

BMW Motorrad  
USA



## Roadside Assistance Plan Membership Benefit Guide



Executive Offices:  
One Cabot Road  
Medford, MA 02155

Services are provided by and/or through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming where services are provided by and/or through Cross Country Motor Club of California, Inc., Medford, MA 02155.

A PROGRAM OF CROSS COUNTRY MOTOR CLUB

THIS IS NOT AN INSURANCE  
CONTRACT. THIS IS NOT A  
SERVICE CONTRACT AND  
DOES NOT COMPLY WITH ANY  
FINANCIAL RESPONSIBILITY  
LAWS. THIS IS NOT AN  
AUTOMOBILE LIABILITY OR  
PHYSICAL DAMAGE  
INSURANCE CONTRACT.

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EXECUTIVE OFFICES:

CROSS COUNTRY MOTOR CLUB, INC.

One Cabot Road  
Medford, MA 02155

CROSS COUNTRY MOTOR CLUB OF CALIFORNIA, INC.

275 East Hillcrest Drive, Suite 165  
Thousand Oaks, California 91360

RESIDENT AGENT OFFICES:

Montana - c/o CT Corporation System, Inc.  
40 West Lawrence, Suite A  
Helena, MT 59601

Nevada - c/o The Corporation Trust Company of Nevada  
6100 Neil Road, Suite 500  
Reno, NV 89511

Wyoming - c/o CT Corporation System, Inc.  
1720 Carey Avenue, Suite 200  
Cheyenne, WY 82001

OKLAHOMA OFFICE:

c/o The Corporation Company  
735 First National Building  
Oklahoma City, OK 73102

Please direct all communications, inquiries and claims to  
the Medford office.

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provided by and/or through, Cross Country  
Motor Club, Inc., except in Alaska, California,  
Hawaii, Oregon, Wisconsin and Wyoming  
where services are provided by and/or through  
Cross Country Motor Club of California, Inc.

Please see Plan Guidelines at the end of this  
brochure for terms and for matters that apply to  
specific states.







**Important Note: The repairs completed with this kit are only temporary.**

In every case the repaired tire must be replaced as soon as possible (a distance not to exceed 250 miles). Until a replacement is possible, the following guidelines must be adhered to:

- 1) Replace the compressed gas in the repaired tire, as supplied by the CO2 canisters in the repair kit, with compressed air as soon as possible.
- 2) Inflate to, and maintain, the correct inflation pressure.
- 3) Maximum speed on a repaired tire = 35 mph.
- 4) Maximum distance to be ridden on a repaired tire = 250 miles.
- 5) Repaired tire to be replaced by an authorized dealer.

If you are unable to use the repair kit, please call 1-877-680-2176 for emergency road service. Multiple flat tires will require a tow.

**Fuel Delivery**

If you run out of gas, CCMC will have an emergency supply of gasoline delivered to you.

Note: The cost of fuel is not covered in the plan.

How do I obtain emergency towing and road service?

Towing and road services are available to you on a sign and drive basis, subject to plan limits. To obtain service:

1. Call toll-free 1-877-680-2176
2. Provide the Customer Service

Associate with the following:

- Your VIN
- Area code and telephone number (where you can be reached)
- Location of disabled motorcycle (city, state, street address and closest intersection or other identifying landmarks)
- Description of disabled motorcycle (year, model, color)
- License plate number and state
- Type of service needed (tow,

expiration of the agreed term (or one year from the effective date of the membership, whichever occurs first) your membership may not be canceled by the motor club except: 1) for failure to pay the membership fee; 2) in the event of material misrepresentation by you; 3) in the event of a substantial change in the risk assumed reasonably unforeseen by the motor club; or 4) for a breach of duties, conditions, or warranties by you. No cancellation will become effective until at least 10 days after the first class mailing or delivery of a written notice to you.

You have the right, subject to cancellation provisions above, to have your membership renewed on terms no less favorable than those offered to other similar members by the motor club, unless at least 60 days prior to date of expiration of the membership, you are provided with a notice of the motor club's intention not to renew the membership beyond the agreed expiration date.

CCMC does not have a usual place of business in the state of Wisconsin.

**KEEP THIS NOTICE WITH YOUR INSURANCE PAPERS.**

If you are having problems with your insurance company or agent, do not hesitate to contact the insurance company or agency to resolve your problem. You can also contact the OFFICE OF THE COMMISSIONER OF INSURANCE (a state agency which enforces Wisconsin's insurance laws) to file a complaint. You can contact the OFFICE OF THE COMMISSIONER OF INSURANCE by writing to:

Office of the Commissioner of Insurance  
 Complaints Section  
 P.O. Box 7873  
 Madison, WI 53707-7873

or from Wisconsin, you can call 1-800-236-8517 outside of Madison or 266-0103 in Madison and request a complaint form.

against any person, corporation or legal entity liable or responsible for the loss or incident which occasioned such payment or expense, and you, by acceptance of such benefit, authorize CCMC to sue, compromise or settle, in its own name or in your name, or otherwise, all such claims, and you hereby agree that CCMC shall be fully substituted in your place and subrogated to all of your rights on account thereof.

12. The Emergency Towing, Road Service and/or Lockout Service will be performed by independent service providers for whose actions neither CCMC nor BMW shall be liable.
13. In no event shall CCMC or BMW be liable to you for any indirect, special or consequential damages that you may incur in connection with this Plan.

**Non-Covered Items:**

1. All parts, labor and supplies provided while at a motorcycle / auto dealership, repair shop or service station.
2. Towing to a second location from the original destination to accommodate the driver.
3. Any and all fines or ambulance charges.
4. Rental of towing equipment.
5. Towing at the direction of a law enforcement officer relating to impoundment, abandonment, illegal parking or other violations of law or towing by other than a licensed service station or garage.
6. Installation or removal of snow tires, repairs to studs, mounting and dismounting snow chains.
7. Cost to remove or replace a lost or broken key, or any part or repairs necessary as a result of such event.
8. Shoveling snow from around a vehicle.
9. Vehicle storage charges, cost of parts and installation of products, materials, impoundment, and additional labor relating to towing.
10. Benefits are not applicable if the need for service arises out of or in connection with an act of God, war, insurrection, riot, etc.
11. Expenses incurred by you that are not specifically listed in this Benefit Guide.

**Discounts:**

Discounts (if applicable) are valid at participating locations. Certain restrictions may apply. Participating locations and savings vouchers may be added or deleted and the level of discounts are subject to change at any time. When making reservations, please have your membership card available and show all vouchers to participating vendors.

**Specific State Provisions:**

The schedule of benefits, terms and conditions may vary to conform to state laws as they exist from time to time.

**New York Residents:**

Legal Defense benefit not available.

**Wisconsin Residents:**

Under Wisconsin law, your membership is considered an insurance policy. After the first 60 days and prior to the

flat tire, jump-start, out of gas)

3. Once the dispatch request has been processed, an automated call back system will call the telephone number that you provided, identifying the service provider that will arrive to help, and providing you with an estimated time of arrival.
4. Please stay with your motorcycle.  
Note: A service provider cannot service an unattended motorcycle.
5. Present your I.D card and driver's license to the service provider.

**Coverage Limits**

For emergency towing and road services, CCMC will prepay services up to a maximum of a \$100 limit for all road services and up to 100 miles to the closest BMW Motorrad dealership for all towing services. You will only need to sign the service provider's invoice and drive on your way.

Note: If the cost of the service exceeds your coverage, you must pay the excess at the time the service is provided. Coverage is only on your registered BMW motorcycle while operated by you or any other authorized driver.

**Frequency Limit:**

These services are provided to you as an emergency service and not a general maintenance service. Towing and road services are limited to (a) one disablement for the same cause in any consecutive 7-day period, and (b) a combined four service incidents per plan year.

Note: If the frequency limits are exceeded, CCMC will provide you with dispatch assistance for your disabled motorcycle. However, you are responsible for full payment of services at the time the service is rendered and payment is not reimbursable.

**Reimbursement Privileges:**

Assistance from sources other than CCMC is not covered and may not be

reimbursable. You must contact CCMC's 24 hour, toll-free number to have an authorized network service provider dispatched to your assistance. In the unlikely event that service is not obtainable through CCMC, and where you are required to secure service on your own, please submit the bill and verification records which include an original, preprinted, itemized receipt showing the name, address and telephone number of a commercial garage, service station or other repair facility detailing the amount charged for emergency towing/road service and describing in detail the unusual circumstances and cause of disablement for appropriate reimbursement to:

BMW Motorrad USA  
 c/o Cross Country Motor Club  
 P.O. Box 9145  
 Medford, MA 02155  
 Attn.: Claims

CCMC will reimburse you up to a maximum of \$100 per disablement. All claims must be sent to CCMC within 30 days of disablement. Claims received after that time period may not be honored and are subject to the discretion of CCMC. Private citizen's assistance is not reimbursable.

**C. Reimbursement for Emergency Trip Interruption \***

If your motorcycle is disabled while traveling more than 100 miles from your primary residence and requires overnight repairs, you are entitled to reimbursement for the cost of food, lodging, rental car, and/or transportation charges up to the limits set below and subject to the following conditions:

**CONDITIONS**

- a. Mechanical  
 A mechanical disablement, including a disablement resulting from a collision, so long as your BMW motorcycle is within the terms and duration of the Limited Warranty — BMW Motorrad, or
- b. Collision

**Plan Guidelines**

**This Benefit Guide sets forth the terms of the services offered under the Plan.**

1. The holder (member) will not be required to pay any sum in addition to the amounts specified in this Membership Benefit Guide, membership card, or application for any of the services thus specified.
2. Your club membership will continue until the expiration date shown on your membership card.
3. Whenever we refer to "you" and "your" throughout this Guide, we refer to the member named on the membership card. Whenever we refer to "CCMC" throughout this guide, we refer to Cross Country Motor Club, Inc. or Cross Country Motor Club of California, Inc.
4. Your membership may be cancelled upon written ten days' notice by you and a pro-rata refund issued on the unused portion of your membership. If you cancel, you must return this Guide and all other unused material furnished to you by us.  
  
 NOTE: Cancellation and refund provisions do not apply where membership was obtained without payment to us by you, but rather in conjunction with the purchase of another product, service or as a gift.
5. CCMC reserves the right to cancel or decline to renew your Plan upon written ten days notice and a pro-rata refund will be issued on the unused portion of your Plan.
6. Benefits are available in the 50 United States plus the District of Columbia and Canada.
7. The terms of this Benefit Guide, which are in conflict with the statutes of your state of residence are amended to conform to the statutes of that state.
8. The Service rendered by CCMC is an "emergency service" and not a general repair service. When the motorcycle covered is unable to safely proceed under its own power either on the member's premises (garage or driveway) or any normally travelled public street, highway or parking area it is to be considered disabled. In case of disablement, the motorcycle owner or other authorized driver is entitled to the services as outlined under Section B.
9. This Benefit Guide sets forth all the terms of membership. Any changes must be endorsed in writing and signed by an authorized CCMC representative.
10. Your CCMC membership benefits cover only your BMW motorcycle while operated by you or by anyone with your permission, except that only the member named on the membership card is entitled to reimbursement for Emergency Trip Interruption Section C.
11. In the event that CCMC pays to you, or pays or incurs expense for your benefit, any sums in connection with or arising out of services obtained by you under this plan, then, to the extent of the amount paid or expense incurred, CCMC shall be subrogated to all of your rights, claims and interest which you may have

G . CPO

Roadside Assistance coverage for CPO sales is identical to the coverage provide for new retails with the following exception: CPO coverage is for a maximum of two years from the end of the original 3 year Roadside Assistance Plan coverage.

H. Membership Card

Your CCMC membership card is very important and should be kept with you at all times. It contains your personal VIN/ Membership Number, expiration date of membership, and toll-free number to call should you require assistance. You'll need your Membership Number every time you request any membership services from CCMC. In case the card is lost or stolen, please notify the Club immediately for a replacement card.

I. Change of Address

It is Important to notify BMW Customer Relations at 1-800-831-1117 as soon as possible of any change of address to avoid missing out on future bulletins and benefits. Please provide the customer service associate with your vehicle identification number when doing so (VIN).

\* Certain benefits underwritten by Old Republic Insurance Company, Tulsa, Oklahoma, under policy #GAL-672-825-1280. For residents of New York or California, the trip interruption benefit is provided by Virginia Assurety Company, Inc., Glenview, Illinois, under policy #HIP05215.

A disablement resulting from a collision with another vehicle or object which prevents your BMW motorcycle, which is not within the terms or duration of the Limited Warranty, from proceeding safely under its own power and the collision has been reported in writing to the local or state police.

c. Emergency Trip Interruption reimbursement consists of:

1. Transportation by plane, train or bus to your residence after the disablement; or
2. Your local commercial lodging and meals incurred after the disablement, in the vicinity of the disablement; or
3. Rental of an automobile from a recognized rental agency, such as those referenced on the back of your I.D. card.

To be eligible, you must first contact a CCMC Customer Service Associate and provide a description of your disablement or accident. The CCMC Customer Service Associate can assist in rendering roadside assistance or towing services and extend prior authorization for reimbursement of any appropriate travel expenses.

Coverage Limits:

Trip interruption is limited to reasonable expenses up to \$500 per disablement for those expenses incurred within 72 hours of the time of disablement, inclusive of taxes and surcharges. Expense for lodging and food are not to exceed \$100 per day. This includes the cost of the coordination and transportation to reunite you with your BMW motorcycle after any repairs have been completed. This service has been designed to assist with unplanned and reasonable expenses that may occur as a result of a mechanical disablement or disablement due to a collision. This benefit does not, and is not intended to, replace motorcycle liability and personal injury insurance for you or your spouse. Benefits are not available if disablement is due to an act of God, war, insurrection,

riot, or similar event. Only the motorcycle owner is entitled to reimbursement for services covered under Section C. Coverage does not include expenses for alcohol, entertainment or limousine service.

**Reimbursement Privileges:**

To be eligible for reimbursement, you must have obtained prior authorization from a CCMC Customer Service Associate. Please submit to CCMC, within 30 days of disablement, all paid itemized receipts from the organization providing you with the covered goods or services including a copy of the repair order or a copy of the accident report you have filed with the police. All claims for Emergency Trip Interruption which involve a disablement due to a collision must first be submitted through your motorcycle insurance company for reimbursement. Those items covered under Section C not covered by your motorcycle insurance policy may then be submitted for evaluation to CCMC, along with the above requirements and accompanied by the letter describing the action taken by the insurance company, to:

BMW Motorrad USA  
 c/o Cross Country Motor Club  
 P.O. Box 9145  
 Medford, MA 02155  
 Attn.: Claims

**D. Computerized Lost Key Retrieval System**

Your CCMC membership includes access to the Computerized Lost Key Retrieval System. Contact CCMC at 1-877-680-2176 to request a personal registered key tag. CCMC will send your pre-coded, pre-registered key tag right away. When you receive it, attach your keys to the key tag. Then if you ever lose your keys, the finder can drop them in any U.S. mailbox. The keys will be mailed to CCMC, and then CCMC will return them to you via first class mail. It's that easy!

**E. Cross Roads®... Trip Routing and Map Service**

Call CCMC the next time you are planning a trip. CCMC will provide you with a FREE, detailed trip routing package, including an easy-to-read, computerized itinerary, and map. This service includes the following travel information for your trip:

- Your destination stop(s) in the order you prefer, providing a scenic route for your riding pleasure, or the quickest and most convenient path
- Which highways to use, including route numbers and type of highway (toll road, interstate, state highway, etc.)
- The number of miles between junctions and destinations, and a running total of miles traveled
- The number of miles to be traveled on each highway and within each state
- Projected driving time between stops and total projected driving time

Note: To obtain this service, contact CCMC at 1-877-6802176. Please allow 3-4 weeks for delivery of this service.

**F. Auto Rental Discounts**

Save on auto rentals from Alamo, Avis, Budget, Hertz and National Rental Systems. Members can easily save \$20, \$30, \$50 or more every time they rent a car, depending on the length of their rental and location. Benefits may vary slightly with each company or location. Be certain to provide the Cross Country ID Number (listed below and on the back of your membership card) to obtain your appropriate discount at the time of

 ID# 93425 1-800-354-2322	 AWD# A722212 1-800-225-7094	 CDP# 85026 1-800-654-3131
 Discount# 6100122 1-800-328-4567	 BCD# T480912 1-800-455-2848	