



24-Hour Roadside Assistance and 12 Month/12,000 Mile Warranty Information **Emergency Instructions Quick Reference Guide**

THIS DOCUMENT DOES NOT REPLACE THE TERMS AND CONDITIONS YOU WERE GIVEN IN YOUR CUSTOMER CARE KIT.

24-Hour Roadside Assistance

1. If you are able, please have a pen and paper handy to write down the reference number given to you by the phone system.
2. Call the Roadside Assistance number on the front of your Rewards/Loyalty Card (866)587-6865.
3. Follow the instructions to be connected to the dispatcher.
4. The dispatchers are trained to recognize your Roadside Plan as "Pit Crew RSA sign and drive". This means you **DO NOT NEED TO PAY OR GIVE A CREDIT CARD**. However, new phone operators may make mistakes so please remind them that this is "Pit Crew RSA Sign and Drive" if they ask for payment. If they continue to ask for payment please hang up and try again.
5. The Roadside Assistance Program is designed to get you to safety not tow you unlimited distances to get you home or back to your preferred shop. You will be towed to your preferred destination as long as it is a reasonable distance from where you have broken down. Unfortunately, this distance varies depending on the Tow Truck Operator. Please request to come back to our shop if you are in the area.
6. In different parts of the country and Canada Roadside Assistance providers may have different rules including but not limited to the types of fluids that can be delivered and the driver/owner may need to be present.

Nationwide Warranty

1. We offer this warranty in case you are out of the area (25 miles or more from the repairing facility) and you experience difficulties with your vehicle.
2. Please call the Warranty number on your Rewards/Loyalty Card (866)365-9228 to be directed to a participating shop.
3. **AFTER** you have had the vehicle diagnosed and have a report from the shop please have the shop representative place the call on your behalf to the warranty number on your card and above.
4. The Warranty Operator will gather the information and call our shop to verify if we worked on the system in question or replaced the part that failed within 12 Months or 12,000 Miles of the breakdown date.
5. **PLEASE REFER TO THE TERMS AND CONDITIONS TO SEE WHAT IS COVERED AND NOT COVERED BY THE WARRANTY.**