



AUTO KNIGHT MOTOR CLUB



A 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 within 48-72 hours upon the completion of your online registration of the GPS product that you purchased from your dealership.

How to Use Your Membership Services Sheet

Your Membership Services sheet is available to you online. Please read the Membership Services sheet and be sure to store it in a safe place for easy reference. The glove box might be advisable. If you never received or have lost your Membership Services sheet, please look online for the HELP tab and print a replacement. The most important element of your Membership Services sheet is your membership information that you used when you registered for the GPS product. You'll need this information when using many of your membership services and benefits. Your Services Sheet 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.

Emergency Roadside Assistance

Auto Knight Motor Club membership provides the ultimate in auto club 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 vehicle from a participating facility. Auto Knight will issue payment to the service facility directly for covered dispatch expenses.

Covered Benefits

Car Won't Start: If your car will not start, service is available to provide a battery jump and minor roadside adjustments to start the car, even in your own driveway.

Flat Tire: A flat tire will be changed with your spare tire. If, for any reason, the spare is not usable, the lug nuts cannot be removed or the vehicle has two flat tires with one usable spare, towing will be provided in accordance with the Auto Knight provisions.

Out of Fuel: An emergency fuel supply will be delivered to a member in immediate need. Members must pay for fuel at the current pump price.

Towing Service: If the car can't be started, towing from the point of disablement will be provided by the dispatch network to the nearest qualified repair facility within plan limitations. Towing will be limited to \$100.00 (100 loaded/unloaded miles for memberships) from the point of disablement. 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. [NO back to back towing for the same disablement is allowed.](#)

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 vehicle in good condition. [Excessive claims may result in non-renewal or cancellation of your membership. PLEASE NOTE: Pre-existing conditions prior to membership activation is not covered.](#)

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 answer to security question.
- Vehicle make, model, color and license 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. Members will be reimbursed up to \$100. 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 . 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:

Auto Knight Motor Club offers two different membership types both include full road and towing services for all self-propelled, four-wheel vehicles, designed, licensed and used for private, on-road transportation, trucks, motorcycles and RVs with a carrying capacity of up to one ton (2,000 pounds). Recreational vehicles and trucks with more than 4 wheels and/or a carrying capacity of more than one ton (2,000 pounds) can be provided starting and gasoline/diesel fuel delivery service only.

What Roadside Assistance Coverage Does Not Include:

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

- 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 an auto repair shop or service station, to another location.
 - Towing or service on roads not regularly maintained (including private property).
 - Repeated service calls for a car in need of routine maintenance.
 - More than one (1) tow per disablement.
 - Service when a vehicle is snowbound. We do not hoist, winch or shovel vehicles from unplowed areas, snow banks, snowbound driveways or curbside parking.
 - 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: Taxicabs, tractors, boats, trailers, recreational vehicles and trucks, dune buggies, or vehicles used for competition, stolen vehicles, unlicensed vehicles, illegally parked cars or 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.
 - Service of any kind on vehicles used for commercial purposes or using dealer tags.
 - Towing at the direction of a law enforcement officer related to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law.
 - Reimbursement for towing charges covered by automobile insurance.
 - Towing of vehicles for disposal (i.e., to junkyard).
 - Excessive use of club services is cause for non-renewal or cancellation of membership.
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- Towing to home is not covered
- Back to back towing for the same disablement
- Pre-existing conditions prior to membership activation is not covered

Lockout Service Reimbursement

Your Benefit:

If you lock your keys in the car, we'll 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.

How to Obtain Your Benefit Reimbursement:

- Call us to obtain an authorization number.
- Call the locksmith of your choice.
- Obtain an itemized receipt for the service performed. Please write your complete name, the authorization number on the original paid receipt (not a photo-copy) and send it within 60 days* to:

Auto Knight Motor Club Inc.

Attn: Claims Department

1009 N Palm Canyon

Palm Springs, CA 92262

Please Note:

- The cost of making replacement keys or of lock repair is not covered. (Membership will be reimbursed \$100.00 towards replacement cost.
- Claims postmarked more than 60 days after the service date will not be honored. No time limit for Utah and Wisconsin residents.
- Obtain itemized receipts for the expenses incurred.
- Please send the original paid receipts (not photocopies) and a copy of the accident report filed with the police or your insurance company, within 60 days* of the accident to:

Auto Knight Motor Club Inc.

Attn: Claims Department

1009 N Palm Canyon

Palm Springs, CA 92262

Trip Planning/Concierge Services

Your road trip vacations will be more carefree and economical when you use Trip Routing Service. Simply tell us where you want to go and we'll tell you the best way to get there. There is no additional cost for this valuable service. We encourage you to call us any time you're planning a driving vacation in the U.S. or Canada. Remember, every Trip Routing Kit is fully customized to your special travel plans. But that doesn't mean you'll wait long to receive your kit. We'll have your kit on its way to you usually within 48 hours of your request.

Your Trip Routing Kit 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 and any cities or states you want to visit along the way.

All your membership benefits are as close as any phone.

Emergency Roadside Assistance

1-800-451-0459

Customer Service

1-800-451-0459

A PROUD MEMBER OF

