



Infiniti Roadside Assistance
1-800-662-6200
Quick Reference Guide

Infiniti Roadside Assistance program is available, 24 hours a day, 365 days a year, for emergency roadside assistance. Owners or retailers simply call **1-800-662-6200** and provide client name, vehicle identification number (VIN), location of disablement, and the nature of the problem. Services are provided by Cross Country Motor Club, Inc.

Roadside Benefits

Infiniti Roadside Assistance Program Terms	Roadside Assistance is provided for all Infiniti vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use, whichever is earlier, for a period of 48 months/unlimited mileage.
Towing	Covered Towing Services to the closest Infiniti retailer <ul style="list-style-type: none">• Breakdown• Slide off road• Accident (Client may choose the Infiniti retailer, within a reasonable distance)
Jump Start	Jump Start dead battery
Lockout Service	For keys locked in vehicle or keys missing (up to \$100 covered including key expense)
Fuel Delivery	Emergency fuel delivery (up to 2 gallons)
Tire Change	Replace tire with Client's inflated spare (if vehicle is equipped)
Trip Interruption	Clients who experience a mechanical disablement while traveling more than 100 miles from their primary residence may be eligible for up to \$900.00 of trip interruption benefits. Benefits cover reasonable living expenses for meals, lodging, substitute transportation, and costs to reunite the vehicle and owner after warranty repairs have been completed.



**Retailers with additional roadside assistance questions
on benefits and coverage should contact the
Cross Country
Client Services Manager**

Julie Malinowski
781-306-3479




24/7 Infiniti Roadside Assistance
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Frequently Asked Questions

<p>Can a Retailer request Roadside Assistance on behalf of a client?</p>	<p>Retailers can request roadside assistance on behalf of an Infiniti client by selecting option 1. The retailer call will be routed directly to a roadside assistance agent.</p>
<p>What do the terms “Code Blue/Code Black” mean on the Infiniti roadside assistance phone system?</p>	<p>Occasionally Roadside will experience Code Blue/Code Black extended ETA’s mainly as a result of weather. Based on the area code of the phone being used, callers will hear a message explaining that there are extended ETA’s in that area and if this is not an emergency they may wish to call back. Note, if the client stays on the line, they will still speak with an agent and can request service.</p>
<p>How can clients receive reimbursement under the Trip Interruption Benefits?</p>	<p>Mail a letter referring to the event along with supporting documents to:</p> <p style="text-align: center;">Infiniti Roadside Assistance Claims Processing PO Box 9145 Medford, MA 02155</p> <ul style="list-style-type: none"> • Date of service • Vehicle Identification Number (VIN)* • Mileage • Retailer Repair order • Original receipts <p><small>*VIN is a 17-digit number and can be found at bottom of windshield, door placard, and/or registration</small></p>
<p>What is the process for a damage claim?</p>	<p>In the event that damage occurs during a Roadside Service, please DO NOT perform any repairs. Retailer or client must first report damage claim by calling 1-800-835-0221. The claim will be reviewed by the Incident Management Team (IMT) at Cross Country Automotive Services:</p> <ul style="list-style-type: none"> • Clients will be contacted within 24 hours (Mon - Fri) by an IMT representative upon receipt of a damage claim • Photos and estimate must be faxed to the IMT representative <ul style="list-style-type: none"> ◦ Damages over \$500.00 require two estimates • The IMT representative will review the supporting documents and also contact the provider to review the event. If the damage is found to be consistent with towing, the provider will be held liable.

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