



FAQ

Frequently Asked Questions

WHY DO I NEED TIFFIN'S ROADSIDE ASSISTANCE MEMBERSHIP?

Having an RV is great until you experience a flat tire, lockout, or breakdown. When the unexpected happens, Tiffin's RV roadside assistance program is there for you 24/7/365.

DOES TIFFIN'S ROADSIDE ASSISTANCE PROGRAM PROTECT MY FAMILY?

Yes. The membership covers you, a spouse/significant other, and your children age 24 (or younger) who are licensed to drive your RV and/or other owned vehicles.

IS THERE AN EXTRA COST TO ADD MY SPOUSE OR FAMILY MEMBERS?

No.

HOW DO I GET HELP IF MY RV BREAKS DOWN?

Call the toll-free emergency phone number listed on your membership card. You will be connected with a dispatcher, who will ask for your membership number (located on your membership card) and confirm coverage. Once coverage is confirmed, a service provider will be dispatched to your location.

DO I PAY FOR REPAIRS AT THE TIME OF SERVICE AND THEN SUBMIT A RECEIPT FOR REIMBURSEMENT?

Towing, winch-out, fuel delivery, tire changes, lockout service, and jump-starts are covered on a sign-and-drive basis. However, some of these services will have member responsibilities. Call 888-214-3658 for more detailed coverage information.

HOW LONG WILL I HAVE TO WAIT FOR A SERVICE PROVIDER TO ARRIVE?

Estimated time of arrival (ETA) for roadside assistance varies based on your location call and the availability of necessary towing equipment. When you call for roadside assistance, a customer service representative will give you an accurate ETA.

WHAT AREAS ARE INCLUDED IN MY PROTECTION COVERAGE?

The United States and Canada.

I OWN A FIFTH-WHEEL TRAILER AND TRUCK. IF MY TRUCK BREAKS DOWN, WILL BOTH MY TRUCK AND TRAILER GET TOWED?

Yes. Your vehicle and travel trailer will be towed to the nearest authorized dealer for repairs.

CAN I GET A MECHANIC TO COME TO MY DISABLED VEHICLE?

Yes. If you have a problem that can be fixed on-site, we'll be happy to dispatch a mobile mechanic to assist. Appointments are subject to availability, and not all repair shops offer this service. You will be responsible for costs associated with this service, including the service call, parts, and labor.

WHAT IF I DON'T HAVE A SPARE TIRE?

A comparable tire will be located and delivered to your breakdown location. You will be responsible for the cost of the tire. Service and parts are subject to availability. If a comparable tire cannot be located, we will tow your unit to the nearest qualified repair facility.

WHAT IS TRIP INTERRUPTION ASSISTANCE?

In the event of a RV mechanical breakdown while more than 200 miles from home, you will be reimbursed up to a certain amount for lodging and meals while the vehicle is kept for repairs at a licensed repair facility.

WHAT IS RV CONCIERGE SERVICE?

RV concierge provides access to a full range of services to make life easier, including car rental reservations, emergency return travel arrangements, road closure warnings, RV campground referrals, and more.

DO YOU SELL MY PERSONAL INFORMATION TO ANYONE ELSE?

No. Your personal information is kept in a secure location and is never given to third parties.

IS MY RENTAL CAR OR TOWED VEHICLE COVERED FOR ALL BENEFITS?

Yes.

WHERE DO I FIND MY VIN NUMBER?

The VIN (vehicle identification number) is issued by all manufacturers and may be located on the registration page of your vehicle purchase documentation. You may also find it on the dash near the windshield of your vehicle or on insurance documents.

IF MY MICROWAVE, AIR CONDITIONING, OR REFRIGERATOR GOES OUT, CAN A MOBILE MECHANIC COME OUT TO REPAIR IT?

At your expense, yes. Mobile mechanic repairs for house issues are not covered. Payment will be your responsibility at the time of service. Not all repair centers offer mobile mechanic services and will be subject to availability.

DO I NEED TO PAY IN US DOLLARS?

Yes.

IS THERE AN INTRODUCTORY FEE?

No.

WILL THE COST INCREASE NEXT YEAR?

All prices are subject to change.

CUSTOMER SERVICE: 888-214-3658

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