

EMERGENCY ROAD SIDE SERVICE

AAA Memberships

Participants residing in Alabama, Delaware, Florida, Illinois, Indiana, Michigan, Missouri, New York, Ohio and Wisconsin should obtain a AAA Membership Application from the company car website or on-line ordering system under "Forms". Corporate paid AAA Memberships are equivalent to the number of PE/Lease vehicles in the participants' custody. Do **NOT** submit applications until you have PE and/or Lease vehicles in your custody.

Completed AAA Applications should be mailed or faxed to the address or fax number on the bottom of the form.

If the Participant activates additional vehicles, or Participants move to another AAA covered state, a new application must be submitted. Allow up to eight weeks for the delivery of your new cards. Memberships are automatically renewed every September.

The cost to obtain a AAA Plus member is that of the participant and the participant should contact their local AAA office directly.

AAA memberships should not exceed the number of company vehicles in the participants' custody. As the Participant's eligibility decreases or a vehicle is turned in without replacement, the number of membership will also decrease. If you move to a "non-AAA" state, you must notify Company Cars to deactivate the membership. Should you require more memberships than you are eligible for, associate memberships are available at a cost (see the AAA application for the exact amount).

The AAA membership provides emergency road service, towing and trip services to the Participant. To obtain these services the Participant must follow the instructions on the AAA membership card. Telephone numbers are as follows:

(800) 222-6424 (In Michigan)
(800) 222-4357 (Outside of Michigan)

In all cases, emergency road service towing must be made to the nearest Chrysler franchised dealership, or to a police-directed facility.

AAA Memberships (Continued)

If a AAA station is not available, the Participant may obtain road service from any licensed road service provider. Participants **must** submit a detailed letter and the original receipt for towing or road service within 90 days from the date of service, to the Automobile Club of Michigan.

Over mileage is reimbursed by AAA and must be submitted with the original receipt within 90 of the service for reimbursement to the following address:

**ATTN: EMERGENCY ROAD SERVICE
AAA
1 AUTO CLUB DR.
DEARBORN, MI 48126**

Participants Residing outside of AAA Covered States

Participants requiring assistance and not residing in the afore-mentioned AAA covered states should contact Chrysler "24 Hour Towing Assistance" at (800) 521-2779. In all cases, emergency road service towing must be made to the nearest Chrysler franchised dealership or to a police-directed facility.

Alternate Transportation

When a company-owned vehicle will be out of service for three or more days due to repairs other than scheduled maintenance or minor warranty items, Participants are encouraged to use department pool vehicles for alternate transportation. The Participant must continue to drive their company-owned vehicle if it is drivable. Do not leave the vehicle at the dealership until parts are available and/or repairs begin. If a pool vehicle is not available, loaner or rental vehicles may be used under the following conditions:

Loaner Vehicles

Participants in Southeastern Michigan may obtain a vehicle from Lapeer Road Marshaling Center (LRMC) if available. A loaner vehicle may be obtained the day the vehicle goes in for repair by calling LRMC at T/L 730-1029 or outside (248) 754-1029. It is recommended that a reservation be made at least 24 hours prior to the time the loaner is required. Every effort will be made to provide you with a comparable vehicle, but availability may be limited.

Loaner Vehicles (Continued)

At the time of loaner pick up, Participants must provide the following information:

- For damage repairs, the claim number received from the Chrysler Claim Center
- For warranty repairs, a copy of the dealer work order indicating the problem and an estimate of the days required for repair
- For stolen vehicles, the police department name, city and the report number

Participants must provide the original work order at the time the loaner vehicle is turned-in to the LRMC. The work order must include:

- Date the vehicle went in for repair
- Date the vehicle was repaired and available to be picked up

The Participant will be charged a rate of \$35 per day for the use of the loaner vehicle if the minimum three days out-of-service requirement is not met. The Participant will also be charged for each additional day that the loaner vehicle is kept after the repairs are completed.

Rental Vehicles

Participants outside of the Southeastern Michigan area are permitted to rent a vehicle when their company-owned vehicle is in for repair (see requirements under the Loaner Vehicle in this section). Participants may rent a vehicle the day the company-owned vehicle goes in for repair. The rate of reimbursement for rental vehicles is up to \$35 per day for a maximum of \$350.

Requests for reimbursement must be submitted on a reimbursement form, and will not be considered unless all requirements are met (see Reimbursement Section).

In the case of loaner/rental vehicles the monthly vehicle lease payments will continue while the lease vehicle is out of service.

Any Participant abusing the loaner or rental vehicle program(s) will be referred to the Company Car Committee Review Board.