

# Roadside Service Manual



A program offered through Cross Country Motor Club\*



**HAGERTY** | Drivers Club

## Here's what to do if you need emergency roadside service:

- 01** Find your Hagerty Drivers Club® member number on the card included in this kit and call **888-310-8020** or log in to the Hagerty app.

**NOTE: You must call this number or request service through the Hagerty app. There is no reimbursement for services we do not dispatch.**

- 02** If the amount due for service or distance towed exceeds your included limit (see page 4), you will need to pay for any amount over your benefit allowance at the time of service.



## Additional information

- Your HDC membership begins on the day of paid enrollment. Roadside coverage may require 24 hours to take effect.
- The term of the auto club membership is 12 months. You may cancel your enrollment at any time. If cancellation is requested in the first 60 days of the membership term, you will receive a full refund. After the first 60 days of the membership term, only residents of the states that require a prorated refund of any unused membership dues will receive a refund, calculated from the cancellation date without any deductions.\*\* For residents of all other states, cancellation is effective at the end of the current membership term.
- The benefits and services described in this Summary are available to our members up to their benefit limit without any additional payments to the program in excess of membership dues, unless otherwise specified.
- The cost of HDC membership and emergency and roadside service limits are subject to change. We'll notify you in writing before any changes are made.
- For additional information about your roadside service benefits or to cancel your membership, call 800-922-4050, visit [hagerty.com](http://hagerty.com) or email us at [auto@hagerty.com](mailto:auto@hagerty.com).
- Someone must be with the vehicle at the time of service, unless you've left the vehicle due to safety concerns.
- The service providers who dispense towing or roadside assistance services are independent contractors and not agents or employees of Hagerty Drivers Club, LLC or any of its affiliated entities (collectively "Hagerty"), or Cross Country. As independent contractors, the service providers have exclusive control over their own equipment and personnel. Hagerty and Cross Country are not responsible for their acts or omissions. In the case of damage, you must report it to Hagerty and Cross Country within three days of your service incident by calling the Emergency Roadside Assistance Hotline at 888-310-8020. If any of the terms of this program are in conflict with the statutes of your state of residence, then program terms are amended to conform to the statutes of your state.

# What's included

- Service and towing under the membership is only provided when you call 888-310-8020 or request service through the Hagerty app. There is no reimbursement for services we do not dispatch.
- Emergency services are intended to assist members whose vehicle becomes inoperable as a result of a sudden mechanical incidence or occurrence. Emergency roadside assistance will get you underway or provide flatbed recovery to your destination of choice or nearest service repair facility up to your towing coverage limit.
- Membership includes unlimited emergency roadside service events per year. If we determine – in our sole discretion – that you are abusing the program, your membership will be terminated without refund of your membership fee.
- Your membership will cover emergency roadside services and towing up to the amounts listed below. You are responsible for any material and labor costs incurred beyond the limits as stated below. You may be enrolled in a legacy plan, and your limits may differ from those shown here. Legacy plans may include a towing service limit of either 20 miles or 150 miles per occurrence. Please sign in to your account to view the membership page and confirm your plan.

## **Emergency roadside service limits**

Up to \$100 per occurrence

## **Towing service limits**

Up to 100 miles per occurrence

## What's included (continued)

- Service is included for changing your vehicle's wheel and tire with your own inflated spare. If you don't have an inflated spare, we'll contact a service provider to transport the vehicle to the service location of your choice. **WARNING: SPARE TIRES REPLACED DURING ROADSIDE SERVICES SHOULD NOT BE DRIVEN AT SPEEDS ABOVE 55 MPH OR FOR MORE THAN 50 MILES. YOU SHOULD IMMEDIATELY HAVE THE TIRE REPLACED AT YOUR MECHANIC.**
- Roadside services included with your membership cover your collector vehicle(s), no matter who is driving.
- Service is included for changing the wheel and tire with your own inflated spare on personally owned car-hauling trailers which are used to haul collector vehicles that are less than 15,000 lbs and up to 35 feet in length. If you don't have an inflated spare, we'll contact a service provider to transport the trailer to the service location of your choice up to your towing coverage limit. This coverage does not include transport of the vehicle pulling the trailer unless it is a collector vehicle covered by the program. Any vehicles inside of the car-hauling trailer may need to be removed for the trailer to be serviced.
- If your vehicle becomes disabled due to a drained battery, we'll arrange for a jump-start to get the vehicle started. Vehicles with 6-volt batteries that are not able to be jumped will qualify for towing coverage.
- If you lock the keys inside your vehicle, we'll arrange for services to assist with the opening of your vehicle. If you prefer that your vehicle not be opened or if the service provider is unable to open your vehicle, we'll arrange for towing coverage.
- Should you run out of fuel or water, an emergency supply of fuel or water will be delivered to you as part of the roadside service program. You are responsible for the cost of the fuel (or other fluid costs).
- Winching is included up to 100 feet off a maintained public road and winching services are limited to one light duty tow truck (vehicle recoveries are not covered).

# What's not included

- Any services obtained directly by you are not covered under the program benefits. You must call 888-310-8020 or use the Hagerty app to have service dispatched.
- Any additional parts, labor, storage or other fees are not covered as part of the program.
- This service is not intended to be used as a substitute for regular vehicle maintenance.
- Towing at the direction of a law enforcement agency related to an intentional traffic obstruction by a non-disabled vehicle, impoundment due to improper parking, abandonment, illegal parking or other traffic violations.
- The program is not intended to be used for non-emergency purposes. It does not include transportation between two service facilities, restoration-related transportation, recovery of vehicles subjected to natural disaster, a vehicle submerged in water, a previously inoperable vehicle or a vehicle on an unmaintained road.
- Charges in excess of your towing or roadside service limit, if any, are payable by you and are due at the time of service.
- If your vehicle will need to be stored overnight, the storage costs are not covered by this plan.
- This program does not include accident scene towing or secondary towing.

## **Vehicles not eligible for roadside service from Hagerty Drivers Club:**

- Recreational vehicles – whether towed or powered – and vehicles with tracks (rather than tires) or half-track vehicles cannot be accommodated.
- Non-collector vehicle trailers including ATV, utility and RV trailers.
- Vehicles used for commercial purposes and RVs.
- **NOTE:** If you have an ineligible vehicle that is part of a larger collection, you may use the HDC roadside service line to arrange for services at your own cost.

# Service exceptions

- Some access-controlled roadways, such as the Garden State Parkway in New Jersey, are state or municipality controlled. Only state or contracted providers are allowed to dispense service on these roadways. We may instruct you to call the police or a local administrator for service and ask you to submit an invoice for reimbursement within three months of the service.
- In most cases a service provider will arrive within one hour or less from the time of dispatch. Arrival of roadside service may be delayed due to weather, traffic, exact distance, volume demand or other factors.
- Vehicles in excess of 10,000 pounds GVW and vehicles longer than 20 feet may not be accommodated on a flatbed recovery vehicle and may require special equipment. Dispatch for service may take additional time and cost. Examples of such vehicles include but are not limited to: fire trucks, semitrucks, taxi cabs, stretch limousines, buses, military vehicles and tractors.

\*This service manual is a summary of your membership plan, offered through Cross Country Motor Club, Inc. and Cross Country Motor Club of California, Inc. (together "Cross Country"). Your auto club terms are available online at [hagerty.com/corporate/legal](http://hagerty.com/corporate/legal), or by calling the membership number above and asking that a copy of the membership guidelines be mailed to you (your "Membership Terms"). Please refer to your Membership Terms for the specific terms and conditions that apply to your benefits, which will govern to the extent of any conflict between this summary and the Membership Terms. When we use "we" or "our" in this summary, we refer to Cross Country, as the licensed motor club providing this benefit under its agreement with Hagerty Drivers Club, LLC.

\*\*CA, MA, MD, MS, MT, NV, OK, WY.

\*\*\*As part of your membership, any collector or antique vehicle hauling trailer that comes within the program limitations is eligible. Towing of trailers that are not for Covered Vehicles may be provided through the use of on-hook towing vehicles, rather than a flatbed.

Membership by Hagerty Drivers Club (HDC), a non-insurance subsidiary of The Hagerty Group, LLC. Roadside services provided by/thru Cross Country Motor Club except in AK, CA, HI, OR, WI & WY where services are provided by Cross Country Motor Club of California, Inc. For additional information and a complete description of benefits, visit [hagerty.com/corporate/legal](http://hagerty.com/corporate/legal). Purchase of insurance not required for membership in HDC. Hagerty Drivers Club is a registered trademark of the Hagerty Group LLC, ©2022 The Hagerty Group, LLC. All Rights Reserved. The Hagerty Group, LLC is a wholly owned subsidiary of Hagerty, Inc.



**// Questions about  
your HDC membership?**

**Call us at +1-800-922-4050**

**Email us at [auto@hagerty.com](mailto:auto@hagerty.com)**