

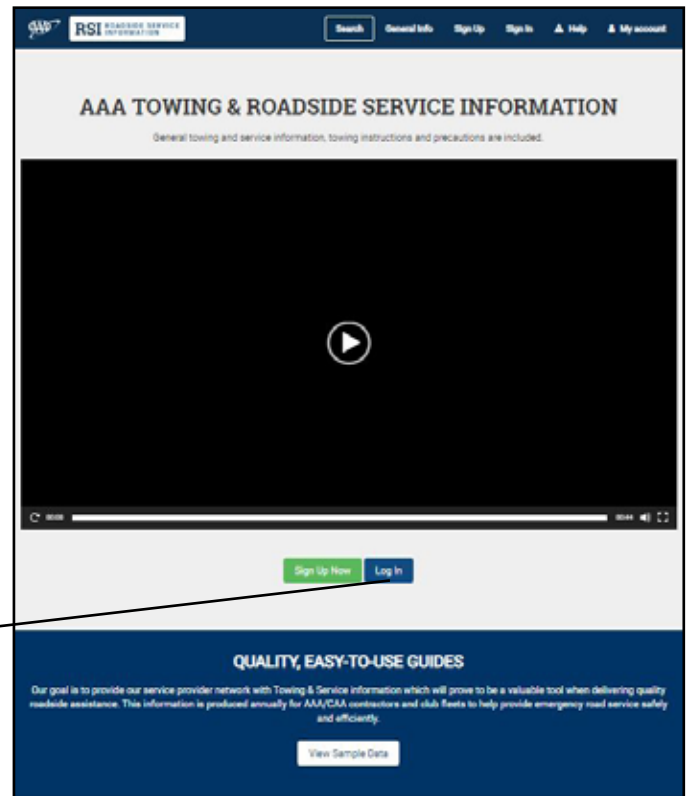
# AAA/CAA ONLINE ROADSIDE SERVICE INFORMATION “User Instructions”

The printed version of the AAA/CAA Towing & Service and Lockout manuals have been the industry standard for years. Now a digital version is available through the AAA/CAA Online Roadside Service Information. The online version of these industry leading reference materials provides enhanced functionality by expanding year coverage and adding images and videos to better depict service procedures.

Below are the steps to navigate this service guide:

## Home Page:

- Open the Home page from a shortcut provided by your administrator or from a web browser address bar by entering [towmanual.aaa.biz](http://towmanual.aaa.biz).
- The Home page will load and bring you to the **Sign Up Now/Log In** screen. Select **Log In**.



Log In Button

## Log In Page:

- Enter the **Username** and **Password** in the spaces provided and select **Log In**.

**NOTE:** A “Remember Me” button has been provided. Check this to have your information saved for future use.

User ID

Password

Log In Button

Remember Me



- Once logged in, the user will be taken directly to the **My Account** page.

**NOTE:** To begin searching vehicle information, click on the Search button located at the top of the page.



## TOWING PROCEDURE SEARCH PAGE:

- Enter the vehicle information from the drop menus and select **SEARCH**.

**NOTE:** The only selections required are the year, make and model. All vehicles matching will be displayed. If multiple drivetrains are available, select the desired drivetrain to proceed to the vehicle information page.




## Vehicle Information Page Overview

## VEHICLE INFORMATION PAGE:

- The search will return vehicle information starting with the vehicle type, towing information, dimensions, weights and tire changing information; including lug nut torque and tire equipment availability (spare, inflator kit or no spare based on icons).

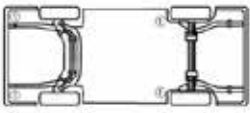
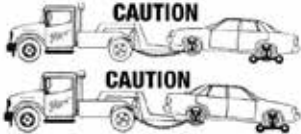
**2019 CHEVROLET SILVERADO 1500 (4WD)**

 241" length x 81" width

Home > 2019 > Chevrolet > Silverado 1500 > 4WD > 2019 Chevrolet Silverado 1500 (4WD)

Car Carrier Tie-Downs Examples


**FRONT**

 T-Hook 

TOW LIMITS	TRANS	MPH	MILES
Front	Auto	0	0
	Manual	N/A	N/A
Rear	Auto	0	0
	Manual	N/A	N/A

Curb Weight	Front Axle Weight	Rear Axle Weight
6155	3248	1967

Wheel Torque (ft-lb): 140

Tire Equipment Availability: 

**TOW INFORMATION**

The manufacturer recommends the use of car carrier equipment with proper tie-down devices.


**CAUTION:** Vehicle may be equipped with air suspension system. Ensure that the key is turned OFF before securing the vehicle to a car carrier using the T-Hook slots in the frame. Wheel strap tie-downs are recommended on vehicles with this type of equipment.

**NOTE:** Do not attach chains or hooks to the air/route control arms on the vehicle when loading or securing this vehicle. Fastening of the control arm with a hook or chain can cause the need to replace the control arm.

Model ID: 9140

[Click here to submit feedback on this procedure](#)

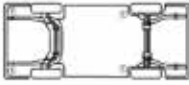
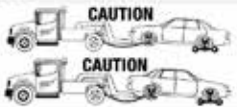
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Model ID: 9140

[Click here to submit feedback on this procedure](#)

## VEHICLE INFORMATION PAGE **continued**:

- Additional service and lockout information can be found by selecting the series of icons shown on the lower portion of the page. These include:

-  Tow Information
-  Shift Interlock Override Procedures
-  Service Information
-  Special Precautions
-  Battery Location & Jump Starting Procedures
-  Tire Service
-  Fuel Type & Fuel Delivery Procedures
-  Electronic Key Procedures
-  Lockout Procedures

**NOTE:** If an icon has a tab with an  in the corner, there is an image or short video that will display in this tab.



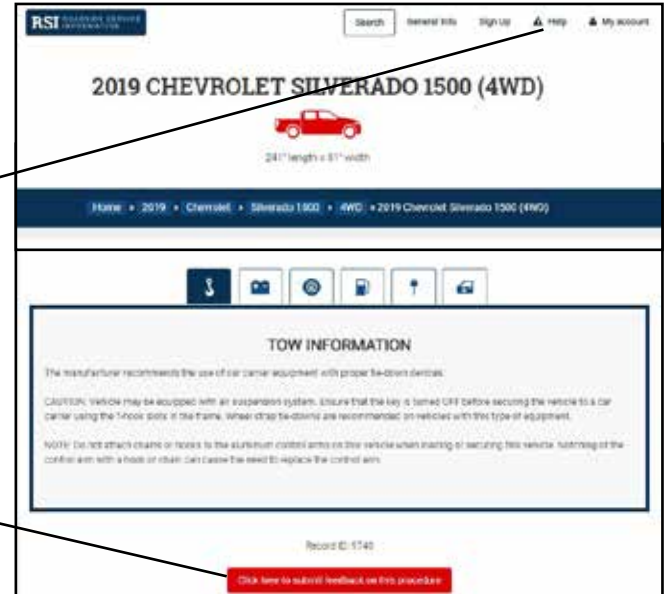
- AAA values the importance of helping our service providers. This guide is built with the latest and most accurate information that will assist you in delivering safe, damage-free roadside service.

### **HELP TAB:**

Selecting “Help” will redirect you to the Help page where you can email AAA any questions regarding the site.

### **PROCEDURE FEEDBACK BUTTON:**

Selecting the red “Procedure Feedback” button located near the bottom of the page will redirect you to the Procedure Feedback page where you can email AAA with information you would like to provide about this procedure.



## NOTICES AND GENERAL INFORMATION:

To further assist users on the roadside, the AAA/CAA Roadside Service Information (RSI) also includes a **Notices and General Information** button at the top of the page. The information in this section provides information on the following:

- Standard Equipment
- VIN Chart
- Vehicle Type Icon Chart
- Wheel-lift Equipment
- Car Carrier Equipment
- Locked Vehicles
- Light-Duty Commercial Vehicles
- Ground Clearances While Towing
- Air Bag Equipped Vehicles
- Calculating Max Load for Safe Steering
- Calculating Max Load for Rear Axle
- Gross Vehicle Weight Rating
- Safety Tips
- Rear Towing Precautions
- General Jump Starting Instructions
- Jump Starting Instructions and Precautions
- Motorcycle Jump Starting Procedures
- Under Vehicle Stowed Spare Wheels
- Special Oil Pan Clearance Precautions

**Table of Contents**

- Introduction
- Standard Equipment
- Vin Chart
- Vehicle Type Icons
- General Towing Instructions
- Wheel Lift Equipment
- Car Carrier Equipment
- Locked Vehicles
- Light Duty Commercial Vehicles
- Ground Clearances While Towing
- Air Bag Equipped Vehicles
- Calculating Max Load for Safe Steering
- Calculating Max Load for Rear Axle
- Gross Vehicle Weight Rating
- Safety Tips
- Rear Towing Precautions
- General Jump Starting Instructions
- Jump Starting Instructions and Precautions
- Motorcycle Jump Starting Procedures
- Under Vehicle Stowed Spare Wheels
- Special Oil Pan Clearance Precautions

**NOTICES AND GENERAL INFORMATION**

**IMPORTANT NOTICE**

This reference guide should not be used while driving. The procedures in this guide should only be used by qualified and trained personnel.


Proper towing is important for the safe, reliable operation of all motor vehicles. The procedures recommended and described in this guide are effective methods of performing towing operations. Some of these procedures require the use of auxiliary equipment specially designed for the purpose. The auxiliary equipment should be used when and as recommended and whenever the trained operator deems it appropriate.

It is important to read the various WARNINGS, CAUTIONS, and NOTES in this guide in order to minimize the risk of personal injury to service personnel and our customers and to avoid procedures which may damage the vehicle or render it unsafe. It is also important to understand that these warnings, cautions, and notes are not exhaustive. Neither AAA nor the auto and towing equipment manufacturers could possibly know, evaluate and advise the reader of all conceivable methods of towing or evaluate individual situations. Accordingly, anyone who uses a towing procedure must be thoroughly convinced that neither personal safety nor vehicle safety will be jeopardized by the selected towing method.

**J-Hook   R-Hook   S-Hook / Mini-J   T-Hook   Grab Hook**

**VEHICLE TYPE ICONS**

Vehicle icons occur throughout this manual to help you identify the type of vehicle you are looking to service. Below is a helpful guide showing what the icons represent.

Icon	Description
	This image represents either 2-door or 4-door car that has a clearly visible trunk. It may be mid to full size. <i>Examples: Buick Regal and Toyota Camry</i>

**OPEN CIRCUIT BATTERY VOLTAGE CHART**

Open Circuit Voltage	State of Charge
12.6 or above	100%
12.4	75%
12.2	50%
12.0	25%
11.8 or less	0%

Each cell produces 2.1 volts. A battery with a single dead cell will read approximately 10 - 10.5 volts.

Batteries that read lower than 10 volts will not likely recharge after starting. Fluid may be frozen in cold weather.  
**Use Extreme Caution.**  
Never jump-start a frozen battery.

**JH4DC44K18E00012**  
1988 Chevrolet Van/Box Model Year

A	H	N	T	R	F
1986	1987	1984	2001	2006	2011
B <td>J <td>S <td>E <td>N <td>G</td> </td></td></td></td>	J <td>S <td>E <td>N <td>G</td> </td></td></td>	S <td>E <td>N <td>G</td> </td></td>	E <td>N <td>G</td> </td>	N <td>G</td>	G
1981	1988	1995	2000	2005	2010
C <td>K <td>T <td>B <td>A <td>M</td> </td></td></td></td>	K <td>T <td>B <td>A <td>M</td> </td></td></td>	T <td>B <td>A <td>M</td> </td></td>	B <td>A <td>M</td> </td>	A <td>M</td>	M
1980	1989	1996	2003	2010	2017
D <td>L <td>V <td>4 <td>B <td>J</td> </td></td></td></td>	L <td>V <td>4 <td>B <td>J</td> </td></td></td>	V <td>4 <td>B <td>J</td> </td></td>	4 <td>B <td>J</td> </td>	B <td>J</td>	J
1983	1990	1987	2004	2013	2018
E <td>M <td>W <td>S <td>C <td>K</td> </td></td></td></td>	M <td>W <td>S <td>C <td>K</td> </td></td></td>	W <td>S <td>C <td>K</td> </td></td>	S <td>C <td>K</td> </td>	C <td>K</td>	K
1984	1991	1998	2005	2012	2019
F <td>N <td>X <td>6 <td>D <td>L</td> </td></td></td></td>	N <td>X <td>6 <td>D <td>L</td> </td></td></td>	X <td>6 <td>D <td>L</td> </td></td>	6 <td>D <td>L</td> </td>	D <td>L</td>	L
1985	1992	1999	2006	2013	2020
G <td>P <td>V <td>7 <td>E <td>M</td> </td></td></td></td>	P <td>V <td>7 <td>E <td>M</td> </td></td></td>	V <td>7 <td>E <td>M</td> </td></td>	7 <td>E <td>M</td> </td>	E <td>M</td>	M
1986	1993	2000	2007	2014	2021

Our goal is to provide our service provider network with Roadside Service information which will prove to be a valuable tool when delivering quality roadside assistance, not only to AAA/CAA members but also to the towing industry's commercial customers. This information is produced throughout the year for AAA/CAA contractors and club fleets to help provide emergency road service.

Every effort has been made to make this online tool user-friendly and help the user avoid damage claims and injuries. General towing and service information, towing instructions and precautions are included. We appreciate the efforts of automobile manufacturers, dealers, and colleagues in the towing industry who have helped this resource remain the recognized authority in the industry.

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