



Mid States

***Roadside
Assistance***

ROADSIDE ASSISTANCE

Who Provides Service

Roadside Assistance is performed by independent service facilities, which are not employed by AAA. AAA has attempted to secure reliable, competent facilities to service the needs of its members. However, AAA cannot be responsible for the negligence, misfeasance, non-performance, or any other act performed by the service facilities or their employees who are independent contractors and at no time are to be considered agents of AAA. The Club will assist by mediating unresolved issues.

We select independent service facilities for their ability to handle service calls, but we cannot guarantee that these facilities will always have the parts and equipment to make repairs. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Mid States will assist you in finding the nearest open place of repair. If a repair facility cannot be located, AAA Mid States will assist you in obtaining, at your expense, lodging or alternative transportation.

Who is Covered

AAA membership covers you, the member, not your vehicle. Service will not be provided to a non-member even if he or she is in possession of and driving a member's car. After 72 hours of becoming a new AAA member, your Roadside Assistance privileges are activated. At this time, you will be able to obtain Roadside Assistance for any eligible vehicle that you are driving or riding in at the time of disablement.

Eligible Vehicles

Emergency Road Services will be provided to properly licensed, inspected and registered vehicles that were in operation immediately prior to requesting service. Service applies to all unloaded four-wheeled motor vehicles of the passenger, pleasure or recreational type, if those services can be rendered safely and in compliance with local, county, state and federal laws.

Dual-wheel recreational vehicles are NOT eligible for towing, extrication/winching or tire service unless the member is of a AAA Plus or Premier level with an additional RV rider.

Specifically, Dual-wheel pickup trucks are not eligible for tire services. Rented passenger vehicles and commercial vehicles are eligible for service within the same above parameters, except for utility bodies, limousines and vehicles utilized as a taxi/cab.

Road service may be denied to any vehicle that has been customized or modified. If we are able to safely provide road service to a modified or customized vehicle, the member is responsible for any additional charges including, but not limited to, any special equipment, which is to be paid at the time of service.

Recreational Vehicle Coverage

Additional coverage to motor homes, pickup trucks with campers, travel trailers (including Fifth wheel), motorized campers and motorcycles is provided through the purchase of a separate RV Rider at either a Plus or Premier membership level. Basic members are not eligible for RV coverage and must upgrade to Plus or Premier before also acquiring an RV rider.

AAA RV coverage is limited to any approved service based on your respective membership tier up to \$500 for each event and up to a maximum of \$1000 in total coverage per household/membership, every membership year.

Allowable Service Calls

Any member requiring more than four (4) Roadside Assistance calls in a membership year will be charged for the fifth and each call thereafter. This is to be paid by the member at the time of service. No reimbursements will be made for members that have used their four (4) calls within the membership year.

Battery Boost

A battery boost will be provided in an attempt to start your vehicle.

Mobile Battery Replacement

For your safety and peace of mind a trained specialist is required to perform a AAA Full System Test on your vehicle for any battery related call. This will check the condition of the battery and alternator. If your battery fails a Full System Test, your vehicle will not start with a boost or you simply want to upgrade your battery, AAA does provide Mobile Battery Service as an additional member benefit in most areas.

We offer our members a premium quality battery made and tested to our very rigid specifications. Most of our batteries are made in Pennsylvania and all have an industry leading warranty. If you elect to purchase a battery, our trained technicians will install one, on the spot, for MOST vehicles. If your vehicle is one that has been designated as a "Difficult Install" there may be an additional charge for installation and/or the vehicle may require towing.

Tire Service

If your vehicle's spare is serviceable, it will be installed to replace a flat tire. The provider may decide that your spare will not be safe under normal operation, in which case, tire service will not be available, and towing will be required. If no serviceable spare is available, the vehicle will be towed. It is not recommended to use a spare that is a different size, diameter, or tread pattern as they may cause premature drivetrain damage to your vehicle. For safety reasons and to prevent property damage or personal injury, AAA recommends that you have the tire replaced and/or the lug nuts tightened after 25 miles of driving. A spare tire is not a permanent solution.

Extrication and Winching Service

Your vehicle will be extricated/winched when it can be safely reached from a federal, state or locally maintained road or established thoroughfare by a service vehicle. This is normally 50 ft based on an industry standard cable to facilitate such a service. If additional help is needed, where the contractor is required to utilize additional time, persons, or equipment to free your vehicle, the member is responsible to pay the provider at the time of service.

Service does not include or extend to:

- *Snowbound vehicle recovery. Service providers are not required to shovel snow, mud, dirt, or sand to clear obstructed roadways or driveways. They are also not required to enter areas unsuitable for vehicular traffic or areas that they do not deem accessible or safe.*
- *Recovery of vehicles which are driven off regularly traveled roads and onto closed roads, beaches, vacant lots, playgrounds, creek beds, open fields, boat ramps, restricted areas, or forests.*

Note: AAA Plus & AAA Premier membership levels provide coverage to include the delivery of services by a second truck and operator for up to one (1) hour at the scene.



Towing Services

When your vehicle cannot be safely driven after attempting any of the listed roadside services, unless prohibited by law, your vehicle will be towed one time per disablement at no charge to your choice of one of the following:

- *To the Roadside Assistance facility rendering the service.*
- *To a maximum of three (3) miles in any direction.*

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

AAA Premier Membership entitles the member to one (1) 200 mile tow per household in a membership year. The remaining eligible service calls can be for tows of up to 100 miles.

If AAA cannot accommodate passenger(s), we will assist members in obtaining transportation at the member's expense. While we do not guarantee passenger transport, if the facility is willing to allow riders there is no additional charge for 1 (one) passenger. We have negotiated a limit to additional charges, on your behalf, to limit the additional expense for 2 or more passengers if the facility is able to do so.

We reserve the right to refuse a tow from a repair facility. We reserve the right to refuse a tow if AAA or the Roadside Assistance facility deems it unsafe to be towed or if the breakdown location cannot be accessed legally or safely.

Charges for services that exceed the benefits listed will be at the prevailing hourly mileage rate of the region where service is provided. Additional miles are payable by the member to the responding facility.

Accident Towing

Service will be provided in accordance with AAA Mid States Towing Service. To avoid any delay of covered services when there are any injuries, property damage or a vehicle is no longer drivable, please report your incident to the appropriate authorities prior to calling AAA. For liability purposes in some situations, the Roadside Assistance provider will require a police officer or an incident report to be present prior to servicing or towing a vehicle from an accident scene when there are injuries or property damage.

Lockout Service

If your keys are locked inside the vehicle, a service provider will be sent to gain entry.

If the key that operated or provides access to the passenger compartment of the vehicle is lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service of up to \$50 will be provided. In those cases where the passenger compartment cannot be accessed and/or the vehicle cannot be made operable, towing services will be provided in accordance with AAA Mid States towing provisions.

Please be mindful that vehicles are not designed by their manufacturer to be unlocked by anything other than a key/key fob and even the best equipment wielded by experienced professionals will sometimes cause damage to your vehicle. By requesting lockout service, the member assumes all risks involved in requesting forced entry to the vehicle, and agrees to hold harmless AAA and its contractors should damage occur during this operation.

Note: AAA Plus & AAA Premier Membership provides reimbursement of up to \$100 in parts and labor for locksmith service if such service is required to unlock your vehicle or make it operable.

Fuel Delivery

A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest open service station. Specific brands or octane ratings cannot be promised. You will be charged the current pump price for the fuel directly to the facility at the time of service.

Note: AAA Plus and AAA Premier Memberships will be provided the same amount of fuel but, at NO additional cost to the member.

Bicycle Coverage

Bicycle roadside assistance coverage is included in all levels of AAA membership within AAA Mid States territory – at no extra cost. Roadside assistance does not include repair. If AAA cannot accommodate passengers, we will assist members in obtaining transportation at the member's expense.

Weather Emergencies

Although AAA offers 24-hour coast to coast service, it cannot guarantee timely service under all conditions and circumstances, or at high demands when Club and Roadside Assistance facilities are overtaxed. During severe and extended storm periods when all available facilities are required to aid members whose cars are disabled on streets and highways, the Club reserves the right to suspend or defer service to members whose cars are in a place of safety, such as storage, parking lots, or in a member's own driveway or garage.

Road Service Excessive Use

In fairness to all AAA members, AAA Mid States cannot provide members with excessive levels of service, nor is the membership a substitution for preventative maintenance and/or necessary repairs. It is in the best interest of our members to monitor roadside assistance activity so as to ensure a reasonably priced membership for everyone.

A membership used three (3) or more times a year for consecutive years, or a membership used nine (9) or more times in total within three or less consecutive years, will automatically be flagged for excessive use.

Excessive use will be reviewed by Club Management and is subject to membership cancellation and will not be renewed. AAA Mid States reserves the right to deny membership or renewal of membership or cancel a membership at any time for any reason.

Alternative Service

If you have followed the procedure outlined to obtain Roadside Assistance and AAA Service is not available, or AAA contractor access is restricted (toll roads, limited access highways), the club will provide reimbursement for covered services at the prevailing commercial rate for the region. Reimbursement on restricted access roads may be limited to the cost of towing the vehicle to the nearest exit or responding garage.

If AAA was available but not requested, reimbursement may be limited to the amount the club would normally have paid for the covered service. Reimbursement of tow expense covered by insurance is not eligible.

You must request and submit a reimbursement form accompanied by the original paid receipt within thirty (30) days of service for consideration. The club may adjust or deny reimbursement for service provided by individuals and/or companies not normally engaged in providing Roadside Assistance.

Alternate Service Reimbursement Consideration forms may be obtained by clicking <https://www.midstates.aaa.com/node/18729/attachment> by emailing your request to Reimbursements@midstates.aaa.com or by calling your local AAA Mid States office.

Fraud & False Claims

AAA Mid States spends millions of dollars every year gladly providing necessary emergency roadside assistance to our valued members. We take our ability to provide this level of service very seriously. Improper usage of a AAA membership has a negative impact on all members. Therefore, anyone who engages in fraudulent activity of any kind, including, but not limited to, falsifying roadside service reimbursements, attempting to acquire roadside service for non-members, attempting to regain membership or services after cancellation, creating false or fake membership(s), using your membership in connection with a commercial enterprise, or for any other improper reason, will be pursued to the fullest extent of the law.

AAA Mid States reserves the right to seek recovery of damages incurred as a result of fraudulent activity, including, but not limited to, attorneys' fees, court costs, interest, etc.

Emergency Repair Check Acceptance

Your personal check, credit/debit card will be accepted by any independent contract facility for payment of emergency road services or repairs for AAA members for up to \$250.00. A valid membership card and identification must be presented at the time of payment. Name on the check, credit/debit card must match the member's name.

Trip Interruption

Should you have a disabling collision 100 miles or more away from home, AAA will reimburse you up to \$200 for unexpected expenses. Should a disabling collision delay your trip 24 hours or more, your reimbursement will include one of the following: meals and lodging; car rental; or commercial transportation.

The benefit applies to expenses incurred in the continental United States, Canada and Mexico up to a maximum of 3 days (72 hours) from the time of accident. Claim forms, which can be obtained at any AAA Mid States office, must be submitted within 60 days of the loss.

Original itemized receipts, a copy of the police report, and a paid receipt for auto repair or insurance carrier document stating vehicle is totaled should be submitted with the claim form for reimbursement consideration.

Note: AAA Plus and AAA Plus RV members are reimbursed up to \$700 for covered expenses. AAA Premier and AAA Premier RV members are reimbursed up to \$1,500 for covered expenses.

How to Obtain Service

By Phone – Please call 1-800-AAA-HELP (222-4357). This information is printed on your membership card.

By Internet – Members can also request Roadside Assistance at AAA.com/Roadside.

AAA App – Request Roadside Assistance on the AAA mobile app, available for iPhones, iPads and Android devices. Download from the App Store or get it on Google Play.

When You Call

When calling for Roadside Assistance, please have the following information ready:

- *Your membership number, your club name (AAA Mid States) & your club code number (238).**
- *Specific location of your disabled vehicle (know the cross streets near your vehicle).*
- *A description of your vehicle (make, model, year, color, wheel drive).*
- *The nature of the problem.*
- *The telephone number from which you're calling.*

**Listed on the front of your membership card.*

Once a road service request is placed, it is important to be present at your vehicle to avoid missing your service call. You will need to have your membership card and photo id available at the time of service as well.

Note: Roadside Assistance guidelines are subject to change without notice. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Mid States will assist you in finding the nearest open place of repair. If a repair facility cannot be located, AAA Mid States will assist you in obtaining lodging or alternative transportation or alternative transportation at your expense.

Service Comments

It is our goal to provide you with the highest level of Roadside Assistance available. Service may vary from club to club, but at no time will service to AAA affiliated club members throughout the United States, and Canada be less than quality standards required by National AAA.

Help us maintain these high standards of Roadside Assistance. Any comments you may have will enable us to continually improve our services. Please address your comments to:

AAA Mid States Attn: Automotive Services 2840 Eastern Boulevard, York, PA 17402

Calls made to or received from AAA may be recorded for quality control and training purposes.



Contact Us!

Roadside Assistance
1-800-AAA-HELP

For additional information including store locations and hours of operation, please visit AAA.com.

AAA.com