

Member Handbook



Your Guide to AAA
Services and Benefits.





From Emergency Road Service to Insurance and Travel Services...

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Welcome to AAA.

When you joined AAA, you joined a Membership organization passionately dedicated to making the road of life easy to travel. Our legendary Emergency Road Service is simply the beginning.

Over 100 Years of Service

Since our modest start in the early 1900s, we've been enhancing the lives of Americans. As our Membership has grown over the years, so has our understanding of what people want and need. We put up the first highway signs in California. We set up some of the first brake-testing facilities and traffic safety programs. And we never stopped. Today, we offer more products and services than ever to meet your needs. With well over 47 million Members nationwide, AAA has more clout than ever before—clout you can carry in your wallet.





The AAA Card. What does it get you?

The Benefits of Membership

Everything for the life of your car. A full line of insurance products and selected financial services. A full-service travel agency. And a whole lot more. AAA helps you enjoy life's adventures free of stress. Just take a look at all the products and services to which you have access and see how your AAA Membership pays for itself in time, money, and peace of mind.

Associate Membership. For a fraction of the price of your Primary Membership, you can extend all the benefits of being a AAA Member to eligible family members.



When it comes to your car.

Every facet of buying, owning, and maintaining your car can be made easier, more affordable, and worry-free with AAA.

Emergency Road Service

It's what AAA is best known for—and with good reason. We'll come to your rescue whether you're the driver or passenger. Anytime. Anywhere. In any car. Unlike other road service providers, AAA goes beyond the tow to get you back on your way:

- **AAA Mobile Battery Service** We can come to your car, test your battery and, if necessary, replace it on the spot—for \$25 off the battery replacement.
- **Roadside Tire Service** If you experience a flat or damaged tire, we can install a spare tire (if your spare is inflated and safe to use) or, depending on the cause and nature of the damage, apply a liquid tire sealant and re-inflate your tire on the spot.



How to obtain AAA Emergency Road Service

1. Call (800) AAA-HELP (800-222-4357).

One toll-free call is all it takes—the number is printed right on your Card. You can also request ERS online at AAA.com.

2. Provide detailed information.

To serve you better when you call, please tell us your Membership number, your exact location, the make, model, year, color, and license plate number of the vehicle, and whatever you know about the car trouble you are having.

Be prepared to show the service provider a photo ID and your AAA Membership Card or dues receipt. If you don't have a valid proof of AAA Membership with you, you may be charged for service. You may, however, receive full or partial reimbursement consideration from AAA. Save your receipt.

NOTE: Your AAA Classic Membership entitles you and your Associate Members to receive ERS up to four times each per Membership year. After providing ERS four times, we continue to provide assistance, but the Primary Member is billed each time ERS is provided. Also, after you receive ERS four times, if you need to be towed and your service exceeds the Classic towing benefit,* you will be required to pay the tow truck operator directly at the time of the tow for the cost of additional tow mileage.

Please note that we reserve the right to cancel or not renew the Membership of those Members who have received ERS seven times in one Membership year or 12 times in two consecutive Membership years—even though the Member paid for service after using ERS four times. For insurance with the California State Automobile Association Inter-Insurance Bureau, at least one named insured on the policy must have a CSAA Membership.

**Towing to the nearest AAA Approved Auto Repair garage or to the tow truck's home garage. If you'd like the vehicle towed somewhere else, we'll tow it without charge to the place you choose within five miles of the point of breakdown.*



- **Great Rates on Hertz Car Rental** If needed, we can arrange for a Hertz rental car at a reduced AAA Member price. Just ask and we'll have Hertz call you directly. Rental car service is available in most areas.
- **And More** Jump-starts, fuel delivery, unlocking, and even minor mechanical aid when it is safe and appropriate.

Buying and Selling

You'll be glad you have the clout of the AAA Card when it's time for a new car. We have many ways to help you get a good deal.

Vehicle Purchasing Service. We've pre-negotiated fixed prices on most makes of new cars at participating dealers. Just make an appointment, show your Card, and ask for the AAA price.

Online Car Buying. If you prefer to shop for a car online, log on to **AAA.com** for great information and services. In fact, with unbiased Car Buying Tips, Research & Reviews, and our network of dealers, **AAA.com** should be your first and last stop when you plan to buy.



Pre-Purchase Evaluation. Don't take any chances on that used car. Take it to one of our Diagnostic Clinics or Car Care Plus centers for an unbiased pre-purchase evaluation.

Used Car Buying. Late-model used cars are available at low, hassle-free prices through our alliance network. Check AAA.com for details and other resources and tips on used cars.

Selling Your Car. Visit AAA.com for tips and resources to sell your car.

Auto Loans. AAA can help with access to fast and affordable auto loans at Member rates for new and used cars.



Auto Insurance

Get extra peace of mind with AAA coverage for your car. Stop by for a free quote and see why one out of every five drivers in Northern California has AAA Auto Insurance. Call us today or visit AAA.com.

Maintenance and Repairs

Keeping your car in tip-top shape doesn't have to be trying. We can help with:

Approved Auto Repair. Over 7,400 independently owned shops nationwide have met AAA's stringent standards. Members' vehicle repairs are guaranteed for 12 months or 12,000 miles. And if there's a dispute, we'll help.

Car Care Plus® Centers. Members receive a 24-month or 24,000-mile warranty on all repairs and a 10 percent discount on labor and packaged services at our Car Care Plus repair centers. See page 29 for location listings.



Diagnostic Services. Our Car Care Plus centers and Diagnostic Clinics are equipped to run over 80 tests on your car's major operating systems and to provide you with an unbiased and extensive evaluation of your car's condition. You can also get a smog check—and renew your vehicle registration at the same time—at the AAA office next door (select California locations).

Automotive Perks

Select DMV Services. Avoid long lines, no appointment necessary. Renew your registration and get tags on the spot, transfer ownership, or replace license plates, stickers or registration cards.* Available at select AAA offices. See pages 26–28 for location listings.

CreditCard Key®. A spare emergency car door key that fits right in your wallet. Available for many makes and models at many AAA offices. Call ahead to make sure we have a key that fits your car.

Gas Price Finder. Free online tool to check gas prices at AAA.com/gasprices.

Automotive Deals

Show Your Card & Save®. Use your AAA Card at any one of numerous locations to get discounts and savings on a variety of automotive products and services, including Hertz Rental Cars, Hertz Car Sales, NAPA Auto Parts, Big O Tires, DentPro Paintless Dent Repair, and more.**

**We are unable to process driver's licenses or out-of-state transactions.*

***Offers and vendors subject to change without notice.*



When you want to travel.

Carry the AAA Card and you carry the buying power of a full-service nationwide travel agency. As a AAA Member, you now have access to exciting vacations—and can get great Members-only deals.

AAA Travel Agency

Whether you're planning a Quick Getaway or want to pursue a dream vacation, AAA Travel has the network to make your trip a reality. We have established relationships with leading travel companies around the world, allowing us to bring the best travel products to our Members. Let one of our expert Vacation Specialists help you go whale-watching on an Alaskan cruise, stroll the Champs-Élysées in romantic Paris, or party with Mickey in Disneyland® Visit your local AAA Travel Agency, call us at (800) 922-8228, or visit AAA.com/travel.

Cruises and Vacations

Name your adventure. Sail in the lap of luxury on one of our many cruises to such exotic locations as the Caribbean, Mexican Riviera, or the Mediterranean. Travel with peace of mind on escorted or independent vacations anywhere in the world. Choose from a special collection of AAA Sojourns, exclusive Members-only vacations created just for you. Or get your feet wet with a destination a little closer to home with our Quick Getaways.



TRAVEL



Travel Perks

Whether you're traveling around the world or down the road, the AAA Card pays for itself with these travel products and services.

Free Maps. Over 250 different maps are available. Just go to AAA.com or visit any AAA district office and present your AAA Card. Members tell us they prefer AAA maps to gas station or bookstore maps that can cost over \$6 each.



Free TourBook® Guides. Comprehensive travel guides for virtually every destination city in each state, with sights, dining and lodging recommendations, and a complete listing of places offering discounts for AAA Members. Also available in enhanced versions online at AAA.com.

AAA.com/travel. Book hotels online and get great Member discounts, save up to 70 percent on *Last Minute Deals*, book and reserve tickets for entertainment, attractions, and other events online.

Free AAA Directions and Traffic Conditions. Get driving directions and real-time traffic information you can depend on at aaamaps.com. This free routing tool provides maps, point-to-point directions, and even tells you where to find services such as restaurants and ATMs. Best of all, you can see real-time traffic conditions and get alternate routes—so you'll get to your destination quickly and safely. Go to aaamaps.com.

AAA Travel Money. Start your trip off right by purchasing AAA Travel Money. The following are available online at AAA.com or by calling 1-866-339-3378:

The AAA Visa® TravelMoney card, domestic and foreign travelers cheques, and foreign currency.



VIA® Magazine. One of our most popular travel-related perks is your bi-monthly issue of this award-winning magazine. It's chock-full of travel ideas, features, event listings, and more.

Travel Deals

Show Your Card & Save®. Flash the AAA Card on your next trip and you'll be pleasantly surprised by the great travel and entertainment savings you'll get. Just show your AAA Card for discounts on Hertz car rentals, airport parking fees, hotels, restaurants, and many popular attractions. Remember, it never hurts to ask if the establishment has AAA rates.



We cover your world.

Your car. Your home. Your life. Your peace of mind. Whatever you value most, AAA offers the protection you need to rest easy.

Auto and Motorcycle Insurance

Why is one in every five drivers in Northern California and Nevada insured through us?

Maybe it's because, with over 90 years of experience, we are one of the most reliable auto insurance providers around. Or maybe it's because we offer Guaranteed Lifetime Renewal when you've been insured with us for five years or more.[†]

Whatever the reason, you can rest easy, knowing AAA has thought of all your needs. For a convenient, no-obligation auto quote, call us today or visit AAA.com.

Home Insurance

You work hard to make your home special. And AAA offers the insurance to help keep it that way. As a AAA Member, you are eligible for Homeowners, Condo-Owners, Renters, Earthquake, Flood, Rental Property, and Mobile Home Insurance policies.^{††} We offer coverage for your home, personal belongings, and personal liability, with flexible payment plans and deductible options. One of our professional Sales Representatives will work with you to select a policy that best fits your needs. Call us today.



† Guaranteed Lifetime Renewal is not available for policies issued by Western United Insurance Company, a subsidiary of the California State Automobile Association Inter-Insurance Bureau.

†† Earthquake Insurance in California is provided by the California Earthquake Authority. Flood Insurance is provided under the National Flood Insurance Program authorized by the Federal Emergency Management Administration. Mobile Home Insurance is underwritten by the Foremost Insurance Group.

Insurance Savings

You may be able to receive a discount by combining your AAA Auto and Homeowners Insurance with us.

You may also qualify for additional discounts, such as a Multi-Car discount, Burglar Alarm discount, New Home discount, and more. Our AAA Insurance Sales Representatives can tell you about all the discounts that may apply in your particular situation.

Life Insurance and Annuities

For almost 100 years, we've been helping Members on the road get where they're going safely and reliably. With Life Insurance and Annuities, offered through AAA Life Insurance Company, you can experience this same security when it comes to providing for you and your family's future.

AAA Life Insurance Company continues the tradition of delivering valuable products and services with its highly-rated collection of life insurance and annuity products. Whether you're looking for the affordable coverage that term life insurance can provide, or the cash accumulation benefit that our universal life insurance offers, one of our specially trained Life Insurance Specialists can recommend a plan to meet your needs. And if you're thinking about your future, a tax-deferred annuity* through AAA can lead to smart retirement planning.

Let a Life Insurance Specialist help you plan for tomorrow, today. They'll work with you to make sure you get the coverage that meets your financial situation and needs.

**Under current tax law*



To arrange for a free, no-obligation personal consultation, please call or stop by your local AAA office.

California State Automobile Association, a AAA Member Club, provides life insurance underwritten and annuity products offered through AAA Life Insurance Company, Livonia, MI. ALCS-13408-35-CA.

How to File an Insurance Claim

Filing a claim with our Claims Service is quick and easy. You can immediately report your auto or home claim, 24 hours a day/seven days a week.

For Auto, Homeowners, Condo-Owners, Renters, and Rental Property Insurance claims, call (800) 922-8228.

Additional Coverage

If you have both AAA Auto and Homeowners Insurance, you can get Personal Umbrella Insurance for extra liability protection above and beyond your existing coverage at surprisingly affordable rates.



A lifetime of financial services.

Bank on AAA's renowned reliability and service when it comes to financial solutions.

Visa Card

Earn rewards on everyday purchases with the AAA Rewards® Visa Card. Receive one percent back on all your purchases and five percent back on gas purchases! Rewards can be redeemed to pay for AAA Membership, travel, insurance premiums, gift certificates at popular stores or cash back. Other benefits of the card include auto rental collision coverage and travel accident insurance. All with no annual fee. Call (866) 422-6566 or visit AAA.com/creditcard.

Auto Financing

Buying a new car? AAA can help with access to auto loans for new and used dealer cars, private party purchases, refinancing, and lease buyouts. We can even help with motorcycle loans. All at extremely competitive rates. Visit AAA.com.







Show the Card that pays for itself.

Your AAA Card gets you discounts and savings at a growing list of hotels, restaurants, automotive and retail establishments, travel locations, and

Automotive

- At select AAA Approved Auto Repair Shops
- Car Care Plus centers
- Big O Tires
- NAPA Auto Parts
- Hertz Car Sales
- DentPro Paintless Dent Repair

Travel & Transportation

- Penske Truck Rental Program
- Amtrak
- Hertz Car Rentals
- Airport Parking serving San Francisco, Oakland, and Salt Lake City airports

Dining Program

- El Torito
- Fresh Choice
- Hard Rock Cafe

Plus more than 200 restaurants in Northern California, Nevada, and Utah

Offers subject to change and expire without notice.

entertainment venues. Below are just a few—for the complete list and specific offers, go to AAA.com/savings. And remember to ask the establishment about special savings for AAA Members.



Accommodations

- Hilton Hotels
- Hyatt Hotels
- Marriott Hotels
- La Quinta Inns & Suites
- Starwood Hotels

And many more nationwide

Entertainment

- Six Flags Marine World
- Oakland A's
- LEGOLAND
- Paramount's Great America

Retail Products & Services

- ADT Home Security
- FTD.com
- LensCrafters
- Payless ShoeSource
- DS Waters (includes Sparkletts, Sierra Springs, and Alhambra)
- Prescription Savings Program

Where to get it all.

Getting what you want, when you want it, is quick and easy when you're with AAA. It all depends on what you're most comfortable with. If you like personal, one-on-one attention, just drop by any one of our offices. If you don't have the time to visit us, give our Call Center a ring and speak to a friendly representative. Or, if you're on the Internet, just go to **AAA.com**.

By Phone

(800) 274-0468

Insurance Sales:
M-F, 7 AM - 9 PM,
SAT., 8 AM - 8 PM
SUN., 9 AM - 6 PM

(800) 207-3618

Rental Property Insurance Service
M-F, 7 AM - 9 PM,
SAT., 7 AM - 7 PM

(800) 689-2722

Life Insurance & Annuities

(800) 922-8228

Claims (24/7)

Membership Sales and Service:
M-F, 7 AM - 9 PM,
SAT./SUN., 7 AM - 7 PM

Worldwide Travel:

M-F, 7 AM - 8 PM,
SAT. 8 AM - 5 PM
SUN., 9 AM - 4 PM

(800) AAA-HELP
(800-222-4357)

Emergency Road Service (24/7)

(800) 652-1158

AAA Car Care Plus® Center/
Diagnostic Clinic Appointments

(800) 645-4288

Approved Auto Repair

(877) 228-3722

Vehicle Purchasing Service

Spanish-speaking representatives are available for most services during regular business hours.

Register at AAA.com

Register and manage your account all in one convenient place with the MyAAA section of the Web site. Go to **AAA.com** and register to access the following services:

Membership

- Purchase Gift or Associate Memberships
- Pay your Membership renewal bill
- Sign up for automatic renewal of your Membership.

Insurance

- Get a quote
- Make a payment
- Sign up for Automatic Payment Plan.

Travel

- Search for latest fares and special discounts on tours and cruises worldwide
- Save on a *Last Minute Deal*
- Create a TripTik® for your next road trip
- Make hotel, car, or air reservations at some of the best rates online.

Discounts

- Take advantage of Members-only discounts
- Find retail, dining, attractions & entertainment
- Sign up for AAA eNewsletters and updates.



In Person

Get free maps, TourBook guides, CreditCard Keys, and more at your local AAA branch.

California

Branches

- Angels Camp** 465 S. Main Street (Hwy 49), (209) 736-4517
- Antelope** 8008 Walerga Road, Suite 400 (916) 334-3220
- Antioch**^{*†} 1700 Auto Center Drive, (925) 754-2210
- Arden** 2805-2 Marconi Avenue, (916) 485-7222
- Auburn**^{*†} 2495 Bell Road, (530) 885-6561
- Berkeley**[†] 1775 University Avenue, (510) 845-8890
- Capitola/Santa Cruz**^{**†} 4400 Capitola Road, Suite 100, (831) 479-9830
- Chico**^{*†} 2221 Forest Avenue, (530) 891-8601
- Citrus Heights**^{*} 6109 Sunrise Boulevard, (916) 726-5222
- Clovis**^{*†} 1595 Shaw Avenue, (559) 298-9121
- Concord**^{**†} 2055 Meridian Park Boulevard, (925) 671-2708
- Daly City**^{*†} 455 Hickey Boulevard, 3rd Floor, (650) 994-8400
- Dublin**^{**†} 4460 Tassajara Road, Suite B, (925) 829-2021
- Elk Grove–Laguna**^{*} 8225 Laguna Boulevard, Suite 120, (916) 424-2722
- Emeryville**^{*} 5755 Christie Avenue, (510) 985-1806
- Eureka**[†] 707 L Street, (707) 443-5087
- Fairfield**^{*} 1630 Gateway Boulevard, Suite C, (707) 422-1820
- Folsom**^{*†} 2405 Iron Point Road, Suite 130, (916) 983-8380
- Fresno**^{*†} 5040 N. Forkner Avenue, (559) 435-8450
- Gilroy**^{*†} 1395 First Street, (408) 847-2300
- Grass Valley**[†] 113 Dorsey Drive, (530) 272-9011
- Greenhaven**^{*} 1056 Florin Road, (916) 393-4222
- Hanford**[†] 780 N. Irwin Street, (559) 582-9071
- Hayward**^{*†} 1580 Chabot Court, (510) 784-0900
- Hollister**[†] 351 Tres Pinos Road, Suite D, (831) 637-7457
- Jackson**[†] 11974 State Highway 88, Suite 2092, (209) 223-2761
- Lakeport**[†] 1464 Parallel Drive, (707) 263-4807
- Larkspur**^{**†} 2007 Larkspur Landing Circle, (415) 925-1200
- Lincoln** 905 S. Highway 65, Suite 20, (916) 660-9222
- Livermore** 2299 Las Positas Road, (925) 960-9229
- Lodi**^{*} 2715 W. Kettleman Lane, Suite 201, (209) 334-9671
- Los Banos**[†] 919 W. Pacheco Boulevard, (209) 826-1773
- Los Gatos**^{*†} 101 Blossom Hill Road, (408) 395-6411
- Madera**[†] 221 North G Street, (559) 673-3586
- Manteca**[†] 145 Trevino Avenue, (209) 239-1252

- Marysville**[†] 1205 D Street, (530) 742-5531
- Menlo Park**[†] 700 El Camino Real, Suite 175, (650) 561-9080
- Merced**^{**} 3065 M Street, (209) 723-9143
- Modesto**^{**} 3525 Coffee Road, (209) 523-9171
- Montclair** 2220 Mountain Boulevard, Suite 20,
(510) 531-6298
- Monterey**^{**} 53 Soledad Drive, (831) 645-1900
- Mountain View**^{**} 900 Miramonte Avenue, (650) 965-7000
- Napa**^{**} 800 Trancas Street, Suite C, (707) 226-9961
- Natomas**[†] 4740 Natomas Boulevard, Suite 140, (916) 285-6220
- Newark**^{**} 3960 Balentine Drive, (510) 770-9280
- Truckee–North Lake Tahoe**[†] 11200 Donner Pass Road,
Suite E3, (530) 546-4245
- Oakland**^{**} 380 W. MacArthur Boulevard, (510) 652-1812
- Oakland City Center** 1300 Clay Street, Suite 169,
(510) 625-1172
- Oroville**[†] 1430 Feather River Boulevard, (530) 533-3931
- Palo Alto**^{**} 430 Forest Avenue, (650) 321-0470
- Paradise**[†] 6332 Clark Road, (530) 872-2236
- Petaluma**^{**} 111 Lynch Creek Way, (707) 763-0973
- Placerville**^{**} 3979 Missouri Flat Road, Suite 120,
(530) 622-4084
- Quincy** 546 Lawrence Street, Suite 3, (530) 283-1014
- Rancho Cordova** 10824 Olson Drive, Suite B, (916) 366-6222
- Red Bluff**[†] 151 Sale Lane, (530) 527-4304
- Redding**^{**} 943 Mission De Oro Drive, (530) 222-2722
- Redwood City**^{**} 510 Veterans Boulevard, Suite A,
(650) 364-0620
- Richmond–Hilltop**^{**} 3060 Hilltop Mall Road, (510) 223-8080
- Roseville–North**^{*} 908 Pleasant Grove Boulevard,
(916) 791-3034
- Roseville–South**^{*} 1850 Douglas Boulevard, Suite 406
(916) 782-2898
- Sacramento–Power Inn**^{**} 15 Bicentennial Circle,
(916) 381-3355
- Salinas**^{**} 1019 Post Drive, (831) 424-2521
- San Francisco–Financial District**^{**} 160 Sutter Street,
(415) 433-2722
- San Francisco–Lakeshore Plaza**^{**} 1585 Sloat Boulevard,
(415) 661-2722
- San Francisco–Marina**^{**} 2298 Lombard Street,
(415) 474-2722

*This branch has a full-service Travel Agency.

**This branch has a AAA Travel Store and a full-service Travel Agency.

†DMV Services at these branches

San Francisco–Noe Valley*† 4045 24th Street, Suite A,
(415) 431-2727

San Francisco–Potrero Center*† 2300 16th Street,
Suite 280, (415) 255-2722

San Francisco–Richmond District*† 599 Clement Street,
Suite 280, (415) 933-6737

San Jose–Oakridge**† 5340 Thornwood Drive,
(408) 629-1911

San Jose–Stevens Creek**† 80 Saratoga Avenue,
Santa Clara, (408) 985-9300

San Jose–Westgate* 5291 Prospect Road, (408) 996-3553

San Mateo**† 1650 S. Delaware Street, (650) 572-5600

San Rafael**† 99 Smith Ranch Road, (415) 472-6700

San Ramon 2435 San Ramon Valley Boulevard, Suite 5,
(925) 830-9797

Santa Rosa*† 1500 Farmers Lane, (707) 544-1010

Sonoma*† 650 Second Street West, (707) 996-1083

Sonoma† 1071 Sanguinetti Road, (209) 532-3134

South Lake Tahoe 1012 Al Tahoe Boulevard, (530) 541-4434

Stockton–North**† 10916 Trinity Parkway, Suite A,
(209) 952-4100

Stockton–Waterfront 222 N. El Dorado Street, Suite F,
(209) 462-5075

Susanville† 2920 D Main Street, (530) 257-6144

Tracy* 2102 W. Grant Line Road, (209) 833-5900

Turlock† 3180 Hotel Drive, (209) 668-2722

Ukiah† 601 Kings Court, (707) 462-3861

Vacaville**† 555 Mason Street, Suite 150, (707) 453-0260

Vallejo**† 1183 Admiral Callaghan Lane, (707) 552-0592

Walnut Creek**† 1276 California Boulevard, (925) 988-1475

Watsonville† 1195 S. Green Valley Road, (831) 722-8151

Willows 505 N. Humboldt Avenue, (530) 934-4648

Woodland† 95 W. Lincoln Avenue, (530) 662-9344

Yreka† 1876 Fort Jones Road, (530) 842-4416

Nevada

Branches

Carson City 2901 S. Carson Street, (775) 883-2470

Green Valley* 1000 N. Green Valley Parkway, Suite 620,
(702) 458-2323

Henderson–Anthem 10075 S. Eastern Avenue, Suite 109,
(702) 407-8844

Horizon Ridge 72 W. Horizon Ridge Parkway, Suite 135,
(702) 556-1444

Las Vegas* 3312 W. Charleston Boulevard, (702) 870-9171

Las Vegas–Centennial* 6510 N. Buffalo Drive, Suite 130,
(702) 515-2040

Las Vegas–Summerlin* 10860 W. Charleston Boulevard,
Suite 130, (702) 360-3151

Las Vegas–Tropicana 4965 S. Fort Apache Road, Suite 105,
(702) 876-2320

Northwest Reno 6295 Sharlands Avenue, Suite 5,
(775) 624-6600

North Las Vegas 5465 Simmons Street Suite 1,
(702) 648-6488

Reno* 6795 S. Virginia Street, Suite D (775) 826-8800

Reno Damonte Ranch* 199 Damonte Ranch Parkway,
Suite K, (775) 851-8220

South Durango* 7445 S. Durango Drive, Suite 103,
(702) 795-7650

South Las Vegas 8174 South Las Vegas Boulevard,
Suite 115, (702) 837-5240

Sparks D’Andrea 2828 Vista Boulevard, Suite 104,
(775) 331-2218

Sparks Galleria 4731 Galleria Parkway, Suite 105,
(775) 331-2212

Sunrise Mountain 111 N. Nellis Boulevard, Suite 130,
(702) 437-1444

Warm Springs 1331 West Warm Springs Road, Suite 110,
(702) 242-6222

West Lake Mead 7501 W. Lake Mead Boulevard, Suite 106,
(702) 869-0222

Car Care Plus Centers

Sacramento 49 Bicentennial Circle, Sacramento, CA
(916) 386-8561

Santa Clara 2615 Keystone Avenue, Santa Clara, CA
(408) 247-5405

Henderson 1251 American Pacific Drive, Suite 101,
Henderson, NV (702) 568-5222

Diagnostic Clinics

(Call 800-652-1158 for appointment)

Concord 2055 Meridian Park Boulevard, Concord, CA 94520

San Francisco 150 Hayes Street, San Francisco, CA 94102

Santa Rosa 1500 Farmers Lane, Santa Rosa, CA 95405

*This branch has a full-service Travel Agency.

**This branch has a AAA Travel Store and a full-service Travel Agency.

†DMV Services at these branches

Emergency Road Service

For a complete list of Service Guidelines, see the Emergency Road Service brochure—available at your district office or at AAA.com.

Reimbursement

California State Automobile Association (CSAA) is the AAA organization for Northern California, Nevada, and Utah. Outside these areas you might have to pay for some services normally provided without charge under Emergency Road Service. If AAA service is not available in an area at the time you request service, we will reimburse you for covered services at the prevailing commercial rate for the region. If you pay for service within our territory because you do not have your Membership Card with you, or because you do not obtain service from a contract station, we will reimburse you for the amount we would have paid a contract station to provide the service (which may be less than the amount you paid for service) upon submission of an original receipt in your name.

Claims must be submitted within 60 days of the service date. To request a reimbursement form, call (800) 272-2877 or write to:

CSAA Membership Product Support, 150 Van Ness Avenue,
P.O. Box 429186, San Francisco, CA 94142-9186.

You can also download a reimbursement form at AAA.com.

Please Note: Most services are provided by independent contractors, not CSAA employees or agents. Although we hold our contractors to a high standard of service, we cannot control the manner in which such services are rendered. CSAA is not legally liable for the acts or omissions and is not responsible for the misconduct or negligence of contractors. If you ever have a complaint related to Emergency Road Service (ERS), you should report it to us as soon as possible, before additional repairs are made. Failure to do so may limit our ability to assist. We will assist you in attempting to resolve the issue.

Limitations and Exclusions

AAA's goal is to provide Members with the best ERS possible. But keep in mind that service delays are sometimes unavoidable because of heavy demand for service during unusual conditions. Extreme weather conditions such as heat, heavy rain, snow, or ice can create service demands that exceed all available resources. Please call AAA back if we have not responded in the time promised.

- Your Membership must be active and your current annual dues paid to be eligible for service.
- You must present your Membership Card or dues receipt, along with a driver's license or other form of matching picture identification. Note: Your Membership Card is not transferable.
- ERS may not be used for commercial purposes or as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA reserves the right to terminate or non-renew service if service is used in this way.
- An unattended vehicle will not be serviced unless you, the Member, are unable to remain with it because of injury or for safety reasons.

- Service does not apply to vehicles impounded or ordered towed for legal violations.
- CSAA does not guarantee the availability of repair facilities or locksmith services.
- Repairs are not included as part of the services provided.
- CSAA will not reimburse you for service that has been paid for under any insurance policy or other program benefit.
- Towing to or from an auction or salvage yard is not covered.
- Charges related to impound or stolen vehicle recovery towing or storage are not covered.
- ERS will not be provided to vehicles exceeding one ton load capacity, or to vehicles or trailers that have been altered, loaded, or constructed in a way that interferes with the safe rendering of service.
- Vehicles driven into areas that are dangerous or inadvisable for travel are not eligible for service—this includes areas not regularly traveled by private passenger automobiles (such as open fields, beaches, creek beds, private logging roads, or mud or snow-filled lanes or driveways).
- Emergency Road Service does not include snow removal or installation/removal of tire chains.
- Vehicles unlawfully driven beyond chain control signs will not be serviced.
- For AAA Plus, towing is limited to 100 miles per disablement, if towing is one of the first four requests for ERS in any Membership year.
- Your Classic or Plus Membership entitles you to receive Emergency Road Service four times per Membership year. You will be billed for services rendered in excess of four per year. Additionally, both Classic and Plus Members must pay the tow truck operator directly at the time of the service for the cost of excess towing. AAA reserves the right to cancel or non-renew your Membership when you have received Emergency Road Service seven times in one Membership year or 12 times in two consecutive Membership years. For insurance with the California State Automobile Association Inter-Insurance Bureau, at least one named insured on the policy must have an active CSAA Membership.

Eligible Vehicles

- Automobiles and light trucks are eligible for service provided they are qualified to be registered for highway/street use.
- Motorcycles and scooters are eligible for mechanical first aid (fuel delivery and locksmith service) if the service can be safely provided by the contract station with equipment ordinarily used to service eligible vehicles. Motorcycles and scooters are not eligible for towing or battery jumps.
- Motor homes, cab-over campers, tent trailers, recreational trailers, and trailers transporting a boat, jet ski(s), or snowmobile(s) are eligible for ERS, including towing up to \$200, provided that they can be serviced safely and legally with the equipment available. In some cases, you may be asked to obtain service from a commercial tow company and apply for reimbursement consideration.
- Livestock trailers are excluded from towing.

Note: Some reimbursement services and insurance products are underwritten by insurance carriers not affiliated with AAA. Auto and Homeowners Insurance are offered by the California State Automobile Association Inter-Insurance Bureau or Western United Insurance Company.

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To learn more about AAA and all the special benefits, services, and products you are entitled to as a Member, visit our Web site at AAA.com, or call (800) 922-8228. This Handbook may not be a comprehensive listing of services, products, benefits, offers, and procedures. Services, products, benefits, offers, and procedures may be changed without notice. Various conditions and restrictions may apply.

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