

**Continental**   
The Future in Motion

# Flat Tire Road Assistance

**CONTICUSTOMER  
PREFERRED**



Free coverage  
with the purchase of any  
Continental Motorcycle Tire.

**Flat Tire Roadside Assistance**

Three (3) year complimentary flat tire change or towing up to 150 miles at no charge. Tires must be registered online at [www.totalconfidence-plan.com](http://www.totalconfidence-plan.com) within 45 days of purchase to qualify for Flat Tire Roadside Assistance. Coverage is valid on replacement passenger, light truck and motorcycle tire purchases valid after March 15, 2017.

## Flat Tire Roadside Assistance Registration Instructions

This three (3) year complimentary service is only valid on tire purchases completed on or after March 15, 2017 and is designed to help in the event of a flat tire. To qualify for Flat Tire Roadside Assistance tires must be registered online within 45 days from the date of purchase. To register, complete the steps outlined below:

**Step 1:** After you have made your tire purchase, have your purchase receipt available along with the Vehicle Information Number (VIN), along with the year/make/model of the vehicle to be registered to complete the online registration form. These items will be required to register and registration cannot be completed without them. A valid email address is also required to complete your registration and receive your Flat Tire Roadside Assistance Card as well as other important terms and conditions.

**Step 2:** To register tires go to [www.totalconfidence-plan.com](http://www.totalconfidence-plan.com) and complete the online registration form. If you do not have internet access or a valid email address, registration may be completed by calling: 888-990-6125 and pressing 2.

**Step 3:** If registration was completed online, your Flat Tire Roadside Assistance Card along with program terms and conditions will be emailed to you. If registration was completed by phone your documentation will be mailed.

Once you receive the Flat Tire Roadside Assistance Card via e-mail, please print the card, along with the program terms and conditions, and keep this information in your glove box. The card will contain a toll-free number to call when assistance is needed.

Whenever you are in need of the Flat Tire Roadside Assistance service simply call the toll free number provided on your Flat Tire Roadside

Whenever you are in need of the Flat Tire Roadside Assistance service simply call the toll-free number provided on your Flat Tire Roadside Assistance Card. You will be prompted to provide your program membership number and a live agent will assist you, asking the necessary questions, including vehicle VIN number, make, model, location, etc., to process your request and dispatch a service provider. Service will not be provided on an unattended vehicle unless you cannot or should not remain with the vehicle, for safety reasons; the vehicle was involved in an accident, theft or vandalism.

### Flat Tire Roadside Assistance Coverage Includes:

> 24/7 live agent service.

> Tire Change with the owner's properly inflated spare only. There is a \$200 limit per tire change. Should the service amount exceed the \$200 limit, the customer would be required to pay the overage to the service provider at the time of service. The customer will be informed before service is dispatched if there is an overage amount. If the customer does not have a workable spare or if the vehicle has two or more flat tires and requires a tow, there is a towing limit of 150 miles. The dollar limit would not apply to this. The vehicle will be towed to their destination of choice; if the destination exceeds 150 miles they would be charged for the excess mileage. The customer will be informed of any costs prior to service being dispatched.

> Towing up to 150 miles for two or more flat tires or no workable spare (no mechanical breakdown).

> You are responsible for any amounts over the \$200 for tire change or 150 miles for tow; and such charges are payable to the service provider at the time of service.

**Important:** All Authorized Service Providers are independent contractors and not agents or employees of CTA. CTA assumes no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property must be submitted to the servicing provider directly. Flat Tire Roadside Assistance is provided by Roadside Protect Inc. and is available in the United States and Canada.

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Flat Tire Roadside Assistance provides service for most emergency situations but does not include service if the operator is not with the disabled vehicle (unless you cannot or should not remain with the vehicle for safety reason); the vehicle was involved in an accident, theft or vandalism; for RV's, off road vehicles, trailers, vehicles over 1 ton capacity and commercial vehicles; the vehicle is at a repair facility or on roads where state/county/provincial service providers have exclusive agreements; installation or removal of snow chains; dismounting, repairing, or rotating tires. Also excluded: vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor, service to vehicles with expired safety inspection, license plate, and/or emission sticker when required by law; service to vehicles that are not in a safe condition to be towed, and service in areas not regularly traveled, such as vacant lots, beaches, open fields or other places that would be hazardous for service.