MAXUS Roadside Assistance

MAXUS UK provides a comprehensive round the clock roadside assistance programme. This service is available 24/7, 365 days a year, offering peace of mind in the event of a breakdown due to a technical fault.

MAXUS Roadside Assistance is valid for 12 Months
from the vehicle's first registration date, up to a maximum mileage limit.

Our roadside assistance cover is for technical failures that render the vehicle immobile. The coverage area is for the whole of the United Kingdom, including Northern Ireland.

What Is Covered?

The vehicle must be immobilised due to a technical fault that meets one or more of the following conditions:

The fault prevents the vehicle from being started or driven.

Continuing to drive the vehicle is likely to cause significant further damage.

The safety of the occupants or other road users would be at immediate risk.

Driving the vehicle would result in a legal violation.

The following situations are not covered:

Breakdowns occurring within 90-days of a temporary repair are not covered if a permanent repair has not been carried out by a MAXUS Authorised Repairer.

Overfilling the engine with oil, becoming stuck in mud, or driving through flood water.

Lack of service maintenance has been complicit in the technical failure of the vehicle.

Where a breakdown is caused by a component failure this must stop the vehicle from working, so for example an air conditioning failure does not constitute a breakdown, and the illumination of a warning light does not always constitute a breakdown.
If the vehicle is mobile, please take it to your nearest MAXUS Authorised Repairer who will be able to provide support.

We cover all MAXUS vehicles within the limits highlighted below:

- 3.5 tonnes
- Length up to 6.4m long
- Width up to 2.55m wide

Who Is Covered?

MAXUS Roadside Assistance covers the Vehicle, not the individual. This means any authorised driver and all legal occupants are eligible for assistance when the vehicle becomes immobilised due to a fault covered under the Manufacturer's Warranty and not caused by the driver.

If repairs aren't possible, recovery services are available. The vehicle will be towed to the nearest MAXUS Authorised Repairer. Any additional recovery services are not covered by MAXUS Roadside Assistance.

Before Requesting Assistance

Please have the following ready:

Vehicle registration number

Your name and address

Contact phone number

Description of the issue

Exact location

Current mileage

MAXUS Roadside Assistance will respond free of charge if the issue is due to a manufacturing fault, within the coverage period, that renders the vehicle immobile. If you are in a vulnerable or unsafe situation, clearly communicate this during the call and remain in a safe location.

In some cases (e.g. motorway towing by police instruction), local regulations may require you to pay towing fees.

Service Includes:
A patrol or agent will be dispatched to attempt on-the-spot repair at the roadside.

Important: Costs incurred without prior approval will not be reimbursed. All services must be arranged directly through MAXUS Roadside Assistance.

Coverage Restrictions

The following areas are not covered by MAXUS Roadside Assistance, although we may be able to provide support at your cost:

Driver induced faults, such as natural energy loss from the traction battery (electric vehicles)**, lost, stolen, or locked-in keys, road traffic accidents, tyre or wheel damage, wrong fuelling, flat 12v battery caused by unauthorised devices or misuse** (e.g. due to lights being left on)

12v battery after 12 months or 12,500 miles from date of registration

Non-technical breakdowns including air conditioning, alarms, body parts, exhaust pipes, fan, horn, infotainment system, instrumentation, internal trim, lights (boot, internal, indicators)**, lights** (headlights during daylight hours)**, locks, windows, glass.**

In these cases, MAXUS Roadside Assistance can still help arrange support, but all costs must be paid by the customer or nominated driver at the time of service.

MAXUS Roadside Assistance does not apply to the following:

Damage resulting from neglect, environmental factors, or failure to follow recommended maintenance schedules

Incidents caused by intentional or negligent actions by the customer or third parties

Violations of legal requirements, such as driving by unauthorised persons or exceeding permitted passenger or load limits

Damage linked to unapproved modifications or non-genuine parts not endorsed by MAXUS UK

Faults due to repairs not carried out in line with the manufacturer's guidelines

Events arising from war, civil disturbance, natural disasters, or other force majeure circumstances

Issues originating from a faulty trailer, caravan or ancillary equipment

Vehicles first registered outside of the UK

To contact MAXUS Roadside Assistance call:

0333 0702637