



## **AAA AUTOMOTIVE FACTS**

As a leading motorist organization, AAA offers products and services designed to serve members throughout a lifetime of motor vehicle ownership and use. AAA Automotive is committed to enhancing every aspect of vehicle ownership and providing members with reliable solutions to their automotive needs. One of the most well-known and utilized AAA services is roadside assistance. Another widely recognized service is AAA Approved Auto Repair.

### **AAA.com**

AAA members will find information and assistance with researching, purchasing, leasing, insuring, maintaining, repairing, and protecting members' automotive investments in one convenient location—**AAA.com**. Along with automotive tips, products, and services, members can logon to **AAA.com** to research and price different vehicle makes and models; get a better understanding of auto insurance, warranties, and service agreements; arrange to receive automated vehicle maintenance reminders; maintain a vehicle service history; obtain vehicle recall information; and find a reliable technician to handle their automotive maintenance and repair needs.

Extensive driving and passenger safety information also is available at **AAA.com** to help make the driving experience safer and more enjoyable.

### **AAA Roadside Assistance**

Roadside Assistance is designed to aid members in an emergency when the vehicle they are driving or riding in becomes disabled. Services that fall within the provisions of the AAA membership incur no additional charges for emergency and towing services.

AAA's no-charge service applies regardless of distance to the scene of disablement and includes towing for a minimum of three miles in any direction from the point of disablement or back to the responding station. Towing charges beyond the free towing mileage limit are set by AAA clubs and are consistent with local commercial rates. If AAA is contacted but cannot provide service, members may obtain their own service and submit the bills for reimbursement at prevailing commercial rates for the region.

### **AAA Road Service Online<sup>®</sup>**

AAA pioneered road service delivery in 1915 and continues to introduce new services to meet the real-world needs of members. Today, a request for road service can be made online. Members simply go to **AAA.com** and look for the AAA Road Service Online<sup>®</sup> icon. One click and participating club members are linked to a simple electronic request form that, once completed, gets immediate attention — any time, day or night.



### **AAA Battery Service**

Since 1997, AAA Battery Service has been meeting the needs of today's busy individuals with a mobile battery testing, boosting, and replacement service that eliminates the hassles and inconveniences of battery-related breakdowns. This fast, convenient service provides battery delivery and installation at home, work, or another convenient location of the member's choice. Offering a free three-year replacement warranty and exclusive AAA member prices, the technician can sell and install a new battery on the spot. The service is available in most AAA club territories.

### **AAA Plus<sup>®</sup>**

AAA Plus<sup>®</sup> is an optional plan that expands regular memberships and gives individuals more of the valuable protection for which AAA is famous. Selecting a AAA Plus membership means enhanced benefits that include free towing for a distance of up to 100 miles, delivery of sufficient free fuel to reach the nearest gas station, locksmith service providing up to \$100 coverage for parts and labor, and other services to make the vehicle operable. Clubs may choose to include additional benefits as part of the AAA Plus membership, such as free international guidebooks and maps, travel accident insurance, and reimbursement for trip interruption in case of an accident.

### **Emergency Check Acceptance**

AAA's roadside assistance service providers will accept a member's personal check, up to \$250, for payment of emergency services and repairs necessary to put the vehicle in safe operating condition. Covered items include emergency road service, mechanical repair, and/or necessary parts. Some AAA clubs offer members check-cashing privileges of up to \$100 in the event of an en route emergency.

### **AAA Emergency Road Service Network**

AAA/CAA is the largest emergency road service provider in North America, responding to millions of calls for assistance every year. As one of AAA's most widely recognized products, AAA roadside assistance is available 24 hours a day, 7 days a week, 365 days a year by calling **800-AAA-HELP**. The service provides mechanical first aid for members' vehicles, including flat tire service, minor mechanical adjustments, battery boosting, towing, extrication, and lockout assistance. AAA provides emergency road service using a network of AAA club-owned fleets and independent service providers.

### **AAA SUPERNUMBER<sup>®</sup>**

AAA SUPERNUMBER is a multi-functional call center staffed 24 hours a day, seven days a week, 365 days a year with a group of professional counselors trained to handle member calls. Whether traveling in the United States or Canada, members can receive emergency road service by making one toll-free telephone call to **800-AAA-HELP**. Hearing impaired members can use the 800-955-4833 TDD number.





### **AAA Approved Auto Repair**

The Approved Auto Repair (AAR) program directs members to AAA-approved auto repair facilities that maintain high professional standards. Since the program began in 1975, more than 7,800 automotive repair facilities have been approved throughout the U.S. and Canada. Initially, the AAR program certified only general mechanical repair businesses. More recently, AAA clubs have been given the option to approve collision repair centers (Approved Auto Body), auto glass specialists (Approved Auto Glass), and other specialty auto repair (Service) facilities. AAA members who use AAR facilities benefit from written estimates, return of used parts, a free maintenance inspection (mechanical repair facilities only), a minimum 12-month/12,000-mile parts and labor warranty, and the right to have AAA arbitrate any repair dispute between a member and an AAR facility.

### **AAA AutoManager™**

AAA AutoManager is an online vehicle maintenance management service available to AAA.com visitors served by participating clubs. Users enter some basic information about their vehicle and driving habits, then AutoManager takes charge and begins sending automatic e-mail reminders of scheduled service requirements, upcoming payment due dates, vehicle recall notifications, and recommendations for AAA Approved Auto Repair facilities in the member's area.

### **Diagnosis Center**

The diagnostic feature in AutoManager invites members into the mind of a master technician, yet allows them to stay comfortably at their keyboard rather than digging around under the hood. By using this extensive troubleshooting application, members can gain a sense of the extent—and urgency—of a vehicle problem. Members simply answer a few questions in the appropriate category, and AutoManager guides them to the most likely root cause of the problem.

### **Approved Auto Repair Shop Locator**

The Shop Locator helps visitors to AAA.com locate an Approved Auto Repair (AAR) facility near their home, office, or hotel. In addition to a comprehensive shop list sorted by distance from the search point, visitors can consult a separate Web page with detailed information on each facility that interests them. The page provides contact information, hours of operation, makes of vehicles serviced, and the types of repairs performed. Once a facility is selected, Shop Locator can generate driving instructions and maps that make getting to the facility a snap. In some cases, a request for a service appointment can be completed online.



### **Other Services**

Many AAA clubs offer special automotive services to members. These may include club-owned and operated repair facilities, emission-testing centers, and diagnostic clinics that can pinpoint the source of a vehicle problem and make repair recommendations.