

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 popular service is AAA Approved Auto Repair.

AAA Roadside Assistance

AAA/CAA is the largest roadside assistance provider in North America, responding to millions of calls 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 to members (as opposed to covering a specific vehicle) and, includes flat tire service, minor mechanical adjustments, battery boosting, towing, extrication, and lockout assistance. AAA provides roadside assistance using a network of AAA club-owned fleets and independent service providers.

AAA's basic no-charge service applies regardless of distance to the scene of disablement and includes towing for up to three miles in any direction from the point of disablement or back to the responding station (some clubs may provide additional miles). 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 Battery Service

Since 1997, the mobile AAA Battery Service has been meeting the needs of today's busy individuals by providing battery testing, and if necessary, battery replacement at home, work, or other convenient location of the member's choice. The service is available in all AAA and CAA club territories, and includes vehicle charging system diagnostics to ensure that the member's vehicle is operating normally. With its one-for-one recycling practice, this fast, convenient service also is "green," resulting in more than 7 million used batteries being returned to battery recycling centers. A three-year free replacement warranty and exclusive AAA member pricing have made this service a popular roadside solution.

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 roadside assistance, 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 Road Service Online® and Mobile Access

AAA provides an array of convenient ways to request roadside assistance and other services. From a personal computer, requests for roadside assistance can be submitted via AAA Road Service Online, which also is available on AAA's Mobile Web site. To automate and expedite roadside assistance, users log onto AAA.com, click the Road Service Online icon, then provide membership, location and vehicle information. Mobile applications are available as well. AAA Mobile Web provides access to AAA information on any Internet-capable smart phone at AAA.mobi. AAA also launched AAA FindMeSM, a free service for members who are Sprint wireless subscribers, providing your GPS locations to AAA when requesting roadside assistance. The AAA app for iPhone and Android powered smartphones gives members the ability to request roadside assistance and locate AAA Approved Auto Repair facilities.

AAA SUPERNUMBER®

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 AAA Approved Auto Repair program identifies high-quality auto repair facilities with properly trained technicians that are equipped to service modern vehicles. These shops follow business and financial practices that support their long term viability, and maintain customer satisfaction ratings of 90 percent or better. To ensure the ongoing quality of the network, certified AAA staff visit and inspect quarterly every AAA Approved Auto Repair shop. Some 8,000 approved repair facilities across the U.S. and Canada include full-service mechanical repair businesses (Approved Auto Repair). AAA clubs also have 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 a AAA Approved Auto Repair facility benefit from guaranteed written estimates, return of used parts (on request), free maintenance inspections (mechanical repair facilities only), and a minimum 12-month/12,000-mile parts and labor warranty. The Approved Auto Repair program contract also provides for AAA arbitration, should a dispute arise between a member and a AAA Approved Auto Repair facility.

AAA Total Repair Care®

In many areas, members whose vehicles suffer a roadside breakdown can take advantage of the AAA Total Repair Care® (TRC) program. Members who accept TRC service will be referred and towed to a nearby AAA Approved Auto Repair facility that will: assess the vehicle problem within 60 minutes of arrival, assist the member in obtaining alternate transportation (as necessary), and provide a AAA ShowYour Card & Save discount on any repair work done.

AAA.com

AAA members will find information and assistance with researching, purchasing, leasing, insuring, maintaining, repairing, and protecting their vehicle investments in one convenient location — AAA.com. Along with automotive tips, products, and services, members can visit 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
AutoMaker®**

AAA AutoMaker is a comprehensive suite of online vehicle evaluation tools. Features include detailed specifications and pricing information for vehicle(s), the ability to build a virtual vehicle as well as research and compare choices with similar makes and models. Comparisons can be made across all makes/models or to other makes in the same class, or only to makes carried by a specific dealer. AAA AutoMaker is available at AAA.com/AutoMaker. Once a vehicle is chosen, most AAA clubs can provide recommendations on where to purchase the vehicle, at a special member price.

**AAA
AutoManager®**

AAA AutoManager is an online vehicle maintenance management service available at no charge to AAA.com visitors served by participating clubs. Once users enter basic information about their vehicle and driving habits, AutoManager sends automatic e-mail reminders of factory scheduled service requirements, upcoming payment due dates, vehicle recall notifications, and recommendations for local AAA Approved Auto Repair facilities. Where available, the online AAA Diagnostic Center helps visitors to AAA.com/AutoManager gain a sense of the extent -- and urgency -- of typical problems. With this "intelligent" troubleshooting application, vehicle owners answer a few questions and are guided to the most likely root cause of the problem. Users also are provided a general estimate of the typical costs to repair common problems.

**AAA
ShopLocator®**

The AAA ShopLocator helps AAA.com/Repair visitors locate high-quality auto repair shops near their home, office, hotel or other location. In addition to a comprehensive shop list sorted by distance from the search point, visitors can consult individual Web pages with detailed information on the facilities that interest them. Those pages provide contact information, hours of operation, makes of vehicles serviced, and types of repairs performed. In addition, once a facility is selected, the ShopLocator can generate driving directions and maps that make getting to the facility a snap. Some shops even allow a request for a service appointment to be made online.

AAA Plus®

AAA Plus® 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, expanded extrication services of an additional truck and driver for one hour, 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.

AAA Premier®

AAA Premier® is an optional plan for members that want the maximum level of coverage in their products and services. AAA Premier members receive more personalized service levels and access to product offerings that extend beyond the traditional Basic and Plus offerings. Members who select AAA Premier plan receive all of the membership benefits included in Basic and Plus Membership. Two key Premier benefits include free towing for a distance of up to 200 miles, and a one-day free car rental.