

AAA Member Bill Of Rights

As a member, you are guaranteed more than just quality auto repairs when you use a AAA-approved facility. Presenting your AAA membership card entitles you to:

Free Maintenance Inspection

On request, when having paid repair work performed at a AAA-approved full-service mechanical repair facility, your vehicle will be inspected at no charge for items that frequently contribute to roadside breakdowns. When you pick up your vehicle, you will receive a written recommendation of any needed maintenance or repairs.

Written Estimate

You will be provided a written estimate of the cost of all work to be performed on your vehicle. The final cost may not exceed the written estimate by more than 10 percent unless authorized by you in advance. Local estimate laws take precedence when they exceed AAA requirements.

Warranty

Unless otherwise specified in writing prior to the start of work, all repairs (parts and labor) are guaranteed for a minimum of 12 months or 12,000 miles, whichever comes first.

Returned Parts

Replaced parts will be returned to you if you request them when you deliver your vehicle for service. Parts that must be retained under a warranty or exchange program must be available (on request) for inspection when you pick up your vehicle.

Dispute Resolution

AAA will investigate any dispute between a AAA member and a AAA-approved repair facility. AAA's resolution decision is binding on the facility, but you are not bound by the decision and may seek other recourse.



AAA - Your Complete Automotive Solution

Approved Auto Repair

Approved Auto Body

Approved Service

Approved Auto Glass

Great
Membership
Benefits!

For years, you have trusted AAA to help if you experience problems on the road. Now you can trust AAA-approved repair facilities to help prevent such problems, and resolve them quickly should they occur. To learn more about the nearly 8,000 facilities that make up the AAA Approved Auto Repair network, or to locate a shop in your area, contact a local AAA office or visit:

AAA.com/auto

The Approved Auto Repair network is just one way that AAA works to ensure motorists receive competent auto repair. The association also lobbies for open access to repair information, develops training materials for roadside problem solvers and automotive technology teachers, and promotes auto repair as a profession to young people.



Approved
Auto Repair

AAA
1000 AAA Drive
Heathrow, Florida 32746

NOTE: Facilities that participate in AAA's Auto Repair Network are not the only facilities capable of competent repairs.

Vehicle Maintenance
and Repair
You Can Trust



Approved
Auto Repair

AAA Approved Auto Repair Network



What AAA Approval Means To You

AAA Approved Auto Repair facilities are required to meet and maintain AAA's tough performance standards while providing reliable and courteous service. Some of AAA's requirements include:

Staff Certifications and Training

AAA-approved facilities employ professional technicians with certifications and/or training from the National Institute for Automotive Service Excellence (ASE), the Inter-Industry Conference on Auto Collision Repair (I-CAR) or the National Glass Association (NGA) as appropriate.



Superior Customer Service

AAA-approved facilities have courteous and efficient reception personnel trained to advise customers regarding vehicle maintenance and repairs, and a supervisor is always available for quality control purposes.

Facility Appearance

AAA-approved facilities maintain a clean, professionally organized appearance – inside and out. Customer areas, including restrooms, are safe, clean and comfortable.

Proven Community Reputation

AAA-approved facilities have a satisfactory community reputation as determined by: a facility financial report, a Consumer Protection Agency report, and a AAA survey of recent customers.

Insurance Protections

AAA-approved facilities meet minimum liability insurance coverage – including bodily injury, property damage, and products/completed-operations coverage.

AAA Monitoring

To ensure AAA's high standards are maintained, every approved facility is visited at least four times a year, and must undergo a thorough reinspection annually.

Approved Auto Repair



Approved Auto Repair

Approved Auto Repair (AAR) facilities are full-service mechanical repair shops with the technicians, training, tools and equipment to perform a broad range of automotive maintenance and repair services. Every AAR facility is approved to provide service, diagnosis and repairs in the following areas:

- Maintenance/light repair
- Gasoline engine performance
- Brake systems
- Electrical systems

In addition, most AAR facilities offer service on a variety of other vehicle systems and components including:

- Tires and wheels
- Steering and suspension
- Heating and air conditioning
- Major engine repair/overhaul
- Automatic transmissions
- Manual transmissions and rear axle
- Diesel engine performance



As part of a vehicle's repairs, an Approved Auto Repair facility may sublet specialized operations, such as machine work and radiator repair, to qualified third party suppliers. However, the approved shop assumes full responsibility for all sublet work, and agrees to be the sole source of resolution should there be any problems with the work done.

Total Repair Care*

Select AAR facilities have agreed to team with AAA to provide expedited service when a member's vehicle is towed to their shop. Within one hour of arrival, Total Repair Care shops will perform a basic evaluation, make simple repairs or provide an estimate for more involved work, assist in securing alternative transportation if needed, and offer unique member savings.

* Not offered in all areas. Contact your local AAA club or log on to AAA.com for more information on service availability and facility locations in your area.

Approved Auto Body*



Approved Auto Body

Approved Auto Body (AAB) facilities are full-service collision repair shops with the knowledge, tools and equipment to perform a broad range of auto body repair services. Every AAB facility is approved to provide structural and cosmetic body repairs, painting and refinishing, and collision-related mechanical repairs. In addition, many AAB facilities offer service in other areas that may include: detailing, upholstery, rustproofing and undercoating, and more.

Approved Service*



Service

Approved Service facilities may specialize in a limited range of automotive maintenance, repair or customization operations – quick lube shops, transmission specialists, and window tinting businesses are good examples. Some Service facilities work on vehicles other than automobiles – motorcycle and recreational vehicle repair shops being most common. Regardless of its focus, every approved Service facility has the knowledge, tools and equipment to competently provide its services.

Approved Auto Glass*



Approved Auto Glass

Approved Auto Glass (AAG) businesses provide fixed-site and/or mobile auto glass repair and replacement. Every AAG facility is approved to service the windshield, rear window and side glass of your vehicle. In addition, some AAG facilities offer service in other areas that may include: window regulator repair, electrical repairs to power windows and heated glass defogger systems, and more.