

ROADSIDE ASSISTANCE CLAIMS PROCEDURES

WHAT TO DO WITH A ROADSIDE ASSISTANCE CLAIM TO MAKE SURE THE CUSTOMER GETS REIMBURSED

The customer calls for and pays for the roadside assistance

- The Roadside Assistance program was designed to be a customer benefit requiring the customer to call the roadside assistance hotline at 888-925-5710 to arrange for roadside service. Service secured through any other provider is not eligible for reimbursement.
- To get reimbursed, the customer submits a copy of the receipt for the roadside service along with a copy of a paid invoice (N/C tire rotations or brake inspections etc. will not be acceptable) showing that they have been to the dealer's store within the past year (an invoice from the date of the roadside assistance does not qualify). In the case of a new Activate location's first year, the customer has to have been to the store after their Activate effective date.
- The Warranty Administrator will issue a check for the roadside assistance claim within 5 days of receiving the proper documentation.

Claims for reimbursement must be submitted within 60 days of the date of the roadside assistance. Failure to submit the required invoices within 60 days will void the claim.

Warranty Center Fax Number: 866-658-1246

Warranty Center Email: fax@abswarranty.net

Warranty Center Mailing Address:

Program Administrator

P.O. Box 33535

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