

## What is the Roadside Assistance Program?

Whether you need a car door unlocked, a flat tire changed, or a simple battery jump, our Roadside Assistance team has the tools and experience needed to get you back on your way as quickly as safety allows.

The benefit is provided to you at no charge by the Federated Car Care Center that performed the service to your vehicle and is identified on your invoice. Benefits begin on the date identified on your original invoice from the participating facility and continues for a period of **180 days**. Service provided after **180 days** from the date on your invoice is not eligible for reimbursement.

Simply keep this information in your glove box and call the toll-free 24-hour dispatch center at **800-351-8438** to obtain your emergency Roadside Assistance.

## Program Exclusions:

This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles, and commercial vehicles. Also excludes any vehicle used for farm, ranch, agriculture, or off-road use. This benefit applies only to eligible customers travelling within the United States or Canada.

## Eligible Services:

- ✓ Towing Service
- ✓ Jump Start Service
- ✓ Lock-Out Service
- ✓ Flat Tire Assistance
- ✓ Fuel, Oil, Fluid & Water Delivery Service

**EMERGENCY**  
ROADSIDE ASSISTANCE



- ✓ Available 24/7/365
- ✓ Fast Response Time
- ✓ Trusted & Recommended
- ✓ Licensed & Insured
- ✓ Bilingual Dispatch

**CALL TOLL-FREE**  
**800-351-8438**



**ROADSIDE**  
Assistance

*Our professional team is ready  
to help you every day of the  
year, at anytime, and anywhere.*

THANK YOU FOR CHOOSING YOUR LOCAL  
FEDERATED CAR CARE CENTER

CUSTOMER'S INFORMATION:

See inside for complete details. You must be  
with the vehicle when services are provided.



**ROADSIDE**  
Assistance



**FAST EMERGENCY SERVICE**  
**800-351-8438**

*You never know when car trouble will strike,  
but with Federated Roadside Assistance you'll feel  
secure knowing that we'll be there to help.*





## How do I file a reimbursement claim?

To file a reimbursement claim, you must submit the following information **within 30 days** of the date of service:

1. A photocopy of the original invoice identifying the services performed and the participating repair center. The invoice must identify the year, make, and model of your vehicle.
2. Your complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside assistance from a valid auto service provider. This paid invoice must detail the name, address, and telephone number of the service provider. It must also identify the specific vehicle receiving the service.

Submit the above documentation to:  
**Federated Roadside Assistance**  
P.O. Box 33535, Denver, CO 80233

## How do I use the service?

If you are in need of roadside assistance you must call **800-351-8438** to be connected with the nationwide service provider. You must pay for the requested service. The service provider requires use of a credit card to arrange for dispatch. You will be reimbursed for covered services up to a maximum of **\$75.00** per occurrence.

You must call **800-351-8438** to arrange for Roadside Assistance service. Service secured through any other source will not be reimbursed. The Federated Roadside Assistance Program is valid for **180 days** after you receive a service or repair.



WE'RE JUST A CALL AWAY

**800-351-8438**



**ROADSIDE Assistance**

**FREE**  
**FOR 180 DAYS!**

TOWING • LOCKOUT • FLAT TIRE • JUMPSTART • FLUID DELIVERY

## Services Not Covered:

Cost of parts, replacement keys, lubricants, or fluids. The cost of installation for any product or materials. Tire repair, replacement, mounting or removing of any tires, snow tires, or chains. Service on a vehicle that is in unsafe condition. Towing or services performed by an unauthorized service provider. Any additional labor due to specialized equipment or processes required to transport or service your vehicle due to non-factory modifications or enhancements made to the vehicle. Towing from or repair work performed at a service station, garage, or repair shop. A second tow or service for the same disablement. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Any services performed off road. Towing performed at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law. Any roadside assistance services provided to your vehicle by a private citizen's assistance is not covered and is not reimbursable. Non-emergency towing or other non-emergency service. The Roadside Assistance is provided to you through a network of independent service providers. As independent contractors, they have exclusive control over their own equipment and personnel. Neither the program administrator, nor the participating automotive service facility are responsible for acts or omissions of the independent contractors.

## What services are provided?



**TOWING** – Your vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice



**JUMP START** – The service provider will jumpstart your vehicle in the event your battery becomes discharged



**LOCK-OUT** – Assistance will be provided in unlocking your vehicle in the event the keys are lost



**FLUID DELIVERY** – An emergency supply of fuel (gasoline or diesel where permitted), oil, fluid, and/or water will be delivered to your vehicle.



**FLAT TIRE CHANGING** – Assistance will be provided for the installation of your useable spare

To receive **Roadside Assistance**, you must call the toll-free number at **800-351-8438** to have service dispatched to your location.