



## Frequently Asked Questions

### ACDelco Roadside Assistance Canada

**Q. How do I receive service with this program?**

A. Simply call 1- 855-646-1427 and a service provider will be dispatched promptly

**Q. What are the hours that I can receive service?**

A. 24 hours a day, 7 days a week, 365 days a year

**Q. What services are provided under this roadside assistance plan?**

A. Services provided:

- 1. Towing** – your vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
- 2. Lock-Out Service** - Assistance will be provided in unlocking the vehicle in the event the keys are lost or locked inside.
- 3. Flat Tire Changing Assistance** – Assistance will be provided for the installation of a useable, inflated spare tire.
- 4. Fuel, Oil, Fluid and Water Delivery Service** - An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to the customer's vehicle. You are responsible for the costs of the actual fluids delivered.
- 5. Jump Start** – The service provider will jump start your vehicle in the event the battery becomes discharged.

**Q. Do I have to pay for the roadside charges?**

A. You must pay for roadside service initially and then submit the original service purchase invoice and the subsequent roadside service to the Administrator for reimbursement. The Administrator will mail you a check covering up to a maximum of \$75 per service provided.



## **Frequently Asked Questions**

### **ACDelco Roadside Assistance Canada**

**Q. What form of payment does the service provider accept for the roadside charges?**

A. Credit card or cash.

**Q. Where do I mail my documents in order to be reimbursed?**

A. Submit the documentation to:  
Roadside Assistance  
P.O. Box 33535  
Denver, CO 80233

**Q. How long does it take to receive my reimbursement cheque?**

A. You will receive your check in only 7-10 business days from the time that the Administrator receives your documents.

**Q. If my repair shop elects to terminate participation in the program, will I still receive roadside service for repair work I had performed while my shop was participating?**

A. Yes. If your shop elects to terminate participation in the program, the administrator will cover all customers who had eligible repair performed during the period that your shop participated in the program, for the full term of their eligibility.

**Q. If I drive outside of Canada, am I still covered under the roadside program?**

A. Yes. The customer is covered anywhere within the roadside assistance parameters throughout Canada and the U.S.

**Q. Is Roadside Assistance available for commercial vehicles? (ex. Taxis)**

A. No, Roadside Assistance is not available for commercial vehicles. See the complete program details under exceptions.



## **Frequently Asked Questions**

### **ACDelco Roadside Assistance Canada**

**Q. Can an ACDelco Professional Service Centre or Automotive Care Expert Program member be the 'tower'/or reimburse (up to \$75) to the consumer, and then have Roadside Assistance reimburse the account for up to \$75?**

**A.** No. It must be the consumer who calls the road side dispatch number, who will then dispatch the tow-truck to the location where the assistance is needed, and only the consumer will receive the reimbursement.

**Q. If I purchased \$25 in ACDelco parts in my last service visit, does this qualify me for Roadside Assistance for a full 12 months?**

**A.** The date on the invoice, which provides the purchase information of at least \$25 of ACDelco parts, represents the date that you are eligible to receive unlimited Roadside Assistance. Therefore you can receive Roadside Assistance as many times as necessary, and receive the maximum of \$75 towards the assistance each time, within a full 12 months from the date outlined on the invoice.

**Q. When calling for Roadside Assistance, are both English and French speaking operators available?**

**A.** Yes. There is an option to speak to either an English or French speaking operator.