



Truck Plan Membership Services Handbook

Your complete guide to all of the benefits and services of Auto Knight Motor Club, Inc.

Member Privileges

As a Member of Auto Knight Motor Club, Inc., you are entitled to all services and benefits described in this handbook immediately upon activation of your membership ID card. Auto Knight Motor Club will provide continuous service for a 12 months period (one full year) commencing on date of activation, which is 15 days after date of membership purchase.

How to Use Your Membership ID Card

Your personalized membership ID card should be carried in your wallet for easy reference. If you lost your card, please call Customer Service at 1-800-451-0459 for a replacement card. The most important element of your ID card is your membership number. You'll need this number when using many of your membership services and benefits. Your ID card also carries the toll-free Customer Service and Emergency Dispatch Service numbers. Call anytime, day or night, if you need road service or just have questions regarding your Auto Knight benefits.

Updating Your Membership Information

During your membership if you change vehicles please send an email to membership@roadsidemasters.com or call 1-800-395-4908. You must provide the registered vehicle membership number to be changed and the new vehicle information (year, make, model and VIN). Please allow 72 hours for the coverage to become effective.

Assistance Emergency Roadside

Auto Knight Motor Club's Truck Plan provides the ultimate in truck disablement services. You can call our toll-free number 24 hours a day (1-800-451-0459) and request "Dispatch" service and we'll arrange to send help to your disabled truck or trailer from a participating facility. Auto Knight will issue payment to the service facility directly for covered dispatch expenses.

Covered Benefits:

1. Unlimited Roadside Assistance
2. Towing (up to 50 miles per disablement) – When your truck is disabled due to mechanical breakdown or covered disablement, we will arrange and provide towing up to 50 miles for your truck to a service facility of your choice. The truck for purposes of towing includes both the tractor and trailer. Any expenses incurred beyond the limits of your membership will be the responsibility of the member, payable directly to the service facility, and are not reimbursable. In either case, service is limited to one tow or service call per disablement. See **Limits of Service** and accidents.
3. Vehicle Jump Start – When your truck experiences battery failure, we will provide a jump-start. If it is unable to get started, we will arrange to have it towed to the nearest service facility.
4. Out of Gas Fuel Delivery (up to 10 gallon of fuel) – **Member pays for gas.** If your truck becomes disabled due to running out of gas, we will arrange to have gas delivered. Your truck has to be in a non-drivable condition due to an empty gas tank. The dispatcher will determine this on delivery. If it is determined that the vehicle is still drivable, the member will be charged for the service call. Member is responsible for priming.
5. Flat Tire Change Coverage (up to \$500 maximum occurrence) – If your truck has an inflated spare tire, it will be installed to replace a flat tire. If your truck has (2) or more flat tires or you do not have an inflated spare, we will arrange to have it towed to the nearest service facility or **(NEW) we will provide free delivery of new replacement tire upon request. Pay only for our discounted cost of the new tire. The cost will be provided in advance of delivery.** The truck program for flat tire service excludes coverage to trailers.

6. Vehicle Extricating/Winching – We provide for the Winching or Extrication of the truck when it can be reached from a normally traveled or established thoroughfare. This includes accessible shoulders and drivable roadbeds with continuous right-of-way, which overcome geographic obstacles and have grades low enough to permit vehicle travel and normally drivable snow-covered areas. The Vehicle Winching/Extricating service is for a single truck and half an hour of labor to dislodge the vehicle from sand, curbs, snow etc. Vehicle must be no more than 15 feet from a regularly maintained roadway. Additional costs to be paid by member. See Limits of Service and accidents. See **Limits of Service** and accidents.
7. Navigational Assistance – Trip planning and routing customized to where you want to go and how to get there.
8. Concierge Service (restaurants, lodging, rest and fuel stops) – If you're traveling and need help booking an available hotel room or rental car, we can make the arrangements for you.
9. Lockout/Replacement Key Service (up to \$100) – We will send a pre-authorized contractor to unlock your truck, using manufacturer approved tools. If there is not a network contractor available in your area, as a member you are entitled to \$100 towards the cost of a locksmith.
10. Oil, Fluid and Water delivery service – If your truck becomes disabled due running out of fluids we will have them delivered to you. Delivery service is limited to only Oil, Fluid and Water delivery, no other item then what is listed can be delivered to a member.
11. Hotel and Travel discounts – Through your membership you can book travel arrangements and save money. Our programs are discounted and we offer daily travel discounts and vacation packages.

Activation of the plan begins 15 days after the date of purchase.

Suspension of Membership Services

If you have joined our membership monthly payment plan and miss a payment your membership will be immediately suspended. It will take 72hrs from time payments received for your membership to be reinstated. During that time emergency roadside service will not be available. Payments can only be processed during business days, excluding holidays.

Limits of Services

Emergency Roadside Assistance is intended to assist members whose vehicles are disabled by providing a toll-free Emergency Dispatch Service number to get help sent to them. This service may not be used as a substitute for regular maintenance necessary to keep a truck or trailer in good condition. **Excessive claims may result in non-renewal or cancellation of your membership.** The service does not include disablement from accidents or crashes when the vehicle collides with anything that causes damage including other vehicles, telephone poles, buildings or trees, or in which the driver loses control of the vehicle and damages it in some other way, such as driving into a ditch or rolling over. Emergency Roadside Assistance is limited to 1 disablement per 72hrs.

Dispatch Service

Auto Knight Motor Club provides Emergency Roadside Assistance through independent contractors for the convenience of its members. If you need emergency roadside assistance anywhere in the continental U.S., Alaska, Hawaii, Puerto Rico and Canada, simply call 1-800-451-0459. This number can be reached 24 hours a day, 7 days a week. We will arrange to dispatch a service vehicle for you while you are on the phone. When you call for dispatch service, be prepared to give the customer service representative the following information:

- Name and membership number.
- Truck description and VIN number.
- Exact location of the vehicle if known (street address, mile markers, etc.)
- Nature of the trouble (flat tire, won't start, etc.)
- Phone number you are calling from.

We will contact the nearest participating towing facility and then tell you the estimated time of arrival. In some areas there may not be an available contractor. In this case, once the Auto Knight Dispatcher has issued you an authorization number, you will have to contact a facility and we will reimburse you. The authorization number is required to be eligible for reimbursement. Service provider's policy requires that you or another authorized person be with the vehicle in order to receive service.

Please cancel your request for service immediately if it is no longer needed by calling us back at 1-800-451-0459. When the service vehicle arrives present your membership card. The service provider may ask for your driver's license for additional identification. After service is complete, verify the information on the call slip provided by the service provider and sign it. Auto Knight will pay the service facility directly for any covered dispatch charges. You will be responsible for paying the service facility for any charges not covered. We have made every effort to ensure that Auto Knight emergency roadside assistance can function under all conditions. However, during extreme weather conditions, there may be some delay before help can reach you. When such situations exist, we ask you to please be patient. Of course, in some areas there may not be an available contractor. In this case, once the Auto Knight issues you an authorization number, you will have to contact a facility and we will reimburse you. Auto Knight will not accept responsibility for repairs or the availability, delivery or installation of parts. All parts used and services provided to you by the contractor must be authorized and paid for by you. Important: Since all Authorized Service Providers are independent contractors and not agents or employees of the Auto Knight Motor Club, Auto Knight can assume no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property of a member must be filed against the servicing facility.

Roadside Assistance Service Limitations

Types of vehicles covered:

Truck Classifications include all vehicles, medium, heavy duty and long haul trucks including Class 1 through Class 8 commercial trucks. This also includes all category M, N and O vehicles up to and including Class 1 through Class IV gross trailer weight rated trailers.

What Roadside Assistance Coverage Does Not Include

The purpose of the Roadside Assistance benefit is to provide service in common emergency situations.

Coverage does not include:

- Service if member is not with the disabled vehicle. However, do not remain with the vehicle if it is unsafe to do so.
- Towing or service while at a repair shop or service station, to another location.
- Towing or service on roads not regularly maintained (including private property).
- Repeated service calls for truck in need of routine maintenance.
- More than one (1) tow per disablement (limited to 1 disablement per 72hrs).
- Emergency Roadside Service to those at storage facilities, as this is not considered Emergency Roadside Assistance.
- Delivery service of other items than what is listed in the Covered Benefits.
- Service when a vehicle is snowbound. We do not hoist, winch or shovel vehicles from unplowed areas, snow banks, snowbound driveways or curbside parking unless such areas are normally drivable.
- Service will not be rendered in areas not regularly traveled, such as vacant lots, beaches, open fields or other places, which would be hazardous for service vehicles to reach.
- Installation or removal of snow tires and chains nor dismounting, repairing or rotating tires.
- Vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor relating to towing.
- Service for impounded vehicles.
- Service to vehicles with expired safety inspection sticker, license plate sticker, and/or emission sticker(s) where required by law.
- Service to vehicle, which is not in a safe condition to be towed.
- Transportation for the member to the vehicle for service or from the vehicle to another destination after service has been rendered.
- Charging a weak or dead battery.

- Delivery or repair of tires.
- Towing of vehicle off a boat dock or marina unless such facilities are used for intermodal and ocean freight purposes.
- Towing at the direction of a law enforcement officer related to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law
- Towing of vehicles for disposal (i.e., to junkyard).
- Excessive use of club services is cause for non-renewal or cancellation of membership.

Lockout Service Reimbursement

If you lock your keys in the vehicle, we will make arrangements for locksmith service. If service in your area is unavailable we will issue you an authorization number so that you can call the nearest locksmith and be reimbursed for the cost. Members will be reimbursed up to \$100 toward replacement cost. To obtain your benefit reimbursement you have to: Call us to obtain an authorization number; call the locksmith of your choice and obtain an itemized receipt for the service performed. If the replacement is the result of an accident, please send the original paid receipts (not photocopies), the authorization number and a copy to Auto Knight of the accident report filed with the police or your insurance company, within 60 days (Claims postmarked more than 60 days after the service date will not be honored. No time limit for Utah and Wisconsin residents) of the accident.

Trip Planning

Trip planning and routing customized to where you want to go and how to get there by using our Trip Routing Service. Tell us where you want to go and we will inform you of the best way to get there. There is no additional cost for this valuable service. The Trip Routing Kit is fully customized to your special needs. But that doesn't mean you'll wait long to receive your kit. Your Trip Routing Kit is usually delivered within 48 hours of your request and includes: Easy-to-follow customized trip route with detailed directions; mileage from start to destination and estimated driving times for each leg of your trip; United States road map; driving times custom-estimated to your personal travel plan, information about toll-roads and detours; trip expense record. Simply call the Customer Service Number toll-free at 1-800-451-0459, Monday through Friday between 9:00 a.m. and 5:00 p.m. Pacific Standard Time. Tell the representative your desired destination.

Call 1-800-451-0459 for all your membership benefits including emergency roadside assistance or customer service.

The Truck Plan Membership Services Handbook represents the terms of the Auto Knight Motor Club agreement with the Truck Plan member.