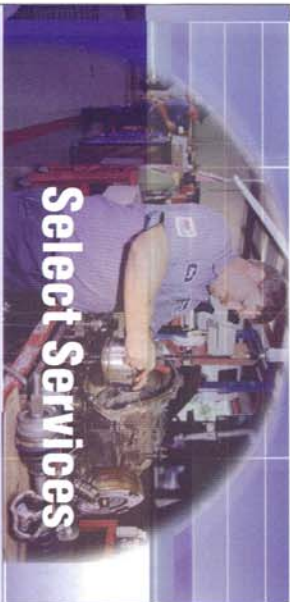


Trust Your Vehicle's Care **SERVICE** to the Experts



AAA can help ensure a successful and stress-free automotive repair and maintenance experience. Trust your automotive repair needs to AAA's Auto Repair Network.

The AAA Auto Repair Network is AAA's way of helping millions of motorists find reliable repair service. Each year, AAA inspects thousands of repair facilities. Those facilities that meet or exceed minimum program participation requirements must agree to maintain demanding standards for both technical competence and customer service.

Approved Auto Repair
Body Shop
Select Services

= *Great Membership Benefits!*

AAA, THE COMPLETE AUTOMOTIVE SOLUTION

For years, you've trusted AAA to help you select accommodations while you travel. Now, at home or on the road, you can trust AAA to help you find quality auto repair.

Approved Auto Repair is just one of many programs sponsored by AAA to ensure that motorists have access to competent auto repair. We also help set industry standards for towing services, develop training materials for high school automotive technology teachers, and promote automotive repair as a profession for young people.

For information on Auto Repair Network facilities close to you, contact your local AAA office or log on to www.aaa.com.

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



Approved
Auto Repair

AAA

1000 AAA Drive
Heathrow, Florida 32746

The distinctive striping of the AAA tow truck is a registered trademark of AAA.

#8622 - 1003

Printed in USA

Stock# 4187



Approved
Auto Repair



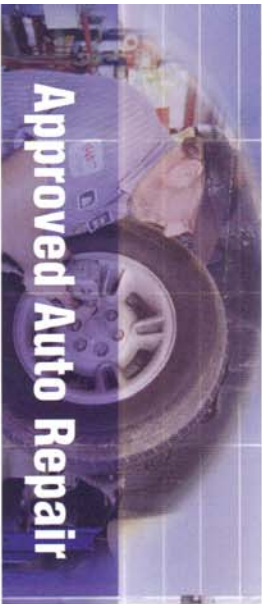
AAA Auto Repair Network



Auto Repair

You Can

Trust



Approved Auto Repair

What AAA Approval Means To You

AAA's network of approved facilities have met and maintained AAA's tough performance standards while providing reliable and courteous service. Here's what AAA requires:

- ◆ Professional automotive technicians who have demonstrated their qualifications. These technicians have earned certification by the National Institute for Automotive Service Excellence, or an equivalent certification.
- ◆ Full-service repair facilities that have the tools and equipment to provide a broad range of repair services including repairs to engines, brakes, and electrical systems. Facilities may offer expanded repair service in other areas, such as suspension and heating/air conditioning.
- ◆ Service reputation and workmanship that meets your own tough, demanding standards. Before we approve a facility, we survey past customers to ask about their experience with that facility.

Facilities Are Inspected Annually

Obtaining AAA approval is just the beginning. To ensure high standards are maintained, AAA inspects every approved facility annually and continually monitors its performance.

AAA MEMBER BILL OF RIGHTS

As a AAA member, you're guaranteed much more than just quality auto repair. When you present your AAA membership card at an Approved Auto Repair facility, you are also entitled to:

Free Maintenance Inspection

When your vehicle is serviced or repaired at one of AAA's Approved Auto Repair facilities, on request, your vehicle will be inspected at no charge for items most frequently contributing to roadside breakdowns. You will also 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 actual cost of work performed may not exceed the written estimate by more than 10 percent unless authorized by you in advance. (Local and state regulations take precedence regarding notification of repair costs.)

Warranty

Repairs, including parts and labor, are covered by a warranty of a minimum of 12 months or

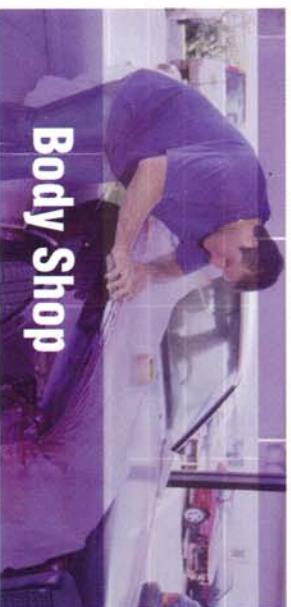
12,000 miles, whichever comes first (unless otherwise noted on the repair order).

Returned Parts

As evidence of work performed, all replaced parts are returned to you upon request, with the exception of those that must be returned to the manufacturer under a warranty or exchange program.

Dispute Resolution

AAA will investigate any dispute between a member and an Auto Repair Network facility. AAA's resolution decision will be accepted by the facility. You are not bound by AAA's decision and may seek recourse through other avenues.



Body Shop

Auto Body Repair*

AAA may also approve facilities that offer auto body repair services including frame repair, paint/detailing, body/unibody welding, and accident-related mechanical repairs.

Select Services*

AAA may also approve facilities that offer select services including, but not limited to, glass, vehicle alarms, upholstery, detailing, window tinting, transmission, and oil change.

**Contact your local AAA club or log on to aaa.com for more information on these and other programs, as well as facility locations and the availability of services in your area.*

A convenient network of services!

