



AAA Car CARE

What You Need to Know About Your Car Battery

Your car battery supplies the electrical current that the starter motor needs to crank the engine. It powers components and accessories when the engine is not running and, when electrical loads temporarily exceed the car's charging system capacity, the battery supplies the needed extra current. The battery also acts as a voltage stabilizer for the entire electrical system. Today's vehicles have more electrical demands than ever before, and batteries play an essential role in meeting those demands.

While manufacturers are always working on improvements, today's car batteries generally fall into two basic design categories:

- Flooded lead acid (FLA), which has been the standard for decades.
- Absorbent glass mat (AGM),

a newer design that offers advantages in specific applications.

The flooded battery and glass mat battery serve the same basic function, but do not work interchangeably. It's important to consult your owner's manual before you purchase a replacement battery.

While most modern designs claim to be maintenance free, there are a few things you can do to get maximum life out of a battery. You can complete these steps yourself or ask your auto service tech when you bring your car in for routine maintenance.

- Check and clean the corrosion from each battery terminal.
- Check and tighten the mounting hardware so the battery does not move around when the car hits bumps in the road.

Even though the alternator

keeps it charged, there will come a time to replace the battery. Car batteries last three to five years typically depending on a few different factors, such as climate. If you live in a location where higher average temperatures are the norm, you can expect more frequent car battery replacements.

After the second year, it's a good practice to have your auto tech do an annual test to determine the battery's remaining energy capacity. It's far better to identify a weak battery in the service bay than to have a dead battery out on the road.

Choose the right auto service professional

AAA makes it easy with open access to its network of more than 7,000 Approved Auto Repair facilities. Each AAR location meets AAA's high standards for tech

training and certification, customer satisfaction and more, taking the guesswork out of finding the right auto service professional. AAA also provides an easy-to-use online tool that calculates the estimated price including parts and labor and includes the AAA member discount.

AAA Mobile Battery Service

If your car won't start when you turn the key, turn to AAA for convenient mobile battery service. Whether you're stranded in your driveway, a parking lot or on the road, a professional car battery service tech will come to your location, conduct a free diagnostic test of your car's battery and starting and charging systems, and if needed, install a new battery on the spot. AAA also takes care of proper disposal and recycling of the replaced car battery. For more information, visit [AAA.com/Battery](https://www.aaa.com/Battery).

**SAVE
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MAINTENANCE
AND REPAIRS
TODAY**

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**SAVE
10%**
ON PARTS AND LABOR¹
(UP TO \$75)

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Restrictions apply. See below.

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AAA MEMBER BENEFITS:

- ✓ 24-month/24,000 mile repair guarantee by the facility²
- ✓ Free 40-point AAA vehicle maintenance inspection³ (with any paid service), an \$80 value
- ✓ Worry-free repairs at AAA Approved Auto Repair facilities



TO FIND A PARTICIPATING AAA APPROVED AUTO REPAIR FACILITY NEAR YOU:
CALL 800-441-5008 CLICK [AAA.com/Save10](https://www.aaa.com/Save10)

¹ Members save 10% (up to \$75) on regularly-priced parts and labor at AAA Approved Auto Repair facilities if discount is requested. Cannot be combined with any other discount or coupon. Valid AAA membership card must be presented at the facility at time of service. ² All repairs, both parts and labor, are guaranteed by the facility for 24 months or 24,000 miles, whichever occurs first, under normal operating conditions, unless otherwise stated in writing. Other restrictions may apply. See facility for details. ³ Available with paid service upon request. Free inspection is limited to items identified on the AAA Vehicle Maintenance Inspection form only. Cost of any repairs not included. Most passenger cars and light trucks are eligible. An appointment may be required. Contact the facility in advance for details. Valid AAA membership card must be presented at a AAA Approved Auto Repair facility at the time of service. Other restrictions may apply.
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2023 AAA APPROVED AUTO REPAIR CENTERS



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ROUTE 20 AUTO ESSENTIALS
3110 N RIDGE RD. W
ASHTABULA OH 44004
(440) 998-0221

**STATE STREET AUTO SERVICE
CENTER LLC**
318 ORANGE ST
CONNEAUT OH 44030
(440) 599-6886

COLUMBIANA COUNTY

BRITTAIN MOTORS INC
57 E MARTIN ST
EAST PALESTINE OH 44413
(330) 426-9449

**COLUMBIANA CHEVORLET BUICK
CADILLAC INC**
21 E RAILROAD ST
COLUMBIANA OH 44408
(330) 482-3331

COLUMBIANA COLLISION CENTER
43399 COUNTY LINE RD.
COLUMBIANA OH 44408
(330) 892-0432

DONNELL FORD LINCOLN OF SALEM
152 CONTINENTAL DR
SALEM OH 44460
(330) 332-0031

JUST LIKE NEW COLLISION REPAIR LLC
13134 SALEM ALLIANCE RD
SALEM OH 44460
(330) 337-7030

POWER GMC CHEVROLET BUICK
15482 STATE RT 170
EAST LIVERPOOL OH 43920
(330) 385-9100

SALEM TIRE PROS & AUTO SERVICE
2300 E STATE ST
SALEM OH 44460
(330) 337-9993

CUYAHOGA COUNTY

ADMIRAL AUTO CARE
6709 PEARL RD.
PARMA HEIGHTS OH 44130
(440) 558-2748

AL'S AUTO SERVICE INC
6097 STATE RD
PARMA OH 44134
(440) 885-8550

AUDI BEDFORD
19400 ROCKSIDE RD
BEDFORD OH 44146
(440) 359-3600

AUDI MENTOR
8599 MARKET ST
MENTOR OH 44094
(440) 951-1040

AUDI MIDDLEBURG HEIGHTS
7629 PEARL RD.
MIDDLEBURG HEIGHTS OH 44130
(440) 243-5588

AUTO REPAIR INC
6601 SMITH RD
BROOK PARK OH 44130
(216) 676-4160

AUTOMOTIVE EXCELLENCE INC
12950 YORK DELTA DR
NORTH ROYALTON OH 44133
(440) 582-2826

AUTONATION FORD WESTLAKE
23775 CENTER RIDGE RD
WESTLAKE OH 44145
(440) 296-3019

BEAULIEU AUTO CENTER
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CLEVELAND OH 44105
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BEDFORD AUTO CARE
803 BROADWAY AVE
BEDFORD OH 44146
(440) 735-4600

CENTRAL CADILLAC
2801 CARNEGIE AVE
CLEVELAND OH 44115
(216) 861-5800

CENTER HEIGHTS SERVICE INC
3884 WARRENSVILLE CENTER RD
WARRENSVILLE OH 44122
(216) 751-3387

**CHRISTIAN BROTHERS AUTOMOTIVE
BROADVIEW HEIGHTS**
4965 E ROYALTON RD
BROADVIEW HEIGHTS OH 44147
(440) 627-6133

CONRAD'S/BEREA
450 W BAGLEY RD
BEREA OH 44017
(440) 239-2200

CONRAD'S/BROOK PARK
14960 SNOW RD
BROOK PARK OH 44142
(216) 362-7300

CONRAD'S/CLEVELAND
14577 LORAIN AVE
CLEVELAND OH 44111
(216) 941-2062

CONRAD'S/CLEVELAND HEIGHTS
3971 MAYFIELD RD
CLEVELAND HEIGHTS OH 44121
(216) 291-9860

CONRAD'S/DOWNTOWN
1715 CHESTER AVE
CLEVELAND OH 44114
(216) 771-7750

CONRAD'S/LAKEWOOD
12629 DETROIT AVE
LAKEWOOD OH 44107
(216) 228-6100

CONRAD'S/MAYFIELD HEIGHTS
5739 MAYFIELD RD
MAYFIELD HEIGHTS OH 44124
(440) 461-1220

CONRAD'S/NORTH OLMSTED
4799 GREAT NORTHERN BLVD
NORTH OLMSTED OH 44070
(440) 779-6700

CONRAD'S/NORTH RANDALL
4740 WARRENSVILLE CENTER RD
NORTH RANDALL OH 44128
(216) 581-7087

CONRAD'S/NROYALTON
5118 ROYALTON RD
NORTH ROYALTON OH 44133
(440) 582-2300

CONRAD'S/PEARL RD
17572 PEARL RD
STRONGSVILLE OH 44136
(440) 238-6312

CONRAD'S/ROCKY RIVER
21399 CENTER RIDGE RD
ROCKY RIVER OH 44116
(440) 333-8400

CONRAD'S/SEVEN HILLS
7821 BROADVIEW RD
SEVEN HILLS OH 44131
(216) 573-9800

CONRAD'S/SNOW RD
1942 SNOW RD
PARMA OH 44134
(216) 398-4200

CONRAD'S/SOLON
33111 STATION ST
SOLON OH 44139
(440) 248-7042

CONRAD'S/WESTLAKE
1325 DOVER CENTER RD
WESTLAKE OH 44145
(440) 871-2800

CONRAD'S/YORK RD
7500 YORK RD
PARMA OH 44130
(440) 886-6116

FRIEND-LEE AUTOMOTIVE COMPANY
7437 ROYALTON RD
NORTH ROYALTON OH 44133
(440) 582-7190

**GANLEY LINCOLN OF MIDDLEBURG
HEIGHTS**
6930 PEARL RD
MIDDLEBURG HEIGHTS OH 44130
(440) 845-6000

HAASZ AUTOMALL
4886 STATE ROUTE 59
RAVENNA OH 44266
(330) 296-2866

HARB'S AUTO SERVICE
5806 PEARL RD
PARMA OH 44130
(440) 845-8488

HASEK AUTOMOTIVE SERVICE
18410 NOTTINGHAM RD
CLEVELAND OH 44119
(216) 692-2400

HEISLEY TIRE & BRAKE, INC
5893 HEISLEY RD
MENTOR OH 44060
(440) 357-9797

**I & A AUTOMOTIVE SERVICE
CENTER LLC**
24850 AURORA RD.
BEDFORD HEIGHTS OH 44146
(440) 252-5493

LONGSTREET AUTO BODY
472 RICHMOND RD.
RICHMOND HEIGHTS OH 44143
(216) 381-7300

**MADISON AVENUE
AUTO SERVICE**
14588 MADISON AVE
LAKEWOOD OH 44107
(216) 226-4100

**MERCEDES BENZ OF
BEDFORD**
18122 ROCKSIDE RD
BEDFORD OH 44146
(440) 359-3000

NICK MAYER FORD LINCOLN
6180 MAYFIELD RD
MAYFIELD HEIGHTS OH 44124
(440) 442-8000

NICK MAYER LINCOLN
24400 CENTER RIDGE RD
WESTLAKE OH 44145
(440) 835-3700

OLMSTED AUTO CARE
27098 COOK RD
OLMSTED OH 44138
(440) 427-9310

**PORSCHE
BEACHWOOD**
25855 CHAGRIN BLVD
BEACHWOOD OH 44122
(216) 763-6800

**RAD AIR COMPLETE
CAR CARE/CLEVELAND**
1277 HAMILTON AVE
CLEVELAND OH 44114
(216) 344-0145

**RAD AIR COMPLETE
CAR CARE/GARFIELD HTS**
5266 TURNEY RD
GARFIELD HEIGHTS OH 44125
(216) 663-0663

RAD AIR COMPLETE CAR CARE/PEARL RD
6565 PEARL RD
PARMA HEIGHTS OH 44130
(440) 842-5152

**RAD AIR COMPLETE CAR CARE/SEVEN
HILLS**
7893 BROADVIEW RD
SEVEN HILLS OH 44131
(440) 740-0700

**RAD AIR COMPLETE CAR CARE/
WESTLAKE**
27051 DETROIT RD
WESTLAKE OH 44145
(440) 871-1133

SLAVIC VILLAGE AUTOMOTIVE
7772 BROADWAY AVE
CLEVELAND OH 44105
(216) 341-1143

SPREMULLI/ROCKY RIVER GOODYEAR
19548 DETROIT AVE
ROCKY RIVER OH 44116
(440) 331-4647

TARGET AUTO SERVICE AND BODY
5201 CARNEGIE AVE
CLEVELAND OH 44103
(216) 391-5858

THE SWEDISH SOLUTION INC
27999 MILES RD
ORANGE VILLAGE OH 44022
(440) 248-1022

TOYOTA OF BEDFORD
18151 ROCKSIDE RD
BEDFORD OH 44146
(440) 439-8600

TRANSMISSION ENGINE PROS
5288 PEARL RD
PARMA OH 44129
(216) 351-0488

WASHINGTON & LEE SERVICE
2080 LEE RD
CLEVELAND HEIGHTS OH 44118
(216) 371-2850

WEBER & SON SERVICE & REPAIR
20720 WESTWOOD DR
STRONGSVILLE OH 44136
(440) 238-7543

WEBER AUTOMOTIVE INC
28820 LORAIN RD
NORTH OLMSTED OH 44070
(440) 734-1413

CUYAHOGA COUNTY

YORKTOWN AUTOMOTIVE

6177 PEARL RD
PARMA HEIGHTS OH 44130
(440) 885-2222

GEAUGA COUNTY

CONSUMER TIRE CHARDON

216 CHERRY AVE
CHARDON OH 44024
(440) 285-8473

MIKE'S AUTOMOTIVE CENTER

14440 MADISON RD.
MIDDLEFIELD OH 44062
(440) 632-0077

TRANS COLONIAL AUTO SERVICE

8228 E WASHINGTON ST
CHAGRIN FALLS OH 44023
(440) 543-3355

HURON COUNTY

JAKE'S AUTOCARE

6 SIMPSON AVE
NORWALK OH 44857
(419) 663-2831

WHITES AUTOMOTIVE SERVICES LLC

35 WHITTLESEY AVE
NORWALK OH 44857
(419) 668-3100

JEFFERSON COUNTY

FIRESTONE COMPLETE AUTO CARE

432 WASHINGTON ST
STEUBENVILLE OH 43952
(740) 283-4648

LAKE COUNTY

AUTONATION FORD EAST

28825 EUCLID AVE
WICKLIFFE OH 44092
(440) 296-3020

CHICK'S AUTOMOTIVE

29920 EUCLID AVE
WICKLIFFE OH 44092
(440) 943-1400

CLASSIC CHEVROLET BUICK GMC

6277 N RIDGE RD
MADISON OH 44057
(440) 428-1141

CLASSIC CHRYSLER DODGE JEEP

6300 N RIDGE RD
MADISON OH 44057
(440) 428-1141

CLASSIC FORD OF MADISON

6251 N RIDGE RD
MADISON OH 44057
(440) 417-1100

CLASSIC FORD LINCOLN

8540 TYLER BLVD
MENTOR OH 44060
(440) 266-3000

CONRAD'S/MENTOR

6099 HEISLEY RD
MENTOR OH 44060
(440) 354-5300

CONRAD'S/PAINESVILLE

123 N ST CLAIR ST
PAINESVILLE OH 44077
(440) 352-0673

CONRAD'S/WILLOUGHBY

35101 EUCLID AVE
WILLOUGHBY OH 44094
(440) 269-3737

CONSUMER TIRE INC

8443 MENTOR AVE
MENTOR OH 44060
(440) 255-9154

FRANK'S AUTO BODY & RESTORATION

7279 N RIDGE RD
MADISON OH 44057
(440) 428-6259

HONDA OF MENTOR

8555 MARKET ST
MENTOR OH 44060
(440) 379-8639

NICK BRUNNER AUTO SERVICE

7121 HART ST
MENTOR OH 44060
(440) 255-7308

RAD AIR COMPLETE CAR CARE/WICKLIFFE

29257 ANDERSON ROAD
WICKLIFFE OH 44092
(440) 943-9666

WILLOUGHBY HILLS AUTO REPAIR

34801 CHARDON RD
WILLOUGHBY HILLS OH 44094
(440) 585-1691

LORAIN COUNTY

AUTOMOTIVE SPECIALTY SERVICES

1049 CENTER RD
AVON OH 44011
(440) 937-2886

AUTONATION FORD AMHERST

8000 LEAVITT RD
AMHERST OH 44001
(440) 296-3021

CHRISTIAN BROTHERS AUTOMOTIVE

AVON
1110 NAGEL RD
AVON OH 44011
(440) 937-0339

CONRAD'S /AVON

37537 COLORADO AVE
AVON OH 44011
(440) 937-8200

CONRAD'S/AMHERST

400 N LEAVITT RD
AMHERST OH 44055
(440) 984-6500

CONRAD'S/AVON LAKE

32954 WALKER RD
AVON LAKE OH 44012
(440) 933-6600

CONRAD'S/BROAD ST

264 BROAD ST
ELYRIA OH 44035
(440) 322-6364

CONRAD'S/MIDWAY MALL

1875 MIDWAY MALL BLVD
ELYRIA OH 44035
(440) 324-2731

CONRAD'S/NORTH RIDGEVILLE

34043 CENTER RIDGE RD
NORTH RIDGEVILLE OH 44039
(440) 327-5100

MS PRECISION AUTOMOTIVE

1611 COOPER FOSTER PARK RD
AMHERST OH 44001
(440) 989-2886

NICK MAYER FORD WEST

33450 LAKE RD.
AVON LAKE OH 44012
(440) 933-3291

PALLENS AUTO CONCEPTS

2360 BROADWAY AVE
LORAIN OH 44052
(440) 244-2886

RAY'S AUTO & TRUCK SERVICE INC

38219 COLORADO AVE
AVON OH 44011
(440) 934-4318

MAHONING COUNTY

DONNELL FORD

7955 MARKET ST
BOARDMAN OH 44512
(330) 726-8181

HAUS AUTO GROUP

4141 BOARDMAN CANFIELD RD
CANFIELD OH 44406
(330) 702-0000

KEN GANLEY KIA BOARDMAN

7870 MARKET ST
BOARDMAN OH 44512
(330) 758-7281

THE HONDA STORE

448 BOARDMAN CANFIELD RD
BOARDMAN OH 44512
(330) 726-2300

PORTAGE COUNTY

KLABEN FORD LINCOLN INC

1089 W MAIN ST
KENT OH 44240
(330) 673-3139

TIRE SOURCE

955 SINGLETARY DR
STREETSBORO OH 44241
(330) 626-5295

STARK COUNTY

CONRADS/ALLIANCE

1570 W STATE ST
ALLIANCE OH 44601
(330) 821-4122

CONRADS/CANTON

7244 FULTON DR NW
CANTON OH 44718
(330) 481-2200

KEN GANLEY KIA ALLIANCE

2010 WEST STATE ST
ALLIANCE OH 44601
(330) 680-4507

LAVERY AUTOMOTIVE SALES & SERVICE LLC

1096 W STATE ST
ALLIANCE OH 44601
(330) 823-1100

RON'S AUTOMOTIVE SERVICE INC

72 S SAWBURG AVE
ALLIANCE OH 44601
(330) 821-9872

UPTOWN AUTO SERVICE LLC

2075 W STATE ST
ALLIANCE OH 44601
(330) 821-3065

TRUMBULL COUNTY

AUTOSMITH LLC

117 N MILTON BLVD
NEWTON FALLS OH 44444
(330) 872-5855

TUSCARAWAS COUNTY

FERRIS CHEVROLET BUICK CADILLAC TOYOTA

634 WABASH AVE NW
NEW PHILADELPHIA OH 44663
(330) 343-7761

GREG'S TOWING & TRANSMISSION INC

2228 STATE RT 39 NW
DOVER OH 44622
(330) 343-8282

HILL VALLEY AUTO

700 E STATE ST
NEWCOMERTOWN OH 43832
(740) 492-5006

PARKWAY FORD LINCOLN CHRYSLER DODGE JEEP

311 COMMERCIAL PKY
DOVER OH 44622
(330) 343-6681

AAA's Mobile Battery Service... the Battery Service That Drives to You

*AAA Battery Service drives convenience
and quality to you, wherever you are.*

MEMBERS RECEIVE:

- **FREE testing of your battery and charging system**
- **Batteries specially designed to withstand climate**
- **3 Year Free Replacement Warranty**
- **Disposal and recycling of your old battery**



Get an instant Battery Quote right from
your smart phone with the Auto Club
App. To download go to AAA.com/app

Call 800-AAA-HELP
(222-4357)

Consult your local AAA club regarding road service policies. The member discount is off the manufacturer's suggested retail price. AAA batteries are available for most vehicle makes and models. Battery Service is available in most territories.

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/Winching

Your vehicle will be pulled out of a ditch by being extricated/winched 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 undriveable 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/winching 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/winching and tire-change service. Towing, extrication/winching 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.