



Separating Drinking From Driving®

1.800.880.3394 SmartStartIL.com

Tow Policy

1. If you believe there is an issue with your interlock device and you are unable to operate your vehicle you must report this to Smart Start by calling our support line at 1-800-880-3394 for immediate assistance. Do not call your local service center.
2. If we are unable to diagnose the problem by telephone, you must receive authorization from Smart Start PRIOR TO TOWING for any tow bill incurred.
3. You must tow to the nearest Smart Start facility, not the facility of your choice.
4. A valid unit malfunction must be present for tow charges to be reimbursed. Vehicle maintenance like dead batteries, poor alternators, or any other vehicle related mechanical problems are not considered device issues.
5. It is your responsibility to maintain your vehicle, especially the electrical system. The device requires a properly operating electrical system and things like running your battery dead, jump starting the vehicle, or other electrical issues will cause your unit to fail. This is not a malfunction and issues like this will cause you to not be reimbursed for a tow event.
6. Damage to the device is not a reason for reimbursement. You may incur charges for damaging the device. The theft warranty does not cover damage to the device in any way. Please read your lease agreement for policy on the theft warranty.
7. You must submit a valid tow receipt from a legitimate tow company for reimbursement. If your tow cost is reimbursable, reimbursement will be in the form of a credit on your account.
8. Smart Start does not reimburse for lost wages or any other types of reimbursement. All tow bill reimbursements will be credited in the form of a credit on your account.
9. This policy only covers Illinois DMV clients. Out of state travels are not covered.
10. Failure to follow procedure will result in no reimbursement of your tow bill.