

I'm not a bot



From changing flat tires roadside to jumping batteries in your driveway to providing a tow truck when you need it, AAA Roadside Assistance can help get you on your way. AAA is the nation's most comprehensive service provider. A simple phone call or online request is all it takes to bring help to your disabled vehicle. As a member, you're covered in any car — whether you are the driver or passenger.** Services Provided - Battery Boost - Emergency Repair Check Acceptance - Extrication & Winching - Fuel Delivery Service - Minor Mechanical First Aid - One-Day Free Car Rental - Tire Service - Towing - Vehicle Lock-Out Services Additional Information For detailed descriptions visit AAA.com/MemberHandbook. Reimbursement Requests: For faster service, please use the link below to submit your reimbursement request and receipt online. There is no need to mail your request if you submit your request online. Roadside Assistance Reimbursement Request (Online Form) Additional Information AAA Road Service Reimbursement Form (PDF) AAA Battery Limited Warranty Reimbursement Form (PDF) Premier One Day Car Rental Form (PDF) Premier Home Lockout Form (PDF) NOTE: If you are a AAA member, click here to enter the zip code to access your local club's website. Additional resources can also be found by following this link: Benefits for AAA Members Traveling Overseas. Emergency Roadside Assistance If visiting for 90 days or less, you are entitled to BASIC Emergency Roadside Assistance. Follow this link for more details on BASIC Emergency Roadside Assistance. With AAA, the membership cardholder is covered for emergency road service, not the car. Recreation vehicles (RVs) and motorcycles are not covered by these BASIC road services. Contact Information The phone number for AAA's Emergency Road Service is 1-800-AAA-HELP (1-800-222-4357) within the U.S. or Canada only. Your service call will be routed to the appropriate territory based on where you are located. You will be required to show your current home club membership card in order to obtain services from AAA. To locate a nearby AAA office, please use your mobile phone or other device to search for the AAA office closest to your location. Publications AAA paper maps, AAA TourBooks, and AAA Travel products, services and accessories are available for purchase in AAA Club offices for FIA or GMA member clubs. Travel Information & Services Contact your home club to inquire about access to AAA online travel tools, including TripTik® Travel Planner which includes digital maps, personalized itineraries and all the content of AAA's TourBooks®, as well as car and hotel reservations. Global Discounts Program Savings are also extended to members of all international SYCS&S® and SYCI® clubs. Follow this link to access a list of AAA national partners offering savings in the United States. Download and print a temporary AAA International Member Discount Card that is valid only when presented with an original and current membership card from an international club showing the AAA Discounts & Rewards®. Show Your Card & Save® or Show Your Card!® logo. In order to receive AAA discounts, international club members must also present a valid home club membership card. Travel Information and Travel Documents Visit any of the following links to request information and/or application forms for: If you need additional information, please contact AAA International RelationsAAA (the American Automobile Association, Inc.) is a federation of affiliated automobile clubs. Each AAA club is an independent, not-for-profit organization, chartered and incorporated in its own state and controlled by its own Board of Directors. In order to be affiliated with AAA, each club agrees to provide certain standard services to its own members, as well as members of other AAA clubs. The individual club owns the territory in which it resides, and membership is based on residence. Exact dues and services will vary slightly between clubs. 1 Call 1-800-AAA-HELP for immediate help. Wait for an operator to pick up, so you can give them more specific information about your situation. If you'd like some extra peace of mind, think about saving this number to your phone.[1] 2 Provide your AAA membership number to the customer service agent. Find your official AAA membership card, which has your membership number listed on it. If possible, keep this card in your wallet or glove compartment, so you have the information handy when you need it.[2] Your membership number helps employees at AAA identify your account and specific membership privileges. If you don't have your card on you or don't remember your membership number, let the operator know. They may be able to look up your membership number some other way. 3 Relay your current location to the operator. Look around and try to spot any significant landmarks, like mile markers, road signs, or other street signs. Give the operator as much info as you can, so the AAA driver knows exactly how to reach you. For instance, you can say something like: "My car's battery died and I can't go anywhere. I'm stuck on highway 51, near mile marker 62." If you can't see any noticeable signs or landmarks, try to get your coordinates from a navigation or GPS app on your phone. You may want to double-check your location before you make the phone call. 4 Give detailed identification information to the operator. Provide your phone number so the AAA technician can call you, if needed. Additionally, tell the operator what type of car you have, as well as the license plate number. This information will help the technician identify you on the road. For example, you can say something like: "I'm waiting in a white Chevy Lumina that was made in 2000. My license plate number is 3X900KM, and you can reach me at 890-555-3245." 5 Tell the operator if you're in a dangerous area. Glance around your location to get a sense of where you are. It's perfectly normal and okay to feel uneasy or unsafe as you wait for help to arrive. Let the operator know so your case can be prioritized. You can say something like: "It's dark out and I'd prefer it if the technician could get here as soon as possible." Regardless of your situation, feel free to ask the operator for your AAA technician's ETA if they don't provide you with one right away. 6 Wait in your car until the AAA technician gets there. Get inside your car and turn off the ignition. Lock the doors and wait until the AAA technician arrives at your spot.[3] Ask for them to show you some identification so you know that they're an AAA employee or contractor. Don't open the door unless the person identifies themselves as the AAA technician. 1 Download and log into the AAA Mobile app. Search the App Store or Google Play store to find the AAA Mobile app. Type in your username or membership number to access the full app, including the roadside assistance feature.[4] This app can be downloaded to any kind of iPhone or Android. You'll need to have an active AAA membership to utilize this app. 2 Request roadside assistance and share your location. Select the "roadside assistance" option and specify your exact location, so the technician knows how and where to reach you. If AAA has any updates on your request, you can watch for them in the app.[5] 3 Track your technician until they arrive at your location. Open the app and watch your technician travel to your location in real time. For your comfort and safety, you can see a photo of the driver as well as their name, so you know exactly who is coming to help.[6] This function works similar to a rideshare service, as it lets you see the name and picture of the technician arriving to help. 4 Cancel your query if you change your mind. Hit the "cancel" button if you feel uncomfortable, or if you decide you don't need help anymore. Try to cancel the request as soon as possible so the AAA technician can offer assistance to other drivers who need it.[7] As a AAA member, you get 4 service calls included in your membership. If you cancel the request promptly, it won't use up 1 of those calls. 1 Visit aaa.com when you need help. Keep in mind that you'll need an active membership to request assistance.[8] AAA asks you to input your zip code when the page first loads. For instance, if your car battery dies while you're at work, you can use your work computer to request help from AAA. 2 Log into the website with your AAA membership info. Double-check your membership card and input your number and password into the browser. You can also log via your username and password.[9] 3 Submit a formal request asking for roadside assistance. Select the roadside assistance option, providing your current location so the AAA technician can easily find you. Depending on your location, wait by your car in your home for the technician to arrive.[10] Ask a Question Thanks Thanks Thanks This article was co-authored by American Automobile Association and by wikiHow staff writer, Janice Tieperman. The American Automobile Association (also known as "AAA" or "Triple A") is a federation of motor clubs throughout North America and a non-profit organization focused on the safety of the driving public and the future of mobility. Best known for providing its members with roadside assistance, AAA has also been providing auto repair services and insurance for auto, home, life, and business for over a century. Founded in 1902, AAA is headquartered in Heathrow, Florida. This article has been viewed 13,352 times. Co-authors: 4 Updated: July 7, 2025 Views: 13,352 Thanks to all authors for creating a page that has been read 13,352 times. Upon activation and with proper identification, AAA will provide regular AAA services and full privileges for the new member. Roadside benefits begin three days after payment of dues. Some restrictions apply. Roadside Assistance is provided by independent facilities contracted by AAA. Coverage in taxis, limousines and other ride-sharing conveyances is excluded. Visit www.aaa.com/memberhandbook for details about member benefits, including any limitations or restrictions. Offers, terms, conditions and policies are subject to change without notice. *Bicycle transportation service is counted toward your allotted roadside assistance service calls per member, per membership year. AAA will transport you and your bike to any point of safety within the limits of your coverage. See www.aaa.com/bicycle for full terms and conditions. **AAA Mobile Battery Service is part of Roadside Assistance for AAA members, generally provided by independent service providers, and is only available in select areas during select hours. Batteries and battery warranties are provided by independent suppliers. The battery test and replacement service counts as one of the member's allowable service calls per membership year. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Warranty valid in the United States and Canada. Membership Roadside Assistance terms and conditions apply to mobile AAA Battery Service. See the member handbook for details. ***Source: 2023 AAA U.S. Market Track national surveys. 1-800-AAA-HELPAt the very core of our responsibility to our members is our Roadside Assistance program. Our 24/7 roadside service offers protection and peace of mind, so you know that you're safe, covered, and in good hands with AAA. So you need roadside help—but you're stranded in the middle of nowhere. In the middle of the night. Luckily, no matter how far you roam, AAA is close enough to help. We're never more than a call or an app-tap away.* Learn more about your roadside benefits. In order to protect your identity, please present your AAA Membership Card and Driver's License to the AAA Service Driver when they arrive at your location. If you do not have your Driver's License, please call AAA immediately. *(When calling 800-AAA-HELP (800-222-4357), your location may be obtained to route your call to the nearest AAA Roadside Assistance Center). Our AAA Service Drivers are available 24/7 to assist you when help is needed on the road. Our emergency services include: Tire change Towing Minor repairs (fluids, adjustments) Out of gas / fuel delivery Lockouts Winching / stuck vehicle Battery jump start & testing AAA Roadside Assistance comes to you when the unexpected happens. If you're having car problems, simply contact us and we'll send someone out to help. You can request assistance by calling 1-800-AAA-HELP, by using the AAA mobile app, or by visiting AAA.com. When you contact us, you'll be able to provide your membership number. Don't have your AAA membership card with you? It's okay. We can still verify that you are a member, so don't hesitate to ask for help if you need it. Remember, you can request Roadside Assistance even if you're not driving your usual car or if you're a passenger. For example, if a friend gives you a ride somewhere or you borrow a friend's car because your car is in the shop and the car breaks down along the way, you can still use your AAA Roadside Assistance plan to get help.1-800-AAA-HELPAAA Mobile AppMobile Battery

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