Emergency Road Service Terms and Limitations

Independent Contractors
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 any repairs are made. Failure to do so may limit our ability to assist. We will assist you in attempting to resolve the issue.

Service Delays
Our goal is to provide Members with the best ERS possible. But keep in mind that service delays are sometimes unavoidable because of heavy demands 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.

Number of ERS Events
Your AAA Membership entitles you and each of your Associate Members to receive Emergency Road Service up to four (4) times in a Membership year. ERS benefits follow the Member and not the vehicle. If you need ERS more than four (4) times in a Membership year, we will continue to provide assistance, but the Primary Member will be billed for each additional ERS event. We reserve the right to cancel or not renew Members who have received ERS seven (7) times in a Membership year or twelve (12) times in two (2) consecutive Membership years, even if the Member has paid for some of the ERS received.*

AAA Classic Towing Distance
Your AAA Classic Membership entitles you to receive towing to the independent contract station providing the service, or to the nearest AAA Approved Auto Repair facility or up to five (5) driving miles in any direction from the point of breakdown. If you require towing beyond this limit, you will be asked to pay the tow truck operator directly at the time of service for additional tow mileage.

Eligible Vehicles
Automobiles and light trucks are eligible for service, provided that they can be serviced safely and they are qualified to be registered for highway/street use. Motorcycles and scooters are eligible for fuel delivery or locksmith service if the service can be provided by the contract station with equipment ordinarily used to service eligible vehicles.

(Continues on reverse)

Please note *that in order to have auto and/or home insurance with CSAA's Inter-Insurance Bureau, at least one (1) named insured on the policy must be a CSAA Member. Therefore, if a named insured does not have a valid Membership, insurance with CSAA's Inter-Insurance Bureau will not be renewed.*

Stop by your local AAA branch, visit us online at AAA.com, or call us:

(800) AAA-HELP (800-222-4357)	Emergency Road Service: (24/7)
(800) 274-0468	Membership and Insurance Sales: M–F, 7 AM–9 PM Sat., 7 AM–7 PM Sun., 9 AM–6 PM
(800) 922-8228	Insurance Claims: (24/7)
(888) 689-2722	Life Insurance and Annuities
(888) 937-5523	Worldwide Travel: M–F, 7 AM–8 PM Sat., 8 AM–5 PM Sun., 9 AM–5:30 PM
(800) 652-1158	Car Care Plus® Center/ Vehicle Inspection and Smog Check 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.

Visit AAA.com/auto for a complete list of automotive services available to you.

California License #0175868

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Get More. Get AAA.®

Emergency Road Service

A Member's Guide

Service anytime, anywhere, in any car

AAA Members enjoy the peace of mind that comes from knowing round-the-clock help is just a phone call away. If you experience a breakdown, we'll come to your vehicle and do what we can to get you back on your way quickly and safely.

Whether you're the driver or a passenger, if you're traveling anywhere in the U.S. or Canada and you need us, simply call us:

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

We're here for you 24 hours a day, 7 days a week. Hearing-impaired Members may call (800) 464-0889. When you call, have this information ready:

- Your name and AAA Membership number
- The exact location of your vehicle and the nearest cross streets
- The make, model, year, color and license plate number of the vehicle
- As much information as possible about the trouble you are having

You must be present at the time of service (unless you are unable to do so because of injury or safety reasons). Also, please be prepared to show the service provider your picture ID and AAA Membership Card or a dues receipt. If you don't have your AAA Membership Card with you, we'll be happy to provide help, but you may be charged for the service. In this event, you may qualify for reimbursement for the amount we would have paid a CSAA contract station to provide the

service. Each AAA Member and Associate Member is entitled to receive AAA Emergency Road Service (ERS) four times per Membership year at no charge.

Check acceptance The independent contractor providing service will accept your personal check (up to $250) for emergency service, repairs or supplies if you have a valid AAA Membership Card and a picture ID.

Don't get locked out!

Our CreditCard Key® is free for Members. It's a duplicate of your car door key in credit card form. Call or stop by any AAA office to see if a CreditCard Key can be made for your vehicle. For other tips on avoiding car trouble, visit AAA.com.

Go to AAA.com or visit your local AAA office to find out more.

We get you back on the road faster

Together with our network of carefully selected independent contract stations we offer enhanced services that now include:

Roadside Tire Services If you experience a flat or damaged tire, we may, at your request and depending on the cause and nature of the damage, do one of the following:

- **Install a spare tire** if your spare is inflated and safe to use.
- **Apply a liquid tire sealant** and re-inflate your tire on the spot when and where available.
- **Tow your vehicle** (see details).

Battery Service and Replacement If you're having battery-related problems, let us know when you call. We may be able to dispatch a specialized AAA Battery Service vehicle and technician to test your charging system and battery. If your vehicle's battery is failing, the technician can install a AAA-branded battery and we dispose of your battery in an environmentally responsible manner. And as a AAA Member, you'll automatically receive $25 off the invoice price along with a three-year free replacement warranty valid throughout North America.

If you choose to have us replace a failing battery, the battery replacement service we provide will not count as one of the four Emergency Road Services to which you are entitled to receive each Membership year.

Service available in most areas, Monday to Friday, 7 AM – 7 PM, Saturday and Sunday, 9 AM – 5 PM.

The $25 savings offer may not be combined with other discounts or sales offers.

Fuel Delivery If you run out of fuel, we'll deliver enough to get you to the nearest service station. You'll be charged for fuel at the market rate. If you need diesel fuel, you must request it when you call. Diesel fuel may not be available in all areas.

Mechanical Aid AAA can now make many common mechanical fixes on the spot. Services include replacing fuses, resetting fuel cut-off switches, freeing jammed starters and electric fuel pumps, and more.

Lockout/Locksmith Service If you're accidentally locked out of your car, we will send a service provider to try to open the car. If this fails, or if a locksmith is required for lost or broken keys or other emergencies, we'll try to locate and dispatch a AAA-contracted locksmith (where available). You are entitled to locksmith services or reimbursement up to $60 for parts and labor. *California law requires that locksmiths obtain identification from a person receiving locksmith service, so be prepared to show your driver's license.*

Vehicle Extrication (winching) If your vehicle is stuck adjacent to a passable, established thoroughfare and can be safely and legally reached from the hard road surface, we will get it back on the road.

AAA Towing Service If we can't get your vehicle going, we'll tow it 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. Any towing beyond that described above is at your expense; the charge will not exceed the normal rate for towing by that service provider in that area. (Rates vary in different areas and by service provider.) You must be present at the repair facility if you'd like us to deliver the vehicle to a facility that's closed.

If a tow is necessary, we can still get you back on the road—in a Hertz rental car at a reduced price for Members. At your request, we will have Hertz call you directly, so you can arrange for delivery of a rental car to the location you choose and continue your trip. Rental car service is available in most areas.

Save on car care and repair

Visit AAA.com to locate AAA Car Care Plus® centers, Vehicle Inspection and Smog Check facilities, and local AAA Approved Auto Repair shops near you.

Important items to carry in your vehicle

- Jumper cables
- Pliers, adjustable wrench, screwdriver
- First-aid kit and blankets
- Drinking water
- Flashlight
- Duct tape
- Flares
- Map of the area in which you are traveling
- Cell phone (Make sure it's charged and take your charger with you. Check with your cell phone provider about coverage.)

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.

Towing will not be provided to vehicles exceeding 10,000 pounds Gross Vehicle Weight Rating (GVWR), or to vehicles or trailers that have been altered, loaded or constructed in a way that interferes with the safe rendering of service. Your Membership must be active and your current annual dues paid to be eligible for service. ERS may not be used for commercial purposes or as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. An unattended vehicle will not be serviced unless the Member is unable to remain with it because of injury or safety reasons. Service does not apply to vehicles impounded or ordered to be towed because of 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 Members for charges related to impound or stolen vehicle recovery towing and storage. 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). The cost of locksmith services beyond those needed to place the vehicle in a safe drivable condition (such as duplicating keys, performing nonemergency lock repairs and rekeying vehicle locks) is not included. ERS does not include snow removal or installation/removal of tire chains. Vehicles driven beyond chain control signs will not be serviced. Towing to or from auction or salvage yards is not covered.

Reimbursement
California State Automobile Association is the AAA Club in Northern California, Nevada and Utah. 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. For service outside of CSAA Membership territory, maximum reimbursement is $200. If you paid for service because you did not have your Membership Card with you or because you chose 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, upon submission of an original receipt in your name. The reimbursed amount may be less than the amount you paid for the service. CSAA will not reimburse you for service that has been paid for under any insurance policy or other program benefit. ERS claims must be submitted within 60 days of the service date. Request a form for reimbursement by calling (800) 272-2877 or writing to CSAA Membership and Automotive Products, 150 Van Ness Avenue, P.O. Box 429186, San Francisco, CA 94142-9186. You can also visit AAA.com to download a form.