

LOOK WHAT'S NEW IN 2020!

24/7 Roadside Assistance



BENEFITS:

- ▶ Flat Tire Changing Assistance
- ▶ Lockout Assistance
- ▶ Battery Jump Start
- ▶ Towing Service
- ▶ Fluid Delivery: Fuel (where permitted), Oil, or Water (Customer pays for cost of actual fluids delivered.)
- The program begins on the date identified on the invoice and continues for 12 months from that date.
 - Benefits include reimbursement of two (2) claims per 12-month period for covered roadside assistance service, up to \$100.00 per covered vehicle, anywhere in the United States and Canada.
 - Customer in the United States MUST call the toll-free number for roadside assistance dispatch.
 - Customers in Canada can use a roadside assistance provider of their choice.
 - A credit card will be required to arrange for dispatching a service provider.
 - Customer files a reimbursement claim, submitting the required information (as specified in the T&Cs) within sixty (60) days.

For more information, see the complete Terms & Conditions for the Program or contact Sonsio Warranty at 1.800.426.0733

Tire & Service Network Roadside Reimbursement Benefit Statement

Roadside Reimbursement (the "Program") is a complimentary benefit extended to you by the repair facility where you recently received service for your vehicle. The benefits are specific to the vehicle identified on the invoice from the service facility (the "Eligible Vehicle" or "Eligible Vehicles").

Benefit Period: Your Program benefits begin on the invoice date from the participating repair facility and continue for 12 months ("Benefit Period").

What are the Benefits? During the Benefit Period, this Program provides reimbursement of two (2) claims per 12-month period for vehicle disablement expenses incurred for eligible roadside assistance service up to a maximum benefit of one-hundred (\$100.00) dollars per disablement ("Benefit Limit").

What are the Limitations?

- To be eligible for reimbursement you must call 1-800-426-0733 to arrange for roadside assistance service. Service secured through any other source or dispatcher is not eligible for reimbursement.
- The service provider requires use of a credit card to arrange for dispatch.
- Reimbursement is limited to vehicle disablements occurring in the U.S.
- When you submit your claim for reimbursement as instructed below, you will be reimbursed up to the Benefit Limit for Covered Services upon our receipt of your reimbursement claim.
- The Program is intended to cover emergencies and is not intended to be a substitute for proper vehicle maintenance or repair.
- The driver of the Covered Vehicle must be with the Covered Vehicle when the service provider arrives; roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the Covered Vehicle, you may be charged an associated fee that is not reimbursable under the terms of this Program.
- This Program is not transferable. This benefit applies to motorized passenger vehicles only and specifically excludes trailers.

Excluded Vehicles: Vehicles with a manufacturer's load rating capacity greater than one-ton, or any vehicle with a load rating capacity of one-ton or greater designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) motor homes and Class C (or Type C) motor homes; vehicles used for competitive driving or racing, police or emergency service, principally off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority), snow removal, carriage of passengers for hire, commercial towing, construction, postal service, farm, ranch, or agriculture, motorcycles, or trailers.

Covered Services: The following roadside assistance services are reimbursable up to the Benefit Limit:

1. **Towing** - When towing is necessary, the disabled Covered Vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
2. **Lock-Out Assistance** - Assistance will be provided in unlocking the Covered Vehicle in the event the keys are lost or locked inside.
3. **Flat Tire Assistance** - If the Covered Vehicle's spare tire is serviceable, it will be installed to replace the flat tire. If the disabled Covered Vehicle has no serviceable spare, or if it has two or more flat tires, the vehicle will be towed.
4. **Fuel, Oil, Fluid and Water Delivery Service** - An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to any Covered Vehicle in immediate need. The customer must pay for the costs of the actual fluids delivered.
5. **Battery Jump-Start** - If a battery failure occurs, a battery jump-start will be provided to start the Covered Vehicle.

Reimbursement Procedures: To file a reimbursement claim, you must submit the following information within sixty (60) days of the disablement:

1. Your current contact information including phone number and address; who the driver of the vehicle was at time of disablement and their relation to the

vehicle owner identified on the invoice; and type of assistance for which you are requesting reimbursement.

2. Copy of one of the following documents: (i) the original receipt for roadside assistance service performed; or (ii) your credit card statement showing the charge for roadside assistance - **please conceal your credit card number before sending your statement.**
3. Copy of the invoice from the repair facility showing the following:
 - Name and Address of the Repair Facility, and
 - A Legible Date, and
 - Customer Name, Home Address, Phone Number, and
 - Vehicle Year, Make, Model

Submit reimbursement claims by:

Fax: 1-866-924-3668 (toll-free)

Email: mechclaims@sonsio.com

Mail: TSN Roadside, PO BOX 17599, Golden, CO 80402

If additional information is required by the Administrator in order to validate the roadside services provided, the Administrator will contact you to request a copy of your receipt or other proof of payment (e.g. credit card statement).

How Will I Be Reimbursed? If the documentation submitted is verified and approved, you will receive your reimbursement check from us promptly by mail.

EXCLUSIONS: This Program will not pay or reimburse for:

1. Requests submitted after 60 days are not eligible for reimbursement.
2. Repair or damage to a Covered Vehicle.
3. Cost of parts, replacement keys, lubricants, fluids; cost of installation of products or materials.
4. Tire repair or non-emergency mounting or removing of any tires, snow tires, or chains.
5. Service on a vehicle that is not in a safe condition to be towed.
6. Impound towing or towing by other than an authorized service provider; vehicle storage charges.
7. Any additional labor related to towing due to specialized equipment or processes required to transport your Covered Vehicle due to non-factory modifications or enhancements made to the Covered Vehicle.
8. Towing from or repair work performed at a service station, garage or repair shop; towing by other than a licensed service station or garage; a second tow for the same disablement.
9. 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.
10. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
11. Traffic fines, citations or penalties.
12. Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Vehicle in the commission of a felony.
13. Any roadside assistance services provided to a Covered Vehicle by a private citizen's assistance is not covered and is not reimbursable.
14. Non-emergency towing or other non-emergency service.
15. Services provided outside of the United States.

Service Providers: The dispatcher of roadside assistance services operate through a network of contracted service providers who have agreements to perform road and towing service for drivers. As independent contractors, they have exclusive control over their own equipment and personnel. Neither Sonsio nor Tire & Service Network is responsible for acts or omissions of independent contractors.