

Vehicle eligibility for CAA-Quebec Roadside Assistance



Need a little help on the road?
Make sure you have your card on hand
when you request Roadside Assistance.

Montreal:
[1-800-097-9877](tel:1-800-097-9877)

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[418-704-8870](tel:418-704-8870)

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Please note that all vehicles must be duly registered, except bicycles.

September 2024





Vehicles eligible all year round



Vehicle type	Conditions
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Passenger vehicle</p> </div> <div style="text-align: center;">  <p>Pickup</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Passenger van</p> </div> <div style="text-align: center;">  <p>Low-clearance vehicle</p> </div> </div> <div style="text-align: center; margin-top: 20px;">  <p>Classic/vintage vehicle</p> </div>	None
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Pickup with storage box</p> </div> <div style="text-align: center;">  <p>Dual-rear-wheel pickup</p> </div> </div>	<p>If the vehicle has a raised storage box, it is not eligible for Roadside Assistance (see “Raised-roof van” and similar in the Ineligible vehicles section).</p>
<div style="text-align: center;">  <p>Pickup with snow-removal equipment</p> </div>	<p>Roadside Assistance can be provided if the equipment is removed. If the equipment cannot be removed or if you are unsure, a patroller will assess the situation and determine if the service is covered by your membership. Roadside Assistance for this type of vehicle generally requires special heavy-duty equipment that is not available everywhere in Quebec and other parts of North America. What’s more, the increased use of these vehicles, generally for commercial purposes, increases the risk of breakdowns, which could cause the price of CAA-Quebec membership to rise as a result. That’s why we reserve the right in certain situations to decline to cover these vehicles.</p>
<div style="text-align: center;">  <p>Motorhome (under 3000 kg)</p> </div>	<p>An eligible recreational vehicle is a vehicle weighing more than 3000kg, fitted with permanent self-contained living quarters.</p> <p>Service for motorhomes under 3000 kg is included in the coverage conditions of the CAA Classic, CAA Plus® and CAA Premier® membership options within the territory served by CAA-Quebec. Elsewhere in Canada and the United States, only holders of the CAA Plus® RV and CAA Premier® RV options may obtain service for these vehicles. Some Clubs outside Quebec do not include Roadside Assistance in their member services for RVs under 3000kg. If such is the case at the breakdown site, there may be a charge for service. If so, simply pay for the service and return the original receipt to CAA-Quebec within 30 days of the incident for reimbursement, based on the prevailing commercial rates.</p>

Vehicles eligible all year round



Vehicle type	Conditions
 Utility van	Note that utility vans (e.g., Sprinter, ProMaster, Transit types) are not eligible for Roadside Assistance (see the Ineligible vehicles section).
 Open trailer less than 16 feet in length	Trailer length must be less than 16 feet, including the tow bar. Additional charges may apply if the trailer is loaded.
 Tent trailer less than 16 feet in length	Tent trailer length must be less than 16 feet, including the tow bar. Some clubs outside Quebec do not include Roadside Assistance in their member services for tent trailers under 16 feet. If such is the case at the breakdown site, there may be a charge for service. If so, simply pay for the service and return the original receipt to CAA-Quebec within 30 days of the incident for reimbursement, based on the prevailing commercial rates.
 Dune buggy	For service to be provided, you must be on a road that is accessible to our Roadside Assistance vehicles.

Eligible bikes

For service to be provided, you must be on a road that is accessible to our Roadside Assistance vehicles. Service is not available if you are forced to interrupt a ride due to inclement weather, or you are having issues with your bicycle while at home. **Patrollers are not authorized to unlock or cut padlocks, cables or other bicycle locking devices.**

Some clubs outside Quebec do not offer Bike Assist service. If such is the case at the breakdown site, there may be a charge for the service. If so, simply pay for the service and return the original receipt to CAA-Quebec within 30 days of the incident for reimbursement, based on the prevailing commercial rates.

Vehicle type

 Electric bike	 Tandem bike	 Recumbent bike	 Tricycle	 Fatbike
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Vehicles eligible for restricted dates



Services for scooters (which must be registered to circulate on public roads), motorcycles (regular, with sidecar, 3-wheeled or with trailer), T-Rex, Slingshot, and Spyder are included in the conditions of the CAA Classic option from March 16 to November 30 within the territory covered by CAA-Quebec. Elsewhere in Canada, only holders of the CAA Plus® and CAA Premier® membership options may obtain service for these vehicles. Some Clubs outside Quebec do not offer these services. If such is the case at the breakdown site, there may be a charge for service. If so, simply pay for the service and return the original receipt to CAA-Quebec within 30 days of the incident for reimbursement, based on the prevailing commercial rates.

Service will be provided only if the temperature is above 0°C and if there is no snow accumulation on the ground. When CAA-Quebec is unable to tow a scooter safely (snow on the ground or temperature below 0°C), the member may use their own service, then request a reimbursement; they will be reimbursed according to the established rates. The service is not available from December 1 to March 15, and no reimbursement is possible.

Battery boosting is not recommended for scooters and not offered for motorcycles, since the risk of damage is very high. The member is entitled to Lockout Service (except for scooters).

Vehicle types



Scooter



Motorcycle



Motorcycle
with sidecar



Three-wheeled motorcycle



Motorcycle with trailer








T-Rex, Slingshot,
and Spyder

Off-road vehicles eligible for service for CAA Plus[®] RV, and CAA Premier[®] RV members



Roadside Assistance is available for these vehicles if they are on a road accessible to service vehicles. The services included are towing, fuel delivery, battery boost, extrication/winning assistance and Safe Ride Service, depending on the terms and conditions of the membership option.









Service is not available if you are immobilized because of inclement weather. If you are having issues with your vehicle while at home, the patroller can tow it to a garage; the cost of returning your vehicle to your residence once it is repaired, however, is not covered. Patrollers are not authorized to unlock or cut padlocks, cables or other locking devices.

Vehicle types	Conditions
 <p>ATVs</p>	<p>Most ATVs are eligible: all-terrain vehicles (also known as quads or four-wheelers) and utility task vehicles (UTVs; i.e., ATVs with one or more seats and a roll cage, including side-by-sides) with a maximum weight of 750kg. Amphibious ATVs (such as Argo vehicles), however, are not eligible.</p>
 <p>Off-road motorcycle</p>	<p>Services for off-road motorcycles are available from March 16 to November 30, only within the territory covered by CAA-Quebec.</p>
 <p>Snowmobile</p>	<p>Service is available from November 15 to April 15, only in Quebec.</p>
 <p>Snowmobile trailer (Less than 16 feet length)</p>	<p>Service is available year-round, only in Quebec.</p>
 <p>Two-seater autoquad (side-by-side)</p>	<p>Service is available year-round, only in Quebec.</p>

Eligible recreational vehicles



Only holders of the CAA Plus® RV and CAA Premier® RV options are entitled to all types of Roadside Assistance services for the recreational vehicles listed below. CAA Classic, CAA Plus® and CAA Premier® members are not entitled to towing, extricating/winching or flat tire service for these vehicles, but are entitled to all other services. Please note that certain parts sometimes have to be removed to ensure the towing goes smoothly. However, the reinstallation of these parts is not included in the service.


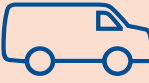





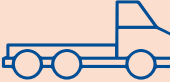












Vehicle type	Conditions
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Class A motorhome</p> </div> <div style="text-align: center;">  <p>Class B motorhome</p> </div> </div> <div style="text-align: center; margin-top: 20px;">  <p>Class C motorhome</p> </div>	<p>An eligible recreational vehicle is a vehicle weighing more than 3000kg, fitted with permanent self-contained living quarters. Modified motorhomes that cannot be driven on public roads (e.g., modified roof, mobile home, etc.) are not eligible.</p> <p>Please note that certain parts sometimes have to be removed to ensure the towing goes smoothly. However, the reinstallation of these parts is not included in the service.</p>
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Fifth wheel</p> </div> <div style="text-align: center;">  <p>Tent trailer (over 16 feet)</p> </div> </div> <div style="text-align: center; margin-top: 20px;">  <p>Caravans (all lengths)</p> </div>	<p>The member must pay if a caravan or tent-trailer over 16 feet in length has to be moved from one place to another because the member does not own a vehicle that is equipped to tow it. Modified trailers that cannot be driven on public roads (modified roof, mobile home, caravan permanently parked on a lot, etc.) are not eligible.</p>
<div style="text-align: center;">  <p>Chassis</p> </div>	<p>A truck camper attaches to the bed or body of a pickup truck-type road vehicle.</p>
<div style="text-align: center;">  <p>Fifth-wheel tow vehicle</p> </div>	<p>The tow vehicle must not be a commercial vehicle.</p>

Ineligible vehicles



Service for these types of vehicles normally requires heavy-duty, specialized equipment that is not always available throughout Quebec and elsewhere in North America. Moreover, the increased use of these vehicles, generally for commercial purposes, results in a greater risk of breakdowns; if these vehicles were covered, the cost of membership in CAA-Quebec could rise as a result. CAA-Quebec believes that the costs of breakdown and towing service provided for such vehicles should not have to be borne by the majority of members, who do not own them. With a view to ensuring fairness to all members and uniform service delivery across Canada and the United States, CAA-Quebec has decided not to cover this type of vehicle.

Type of vehicle

 Raised-roof van	 Cargo van	 Cab-and-chassis type truck (e.g., Aerocell)	 Cab-and-chassis type truck (cube van)	 Dual-rear-wheel pickup charged*	 Raised-roof (a.k.a. hi-top) passenger van
 Raised-roof cargo van	 Flatbed truck	 Dump truck	 Mobile canteen truck	 Vehicle equipped with stowage of hazardous materials*	 Hearse
 Limousine	 Minibus	 Vehicle that can be driven on a racecourse, in a rally or in a demolition derby	 Enclosed trailer	 Horse trailer*	 Boat/marine trailer*
	 Tractor			 Three- and four-wheeled mobility scooters*	

*Roadside Assistance is not available for these vehicles, because there is a high risk of damage, because towing may require special equipment, or because special qualifications are required (e.g., to transport hazardous materials).

Comprehensive Roadside Assistance **anywhere, anytime**

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