

Roadside Assistance

In the majority of cases, company vehicles stay on the road for more months and more kilometres than are covered by the roadside assistance component of the new vehicle warranty.

“We offer much more than savings — we offer peace of mind.”

Even if your new vehicle warranty is expired, you still need the convenience of 24/7 coverage without the cost of high annual fees that are charged by more traditional service clubs. To maintain cost effective, 24/7 toll-free support we offer the Foss Roadside Assistance program. This innovative program operates all over North America and has a service network of more than 3,500 vendors in Canada and over 12,000 in the United States. The bilingual call centre is available 24/7 through 1-800-567-FOSS. Our staff will dispatch service for these common roadside incidents:

Lock Out — whether the keys are lost or locked inside the vehicle, a qualified technician will be dispatched to the driver's location to unlock the vehicle

Winching — when your vehicle gets stuck in snow or mud, our winching service is available

Tow Service — disabled vehicles are towed to the nearest Foss repair network location or as specified by your driver

Flat Tire — the flat tire will be replaced with the spare tire. If the spare tire is not available, the vehicle will be towed to the nearest service location

Battery Boost — a jump-start will help get the car started again, but if unsuccessful, the vehicle will be towed to the nearest service location

Fuel Delivery — should the vehicle run out of fuel, 5 litres of fuel will be delivered to the vehicle

Remember, you do not pay a membership fee for the 24/7 call centre service, you only pay for the services you use. All charges are consolidated on the monthly Foss maintenance card invoice as part of the monthly expenses. This information is also available through our online reporting system.

At Foss National Leasing we value our clients and their drivers. We understand the importance of avoiding driver downtime and how it impacts your business. We also know that after warranty coverage ends there is still a great deal of time and distance in the future where the driver may need emergency help. With the Roadside Assistance program we offer much more than savings — we offer peace of mind. Whenever you need assistance all you have to do is call the toll-free number and someone will be there to assist you.

For more information on Roadside Assistance and other innovative programs offered by Foss, please contact us today at 1.800.461.3677 or e-mail us at fleetsolutions@fossnational.com.