

# || Roadside Assistance

CAA is here to help you whether your vehicle is disabled in your driveway or thousands of kilometres from home. **CAA Roadside Assistance** is available 24 hours a day, 365 days of the year throughout Canada and the USA.



Roadside Assistance is available to you when the eligible vehicle you are driving or riding in as a passenger is unable to proceed under its own power. Roadside Assistance is limited to making the vehicle operable at the roadside if possible, or towing it back to the servicing facility. Costs incurred to repair the vehicle are the owner's responsibility.

## Service Eligibility

All Members, including each Associate, **receive up to 5 Roadside Assistance calls per membership year.** If your requirements exceed 5 calls per year you must pay for the extra services at prevailing CAA contractor rates for the region.

## Requesting Service

If you require Roadside Assistance, help is just a phone call away. Call **1-800-CAA-HELP (1-800-222-4357)** accessible throughout Canada and the USA. Cellular phone users call toll free **\*CAA (\*222)**. These numbers are listed on the back of your Membership card.

Please make arrangements with a repair facility prior to placing your call, to ensure your vehicle will be accepted for repairs, or CAA will assist you to locate an open repair facility.

## Services Provided

- Mechanical First Aid
- Fuel Delivery
- Battery Boosting
- Flat Tire Service
- Towing
- Extrication/Winching
- Lockout Service

When calling for service, you will be asked for the following information:

- 1 Your membership number and expiry date
- 2 Your name and address
- 3 The exact location of the disabled vehicle
- 4 The vehicle's make, year, color and licence number
- 5 The nature of the trouble
- 6 Phone number where you can be contacted

You must remain at or near the vehicle to receive service.

If the problem is resolved before the service provider arrives, please notify CAA immediately to cancel the request as each service call is charged by the club against your record, whether or not completed.

Please have your membership card ready for presentation to the service provider to obtain service.

## Vehicle Eligibility

CAA offers three levels of Roadside Assistance: **CAA Classic**, **CAA Plus** and **CAA Plus RV**. The differences in coverage are explained here by eligible vehicle, and throughout the following section by type of Roadside Assistance provided.

**CAA Classic:** Provides service to licensed four wheel motor driven vehicles of the passenger, pleasure or recreation type (vans and 4 wheel motor homes included) if services can be safely delivered and limited service to dual wheel recreation vehicles.

**CAA Plus:** Provides service to licensed four wheel motor driven vehicles of the passenger, pleasure or recreation type (vans and 4 wheel motor homes included) and motorcycles with or without side cars and limited service to dual wheel recreation vehicles.

**CAA Plus RV:** Provides all services to dual wheel drive axle licensed motor homes, dual wheel pick ups, campers, and the following types of trailers: travel, horse, snowmobile, utility and boat.

Note:

- CAA Classic and CAA Plus Memberships exclude tire and extrication service to dual wheel vehicles (refer to CAA Plus RV coverage). Boosting, fuel delivery and lockout services are provided to all classes of membership. If you are CAA Classic or CAA Plus Member towing a light duty trailer, additional charges for recovering it will be your responsibility.
- Rented passenger are also eligible for service with the exception of taxis, limousines, school buses and off-road vehicles.

## Battery Boosting

**CAA Classic, CAA Plus and CAA Plus RV:** Service will be provided in an attempt to start your vehicle. If the vehicle cannot be started within a reasonable amount of time, the towing provision will apply.

## Extricating/Winching

Your vehicle will be extricated/winched when it can be safely reached from a normally travelled or established thoroughfare.

Service *cannot* be rendered in plowed-in, snowbound or ice-covered alleys, streets, lanes or driveways. The service vehicle must have clear and safe access to the disabled vehicle. Shovelling, plowing, salting/sanding is your responsibility.

**CAA Classic:** One operator and truck will provide service. If special equipment, or more than one truck or person is required, the associated cost will be at your expense.

**CAA Plus and CAA Plus RV:** The above mentioned service is extended to include a second truck and operator if required, for up to one hour at the scene.



### Flat Tire Service

**CAA Classic and CAA Plus:** On four-wheeled vehicles a flat tire will be replaced with your inflated spare tire. If necessary the towing provision will apply. Service does not include repairs, additional trips to deliver a repaired tire, installation or removal of tire chains, mounting, dismounting or shifting of tires and seasonal tire changeovers. *CAA Plus coverage provides towing services for motorcycles.*

**CAA Plus RV:** On a dual wheel vehicle or trailer a flat tire will be replaced with your inflated spare tire. If necessary the towing provision will apply. Service does not include repairs, additional trips to deliver a repaired tire, installation or removal of tire chains, mounting, dismounting or shifting of tires and seasonal tire changeovers.

### Fuel Delivery

**CAA Classic:** A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest open service station; or the vehicle may be towed in accordance with the towing provision. Specific brands or octane ratings cannot be promised. The cost of the fuel is at your expense.

**CAA Plus and CAA Plus RV:** The above mentioned service is extended to include the emergency supply of fuel, free of charge.

### Lockout Service

**CAA Classic:** 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 locksmith service of up to \$50, will be provided. In cases where the vehicle cannot be made operable, towing service will be provided.

**CAA Plus and CAA Plus RV:** If your keys are lost or locked in the vehicle CAA Plus provides up to \$100 for locksmith service required to either gain access to the vehicle or make it operable.

### Mechanical First Aid

**CAA Classic, CAA Plus, and CAA Plus RV:** Minor/temporary adjustments or emergency repairs not requiring parts or supplies, will be made in an attempt to enable your vehicle to operate safely under its own power. If the vehicle cannot be placed in safe driving condition, the towing provision will apply.

	1	2	3
CAA Membership Benefits	CLASSIC Coverage	PLUS Coverage	PLUS RV® Coverage
Roadside Assistance	FREE*	FREE*	FREE* for your recreational vehicle **
Emergency Towing	Up to 5 km†	Up to 160 km†	Up to 160 km†
Extra Extrication Service	One service truck	Second truck, if needed	Second truck, if needed
TripTiks®, TourBooks® & Maps	FREE	FREE	FREE
Fuel Delivery	Free delivery	Free fuel & delivery	Free fuel & delivery
Lock-out Service	FREE Up to \$50	FREE Up to \$100	FREE Up to \$100 <i>Locksmith services if required</i>
Trip Accident Insurance	Up to \$300	Up to \$500	Up to \$500
Travel Accident Insurance	Up to \$100,000	Up to \$500,000	Up to \$500,000

*Associate Memberships - Give your family members the same protection for about half the price.*

\* All Members, including each Associate, are entitled to receive up to 5 Roadside Assistance calls per membership year.  
 † The vehicle will be towed to the responding facility, a facility on the return route, or to any destination you choose within 5 Km for Classic coverage and 160 Km for Plus.  
 \*\* CAA Classic covers four-wheeled motor driven vehicles of the passenger, pleasure or recreational type (campers and motor homes) and rented passenger vehicles excluding taxis and limousines, regardless of licence plate designation. Towing an accompanying trailer is at your expense. Dual wheel campers/motor homes qualify for all services except towing, extrication, winching, and tire service. Dual wheel unloaded pick-ups qualify for service except for tire service. Motorcycles (with or without sidecar) are covered under CAA Plus. For full coverage for dual wheel pick ups, campers and motor homes, and recreational type trailers choose CAA Plus RV.

### Towing Service

Towing will be provided if your vehicle cannot be placed in safe driving condition. Flatbeds or dollies will be provided when required by your vehicle service manual or CAA Towing Manual at no charge.

**CAA Classic:** You may have the vehicle towed from the point of breakdown back to the responding service facility, or to any point along the same route at no charge, or to any destination in any other direction within 5 km from the point of breakdown at no charge. A charge per km will be applied to any additional mileage over 5 km.

**CAA Plus and CAA Plus RV:** You may have the vehicle towed from the point of breakdown back to the responding service facility, or to any point along the same route at no charge, or to any destination in any direction within 160 km from the point of breakdown at no charge. A charge per km will be applied by the service facility to any additional mileage over 160 km. *There is a 48 hour time delay from the time of registration before CAA Plus Roadside Assistance becomes valid.*

## Extreme Weather Conditions

During extreme weather conditions, CAA responds to calls on a priority basis, providing service first to those Members whose vehicles are blocking roadways or otherwise posing a threat to public or personal safety. Under severe conditions, CAA reserves the right to suspend service to Members whose vehicles are in a place of safety. Your patience and understanding under these circumstances is appreciated.

## Liability

Certain types of American and foreign-made cars (especially those with fibre-glass bodies) and vehicles with owner-made modifications are difficult to tow without causing damage. In such cases, or when lockout services are rendered, you may be asked to sign a release assuming responsibility for any damage that may occur.

The club does not have supervision or control over the operation or management of an official contract facility. In the event of a dispute between the official service contractor for Roadside Assistance and/or charges by the contractor, the club may appoint an arbitrator whose ruling shall be final and binding on both parties.

Any damages resulting from the delivery of service by a CAA contracted provider must be reported to the contractor within 24 hours of the incident and prior to any repairs being rendered. Claims for any damage are between you and the service provider. CAA will assist in settling damage claims disputes.

## Emergency Repair Cheque Acceptance

CAA/AAA Roadside Assistance contractors will accept your personal cheque of up to \$400 (\$250 USD) per occurrence for emergency auto repairs when no other means of payment is available. This service is limited to emergency repairs which must be carried out in order to make the vehicle operable. A valid membership card must be presented at the time of payment.

## Quality of Service

Our top priority is always to satisfy your needs. If you feel service has been less than satisfactory, please contact **CAA Member Services Department by calling 1-800-471-1611**. In many cases a simple phone call may solve the problem.

## Roadside Assistance Limitations

In fairness to all CAA Members, CAA reserves the right to refuse service, impose a charge, or cancel the membership of a Member who has used road service to excess. All Members, including all Associates, may receive up to 5 Roadside Assistance calls per membership year.

For this reason, CAA does not provide:

- Service to a vehicle already in place of repair
- Service to vehicles used in competition at races or drag races
- Service to loaded or altered vehicles where the provision of the service cannot be performed safely and may jeopardize the load or damage the vehicle
- Maintenance and repairs to vehicles
- Service to unattended vehicles unless pre-authorized by CAA
- Service by appointment; service is rendered on a first-come, first-served basis
- Delivery service – CAA does not provide you with taxi service. However, at your request and approval of any additional cost, CAA will arrange for you to be transported to or from the disabled vehicle
- Accident towing, where the policy of an Insurance company preempts CAA Service
- Towing service to a salvage yard
- Service to a vehicle which has failed a safety inspection
- The service and costs associated with legal infractions
- Unlicensed, unregistered and uninsured vehicles
- Second or additional trips or from one facility to another by service staff on one call
- Service to vehicles in an area not normally travelled, i.e. open fields, beaches, private logging roads, river banks, floodway, mud – or “plowed in” or “snowbound” streets, filled driveways or alleys (service persons will not shovel snow), construction sites or other locations which cannot be reached safely
- Reimbursement of expenses incurred as a result of a mechanical breakdown including lost wages, alternate transportation, accommodations, etc.

## Non-CAA Contractor Services

If you have followed the procedure outlined to obtain Roadside Assistance and CAA service is not available, you may obtain your own service, pay for it and submit the original receipt to your Club within 30 days. Reimbursement will be based on the prevailing commercial rate for the region where the vehicle was disabled.

If the CAA service WAS available but not used, reimbursement will be made at the local contract station rate, subject to approval by CAA. CAA will reimburse you for any service normally provided under your CAA Membership. In instances where the CAA contractor access is legally restricted (toll roads, limited-access highways), full reimbursement will be provided for towing back to the service facility or the nearest exit.

Reimbursement will be processed after submission of an original, official, itemized invoice for services rendered by a qualified, registered, auto service or towing facility. CAA Plus enables you to be reimbursed for CAA Plus services obtained at prevailing commercial rates from the facility nearest the breakdown location.

NOTE: Cost of accommodation, meals, alternate transportation and incidental expenses are not reimbursed unless breakdown is the result of an accident involving collision. Please see "Trip Accident Insurance" on page 16.

Submit the original copy of your receipt, (photocopies not accepted) within 30 days for reimbursement consideration to:

**CAA - Member Services Department  
P.O. Box 310  
Saint John, N.B. E2L 3Y2**

REMEMBER: If CAA service is available but not used, reimbursement will be made at the CAA Contractor rate, so remember to always call CAA first!

**1-800-CAA-HELP  
(1-800-222-4357)**

**\*CAA (\*222) on your cellular**

### *Please Note*

*This guide is intended to provide you with an overview of services and benefits. Not every circumstance may necessarily be covered. Please contact any CAA Member Service Centre for details on specific questions or email us at [info@atlantic.caa.ca](mailto:info@atlantic.caa.ca). Programs, policies, benefits and procedures may change without notice. Revisions to this guide will be updated annually.*

**For the highest level of Member Benefits,  
ask about CAA Premier.**