



# Emergency Road Service

**24 HOURS A DAY | 7 DAYS A WEEK**

**PLEASE REFER TO THE BACK COVER  
FOR EMERGENCY CONTACT DETAILS.**

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## **EMERGENCY ROAD SERVICE (ERS)**

Emergency Road Service (ERS) is available 24 hours a day, 7 days a week, every week of the year. It is designed to give you assistance when the vehicle you are either driving or riding in becomes disabled. And remember, that's a major benefit of being a CAA Member—the coverage applies to you personally, regardless of whose vehicle you may be in. No matter what membership level you choose, ERS will be provided to you without charge from the nearest available CAA or contract facility. Your service call includes one truck and driver to the disabled vehicle to attempt minor mechanical adjustments not requiring parts or supplies. The ERS driver will attempt to get your vehicle moving safely or operational. If these attempts are unsuccessful after a reasonable effort by the ERS driver, then towing provision will apply.

If special equipment, more than one truck, or more than one person is required, the associated cost may be at the Member's expense.

CAA's highly skilled ERS drivers and contractors deliver the following services aimed at getting your vehicle in drivable condition:

**Mechanical Adjustments** – Minor or temporary adjustments will be made in an attempt to get your vehicle operating safely under its own power.

**Battery Boost** – If needed, your battery will be boosted in an attempt to start your vehicle. This is an invaluable service on extremely cold days.

**Flat Tire Replacement** – If your vehicle's spare tire is inflated and in good condition, your ERS driver will install it to replace a flat tire. If no spare is available, your vehicle will be towed in accordance with the membership level you've chosen.

**Fuel Delivery** – Should you run out of gas, an emergency supply of fuel will be delivered to help you reach the nearest open service station. (Specific brands or octane ratings cannot be guaranteed.) Depending on your membership level, you may be charged for the fuel

at current pump price. Only CAA Plus, CAA Plus RV and CAA Premier Members receive the fuel free of charge! If fuel is not available, your vehicle will be towed as per your membership level.

**Lock and Key Service** – If your keys become locked inside your vehicle, an ERS driver will be dispatched to gain entry. If your keys are lost, broken or the driver cannot gain entrance to your vehicle, CAA will provide locksmith services for up to \$50 for CAA Classic, and up to \$100 for CAA Plus, CAA Plus RV and CAA Premier Members, or reimburse you for locksmith services in the same amount. If your vehicle cannot be made operable, it will be towed (in addition to, or instead of, the \$50 or \$100 locksmith service, if necessary) as per the scope of towing benefits.

**Extrication/Winching** – If your vehicle is stuck and it can be reached safely from a normally travelled or well established thoroughfare, your ERS driver will attempt to extricate or winch it out. CAA Plus Members are eligible to have a second ERS vehicle, if required, to extricate or winch for a full hour.

**Towing** – If your vehicle cannot be driven safely after attempting any of the emergency services we've listed, your vehicle or the one you are in will be towed without charge to any one of the following: anywhere within 5 km\* of where your vehicle became disabled, or back to the facility rendering the service or to a repair facility along the return route. If you're towing a light duty trailer when your vehicle becomes disabled, CAA will provide towing service for your trailer (with the exception of fifth-wheel trailers), which may be at your expense. CAA Plus, CAA Plus RV, and CAA Premier benefits provide enhancements to your regular CAA Membership, including Emergency Road Service (ERS) to the same vehicle types as described under basic coverage with the addition of motorcycles, with or without sidecars. Details of these services are available in our Member Handbook or our website at [www.caaneo.ca](http://www.caaneo.ca).

**Eligible Vehicles** – Emergency Road Service as outlined will be provided to all properly licensed, four-wheeled, motor driven vehicles of the passenger, pleasure or recreation type (including vans, campers, motor homes) regardless of licence plate designation if the services can be delivered safely.

\*Towing service within 5km for CAA Classic, within 200km for CAA Plus and CAA Plus RV and within 320km for CAA Premier. CAA Premier Members are entitled to one (1) tow of up to 320km as part of their five (5) eligible calls.

**NOTE: Dual-wheel campers and motor homes are eligible for all services except towing, extrication/ winching and tire service. Unloaded dual-wheel pick-up trucks are eligible for all services except tire service. Rented passenger vehicles and commercial vehicles (except taxis and limousines) are eligible for all services.**

**CAA Plus RV benefits provide enhancements to regular CAA Memberships or services not covered by your regular CAA memberships, to your dual-wheel camper, motor home, fifth-wheel and light-duty trailer.**

**Full details of CAA Plus RV services are available on our website at [caaneo.ca/plusrv](http://caaneo.ca/plusrv).**

## **HOW TO OBTAIN EMERGENCY ROAD SERVICE**

ERS is available 24 hours a day, every day.

Here's how to obtain ERS services:

**Locally:** Refer to the number printed on your CAA Membership card, or call 1-800-CAA-HELP (1-800-222-4357), or check under CAA in the white pages of your phone book.

**When Travelling:** Call 1-800-CAA-HELP (1-800-222-4357) anywhere in North America.

Canadian mobile phone users should dial \*CAA (\*222) to obtain the closest CAA dispatch center toll-free. In many areas of the U.S., mobile phone users can dial \*AAA (\*222); however, user fees may apply.

You can also place your own service call on-line at [www.caaneo.ca/roadsidesos](http://www.caaneo.ca/roadsidesos).

## **How To Get Help Fast.**

To provide you with the fastest possible service, you should have the following information available when requesting service: location of your vehicle; year/make/model and colour; the license plate number; the apparent problem with the vehicle; and the towing destination if that service is required.

## YOU'RE NEVER ALONE

### How to obtain ERS when regular CAA service is not available

If you've followed the procedure outlined to obtain ERS, and CAA/AAA service is not available for some reason, you may make arrangements to obtain the required service yourself, pay for it, and submit the original official receipt that bears Member name to your home CAA Club within

30 days. Reimbursement will be based on the prevailing commercial rates for the region where your vehicle was disabled. Similarly, if CAA/AAA service was available but alternate service was obtained, the reimbursement amount will be based on the CAA/AAA contract rate for the area where the vehicle became disabled.

In instances where CAA/AAA contractor service is legally restricted (such as toll roads and limited access highways), full reimbursement will be provided for all eligible services.

**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!

**NOTE: Members who have used the maximum number of entitled service calls for their membership year are not eligible for reimbursement.**

## ERS LIMITATIONS AND EXCESSIVE USE

For your protection, services cannot be provided to an unattended vehicle. The CAA Member, and not a designate, must be present. However, in extenuating circumstances, an exception may be made if prior arrangements have been made with CAA. Services not covered by your membership include:

- Collision towing, where the policy of an insurance company owned by a Provincial Crown Corporation operating exclusively within a province preempts CAA service.
- Service to a vehicle in a repair facility.
- Second or additional trips by the service person on any one call including re-tows from a residence to a



repair facility or from repair facility to repair facility.

- A vehicle which is abandoned, is to be towed to a salvage yard, has failed a safety inspection, is impounded due to a legal infraction, is unlicensed or is unlicensed.
- Service to a vehicle wilfully driven into an area not regularly travelled such as vacant lots, open fields, beaches, impassable private, logging or recreational roads, yards, mud or snow-filled driveways (ERS drivers will not shovel snow), alleys, construction sites or other locations which cannot be reached safely.
- Service to school buses and vehicles for hire which are identified as taxis or limousines.
- Towing, impound, and storage fees due to towing as a result of infractions of local ordinances or laws.
- Cost of parts, labour and repairs.
- Accepting appointments for service calls.
- Loaded or altered vehicles may not be eligible for flat tire, extrication/wincing or towing benefits.
- Charges for towing some light duty trailers might be the responsibility of the Member.
- Damage to a locked vehicle resulting from an attempt to gain entry.
- Special equipment, additional manpower or vehicles required to extricate/winch a Member's vehicle beyond the services provided by CAA or CAA Plus or CAA Plus RV coverage facility or when additional equipment is supplied at the Member's request. This is not applicable if it's a case that alternate equipment is needed to complete the service delivery.
- Transportation to and from your disabled vehicle. (But CAA will make arrangements for you at your expense).
- Loss, damages or unsatisfactory workmanship resulting from an ERS facility providing the service. In most areas, ERS facilities are independent businesses and are not employees of CAA or its affiliates. CAA will help mediate between the Member and contractor any vehicle repairs and damage complaints as a result from Road Service provided by the contractor. If your vehicle cannot be made operable by providing services as listed, CAA will assist you in finding the nearest open place of repair.

If a repair facility cannot be located, CAA will assist you in obtaining lodging or alternate transportation, which may be at your expense.

Charges for services that exceed the benefits listed will be at the prevailing hourly, service call rate or mileage rate of the region where service is provided. Rules and privileges of Emergency Road Service are subject to change without notice. Notification of changes will appear in CAA Magazine or by any other means of communication with CAA Members.

During severe weather conditions, civil disturbances or national emergencies, ERS may be temporarily suspended. Although CAA/AAA offers 24-hour coast-to-coast service, it cannot and does not guarantee service everywhere under all conditions and circumstances.

**Note:** Severe Weather Conditions – Heavy-service demands during severe weather may cause delays. In such circumstances, CAA reserves the right to limit towing to the nearest available place of safety. If your vehicle is in a safe place, CAA reserves the right to service the vehicle only after the heavy demand and/or weather condition has passed.

**NOTE: Motorcycles with or without side car are covered under CAA Plus coverage. However, due to differences in service terms in the U.S., Members should expect to pay for service provided to motorcycles while travelling in the U.S. and may submit their original receipts to their Club for reimbursement.**

## **EXCESSIVE USE**

Prompt, efficient service is the hallmark we strive for at CAA. We know this is what Members expect and deserve. In fairness to all Members, ERS is not to be used as a substitute for proper vehicle maintenance. And to ensure we can meet our Members' expectations, CAA has reasonable limitations and regulations set forth by its officers and directors acting in the interest of all Members. After all, CAA membership dues pay for all of CAA's services. All CAA Primary and Associate Members are entitled to a maximum of four (4) ERS calls per membership year. CAA Premier Members are entitled to one (1) extra tow of up to 320 km (as part of their five (5) eligible calls). Service at a special rate will be offered to all Members who exceed this limit and they will be required to pay the ERS driver at the time of service. Full ERS benefits are reinstated upon renewal of your membership. Bike Assist Tow counts as one (1) of your allotted roadside calls during your membership

year. Drive You Home Tow is free for CAA Plus and CAA Premier Members and counts as one (1) of your allotted roadside calls during your membership year. Maximum of 25km. Additional km will be charged at CAA prevailing rates.

No matter how often ERS is required, CAA's Technical Services Department will continue to assist Members to correct unusual problems with their vehicles and advise on regular maintenance practices throughout the year. CAA reserves the right to limit service or to re-assign a membership category, or to cancel a membership if services are being misused. CAA also reserves the right to change benefits and policies regarding memberships. CAA Magazine will carry announcements, where needed. CAA's goal is to provide the highest quality Emergency Road Service available. Though all CAA/AAA clubs maintain excellent Emergency Road Service throughout Canada, the continental United States, Alaska and Hawaii, certain benefits may vary from club to club. Help us maintain these high standards by providing your comments at any time.

**Please address your comments to:**

**CAA North & East Ontario  
Attention: Automotive Services  
P.O. Box 8350 STN T CSC  
Ottawa, ON K1G 3T2**

## **EXCLUSIVE CAA MOTOR VEHICLE SERVICES**

CAA has built a reputation for excellence on its renowned Emergency Road Service. This same commitment to quality and attention to Member needs extends to the following services that automatically come with your membership in the CAA:

Trip Accident Assistance in Canada and the U.S. — if you're driving a vehicle and are in a collision that disables your vehicle such that it cannot be driven safely and you're more than 200 kms from home for up to 72 hours from the time the accident is reported, CAA will reimburse you \$300 (\$500 for CAA Plus and Plus RV Members and \$2000 for CAA Premier Members) to be used for ONE of the following: local lodging and meals; or commercial rental car; or commercial transportation via airline, train or bus to your original destination or back home. For reimbursement, submit a copy of the

police accident report and the original receipts for your expenditures to your local CAA Travel Centre within 60 days from the date of the accident.

### **Emergency Repair Cheque Acceptance**

CAA stands behind you at every step. If emergency repairs are needed to make your vehicle operable, your personal cheque for up to \$400 CDN. (\$=250 US) will be accepted at any CAA/AAA Approved Auto Repair Service or ERS facility.

**NOTE: A valid membership card must be presented at the time of payment and the name on the personal cheque must match the name on the membership card or credit card.**

### **Approved Auto Repair Service (AARS)**

The AARS program identifies dependable auto repair facilities and certifies that a facility has passed CAA's rigorous ongoing broad-based inspections on all aspects of operation.

Guaranteed Estimates On Motor Vehicle Repairs – All estimates from AARS facilities are guaranteed to be accurate within 10%.

### **Warranty on Repairs**

Motor vehicle repairs from an AARS facility in Canada come with a standard 20,000 kms or one year warranty on parts and labor, honoured within the AARS network coast to coast. Hassle-Free Repairs – Should you ever have a dispute over repairs obtained from an AARS facility, CAA's Technical Staff will serve as sole and binding arbitrators to resolve the dispute quickly and fairly.

### **F.A.C.T.S. (Free Automotive Consumer & Technical Service)**

FACTS is an exclusive CAA service for Members who want information about buying or selling a car, rust proofing, general repair and maintenance problems, provincial and international travel laws, cost of vehicle operation, small claims courts procedures, auto insurance claims, rules of the road, vehicle licensing, and more.

**Access this remarkable service at no charge by calling 1-800-267-8713.**

## **CAA MOBILE BATTERY REPLACEMENT SERVICE**

Every year, CAA responds to nearly 1.5 million battery-related breakdowns. CAA Mobile Battery Replacement Service is a CAA authorized battery service that provides batteries that are best suited to your vehicle type, and come with a 72 month warranty.

### **You can count on CAA Mobile Battery Replacement Service for:**

- Battery delivery & installation
- Trained technicians using the most advanced test equipment.
- Boosting your old battery, if needed.
- Diagnosis on why your battery has failed.
- Supplying the right, high quality battery type for your vehicle, with special CAA Member prices.
- Recycling and disposal of your old battery in an environmentally responsible manner (over 99% of the materials can be recycled).

**NOTE: CAA Mobile Battery Replacement Service is a CAA authorized battery service that provides batteries that are best suited to your vehicle.**

A valid membership card must be presented at the time of payment and the name on the personal cheque must match the name on the membership card or credit card. CAA Mobile Battery Replacement Service is not available in all areas.

CAA Mobile Battery Replacement Service is available in the Metro Ottawa and Thunder Bay areas.

Please contact the Automotive Services Call Centre for hours of service. **For CAA Mobile Battery Replacement Service call 1-800-222-4357.**

# Quick Links

Please use the following quick reference guide to explore our website and learn more about your membership and the many great programs, savings and services offered by CAA North & East Ontario.

## **AUTOMOTIVE SERVICES**

- [caaneo.ca/roadsidesos](http://caaneo.ca/roadsidesos)

## **TRAVEL**

- [caaneo.ca/travel](http://caaneo.ca/travel)
- [caaneo.ca/disney](http://caaneo.ca/disney)
- [caaneo.ca/IDP](http://caaneo.ca/IDP) [International Driving Permit]
- [caaneo.ca/getaway](http://caaneo.ca/getaway)
- [caaneo.ca/locations](http://caaneo.ca/locations)
- [caaneo.ca/events](http://caaneo.ca/events)

## **SAVINGS**

- [caaneo.ca/savings](http://caaneo.ca/savings)

## **INSURANCE**

- [caaneo.ca/insurance](http://caaneo.ca/insurance)

## **YOUR ACCOUNT**

- [caaneo.ca/ebill](http://caaneo.ca/ebill)

## **PUBLICATIONS**

- [caaneo.ca/eletter](http://caaneo.ca/eletter)
- [caaneo.ca/caamagazine](http://caaneo.ca/caamagazine)

# Contact Us

CAA Road Services Call Centre

**1-800-222-4357**

## HOW TO CONTACT US FOR EMERGENCY ROAD SERVICES

### LOCALLY:

Refer to the number printed on your  
CAA Membership card or call

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

### WHEN TRAVELLING:

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

anywhere in North America.

### Canadian cellular phone users:

**Dial CAA (\*222)** to obtain the closest CAA  
dispatch center toll-free. (May not work with  
all mobile carriers in Canada.)

### U.S. cellular phone users:

**Dial AAA (\*222)**, user fees may apply

EMAIL: [MEMBERSHIP@CAANEO.ON.CA](mailto:MEMBERSHIP@CAANEO.ON.CA)  
VISIT OUR WEBSITE: [CAANEO.CA](http://CAANEO.CA)  
ERS ONLINE: [CAANEO.CA/ROADSIDESOS](http://CAANEO.CA/ROADSIDESOS)



North & East Ontario

P.O. BOX 8350, STN T CSC, OTTAWA, ON K1G 3T2