



Roadside Assistance Quick Guide

Coverage details are:

- Flat Tire Changes
- Towing and Road Service for both the trailer and tow vehicle (up to \$2000.00)
- Jump Starting
- Fluid Delivery (including fuel, hydraulic, coolant, etc...)
- Lock Out Service
- On-the-road and off-road coverage
- Consumer and commercial coverage
- All benefits extend to the tow vehicle
- Included free on every Iron Bull Trailer for 2 years from the date of purchase when registering for warranty online.

The program is simple to use:

- Register your new Iron Bull Trailer online at www.norstarcompany.com
- Have VIN no. available (found on trailer)
- Call our toll-free **24/7** dispatch line at **1-888-399-0327**. A service provider will assist in locating a service provider.

STEP BY STEP GUIDE:

1. When reaching out to the dispatch center they will ask for your member number. The member number is the last 8 digits of your trailer VIN#. *Example* 50HFG3026**P1101460**.
2. The dispatcher will want to confirm the member account details. Your trailer's roadside membership was pre-purchased before the retail purchase, so the trailer is registered under the Manufacturer's name.
Example:
FIRST NAME: Norstar
LAST NAME: Norstar
ADDRESS: 5500 FM 38 N
CITY: Brookston
STATE: TX
ZIP: 75421
3. The dispatcher will also collect your personal information. Name, current location, phone number, etc.
4. Once this information has been verified the dispatcher will confirm details on what service is needed.
5. After all the base information is confirmed the dispatcher will connect you with a service provider free of charge to you.

Note: The coverage limit is \$2000.00 USD. If for some reason the dispatcher has issues verifying your account or providing services, Norstar also offers a reimbursement program. Please keep any receipts and notate the VIN of your trailer on the receipts and send them to us at customerservice@norstarcompany.com, along with your name, address, and phone number. Norstar will send out reimbursement in 6-8 weeks.