



# AAA APPROVED AUTO REPAIR PROGRAM APPLICATION

Yes I am interested in applying for recognition as an Approved Auto Repair Facility by AAA.

State Registered Repair Shop # (where applicable): \_\_\_\_\_

Corporate Name:	
Trade Name:	
Address:	
Location:	
Day Phone:	
Owner:	
General Manager	Service Manager:
Length of operation under present management:	
Type of Facility:	
Makes of Cars Serviced:	

Hours of Business	Repairs	Parts	Gas/Oil
Monday to Friday	<input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>
Saturday	<input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>
Sunday	<input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>

How many ASE Certified Technicians do you employ? \_\_\_\_\_

Master Certified Techs? \_\_\_\_\_

How much Garage Liability Insurance are you presently carrying?

Name of Carrier: \_\_\_\_\_

Amount \$ \_\_\_\_\_

How much Public Liability Insurance are you presently carrying?

Name of Carrier: \_\_\_\_\_

Amount \$ \_\_\_\_\_

**Will you permit AAA to review and analyze the following?**

- Yes No Letter of good standing from bank or other financial institution?
- Yes No Community Reputation report?
- Yes No Consumer Protection Agency report?
- Yes No Inquiries of past customers randomly selected by AAA?  
Do you meet the following approval criteria for the AAA Approved Auto Repair Program?
- Yes No Do you offer repairs based on appointment?
- Yes No Do you consider your service staff qualified, courteous and efficient?
- Yes No Would you consider your facility externally attractive and internally clean, safe and comfortable for your customer?
- Yes No Is a facility supervisor available during all hours of service operation for customer contact and quality control purposes?
- Yes No Does your facility have an effective quality control program in existence?
- Yes No Does your facility have an ongoing training program for keeping employees up-to-date on new automotive systems?
- Yes No Does your facility have technically competent service reception personnel who are trained to advise customers regarding repairs and service?

Do you provide service in the following areas?

- Yes No Engine tune-up
- Yes No Minor Engine Repair
- Yes No Brakes
- Yes No Electrical Systems
- Yes No Tires, Steering, Suspension
- Yes No Heating, Air Conditioning, Cooling Systems
- Yes No Major Engine Repair - Conventional
- Yes No Major Engine Repair - Diesel
- Yes No Automatic Transmission
- Yes No Manual Transmission, Rear Axle

**Other services offered. Please list:**

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CUSTOMER RELATIONS

- Yes No Do you agree that the speedy resolution of customer problems, not only enhances the credibility of an establishment's "customer interest" image, but also lends itself to ease in reconstructing the important facts involved in those matters, along with early correction of undesirable trends, which otherwise may not be known at the management level?
- Yes No Would the program objective of resolving a complaint or inquiry on an average of ten days be beyond the management capabilities of your facility?
- Yes No Would you object to constructive criticism from AAA as the result of AAA's investigation of problems reported by AAA members who are your customers?
- Yes No If the initial resolution efforts were not accomplished to the satisfaction of AAA, would you be willing to accept personal contact by an AAA representative and actively participate in further pursuit of the matter on a timely basis?

Who would you designate and make available at the management level for the expedient resolution of problems or inquiries involving AAA approved services?

Name
Title

Signature of Applicant	Date Signed
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