



## **Member Handbook**



**Automotive  
Financial Services • Insurance  
Safety and Education • Travel  
Show Your Card & Save®**

**AAA.com**

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Show Your Card & Save®, Save on Hotels, Save on Rentals, Save on Entertainment, Save on Shopping

## Welcome to the Club!

Your AAA membership not only provides peace-of-mind in the event of a vehicle breakdown, but also serves as your special passport to valuable benefits, services and discounts. Read on to find out why millions of members rely on AAA's nationwide services.

## Membership

### Your Basic Membership

AAA Basic membership covers you for emergency road service in any properly registered and inspected four-wheel vehicle driven for passenger, pleasure, or recreational use. Just as your license allows you to drive any car, your AAA membership covers you even when you are not in your own vehicle. You should carry your card with you at all times. The first person in a household who joins AAA is referred to as the Primary Member.

Here are just a few of the benefits all AAA members receive. This handbook will give details on these and other benefits.

- 24-hour emergency roadside assistance nationwide
- Free maps/TourBook® guides



- Full-service Travel agency
- Travelers Cheques
- Discounts through the Show Your Card & Save® program
- Discounted attraction tickets
- Personalized travel planning
- Travel Store
- Insurance Agency Service

There is a 30-day money back guarantee on annual memberships.

### Benefits of AAA Plus\*

Basic AAA members are eligible to upgrade their membership to AAA Plus. With the upgrade to this plan, you receive up to 100 miles of free towing, additional extrication service, and free gas and delivery.

\* There is a seven (7) day waiting period for benefits to begin for new PLUS members or for members who allow their PLUS membership to lapse. Travel Accident Expense Service is not effective during wait period.

## Benefits of AAA Plus RV

All of the exceptional benefits of Plus with coverage extended to motor homes, pick-ups with campers and travel trailers.

*Note: All household members must have Plus coverage.*

## Adding Other Drivers in Your Household

A spouse or any individual residing in your household can be added to your membership at a discounted Associate Member rate; however, they are not eligible to use your membership card. A separate membership card will be issued for each person in your household. To add an Associate Member, call your nearest AAA office or visit us online at AAA.com.



## Gift Memberships

AAA membership is a great gift idea. Call or visit one of our branch offices to purchase a gift membership.

Birthdays, holidays, graduations, Mother's Day - any day of the year is a perfect time to give the gift of AAA membership.



## Auto Travel

AAA's Travel Counselors are ready to serve you. We'll save you time and money by highlighting the best route to your destination and, whenever possible, steering you around delays. We also can make hotel, motel, and car rental reservations for you in advance, at no extra charge. Relax and enjoy your next auto trip with the peace-of-mind AAA provides.

## Travel Materials

AAA's maps, TripTiks®, CampBooks® and TourBook® guides are exclusive member-only

benefits and are not for sale to the general public.

Call your nearest office to order your travel material or stop by any of our area offices. You can also order materials online at [AAA.com](http://AAA.com).

## Maps & TripTiks®

At your request, AAA will prepare personalized routings, which can include our famous TripTik® routings. This series of individualized strip maps is assembled in an easily managed booklet with each leg of your journey



## Comparison Sheet - Basic & Plus

### AAA Basic Benefits

**Free Towing** - up to 5 miles to the destination of your choice or to the responding AAA service facility.

**Emergency Fuel Delivery** - ensures delivery of sufficient fuel to enable you to get to the nearest open fuel station. Member pays prevailing pump prices.

**Lockout Services** - if your keys are locked inside the vehicle, service will be sent to gain entrance. If your keys are lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service up to \$50 or reimbursement for commercial locksmith service up to \$50 will be provided.

**Extrication/Winching Service** - provides one service vehicle and one driver.

**Travel Accident Expense Service** - provides up to \$200 reimbursement in the event a vehicle driven by you is involved in an accident more than 100 miles from home. (Coverage includes meals, lodging or alternative transportation.)\*

**Theft Reward** - \$1,000 reward for information leading to an arrest and conviction of thieves stealing a members' vehicle.

*\*Restrictions apply*

*AAA benefits and services are subject to change without notice.*

## Comparison Sheet - Basic & Plus

### AAA Plus Benefits

**Free Towing** - up to 100 miles to the destination of your choice.

**Emergency Fuel Delivery** - at no additional cost, a sufficient supply of fuel will be delivered to enable you to get to a fuel station.

**Lockout Services** - up to \$100 in parts and labor to make vehicle operable will be allowed.

**Extrication/Winching Service** - a second service vehicle and a second driver, if necessary, will be provided for up to one hour at no extra charge.

**Travel Accident Expense Service** - up to \$600 reimbursement will be provided.\*

**Theft Reward** - \$2,000 reward for information leading to an arrest and conviction of thieves stealing a members' vehicle.

*\*Restrictions apply*



on a separate page. Let us know whether you'd like the quickest, most direct route, or a more scenic trip designed around key points of interest. In addition to the best route, mileage listings and driving times, the TripTik® routing shows you detailed sections of cities along your route, lists points of interest on the way and outlines potential construction delays. In addition to TripTiks®, we stock many regional, state and city maps.

Please allow five days notice for material you wish to have mailed to you and for information you plan to pick up at one of our conveniently located offices.

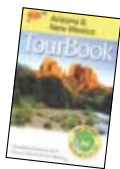
Members can also create their own on-line TripTik® Travel Planner for reliability and ease of use. Internet TripTiks include detailed narrative directions, construction and congestion information and color maps. Users may also adjust routing preferences to

utilize either direct or more scenic routes. Internet TripTik routings may be accessed at [AAA.com](http://AAA.com) or at any of the branch offices upon request.

### TourBook® Guides

AAA's TourBook® guides are your reference to the cities, states and provinces you plan to visit. They include descriptions of points of interest, geography, climate, transportation, local laws, maps, restaurants and lodging. Accommodations and restaurants rated in the AAA TourBook® are rigorously inspected at least once a year and have been found to meet AAA's exacting standards for quality.

Some of the TourBook® guide establishments have agreed to offer special AAA member-only rates. Please refer to the AAA TourBook® Guides which cover your travel routes and destinations for more information on available discounts.



### CampBook® Guides

For members who enjoy camping, AAA's CampBook® guides list recommended campsites



throughout the United States and Canada. Similar to AAA's TourBook® guides,

CampBooks® include campsite rates, available services and other helpful tips and information.

### Reservations

At no charge, we can make confirmed reservations for you at hotels, motels and vacation resorts. If you choose to make your own reservations, you must identify yourself as a AAA member and specifically request the AAA rate when making reservations to get your AAA discount.

### The Latest Detour and Construction Reports

As a member, you can rely on AAA for helpful highway construction and detour reports. Avoid unpleasant delays by calling any of our branch locations.

### License & Messenger Service

Driver license, vehicle title and registration

services are available at all of our offices. AAA's experienced staff can assist you with title transfers, renewal or replacement of driver license and registration documents, address changes, and many other types of transactions. If you've just moved to Pennsylvania, we can assist you in titling and registering your vehicle here. Feel free to call us with your license, title, or registration questions. We're here to help.

We can also assist in obtaining a certified copy of your Pennsylvania birth certificate.

AAA Central Penn is a PennDOT-authorized messenger service and tag issuing agent. Some transactions require a service fee. (There is a significant reduction in fees for AAA members).

### Notary Service

For your convenience, AAA offers Notary service at all of our offices for members needing documents notarized. When documents require witnesses or witness affidavits, we ask that members bring friends or family members along to act as witness(es).



## Travel Services

AAA Travel Agents can arrange every detail of your trip, whether you are traveling by airplane, cruise ship, train or car. We are ready to assist you in the selection of a vacation destination and will make a recommendation tailored to your individual interests and budget.

Travel Agents are located in most of our offices for your vacation travel planning.

When you make your reservations through AAA Travel you also receive many important benefits and savings, including complimentary travel insurance of \$300,000 for Plus members.

### Travelers Cheques

AAA members can purchase fee-free domestic Travelers Cheques and order foreign currency. For further details see page 9.

### Passport Photos

A few moments - that's all it takes for you to receive AAA passport photos that comply with all U.S. Passport regulations. They may also be used for your visa or International Driving Permit. Photos can be obtained at all AAA offices. Plus members receive one set free per membership year.

### AAA Travel Store

Stop in and save at the AAA Travel Store located in all branch offices. The store offers a wide selection of travel merchandise, luggage, books, automotive accessories and more at great member savings off the retail price.

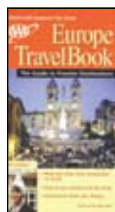
### Cruise with AAA

AAA Travel can arrange cruises on the Columbia/Snake and Napa Rivers, English, Dutch and Panama canals, the Rhine and the Danube or the Caribbean, Alaska, North

Cape, and the Mediterranean. The possibilities are endless. So, too, are the savings when you select AAA Travel for cruises offered at special discounted prices. Call a AAA Travel Agent for more information.

### Foreign Maps and Travel Books

Informative AAA foreign guide books and maps make your travel abroad more enjoyable. AAA offers Caribbean and Mexico TourBooks® to all members free of charge. International maps and Europe TravelBooks® are free



to AAA Plus Members.

### Group Tours - "Discoveries by AAA"



Our Group Travel department designs tours and cruises specifically for you.

The staff's experience and skill takes the confusion out of traveling independently, and provides the ease and



savings found in AAA's group travel experiences.

From holiday shopping excursions to international travel, we have a vacation to suit even the most distinguished traveler. Call or visit a AAA office near you for a complete list of our tours.

### Honeymoon Offer

Purchase your honeymoon travel arrangements through AAA Travel Agency and **receive a one-year FREE basic membership** with AAA Central Penn.

### International Driving Permit

AAA is the only source in the United States for International Driving Permits (IDP). They are internationally accepted documents that quickly identify you to foreign officials and expedite all matters pertaining to driving while you are overseas. They also serve as an additional form of identification.

- Available at all area offices for a minimal fee.
- Two Passport photos are needed and are available at any full service branch office.
- Must be 18 years or older and have a valid driver's license to be eligible.

## Travel Insurance

Travel at ease anywhere in the world with low-cost trip cancellation and baggage insurance (see page 15).

Ask your AAA Travel Agent for details.

## Offices Abroad

AAA members may visit foreign offices to obtain

services. Touring materials outside the United States and Canada, are provided at a discount in most countries.



## Special Member Benefits

AAA's exclusive relationship with preferred cruise, car and tour suppliers provides value-added features for AAA Vacations clients.

Following is a listing of our Preferred Travel Partners:

### Cruise:

Azamara Cruises  
Carnival Cruise Lines  
Celebrity Cruise Lines  
Cruise West  
Crystal Cruises  
Cunard Line  
Disney Cruise Line  
Holland America Line  
Princess Cruises  
Regent Seven Seas Cruises  
Royal Caribbean International  
Uniworld River Cruises

### Hotels:

Best Western  
Courtyard  
Doubletree  
Embassy Suites  
Fairfield Inn  
Hampton Inn & Suites  
Hyatt  
Hilton  
Marriott  
Renaissance Hotels & Resorts  
Residence Inn  
Sheraton

### St. Regis

W Hotels  
Westin

### Independent Packages & Tours:

AAA Member Choice Vacations/Collette  
American Tours International  
Canada a la carte  
Contiki  
DER/Avanti/Rail Europe  
General Tours  
Grand Canyon Railway  
Insight Vacations  
Pleasant Holidays  
Tauf World Discovery  
Trafalgar Tours  
Travel Bound  
Travel Impressions  
Walt Disney World Travel  
Universal Parks & Resorts Vacations

### Car Rental:

Hertz

## Financial Services

call 1-800-545-7899 for more information or to apply.



## AAA Platinum Plus® WorldPoints™ Credit Card

Earn points towards great rewards like cash, airline tickets, brand-name merchandise, and gift cards with the AAA Platinum Plus® WorldPoints™ credit card. Besides a wide array of rewards, you'll also enjoy a low Annual Percentage Rate (APR), no annual fee, 24-hour account access, 0% fraud liability and much more.

Contact us today at [AAA.com/creditcard](http://AAA.com/creditcard) or

## AAA Travel Money

AAA can help you determine the right type of travel money for your next trip. You can choose from an array of travel money products. Available fee-free, AAA Travelers Cheques are accepted worldwide and can be replaced if lost or stolen. The AAA TravelMoney® card is a reloadable, prepaid travel card that you use at any debit location and provides 24-hour ATM access to travel funds. The AAA Credit Card is welcomed at more than 24 million locations around the world and is perfect for unplanned purchases.

AAA also offers Gift Cards for all your special occasions. They can be used where most major credit cards are accepted. AAA's foreign currency gives you access to more than 100 different currencies, so you can have cash on hand when you arrive. Check out the options AAA Travel Money has to offer you today. AAA Travel Money products are available at any participating AAA office, by calling 1-866-339-3378, or logging on to AAA.com.

**AAA/Discover Bank Deposit Program**

Members save more with the AAA/Discover Bank Deposit Program. Special benefits include:

- Exclusive, member-only rates that consistently beat the national bank average;

- No minimum required to open a CD, IRA or Money Market account (Money Market Accounts require a minimum balance of \$1,500 after 60 days);
- Quick account set-up by phone, mail or online;
- Easy and secure access to your account information via AAA.com/deposits.

Discover the AAA difference in high-yield savings accounts. Call 1-888-204-8990 or go online to AAA.com/deposits for more information.



**Insurance**

**Homeowners**

Wherever you live, you need protection for your home, condominium, apartment or mobile home. We're the people that can help.

Even if you think that you have all the insurance you need, we would be happy to evaluate your existing coverage at no charge or obligation and show you how your premium and benefits compare with our protection plans. We'll provide you with a no-obligation quote for a personalized insurance plan designed specifically for your needs.

**Automobile**

AAA offers auto insurance to our members who have demonstrated safe driving histories.

The best time to call for a quote is when you receive your renewal notice from your present insurer. Why not give us a call when you have your present coverages handy? Please phone one of our insurance representatives to take advantage of this offer.

- Harrisburg..... 657-1027
- Hershey ..... 534-1695
- Camp Hill ..... 763-6463
- Carlisle ..... 243-0169
- Lancaster:
- James St. .... 397-6517
- Estelle Dr. .... 898-6910
- Lititz ..... 626-3046
- Mechanicsburg 506-1907
- Gettysburg ..... 334-1155

## Life & Medical Insurance

We provide a wide array of life insurance plans. Mortgage, spouse and children are among the traditional subjects of life and medical insurance, but we do much more, too.

## AAA Term Life Insurance

Competitively priced, this product is available in face amounts of \$25,000 - \$50,000 - \$100,000 and \$200,000. AAA Life's+ term product is a five-year renewable and

convertible age banded policy. Members and their spouses between age 18 and 64 are eligible to enroll and coverage is renewable until age 75. Coverage must be converted to a whole life contract prior to age 75 in order to remain in force. This product may not be available in all states. Please call toll-free, 1-800-624-1662 for more information.

+Life insurance underwritten by AAA Life Insurance Company, Livonia, Michigan.



## Safety & Educational Service

Throughout our history, AAA has worked to make streets and highways safer. In this continuing effort we work closely with schools, law enforcement agencies, legislative and private industry to strengthen laws and improve driving habits.

## Traffic Safety and Driver Education

Since the 1920s, AAA has aggressively promoted the development of safety on highways. The program begins by providing aids for parents of pre-school children and continues through kindergarten and six school grades with classroom material. It includes the AAA School

Safety Patrol program and extends through high school with the national Driver Education Program, which AAA pioneered.

Tens of thousands of safety patrol belts, badges and other equipment are available for schools to involve children in the School Safety Patrol in the elementary grades. Each year young heroes whose efforts have saved the lives of their classmates are recognized with the AAA Life-saving Medal Award.

## AAA Driving School

We offer a driver education program that includes classroom and in-car instruction for all age levels. The program is approved by the Pennsylvania Department of Education. A Pennsylvania learners permit is required prior to the in-car program.

Many insurance companies, including those associated with AAA Central Penn, will *lower* insurance premiums for the student that completes both programs.

Please call today for pricing and schedules and ask for the Driving School. AAA Driving

School graduates receive a one year AAA Basic membership FREE!

## Driver Improvement Program

This program is to give practical applications to drivers 55 years of age and above. Attention is given to physical changes that accompany age. The class provides the latest information on scanning techniques and driver knowledge. Class participation is encouraged and does not require any on-the-road driving. Best of all NO written exam. We offer introductory and refresher classes. Driver improvement graduates often qualify for discounts on their insurance premiums.

## Legislation

AAA continually evaluates and responds to legislation and regulatory measures that directly affect the interests of motorists and travelers. Our concern is to protect your interests as a motorist, to ensure that automobile drivers are not the targets of discriminatory legislation and to promote safe and efficient transportation.

## Special Services

### AAA Club Publication

Your Club's magazine is published exclusively for AAA members.

Included as part of your AAA membership, this colorful, informative publication is sent directly to your home six times a year to help keep you up to date on benefits, services and other opportunities available to you as a member.

Each issue includes at least four major features providing helpful information on a variety of automotive and travel related subjects. Features are supplemented by additional articles which keep you informed about member benefits, issues that could affect you as a motorist and traveler, and facts you'll want to know about travel, car care, insurance and the many special opportunities available only to AAA members.

### AAA.com

You can visit us online at AAA.com, 24 hours a day, 7 days a week. Find everything from current benefits and services to AAA history. Renew your

membership online or purchase new memberships.

Check a wide variety of travel specials, search TourBook® information, international destination reports, hotels, flights, and car rentals... request information or make online reservations. Discover your next cruise or tour destinations. Get road construction information then order or print out a TripTik® Travel Planner. Check Show Your Card & Save offers from 50,000 businesses in the U.S., Canada and Europe. Get suggestions for nearby road trips and overnight getaways, special member pricing on theme park tickets or order special AAA travel publications from E-Store.

If something seems wrong with your vehicle, check online diagnostics, then keep repair and maintenance records online. Get official used car pricing online and order VIN reports at a discount for members. If



you are looking for a new car, check all the options, crash tests, even colors, along with invoice pricing. Apply online for a new or used auto loan at great member rates.

Sign up for our E-Club to get monthly updates and specials online from AAA Central Penn.

### Travel Guard

Travel Guard – America's leading travel insurance and assistance provider – provides the most comprehensive coverage and an array of assistance services to our worldwide travelers each year. Covering more than 6 million business and leisure travelers annually, Travel Guard provides around-the-clock access to our experienced team of assistance professionals when our clients need us most.

General coverages include coverage for trip cancellation, interruption and delay; baggage loss and delay; medical expenses; and emergency evacuation. Travel Guard covers your trip investment before you leave home until the time you return.

Travelers who choose Travel Guard have 24/7 access to expansive resources no matter where you are throughout the world. From arranging restaurant reservations to medical evacuations, from prescription replacements to locating lost luggage, travelers can travel hassle-and worry-free. For more information, contact your nearest AAA Central Penn office.

### Member Services Call Center

From the comfort of your own home, AAA's Member Services Call Center provides the following services over the telephone:

- Membership Sales and Upgrades
- AAA Product and Service Information
- Auto Touring Information
- TripTik® requests
- Hotel and Car Reservations
- Theme Park Ticket Information

Just call  
(800) 717-4222  
(Harrisburg area); or  
(800) 498-4222  
(Lancaster County)

## Emergency Check Cashing

AAA Clubs throughout the United States will help you in an emergency by cashing your personal check up to \$100 when presented with your valid AAA membership card and other specified identification. Available at participating clubs only.

## Arrest Bond Certificate

Your valid AAA membership card, along with your AAA bail bond card, will be accepted by police in many jurisdictions for certain auto related violations instead of cash bail or a surety bond for up to \$1,000.\*

## Legal Reimbursement

Available only to AAA Plus members, reimbursement of \$100.00 for original court of jurisdiction when a plea of not guilty is entered. An additional \$150 may be reimbursed if appealed. Must not be for DUI and other disqualifying charges.\*

## Bail Bond

As a AAA member you're entitled to bail in any amount not exceeding \$5,000 if you're arrested or detained for a major traffic offense.\*

\*Availability may be limited per violation.

## Travel Accident Expense Service

Should a car driven by an AAA member become

disabled so that it cannot be driven safely as the result of a traffic accident or collision 100 miles or more from home, that member will be reimbursed within specified limitations up to \$200 (\$600 for Plus members) for unexpected expenses.

This benefit may be used anywhere in the continental United States and Canada up to a maximum of 72 hours from the time of the accident. The benefit applies to any AAA member who is driving the vehicle at the time of the accident.

AAA Travel Accident Expense Service covers reimbursement for ONE of the following: rental of a replacement car; or local meals and lodging; or commercial transportation to destination or for a return trip home.

You must: (1) report the accident to police, (2) obtain itemized, paid receipts of your expenses incurred within 72 hours of the accident and (3) submit to the Club (within 60 days), a copy of police report, itemized repair bill, and original itemized receipts for expenses. To apply for reimbursement, send your information to: AAA Central Penn, TAER Service, 2301 Paxton St., Harrisburg, PA 17110.

Approved claims will be paid by check directly to you.

## Automobile Theft Reward

AAA will pay a \$1000 reward (\$2000 if you're a AAA Plus member) for information leading to the arrest and conviction of

anyone stealing a car owned by you. All information must be reported to the police and entered on an official police report.

This reward is not payable to the owner or family of the stolen car or members of any law enforcement agency.



## Emergency Road Services

### Understanding AAA's Emergency Road Service

As a member, AAA's industry leading roadside assistance program Emergency Road Service (ERS), is available 24/7 anywhere in the United States and Canada in the event the eligible vehicle you are driving or riding-in becomes disabled.

### Eligible Vehicles

Your membership includes any legally

operable four-wheeled motor-driven vehicle of the passenger, pleasure or recreational type if those services can be safely delivered.

Rented passenger and commercial vehicles are eligible for service excluding limousines and taxis. Unloaded, dual wheeled pickup trucks will be provided all services except tire service, if those services can be safely delivered.

*AAA Plus extends the ERS benefit even further and AAA Plus RV® will*

cover registered motor homes, pickup trucks with campers, travel trailers, motorcycles, and 5th wheel travel trailers. Each member is allowed up to four calls per membership year for any of the following services:

- **Battery Boost** – A battery boost will be provided in an attempt to start your vehicle.
- **Mobile Battery Service** – In many areas, AAA will come to you to test and replace your vehicle's battery if needed.
- **Flat Tire Service** – Includes changing a flat tire when an inflated serviceable spare is available. Should the spare be missing, unusable, or when a safety concern exists, the vehicle will be towed in accordance to AAA's towing policy.
- **Fuel Service** – Delivery of a sufficient supply of fuel to your disabled vehicle, to enable you to reach the nearest open service station. Specific quantities, brands, or octane ratings cannot be promised. Fuel will be charged at current

pump prices. *AAA PLUS® & Plus RV® extends this benefit by providing a sufficient amount of fuel for free.*

- **Lockout and Key Service** – If the key that operates or provides access to the passenger compartment of the vehicle is lost, broken, or the service provider cannot gain entry, AAA will provide locksmith service up to \$50, or reimbursement of commercial locksmith service up to \$50. If necessary, AAA also will provide tow service. Members can receive up to \$50 worth of locksmith service at the scene. *AAA PLUS® provides added coverage or extends reimbursement up to a total of \$100 in parts and labor for locksmith service if such service is required either to unlock the eligible vehicle or make it operable.*
- **Mechanical Adjustments** – Minor or temporary adjustments will be made in an attempt to enable your vehicle to operate safely under its own power.
- **Towing** – If the vehicle you're traveling in cannot be started or

driven safely, it can be towed one time per disablement up to 5 miles from the point of disablement to a destination of your choice or back to the responding station. While traveling outside of AAA Central Penn's area, free tow mileage may vary but will not be less than 3 miles from the point of disablement to a destination of your choice. As a member, only the additional tow mileage shall be charged to you and is payable to the tow truck operator at the time service is delivered. In instances when your vehicle becomes disabled while towing a light trailer, service will be provided for the trailer for a fee, excluding fifth wheel trailers. *AAA PLUS® & Plus RV® extends your towing benefit up to a total of 100 miles in any direction from the point of disablement, one time per disablement.*

- **Extricating/Winching** – When your vehicle is stuck and can be safely reached from a normally traveled road or established thoroughfare AAA will provide service. If special equipment, more than one truck or more

than one person is required, the associated costs may be at the member's expense. *AAA PLUS® & Plus RV® extends coverage when needed to include the service of a second service person and/or truck at the scene of disablement up to one hour.*



## Emergency Road Service

### Emergency Check Acceptance

For payment of other emergency services and or repairs, a member's personal check up to \$250.00 is accepted by the contract station upon presenting a valid membership card and proper photo identification.

### How Do I Obtain Service?

While traveling away or close at home, AAA is with you all the way. In most cases, 1-800-AAA-HELP (hearing impaired/TDD-TTY users call 1-800-955-4TDD) routes your telephone call to the nearest AAA contact center (See membership

card). In some areas, cellular phone and VOIP users may experience difficulty depending on the local service. You may also log on to *aaa.com* and click “ERS Online” to request service.

When traveling on the Pennsylvania Turnpike, a restricted roadway, you should call their communication center for help by dialing (800) 932-0586.

When requesting AAA service, in addition to your membership card, please be prepared to give the following information: your full name; year, make, model and color of your vehicle; a description of the situation; a telephone number to contact you if necessary; and the exact location of your vehicle, which should include the street name, postal address, city and a predominant landmark or the nearest cross street.

Should your vehicle become operable before service arrives, please call back immediately to cancel your request as each service request that is dispatched is counted as a call for

the membership year. Emergency Road Service is limited to four roadside assistance calls per membership year and to one call per disablement.

Be prepared to present your current membership card and a form of photo ID when service arrives. Otherwise, the service provider will be obligated to collect payment for the service at prevailing commercial rates.

For your protection, members are expected to be present at the vehicle and service shall not be provided to an unattended vehicle. In extenuating circumstances, an exception may be allowed by the Club if prior arrangements have been made.

If your vehicle must be towed to a repair facility, be sure to call the facility in advance. Many service outlets will not accept towed vehicles without an appointment and may have secured parking areas.

### Service Is For Members Only

AAA membership follows the member and the member must be with the vehicle at the time the disablement occurs. Protect your entire



family with an Associate Membership available for anyone living in the same household as the Primary member.

### When Does AAA Service Not Apply?

ERS is designed to help members when the vehicle they are driving or riding in becomes disabled as a result of unavoidable circumstances, and is limited to making the vehicle operable if possible, or towing it to a place of repair. There is a seven day waiting period for benefits to begin for new AAA PLUS® & Plus RV® members or for members who allow their AAA PLUS® & Plus RV® membership to lapse.

### Limits of Service

Many Emergency Road Service (ERS) stations are independent businesses and not employees of AAA. Responsibility for loss,

damage or unsatisfactory workmanship remains with the ERS station providing the service. The club will assist by mediating unresolved issues. Members are responsible for the fees involved with any parts, labor to install parts or render non-covered services such as charging a battery, and the cost of subsequent trips to the vehicle.

While AAA Emergency Road Service is the most liberal and broadest coverage anywhere, services not covered or reimbursable by AAA include the following:

- During severe weather and extended storms, members at risk will be prioritized. When all available AAA contractors and manpower is required to aid members whose vehicles are disabled on streets and highways, the Club



reserves the right to suspend service to members whose vehicles are in safe places or who are requesting a long distance tow. Service into areas not regularly traveled, such as sand, vacant lots, beaches, construction sites, open fields, creek beds, boat ramps, logging or forest service roads, or places dangerous for service vehicles to reach. If the road is blocked or if the vehicle is submerged or partially covered necessitating digging-out, service will be delivered only after the way is cleared.

- Shoveling a vehicle out of snow banks and parking spots or clearing driveways. Service vehicles will not enter a snow-filled road or driveway.

- Service will not be rendered to a vehicle that is illegally parked, abandoned, immobilized by inspection or license laws, vehicles to be junked or to/from a place of dead storage. Service on taxicabs, limousines, buses, motorcycles & mopeds, or any vehicle not properly registered for highway use.

- Towing of vehicles carrying a load that could pose a safety hazard due to either excessive weight or potential shifting of the load are not eligible for service involving lifting of the vehicle (i.e. tire changing, towing or extrications).

- Additional expense incurred to service vehicles that have been significantly altered will be the responsibility of the member.

### Excessive Service

Improper use or what is deemed excessive use of ERS compared to the normal member usage may result in non-renewal of membership, suspension of ERS privileges or a surcharge. AAA membership is not a substitute for normal maintenance or care. Members are allotted (4) four road service calls per membership year. After the fourth call, the Club has the option of referring service (member calling and paying contractor for the call) or billing the actual cost for the fifth and each succeeding call. No reimbursements will be made when the fourth call limit is exceeded.

### Reimbursement Service

If you have followed the procedures outlined to obtain ERS and AAA service is not available, you may obtain service, pay for it and submit a claim form with the original itemized receipted bill in the member's name to the Club within thirty days of the service. Reimbursement, for covered services will be

based on the prevailing commercial rate for the region where the vehicle became disabled. In instances where the AAA contractor access is legally restricted (toll roads, limited access highways, etc.) offer your membership card in lieu of payment. If it is not accepted, reimbursement services will be provided.

***Note: In areas where AAA service is available and members use non AAA services, reimbursement, for covered services will be limited to the amount the Club would have paid our contractor to provide the same service.***

For a reimbursement form or any comments contact:

### AAA Central Penn

Attention: ERS Department  
2301 Paxton Church Road  
Harrisburg, PA 17110

Telephone: 888-222-3575

Email: [ersinfo@aaacp.com](mailto:ersinfo@aaacp.com)



## Approved Auto Repair

You'll never have to worry about where to find reliable auto repair service at fair prices ever again. Any time your car has a problem, just look for a shop bearing AAA's Approved Auto Repair sign. Only the very best facilities can meet our high standards of quality worthy of the AAA seal of approval.

AAA approved repair facilities must promise to provide AAA members with consistent high-quality repairs at competitive prices before they can display our sign. What's more, that promise is backed by a signed contract that offers you the following guarantees:

- A limited warranty of 12 months or 12,000 miles, whichever comes first.

- If requested by the AAA member before repair work begins, AAA approved facilities agree to return all replaced parts.
- Any additional work required to repair your car that exceeds the estimate by 10% or more will be performed only with your authorization.
- In the event of a dispute between you and the facility, the facility must abide by all decisions as arbitrated by AAA.
- Shops must employ ASE (Automotive Service Excellence) certified mechanics.

As a AAA member, isn't it nice to know you have a great repair facility you can depend on? For listings go to AAA.com.

## Show Your Card & Save®

### Show Your Card & Save®

SAVE MONEY when you show your AAA card at thousands of participating businesses at home and around the world. Look for the Show Your Card & Save sign, or visit [AAA.com/discounts](http://AAA.com/discounts) for a complete list of participating businesses and discount details.

### Save on Prescriptions

Save money on prescriptions for yourselves, your children, and even your pets. Save at your neighborhood pharmacy, or by mail order, with your AAA Prescription Savings Card.



### Save on Hotels

Call 866-AAA-SAVE to enjoy exclusive member prices at Sheraton Hotels & Resorts, Westin Hotels & Resorts, Marriott Hotels & Resorts, and many more.

### Save on Transportation

Receive exclusive AAA member discounts on Hertz car rentals, Penske Truck Rentals, Amtrak, and more!

### Save on Food & Fun

Save at many favorite local eateries, and restaurants like the Hard Rock Café! Save on tickets to Walt Disney World, Universal Studios, SeaWorld, Busch Gardens, Sesame Place, and many other popular attractions.

### Save on In-Store Shopping

Save at businesses such as LensCrafters, Payless ShoeSource, Tanger Outlets, New York & Company, NAPA Auto Parts, and many more!

### Save Online and Save

Visit [AAA.com/discounts](http://AAA.com/discounts) for discount details and ordering instructions from Dell Computer, Sirius Satellite Radio, Target, Barnes & Noble and many more online businesses!



## Office Directory

### HARRISBURG

2301 Paxton Church Rd.  
Harrisburg, PA 17110  
(717) 657-2244  
Fax (717) 657-8950  
Local Emergency Road  
Service: (717) 657-1324

### CAMP HILL

3433 Trindle Road  
Camp Hill, PA 17011  
(717) 761-6811  
Fax (717) 763-0507

### CARLISLE

701 S. West Street  
Carlisle, PA 17013  
(717) 243-1844  
Fax (717) 243-2486

### GETTYSBURG

Peebles Shopping Center  
1275 York Road, #10  
Gettysburg, PA 17325  
(717) 334-1155  
Fax (717) 334-6226

### HERSHEY

Hershey Square  
1142 Mae Street  
Hummelstown, PA 17036  
(717) 533-3381  
Fax (717) 534-2627

### LANCASTER

101 W. James Street  
Lancaster, PA 17603  
(717) 397-4444  
Fax (717) 397-6869

### LANCASTER

804 Estelle Drive  
Lancaster, PA 17601  
(717) 898-6900  
Fax (717) 898-6952

### LEBANON

Quentin Circle  
984 Isabel Dr.  
Lebanon, PA 17042  
(717) 273-8533  
Fax (717) 274-8073

### LITITZ

727 S. Broad Street  
Lititz, PA 17543  
(717) 626-3040  
Fax (717) 626-3050

### HUNTINGDON

608 Washington Street  
Huntingdon, PA 16652  
(814) 643-1030  
Fax (814) 643-5600

### LEWISTOWN

33 N. Brown Street  
Lewistown, PA 17044  
(717) 242-2221  
Fax (717) 242-0642

### MECHANICSBURG/ SILVER SPRING

3 Baden Powell Lane  
Mechanicsburg, PA 17050  
(717) 506-1907  
Fax (717) 506-1916

### WHEN TRAVELING:

If you're traveling outside your local club area and need emergency road service, first look in the white pages of the telephone directory under "AAA".

If there's no listing, call SUPERNUMBER:

**1-800-AAA-HELP**