

CARS



VANS



PICK-UPS



GOOD SAM CVP ROADSIDE ASSISTANCE

# MEMBER BENEFIT BROCHURE



## Good Sam

CARS, VANS & PICKUPS ROADSIDE ASSISTANCE  
BY AFFINITY ROAD & TRAVEL CLUB, INC.

FOR 24-HOUR EMERGENCY ROAD SERVICE  
CALL TOLL-FREE:



BENEFITS AND SERVICES PROVIDED BY AFFINITY ROAD & TRAVEL CLUB, INC.

# WELCOME!

As a member of Good Sam CVP Roadside Assistance from Affinity Road & Travel Club, Inc., you are entitled to all the benefits and services that have made this program a leader in emergency road service.

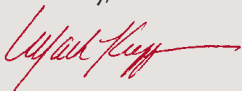
Please keep this Member Benefit Brochure in your vehicle at all times, as it explains your benefits and services in detail. Take a moment to familiarize yourself with the program details so you fully understand how it works.

Your membership protects you no matter where you travel in the United States, Canada, Puerto Rico, U.S. Virgin Islands and Mexico. Our 24-hour, 365-days-a-year call center and network of more than 30,000 independent specialized tow, repair, and service providers ensures you have peace of mind wherever and whenever you take to the road.

We are committed to providing you with the superior level of service and care that you have come to expect.

We are delighted that you are part of our family and wish you happy and safe travels.

Sincerely,



Mark Kupper

Executive Vice President

Affinity Road & Travel Club, Inc.

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# HOW TO GET HELP IN AN EMERGENCY

## IT'S EASY AS A, B, C.

### A. CALL [REDACTED]

Your call is toll-free anywhere in the U.S. (including Alaska and Hawaii), Canada, Puerto Rico, and U.S. Virgin Islands. For service in Mexico only, please call toll-free [REDACTED]. Give the Service Representative your membership number, membership expiration date, and the phone number you are calling from.

### B. DESCRIBE YOUR LOCATION AND VEHICLE

Tell us the road name and cross street or highway number and nearest mile marker. Also tell us the model, make and color of your vehicle.

### C. DESCRIBE YOUR PROBLEM TO OUR CERTIFIED DISPATCH REPRESENTATIVES

When you call Good Sam CVP Roadside Assistance, know that our representatives are specifically trained to answer questions about how to handle vehicle disablement situations. Explain the vehicle's problem so we can send the proper equipment to assist you. Your Good Sam Certified Dispatch Representative may ask you to hold while the appropriate local Emergency Service Provider is contacted. We'll confirm the estimated time of arrival and provide you with the information on the Service Provider who is coming to assist you.

**IF THE SERVICE DOES NOT ARRIVE BY THE ESTIMATED TIME OF ARRIVAL**

**OR**

**IF YOU HAVE BEEN PROMISED A CALL BACK AND HAVE NOT RECEIVED IT IN THE TIME SPECIFIED. . .**

We may have had difficulty locating your vehicle and/or reaching you at your phone number.

**CALL US BACK AT [REDACTED]**

## THIS IS NOT AN AUTOMOBILE LIABILITY OR PHYSICAL DAMAGE INSURANCE CONTRACT.

This is not an insurance policy, and does not comply with any financial responsibility law. This is a Member Benefit Brochure for Good Sam CVP Roadside Assistance, a motor club program offered by Affinity Road & Travel Club, Inc., which is located at 64 Inverness Drive East, Englewood, Colorado 80112, and is its only place of business. Unless otherwise specifically stated in this brochure, all roadside services and other motor club services provided under this program are provided by Affinity Road & Travel Club, Inc. Except as provided for by law to the contrary in the state where you reside, this Member Benefit Brochure is for informational purposes only and is not intended to be any type of contract.

For only those members residing in the State of Wisconsin, however, this brochure is considered to be a policy used to prescribe in writing the terms of a contract of insurance.

# PROTECTION FOR ALL HOUSEHOLD VEHICLES

Good Sam CVP Roadside Assistance protects all your household cars, minivans, SUVs, and pick-ups.

Membership vehicles are limited to eligible vehicles owned and registered by any person who is part of the membership. Subject to the conditions set forth in this brochure, only the following owned vehicles are included and shall be eligible for the emergency roadside service benefit so long as they are properly licensed and they are used exclusively for personal or recreational purposes (i.e., non-business purposes):

## NON-RECREATIONAL VEHICLES:

- **Automobiles**
- **Vans**
- **Unloaded/empty Pick-ups**
- **SUVs**

A member or associate member must be in possession of the vehicle when the disablement occurs in order to receive any benefits for the disablement event. Membership vehicles include any eligible non-RV vehicles owned by any person who is part of your membership as provided for in this brochure.



# GOOD SAM CVP ROADSIDE ASSISTANCE

Your Good Sam CVP Roadside Assistance (Good Sam CVP) membership (hereinafter collectively the “membership”) provides all of the services described in this Member Benefit Brochure for the total cost of your annual enrollment. There is no additional charge. Your Good Sam CVP benefits become active 24 hours after approval of your payment. At the end of the term, your membership may be renewed for an additional year and will remain active upon approval of your membership renewal payment.

The purpose of the Good Sam CVP program is to provide roadside assistance, in the event of a disablement of any eligible vehicle in the possession of either you or any allowable family member under this program, which is required to enable that vehicle to either proceed safely under its own power, or to be towed to the nearest professional service center for repair. This benefit is not intended to be used in lieu of routine maintenance or needed repairs on your vehicle.

## MEMBERSHIP CARD

Please keep your membership card on hand at all times. Your card bears the TOLL-FREE numbers to call when you need Emergency Road Service. The membership and membership card are issued in the name of



the member. A new card is issued annually with each renewal notice of your membership unless not renewed by either the Motor Club or the member.

## SPOUSE AND CHILDREN PROTECTION

The Good Sam CVP benefits described in this brochure are nontransferable and will be provided only to the member or associate member. For purposes of this brochure, an “associate member” is the member’s family consisting only of the member’s spouse or domestic partner (i.e., one of two adults residing in the same household) and any dependent children no more than 25 years old living in the same household or attending college.

# 24-HOUR EMERGENCY ROADSIDE ASSISTANCE

You can call toll-free, 24 hours a day, 365 days a year. We network with more than 30,000 independent specialized tow, repair, and service providers who have the specific heavy-duty gear and the knowledge to take care of any roadside emergency. One quick call takes care of everything – from towing to changing a flat tire to emergency fuel delivery and so much more, as provided for in this brochure.

## TOWING SERVICE

Our 24-hour, 365 days-a-year dispatch center is available with one toll-free call. There are no pre-set mileage or dollar limits. When you call for service, Good Sam CVP pays 100% of the towing fees for the delivery of your vehicle to the nearest independent professional service center. However, you must request disablement



assistance through our telephone dispatch center within 24 hours of the disablement. If you make any request for your vehicle to be taken to a location other than the nearest professional service center, the mileage fee (for the extra distance only) will be at your expense.

If you request to be towed to a location other than the nearest professional service center, you will not be entitled to a secondary tow for the same disablement. A request for a tow to your home would also require additional payment if that distance exceeds the distance to the nearest professional service center.

Note that service providers and facilities referred to members by Affinity Road & Travel Club, Inc. (ART) are independent businesses neither owned, controlled nor operated by ART. The responsibility for damage, loss, or unsatisfactory workmanship lies solely with the service providers and facilities providing the service, rather than with ART. In some instances, members may find it beneficial to utilize towing services provided by their vehicle warranty, rather than the motor club services.

Subject to the provisions of this brochure, towing services are also provided for membership-owned vehicles which become disabled as a result of a collision.

**Note: Fees for services that you hire on your own are not reimbursable.**

## FLAT TIRE SERVICE



A service technician will replace a flat tire with your inflated spare or we'll tow your vehicle to the nearest professional service center. **Note: Does not include seasonal tire changes.**

## BATTERY SERVICE



If your vehicle's battery is dead, our service technician will attempt to jump-start your vehicle. When appropriate and at the member's discretion, if a replacement battery is required and a new battery is immediately available, we'll attempt to locate and install a new battery. The member is responsible for the retail cost of the battery and all parts and labor charges necessary to install the new battery. If the vehicle cannot be started, towing will be provided (see p.7 "Towing Service").



## EMERGENCY FUEL AND FLUID SERVICE

If the member's vehicle runs out of fuel, a limited supply of fuel will be delivered to enable the member to reach the nearest fueling station. Other essential fluids needed to enable continued safe operation will also be made available, including anti-freeze, transmission fluid, differential and transfer case lubricant. **Note: Delivery does not include cost of fuel and fluids.**

## LOST KEY/LOCK OUT SERVICE

Locked out of your vehicle? Lost your key? One simple toll-free call and we will dispatch a pre-paid locksmith to you immediately to get you back in your vehicle – wherever you happen to be.

# PROTECTION IN THE U.S., CANADA; PUERTO RICO, U.S. VIRGIN ISLANDS AND MEXICO

We'll provide you with full sign-and-drive service anywhere in the U.S. (including Alaska and Hawaii), Canada; Puerto Rico, U.S. Virgin Islands and Mexico. In Mexico, the Good Sam CVP dispatch phone number for service is toll-free [REDACTED].

In Puerto Rico, U.S. Virgin Islands and Mexico, Good Sam CVP Roadside Assistance provides towing and roadside dispatch for disablement services (as described within this brochure) rendered up to a maximum of \$250 for any one-year term of membership.



# REPAIR SERVICE DISCOUNTS



Good Sam CVP members get 10% off on parts and labor (up to \$100) per repair service and only if purchased from Cottman and AAMCO Transmission Centers:

- Transmission
- Driveline
- Axles
- Driveshafts
- Rears
- Seals
- Speed Sensors
- Clutches
- CV Boots
- Warranty automatically extended to 12 months, 24,000 miles (whichever comes first)
- FREE Trans Check 21 PLUS® Service

Give your car the most complete transmission check in the industry (including a \$65 value electronic scan) FREE. Call [REDACTED] or visit [www.cottman.com](http://www.cottman.com) for a location near you.

For more information about AAMCO's discount program call the Fleet Department at [REDACTED] Call [REDACTED] or visit [www.aamco.com](http://www.aamco.com) for a location near you.

# SERVICE LIMITATIONS

The Good Sam CVP Roadside Assistance program does not service or offer reimbursement for the cost of parts (including keys), fuel or labor for repairs or installation of replacement parts. Other exclusions include expenses resulting from calls from cellular phones, storage charges, delays or displacement, or clean-up. Unless expressly listed in this benefit brochure, expenses incurred for hotels, meals, campgrounds, car rentals, taxi fare or airfare while your vehicle is disabled or being repaired are not included.

## **VEHICLES NOT COVERED BY THE GOOD SAM CVP PROGRAM INCLUDE BUT ARE NOT LIMITED TO:**

- **Rented, stolen, vandalized, or impounded vehicles.**
- **Utility trailers, animal trailers and vehicles used to transport show animals.**
- **Vehicles located outside the United States, Canada, Puerto Rico, U.S. Virgin Islands and Mexico.**
- **Vehicles in a repair facility, off-road area\*, sand beach area, or any unattended, unlicensed, or abandoned vehicles.**
- **Commercial/business vehicles and trailers (including but not limited to limousines), vehicles specifically designed for commercial or business purposes. Vehicles licensed commercially or in a business name.**
- **Non-commercial/business vehicles which are not exclusively designed for non-commercial or business purposes.**

\*An off-road area is defined as an area OFF of any of the following: hard-packed or graded dirt public road, paved street, driveway, parking lot, highway, freeway, expressway or adjacent shoulder.

## **NO BENEFITS OR SERVICES ARE PROVIDED:**

- **In connection with driving or riding in any other vehicles other than membership-owned vehicles.**
- **As a result of acts of God or nature (e.g., floods, hurricanes, tornadoes, earthquakes), fire, vandalism, and snow removal.**
- **For vehicles with pre-existing mechanical disablement conditions.**

For each disablement event under this agreement, member is entitled to a maximum of one hour of either Towing Preparation Services or Recovery Services. Towing Preparation Services include any of the following services: winch-out, extrication services and preparation for towing. Recovery Services include winch-out or extrication services to allow the vehicle to proceed safely under its own power. However, if disablement is caused solely by an accumulation of snow by any means, the member will not be entitled to any Towing Preparation Services or Recovery Services in regard to such disablement.

## IMPORTANT NOTES

This brochure is intended to supersede any and all brochures or other advertising material previously issued pertaining to this motor club program, and such brochures and other advertising material are null and void. The provisions of this brochure are effective as of the initial date of your membership. However, the Good Sam CVP Roadside Assistance program benefits, services, prices, policies and procedures are subject to change without notice by posting them on the program website at [www.GoodSamCVP.com](http://www.GoodSamCVP.com), and such changes shall be effective for you upon earlier of either the date of your next renewal of membership or your membership anniversary. Further, if any law in any State makes any of the provisions herein unlawful, those provisions shall not apply to those residents in that State. At their discretion, law enforcement officers may radio for a non-program emergency service provider. If this happens, please call for reimbursement information. Towing or disablement service charges may also be eligible for reimbursement when a law enforcement officer requests those services from a non-program provider in the event that your vehicle breaks down on a limited access or toll road. All claims must be submitted with original paid receipt and letter of explanation within 90 days of the incident for consideration of reimbursement. To receive the services provided under this program, you must call our toll-free phone number: [REDACTED]. Only active members are eligible for Good Sam CVP benefits. Fees for services obtained independently of the Good Sam CVP program will not be reimbursed unless specifically provided for in this brochure. A request for reimbursement will only be considered so long as it is provided for in this brochure. Note: Fees for services that you hire on your own are not reimbursable.

Membership is continuous and will be automatically renewed to your credit card or invoiced to your address at the then current rate in effect.











# Good Sam

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BY AFFINITY ROAD & TRAVEL CLUB, INC.

## QUICK REFERENCE GUIDE

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE  
SERVICE DISPATCH IN THE U.S.,  
CANADA, PUERTO RICO AND U.S. VIRGIN ISLANDS:

**CALL** [REDACTED]

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE  
SERVICE DISPATCH IN MEXICO:

**CALL** [REDACTED]

FOR SPEECH AND HEARING IMPAIRED:

**CALL** [REDACTED]

FOR CUSTOMER SERVICE OR INFORMATION:

**CALL 1-800-523-7541**

6:00 a.m. to 7:00 p.m. Mon. - Fri.

8:00 a.m. to 4:30 p.m. Sat. (MT)

### To submit claims:

Call [REDACTED] for instructions

### For general inquiries, change of address, etc.:

Good Sam CVP Roadside Assistance  
P.O. Box 6888, Englewood, CO 80155-6888

### To pay membership dues:

Good Sam CVP Roadside Assistance  
Affinity Road & Travel Club, Inc.  
P.O. Box 6903, Englewood, CO 80155-6903

Website: [www.GoodSamCVP.com](http://www.GoodSamCVP.com)

### Alternate office addresses:

IN WYOMING:

1720 Carey Ave., Cheyenne, WY 82001

IN WISCONSIN:

8040 Excelsior Dr., Suite 200, Madison, WI 53717

IN NEVADA:

311 S. Division St., Carson City, NV 89703

IN LOUISIANA:

5615 Corporate Blvd., Suite 400-B, Baton Rouge, LA 70808

## MONEY-BACK GUARANTEE

You must be satisfied with Good Sam CVP Roadside Assistance or you can cancel within 30 days of joining to get a complete refund of your paid dues.