roadside Assistance Policy We will not be liable for any goods, possessions or livestock being transported.

3.3.6 Adverse weather conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods may make it impracticable for us to provide our normal assistance services. In this event, our immediate priority is to ensure that you and the **beneficiaries** travelling with you are taken to a place of safety, meaning that it may be necessary for us to attend to the **covered vehicle** later.

3.3.7 Release fees

Should the **covered vehicle** be stolen and subsequently recovered by the police, you may be required by them to pay a release fee before we can remove the **covered vehicle** to an Authorised Mitsubishi Dealer or to your home address. Although we can guarantee these costs on your behalf, the payment of such fees remains your responsibility.

3.3.8 Specialist charges

In the event that the recovery of the **covered vehicle** requires the use of specialist equipment, any such costs in addition to our standard recovery services will be payable by you.

3.3.9 Lock out / lost keys

In the event that entry to the **covered vehicle** is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the **covered vehicle**, we will ask you to sign a declaration giving your permission for this to take place and stating that any resulting costs will be your responsibility.

3.4 BENEFITS IN CONTINENTAL EUROPE

3.4.1 Validity

This service is only available for travel to Continental Europe not exceeding 90 days in any single trip.

3.4.2 Recovery or roadside assistance

In the event of **breakdown/immobilisation** in Continental Europe, **Mitsubishi Assistance** will organise and pay for the costs of taking the **covered vehicle** to the nearest and/or most appropriate dealership, should assistance at the roadside prove unsuccessful.

Subject to **Mitsubishi Assistance** having first provided assistance at the roadside in Continental Europe, you will then be entitled to the following benefits.

3.4.3 Vehicle repatriation

In the event of **breakdown/immobilisation** in Continental Europe where the **covered vehicle** cannot be repaired, and where the repairs will take longer than 5 days, **Mitsubishi Assistance** will repatriate the **covered vehicle** to the Authorised Mitsubishi Dealer nearest to your home address in the UK.

3.4.4 Onward travel or hotel accommodation or car hire

In the event of **breakdown/immobilisation** in Continental Europe, **Mitsubishi Assistance** will organise and pay for one of the following:

- Where the **covered vehicle** cannot be repaired within the same day: first class rail transport or scheduled air fares (or the equivalent costs of more convenient travel), to enable the **beneficiaries** to return to their homes in the UK or to continue their journey to their original destination within Continental Europe. Where appropriate, **Mitsubishi Assistance** will also cover the cost of a first class rail or scheduled air ticket for you to collect the **covered vehicle** once repairs have been completed.

OR

- Where the **breakdown/immobilisation** causes the **covered vehicle** to be immobilised for a period of more than 8 hours: hotel bed and breakfast accommodation from the first day of such **breakdown/immobilisation**, up to a maximum of £75 (inc. local taxes) per **beneficiary** per night, up to a maximum of 3 nights.

OR

- Where the **covered vehicle** cannot be repaired on the same day: a temporary replacement vehicle, during the time that the **covered vehicle** remains immobilised, up to a maximum of 3 days.

You must be able to satisfy the requirements of the vehicle hire company and you will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be equivalent to the **covered vehicle**.

3.4.5 Parts delivery

In the event that **Mitsubishi Assistance** has arranged to take the **covered vehicle** to an Authorised Mitsubishi Dealer for repairs, and any parts essential to the running of the **covered vehicle** are not available locally, **Mitsubishi Assistance** will organise and pay for the despatch of such parts to the repairing dealership.

3.4.6 Caravans and trailers

If the **covered vehicle** is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, we will arrange for your caravan or trailer to a safe site. Mitsubishi Assistance will not be liable for onward transport from this location or any storage fees that may accrue whilst your vehicle is being repaired. It is strongly advised that your caravan or trailer is covered by a separate policy especially when taking it outside the UK. Roadside Assistance Policy. We will not, be liable for any goods, possessions or livestock being transported.

3.4.7 Adverse weather conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods may make it impracticable for us to provide our normal assistance services. In this event, our immediate priority is to ensure that you and the **beneficiaries** travelling with you are taken to a place of safety, meaning that it may be necessary for us to attend to the **covered vehicle** later.

3.4.8 Release fees

Should the **covered vehicle** be stolen and subsequently recovered by the police, you may be required by them to pay a release fee before we can remove the **covered vehicle** to an Authorised Mitsubishi Dealer or to your home address. Although we can guarantee these costs on your behalf, the payment of such fees remains your responsibility.

3.4.9 Specialist charges

In the event that the recovery of the **covered vehicle** requires the use of specialist equipment, any such costs in addition to our standard recovery services will be payable by you.

3.4.10 Lock out / lost keys

In the event that entry to the **covered vehicle** is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the **covered vehicle**, we will ask you to sign a declaration giving your permission for this to take place and stating that any resulting costs will be your responsibility.

4. ASSISTANCE EXCLUSIONS

Mitsubishi Assistance will not assist or reimburse you or the **beneficiaries** in the event of a call for assistance or a claim caused by, arising from or in connection with the following:

- Damage to items not covered by this cover, or any depreciation, loss of earnings, death or bodily injury.
- Ionising radiation or radioactive contamination from any nuclear fuel, or the nuclear waste arising from burning nuclear fuel.
- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment, or any nuclear part of that equipment.
- War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Any costs covered under any other warranty, guarantee, insurance or cover.
- Accident or injury either through voluntary non-observance of the laws of the land in which the **beneficiary** is travelling, or the practice of activities not authorised by the local authorities.
- The cost of replacement parts.
- Damage or injury intentionally caused by you or a **beneficiary**, or resulting from participation in a criminal act or offence.
- The **beneficiaries**, or any other third party, organising any of the services detailed in this cover without first having authorisation from **Mitsubishi Assistance** and a file number.
- Any costs that would normally have been payable by you or the **beneficiaries**, such as fuel, congestion or toll charges.
- Charges for specialist recovery, or charges incurred by us where the **covered vehicle** is not being used on a public highway when the **breakdown/immobilisation** occurred, i.e. where the **covered vehicle** was not accessible using our standard recovery equipment.
- **Breakdown/immobilisation** which happens outside the **area of cover**.
- Faulty repairs, incorrect servicing, or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification.
- Vehicles modified in any way from the original manufacturer's specification.
- Any costs incurred after the **covered vehicle** has been repaired and is available to be driven.
- Any sundry expenses resulting from an incident claimed for under this section, for example telephone or mobile phone calls, faxes, food and drink.

5. DEFINITION OF WORDS

When the following words and phrases appear in this cover document or in the **confirmation of cover email**, they have the specific meanings given below. These words are highlighted by the use of bold print.

Area of cover

The UK and Continental Europe.

Beneficiary, beneficiary's, beneficiaries

You, any other driver of the **covered vehicle** using the **covered vehicle** with your permission, and any passenger of the **covered vehicle** at the moment a **breakdown/immobilisation** occurs.

Breakdown/immobilisation

Electrical or mechanical breakdown, road traffic accident, vehicle fire or theft, loss of keys, punctures or running out of fuel, causing the **covered vehicle** to be immobilised.

Continental Europe

Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding the Canary Islands and other Spanish territories located in, or off the coast of, Africa), Sweden, Switzerland and Turkey.

Covered vehicle

Eligible Mitsubishi vehicles.

Mitsubishi Assistance, we, our, us

AWP Assistance UK Ltd, who administer the cover.

Period of cover

5 years from the date of first registration.

Private individual

A person who is using the **covered vehicle** for their own personal use, and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

UK

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

UK & European Breakdown Assistance

The roadside assistance product for eligible Mitsubishi vehicles.

You, your, yours

The **private individual** named on the **confirmation of cover email**, or as replaced by any new owner correctly declared to us using the transfer of ownership form in this document and accepted by us.

6. TRANSFER OF OWNERSHIP

If your vehicle is sold directly to a **private individual**, the remaining cover may be transferred to the new owner.

Please complete the transfer of ownership form in section 6.1, ensuring that it is signed by the current vehicle owner, and send the form to the following address:

Mitsubishi Assistance, PO Box 1149, Croydon, CR9 1ZQ.

IMPORTANT

Check that all services have been carried out when due during the **period of cover** — otherwise the cover will not be valid.

6.1 TRANSFER OF OWNERSHIP FORM

I (name) _____ hereby give notice that I wish to transfer the balance of my Mitsubishi Assistance cover to the new owner detailed below.

COVERED VEHICLE DETAILS

Date of transfer / /

Mileage

Registration number

Chassis number (VIN)

NEW OWNER DETAILS

Title Mr / Mrs / Miss / Ms / Other

Initials

Surname

House name/number

Street

Town

County

Postcode

Tel. home

Tel. work

Email

COMPANY DETAILS

Please complete this section for a company vehicle only.

Company name

Address

Town

County

Postcode

SIGNATURES

Existing owner's signature

Date / /

I have read, and agree to abide by, the terms and conditions of the Mitsubishi Assistance cover, and request that all rights and benefits of the cover be transferred to me.

New owner's signature

Date / /

