

At A Glance

- Free to every customer who spends \$25 or more on vehicle services at your shop.
- Coverage includes events such as a flat, lock-out, empty tank, dead battery and need for a tow.
- Customers can go direct to a preferred roadside service provider OR have one dispatched to them.
- Customers are covered 24/7 for an entire year.
- Customers will be reimbursed on roadside services up to \$75 per occurrence, up to two service calls in a 365-day period.
- Marketing materials to promote Roadside Assistance are available.

How It Benefits You

What a great way to thank your customers for their business! The ToYourRescue™ Roadside Assistance program is another useful TECHNET marketing tool, designed to attract and retain your customers. They will enjoy added peace of mind when you promote this program and extend it to them each time they spend \$25 or more at your shop.

Find Out More

Terms and conditions for the Roadside Assistance program are available for download, as are **FAQs**, to help you explain details of the program to your customers.

Remember to market this outstanding, complimentary program in your shop! Repair order holders and invoice stickers are available [here](#) to order.

Program Details

The ToYourRescue™ Roadside Assistance program is included in your membership, and is available to protect customers who spend \$25 or more. It gives them peace of mind on the road and demonstrates your commitment to them. No matter where they travel in North America, they are covered 24/7 for an entire year.

For service, your customers can contact a service provider of their choice OR call **866-588-0728** and follow the prompts for a service provider to be dispatched to them. Customers may be required to have a credit card available for use when calling for roadside service.

For reimbursement, your customers simply submit their receipt for vehicle service for at least \$25, plus their original receipt from the roadside service provider to the TECHNET Warranty Administrator. If the service provider does not provide the customer with a service receipt, have the customer complete a **Reimbursement Request Form** and submit it in substitution of an original receipt. The reimbursement process includes the following:

Complete a **Claim Form** and submit it along with the roadside service receipt (or Reimbursement Request Form) and receipt for vehicle service via fax to **866-924-3668**, or email to mecclaims@sonsio.com, or postal mail to TECHNET Customer Care, P.O. Box 17659, Golden, CO 80402.

Reimbursement will be mailed within 10 to 14 days. Customers receive up to \$75 in reimbursement. They may submit claims up to two occurrences within a 365-day period.

Please note that complimentary Roadside Assistance is not limited to a specific repair or service. Reimbursements must be made to customers and cannot be made to Members.