ROADSIDE ASSISTANCE PROGRAM
FREQUENTLY ASKED QUESTIONS

What is the cost of the Roadside Assistance Program to consumers?

Roadside Assistance is available at no charge to customers who purchase services from a PAC Automotive Service Center.

Can a PAC Automotive Service Center sell the Roadside Assistance Program to a customer?

No, by law you must have a motor club license to sell Roadside Assistance services.

Is there any cost to the PAC Automotive Service Center to offer Roadside Assistance to their customers?

No, the Roadside Assistance Program is included with your membership to the WorldPac Professional Automotive Community.

What Roadside Assistance services are included?

This Program offers five-point Roadside Assistance, including: Towing, Lock-Out Assistance, Flat Tire Changing Assistance, Fuel/Oil/Fluid/Water Delivery, or Battery Jump-Start.

How does the customer receive Roadside Assistance services when they need them?

The customer can contact the service provider of their choice.

Does a customer have to pay for the Roadside Assistance services?

Initially, yes, this a consumer reimbursement program. After the service event, the consumer must submit a claim to Sonsio Vehicle Protection for reimbursement up to $150.

What forms of payment can the customer use for Roadside Assistance services?

It depends on the service provider. Usually the customer will be required to pay by credit card; however, some service providers may accept cash or check as a payment option.

What is the maximum benefit of services? Is the customer eligible for a tow every time they get work done on their vehicle?

There is a maximum benefit limit of $150 during the coverage period of 365 days from the date of the invoice. There is no limit on the number of claims.

How does the customer receive reimbursement?

Within 60 days of the disablement, the customer must submit an invoice from the PAC Automotive Service Center showing the purchase of parts and or/service qualifying them for the Roadside Assistance Program, and a copy of the receipt or credit card statement showing payment to the roadside assistance provider.

Documents may be emailed to mechclaims@sonsio.com or by postal mail to WorldPac Professional Automotive Community Customer Care, P.O. Box 17659, Golden, CO 80402. The PAC Automotive Service Center may also submit the claim on behalf of their customer as long as all the same criteria is met.

What determines the beginning period of services?

A dated invoice from a participating PAC Automotive Service Center determines the service period start date. From the original invoice date up to 365 days, the customer is covered under the Roadside Assistance Program. The roadside event must occur after the service invoice for it to be eligible for reimbursement.

If a customer has more than one vehicle, are both vehicles covered?

No, only the vehicle listed on the invoice is covered.

Is Roadside Assistance available to multiple drivers of the vehicle?

Yes, the vehicle is covered by the program. The driver must be a family member or friend of the original vehicle owner.

What if a customer had a vehicle service prior to the Member's enrollment in PAC? Are they eligible for Roadside Assistance?

No, the qualifying service must be performed during the month the Member enrolls or after to receive Roadside Assistance services. New Members can offer the Roadside Assistance Program to their customers from the month they enroll in the PAC Program forward.

Powered By: Sonsio Vehicle Protection

© 2026 Sonsio. All rights reserved.