

Congratulations on purchasing your new Genuine Scooter!  
As a thank you for purchase, **we are including one year free roadside assistance as part of your Genuine Scooter Warranty.** Outlined below are the Terms and Conditions of the Genuine Roadside Assistance Program.

**TERMS AND CONDITIONS AND WHAT TO DO IN THE EVENT THAT YOU NEED  
ROADSIDE ASSISTANCE**

**In the event that you need roadside assistance, please call Driven Solutions at  
(800) 289-3556**

The following are considered Covered Emergencies:

- (1.) *Towing Assistance* (When towing is necessary for the covered scooter will be towed to the nearest qualified service facility up to the \$150 benefit limit. Any costs above the \$150 benefit limit for towing will be the responsibility of the Genuine Scooter customer).
- (2.) *Battery Service* - If a battery failure occurs, assistance will be provided to start the scooter. If the scooter still does not start, it will be towed to the nearest qualified repair facility;
- (3.) *Flat Tire Assistance* - Towing assistance will be provided if needed;
- (4.) *Fuel, Oil, Fluid and Water Delivery Service* - An emergency supply of fuel, oil, fluid and water will be delivered if you are in immediate need. You must pay for the fuel or other fluid when it is delivered;
- (5.) *Extrication Assistance* - Provides for assistance in extricating the covered scooter when stuck in a ditch or other inaccessible area when such location is within 50 yards (meters) of a paved road or highway. This service does not cover extrication when riding a scooter off-road or any unpaved highway.

**Note: Assistance obtained through any source other than Driven Solutions is NOT covered and is not reimbursable.** You must contact Driven Solutions at the above phone number to have an authorized network service provider dispatched to your assistance. In the event that service is unobtainable from Driven Solutions, you will receive an authorization number and will receive a refund of payments made according to your program benefit and coverage limits for services received independently.

**The following items are NOT included as part of the emergency roadside assistance benefit:**  
Cost of parts, replacement keys, fluids, lubricants, or fuel, installation of products, or materials.  
Non-emergency service. Any and all taxes, fines. Service as a result of Acts of God including floods, hurricanes, tornadoes, etc. Towing from or repair work performed at a service station, garage or repair shop. Towing by other than a licensed service station or garage; vehicle storage

charges; a second tow. Vowing from the scene of an accident or towing as a result of an accident. Service on a vehicle that is not in a safe condition to be towed. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law. Repeated service calls for a covered vehicle in need of routine maintenance or repair. Only one disablement for the same cause during any seven-day period will be accepted. Service secured through any source other than Driven Solutions will not be reimbursed. **THIS IS NOT A REIMBURSEMENT SERVICE.**

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### **ADDITIONAL ROADSIDE ASSISTANCE PROVISIONS**

1. As a member of Driven Solutions, services are available to you up to your \$150.00 benefit limit per occurrence without any additional payments. You are responsible for any non-covered expenses as well as any tow expenses over and over your \$150 benefit limit (per occurrence).

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2. As a member you are eligible for up to (6) covered services per 12 month period.

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3. Your membership continues until expiration or until either you or Driven Solutions indicates in writing that the membership is to be cancelled.

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4. All 24-Hour Roadside Assistance services are provided by Driven Solutions, Inc. having administrative offices at 3410 Midcourt Rd. Ste. 215, Carrollton, TX 75006.

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All of the services provided are described herein and are applicable throughout the United States, Canada.

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However, we do wish to inform you that this is a motor club:

**a. Except in Wisconsin, this is not a Scooter Liability insurance contract.**

**b. This is not a Scooter Physical Damage insurance contract.**

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Emergency Roadside Assistance is available throughout the United States and Canada 24 hours a day.

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**IMPORTANT:** The Emergency Roadside Assistance service is designed to assist members whose vehicles are disabled as a result of unavoidable circumstances. It is not intended to be a substitute for vehicle maintenance or repair.