

# AAA EMERGENCY ROAD SERVICE RULES

AAA's 24-hour Emergency Road Service means there is always a person to call in case of an automotive emergency. We'll get you back on the road as quickly as possible with a dedicated network of more than 13,000 Emergency Road Service facilities across the U.S.A. and Canada.

AAA assistance includes changing a flat tire, jumping a dead battery or mobile battery testing and replacement service, delivering emergency gasoline or fuel, lockout and key service, or when all else fails, towing your car. We'll provide the assistance to help you get behind the wheel again as quickly as possible.

AAA Emergency Road Service is available 24 hours a day, 7 days a week, and is designed to assist you in an emergency when your vehicle, or the vehicle in which you are a passenger, becomes disabled. Your membership coverage applies only to those emergency and towing services listed in this guide. AAA coverage entitles each AAA member in the Primary Member's household up to 4 calls per membership year. After 4 calls, members will becharged for service.

**Your AAA Membership Card is Your Key to Service**

To receive emergency road service, you must present your AAA membership card or dues receipt and a matching driver's license, or other state or federally issued photo identification to the independent-service provider when the service vehicle arrives. Your identification may be scanned or swiped to verify your identity and authenticity of identification.

Service is available only to the person named on the membership card, who is the driver of or a passenger in the vehicle at the time of the vehicle disablement. AAA memberships are not transferable, and membership service is not provided to nonmembers. Other members of your household who want emergency road service must have their own membership cards, in their own names, to obtain service.

Unless a valid AAA membership card and matching valid driver's license or other state or federally issued photo identification are presented at the time of service, you will be required to pay for the service provided at commercial rates. A non-refundable service fee applies each time you use roadside assistance for the first three days of your membership. See AAA.com/service fee for fee amount.

**To Obtain Service**

AAA is only a phone call or click away! In the case of an automotive emergency, call the AAA number listed on your AAA membership card. You'll be connected to our 24-hour dispatch center or the AAA club in the area from where you are calling. You can also request emergency-road service online at AAA.com, or via the Auto Club App, which can be downloaded free of charge. To help speed our response, be prepared to:

- Provide your name, membership number and your club code listed on your membership card.
- Give the exact location of your disabled vehicle and the nature of the trouble.
- Provide the vehicle's year, make, color and license plate number.
- If possible, provide a telephone number where you can be reached.

**Allowable Roadside Assistance Calls**

Each AAA cardholder is entitled to four (4) emergency-road service calls or reimbursements for personal, non-commercial use per membership year at no charge, provided the calls meet the conditions described in this guide. There will be a service charge for each additional service call after the fourth call or reimbursement. AAA may require immediate payment of a service charge by credit or debit card for Classic benefit level service before providing emergency-road service on the fifth or subsequent service request in a membership year.

Additional charges for emergency-road service beyond the Classic benefit level, such as towing beyond 3 miles, the cost of emergency fuel and excess vehicle locksmith services, will be payable by the member at the time of service. If the member is unable to provide a valid credit or debit card to AAA at the time-of-service request or the charge is not approved by the credit or debit card company, AAA may send service on a C.O.D. basis, meaning all charges payable by the member will be paid directly to the independent-service provider at the time of service. If a cardholder has an unpaid service-charge balance and contacts AAA for emergency road service, AAA may require immediate payment of both the unpaid balance and the service charge for the current service call before providing service. The nonpayment of a service charge may result in cancellation of membership.

**Mechanical First Aid**

The AAA emergency service representative will make minor mechanical repairs or adjustments to place a vehicle in safe-driving condition. If needed and available, parts and the labor cost to install them are to be paid by the member. If the vehicle cannot be put into condition to proceed under its own power, towing service, as described in Towing Services, will be provided.

**Flat Tire Service**

If the vehicle's spare tire is inflated and serviceable, it will be installed in place of the vehicle's flat tire. If not, towing provisions will apply.

**AAA Battery Service**

AAA Battery Service is a mobile battery testing and replacement service. The AAA Battery Service technician will test and assess the vehicle's battery and electrical system. If the existing battery fails the test and the member would like to have the battery replaced, the member can purchase a AAA battery. The technician will install a new battery, if available, that meets or exceeds the vehicle's original specifications. Each AAA Premium battery is backed by a limited warranty that includes a 3-year free replacement guarantee. AAA Battery Service is generally provided by independent-service providers and is only available in select areas, during select hours. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Copies of the warranties are available for inspection from the technician at any time upon request. Membership emergency road service terms and conditions apply.

**Fuel Delivery Service**

An emergency supply of fuel will be delivered to a member's disabled vehicle enabling the member to reach the nearest service station. The member will be charged for the fuel at current pump prices. Specific quantities, brand, or octane ratings cannot be promised, nor can availability.

AAA Plus provides sufficient free emergency fuel to enable you to reach the nearest service station, when your vehicle runs out of fuel.

**Towing Services**

When your vehicle cannot be safely driven after attempting any of the listed emergency services, your vehicle will be towed (once per breakdown) to the facility rendering the service, or up to 3 miles in any direction from the point of disablement at no additional charge. Charges for service that exceed the benefits listed will be at the prevailing hourly or mileage rate for the region where service is provided. In instances when your vehicle becomes disabled while towing a lightduty trailer, service will be provided for the trailer. You will be required to pay for trailer towing. All vehicles must be free of snow and ice prior to towing.

AAA Plus provides up to 100 miles of free towing, in any direction from the point of disablement, to the repair facility of your choice.

AAA Premier increases one tow to a maximum 200 miles plus a free one-day rental car.

**Extrication/Winchin**

Your vehicle will be pulled out of a ditch by being extricated/winchin when it can be safely reached from a normally traveled or established thoroughfare (driveways must be cleared of snow or ice). If special equipment, additional service personnel or vehicles are required, the associated costs will be at your expense.

AAA Plus provides a second truck and second driver, for up to one hour, if your situation requires it.

**Emergency Check Acceptance**

Club and contract facilities will accept payment by check, credit or debit card for payment of emergency-road service charges up to \$250 per occurrence.

**Lockout Service**

If your keys are locked inside the vehicle, services will be sent to gain entrance. If your keys are lost, broken, or the service provider cannot gain entrance to your vehicle, locksmith services up to \$60 or, if a AAA locksmith is not available, reimbursement for locksmith service up to \$60, will be provided. In cases where the vehicle cannot be made operable, towing services will be provided according to our towing provision.

AAA Plus provides up to a total of \$100 in parts and labor to gain entry or make vehicle operable.

AAA Premier provides up to \$150 for Vehicle Locksmith, \$100 Home Lockout Service reimbursement.

**Service Limitations**

Emergency-road service will be limited to that which can be provided with equipment ordinarily used by the independent-service provider serving the area. Service will not be provided when the disabled vehicle cannot be safely reached or serviced without

## SERVICE INCLUSIONS

damage to the vehicle or servicing equipment.

Towing service is only provided for a covered vehicle disablement. Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA cannot render service repeatedly to a vehicle in need of repair. Service is intended for personal, non-commercial use, and only provided for a covered vehicle disablement. A covered vehicle disablement is a sudden or unexpected mechanical, electrical, or other failure of a motor vehicle that places the vehicle in an unsafe or undrivable condition. An individual's AAA membership may not be used by a business or organization to provide roadside assistance service for its customers, employees or vehicles, including, but not limited to taxicabs, limousines, shuttles and other commercial vehicles for hire.

The following services are not provided under the membership benefit:

- Servicing or extrication of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys that become snowbound or flooded.
  - Shoveling snow from around a vehicle or cleaning a road or driveway.
  - Service to a vehicle located in an area not regularly traveled by private-passenger vehicles (such as beach, open field, creek bed, private logging or forest service road).
  - Towing to or from auto dismantlers, salvage yards, repair facility to repair facility or from one storage location to another.
  - Towing for the purpose of transporting vehicles due to a purchase, sale, renovation, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation.
  - Service to a vehicle that is loaded, altered or constructed in such a way as to cause damage or create a hazard while being serviced.
  - Charges related to impound or stolen-vehicle recovery, towing or storage.
  - Tire rotation, the installation or removal of snow tires or tire chains.
  - Cost of vehicle locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven (such as duplicating keys, nonemergency lock repairs and re-keying of vehicle locks).
  - Service in situations where the membership card and matching valid driver's license or other state or federally issued photo identification is not provided to the service driver. You must provide a driver's license for identification if you are the driver.
  - Use of two or more roadside-assistance service calls to extend the member tow-mileage benefit for the same breakdown.
  - AAA Plus® members will be responsible for any additional mileage charges beyond 100 driving miles of towing per roadside-assistance call. AAA Premier® members will be responsible for any additional mileage charges beyond 200 driving miles of towing on one roadside-assistance service call per AAA Premier® household per membership year and beyond 100 driving miles of towing on the remaining allowable roadside-assistance service calls.
  - Towing, extrication/winchin and tire-change service for RVs and towing and extrication and winching services for motorcycles, unless the member has optional AAA Plus RV® or AAA Premier RV® coverage.
  - AAA Plus RV® and AAA Premier RV® members are entitled up to \$500 per allowable service call, and up to \$1,000 total per household per membership year on allowable RV/ Motorcycle service calls. Members will be responsible for all other costs of roadside service above that amount.
  - AAA Plus®, AAA Premier®, AAA Plus RV® and AAA Premier RV® emergency-road service is available 7 calendar days after purchase date if paid in full.
  - Without limiting any other rights or remedies it may have, AAA may seek reimbursement from a member or associate for roadside-assistance services fraudulently or wrongfully obtained by the member or associate. Primary members are responsible for the conduct and the service demands of their associates.
  - Extended Roadside Assistance services for AAA Plus®, AAA Plus® RV, AAA Premier® or AAA Premier® RV benefit levels, where available, and certain AAA Premier benefits are effective seven (7) calendar days after processing, and receipt of the full payment due.
- Special Assistance**
- When your vehicle cannot be made operable upon providing the services listed in this guide, AAA will assist you in finding the nearest open place of repair. If a repair facility cannot be located, we will assist you in obtaining lodging or alternate transportation, which will be at your expense.

**Eligible Vehicles**

Service applies to 4-wheeled motor-driven vehicles of the passenger, pleasure or recreational type that were in operation immediately prior to disablement - provided that services can be safely delivered. If specific towing equipment is requested, but not required to safely transport the vehicle, the associated cost will be at your expense.

Automobiles, pickup trucks, sport utility vehicles, vans and minivans are eligible for those services which can be safely performed with equipment available from the independent-service provider, including slings, wheel-lift devices, car carriers (flatbeds) and dolly wheels. Dual-wheel unloaded pickup trucks are eligible for all services except tire services.

Motorcycle coverage is available with optional AAA Plus RV® coverage. Motorcycles (as defined by registration) must be licensed for highway use.

Recreational Vehicles (RVs) are eligible for service, with the exception of towing, extrication/winchin and tire-change service. Towing, extrication/winchin and tire service for RVs is available with optional AAA Plus RV® and AAA Premier RV® coverage. RVs include dual-wheel motorhomes, camper vans and cabover campers, motorcycles, and recreational trailers including camping trailers, fifth-wheel trailers and empty horse trailers. Boat trailers, personal watercraft trailers and ATV trailers must be either empty or transporting recreational vehicles or equipment. Utility trailers must be carrying recreational equipment (for non-commercial use). Commercial trailers are excluded. Service does not include transportation of horses.

**Unable to Locate the Vehicle**

If a service provider does not appear within the time stated by the AAA customer service representative, please call AAA back to let us know. The service provider may not have been able to locate your vehicle.

**Cancel Unnecessary Calls**

If the requested service is no longer needed and the AAA service representative has not yet arrived, please call AAA immediately, as each service call is charged against the member's record.

**Weather Emergencies**

During severe weather conditions, AAA reserves the right to suspend service temporarily if the vehicle is already in a place of safety, such as a private or public garage, driveway, etc. AAA will provide service to the vehicle after the weather emergency is over.

**Alternate Service**

If you have followed the procedure outlined to obtain emergency-road service, and AAA service is not available, you may obtain your own service, pay for it and submit the original receipt to your AAA club within 60 days. Reimbursement will be based on the prevailing commercial rate for the region where the vehicle was disabled. In instances where the AAA contractor access is legally restricted (toll roads, limited-access highways), reimbursement will be provided for all covered services. If AAA service was available, but not requested, reimbursement may be limited to the amount the club would normally have paid for the covered service.

No reimbursements will be made by AAA on charges incurred when a member's vehicle is removed from the street or under direction of the police because of illegal parking, traffic violations, or other illegal activities. Storage charges and cleanup fees from the scene of a traffic accident are also not eligible for reimbursement.

Members having more than 4 road-service calls during their membership year are not eligible for alternate service reimbursement.

**Member's Risk**

Before servicing any vehicle when there is a possibility of damage to the vehicle or other property as a result of the service, a service representative will inform the member that the member must assume the risk of damage. Any such circumstances should be fully recorded on a release form.

While AAA-affiliated service providers are selected to provide the best emergency-road service to our members, such providers are independent contractors and are not agents of AAA. AAA assumes no responsibility for any injuries to persons or property, including damage to the member's vehicle, as a result of an emergency-road service request.

AAA will make every reasonable effort to work out a settlement between a member and an affiliated service provider of the member's claim for damages resulting from unsatisfactory emergency road service. Please contact AAA as soon as possible, and no longer than 10 days of the incident, and prior to repairs so that a prompt investigation can be made while all facts are available.