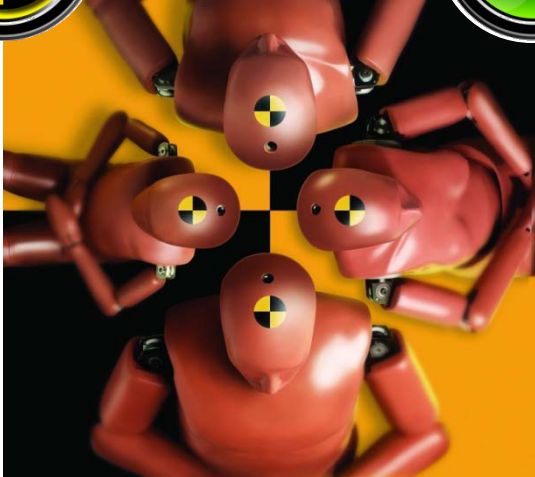


AUTOMOTIVE MEGA TRENDS

DIGITAL SYMPOSIUM



Safe



Green



Connected



SMART PHONE GROWTH DRIVING CONNECTIVITY IN VEHICLE BEYOND INFOTAINMENT



Connected



CONNECTED VEHICLE FEATURES AND FUNCTIONS AVAILABLE ON MANY MAKES & MODELS TODAY

DIGITAL SYMPOSIUM



Connected “Cars of the Year”



CUE - Cadillac User Experience System



Audi Connect Telematics



MyFord Touch & SYNC



Chrysler U-Connect Hands Free

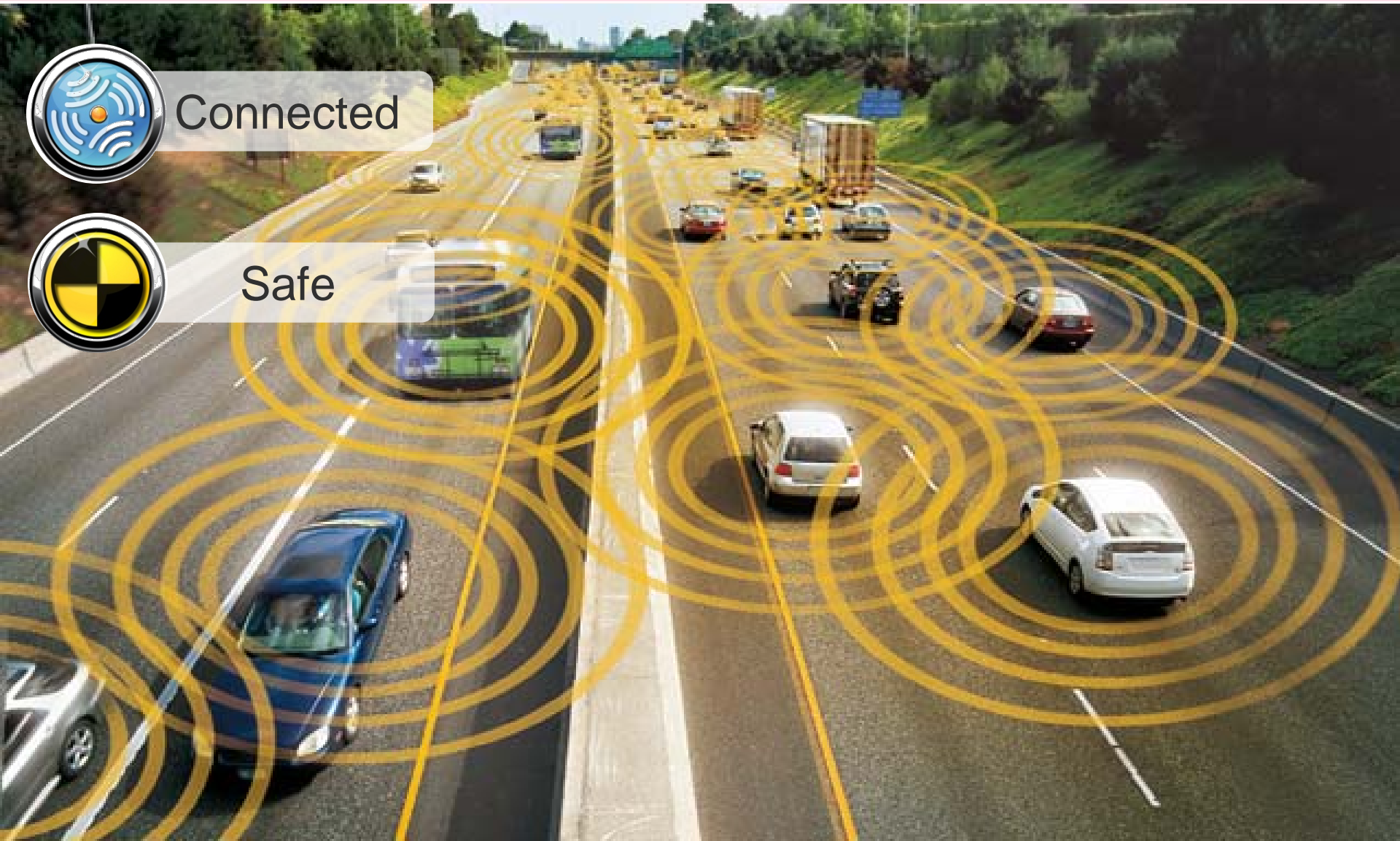
VEHICLE TO VEHICLE COMMUNICATIONS: ZERO FATALITIES, ZERO INJURIES & ZERO ACCIDENTS



Connected



Safe



VEHICLE TO INFRASTRUCTURE : MANAGING CONGESTION & TRAFFIC FLOWS



WHO ELSE IS WORKING ON TELEMATICS AND CONNECTED VEHICLE TECHNOLOGIES?

DIGITAL SYMPOSIUM

Smart Phone head Unit

Insurance Telematics

Roadside Assistance

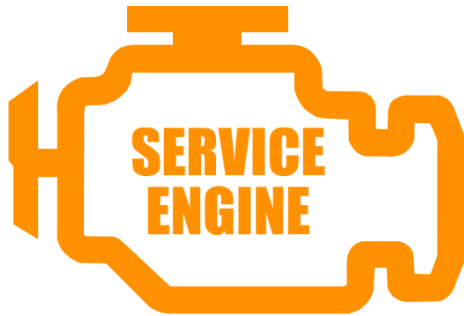
The Shop of Tomorrow

- Aftermarket Service Centers
- Customer Relationship Tool
- Vehicle Health / Peace of Mind



REMOTE DIAGNOSTICS CHANGING HOW CAR DEALERSHIPS MANAGE CUSTOMER RELATIONSHIPS

DIGITAL SYMPOSIUM



Using value added services to enhance customer loyalty

CONNECTED VEHICLE SERVICE EXPERIENCE

DIGITAL SYMPOSIUM



Detect Vehicle Trouble Codes



Locate Authorized Service Center



The screenshot shows the CAA Vehicle Incident Report app interface. At the top, it displays the AAA logo and 'Approved Auto Repair' text. The main header is 'VEHICLE INCIDENT REPORT' with tabs for PLANS AND SERVICES, HISTORY, and REPORTS. The vehicle information section shows a 2005 TOYOTA COROLLA with VIN 4T1BE46KX9U412275 and owner Javier Sanchez. A 'CHECK ENGINE' alert with diagnostic code P0420 is highlighted. The 'Reported Condition' states the check engine light is illuminated with code P0420. 'Potential Causes' include Air Fuel Ratio (AFR) Sensor, Defective Catalytic Converter, and Oxygen Sensor. 'Diagnostic Insight' shows 78% O₂ sensor failure, 18% Wire harness issue, and 14% Other causes. The 'Avg. Repair Timing' is 1.2 hours. A 'Typical O₂ Sensor' image is shown. The 'OTHER VEHICLE STATUS' section includes 'ENGINE' (Action Needed!), 'Oil life @ 5%: recommend change within 250 miles', 'Fuel trim value 120%', and 'Coolant effectiveness'. Other systems like ABS/TPMS, TRANSMISSION, EMISSIONS SYSTEM, and AIR BAG SYSTEM are listed with 'details' links. At the bottom, there are buttons to 'SEND Incident report to customer' and 'SEND Repair estimate to customer'.



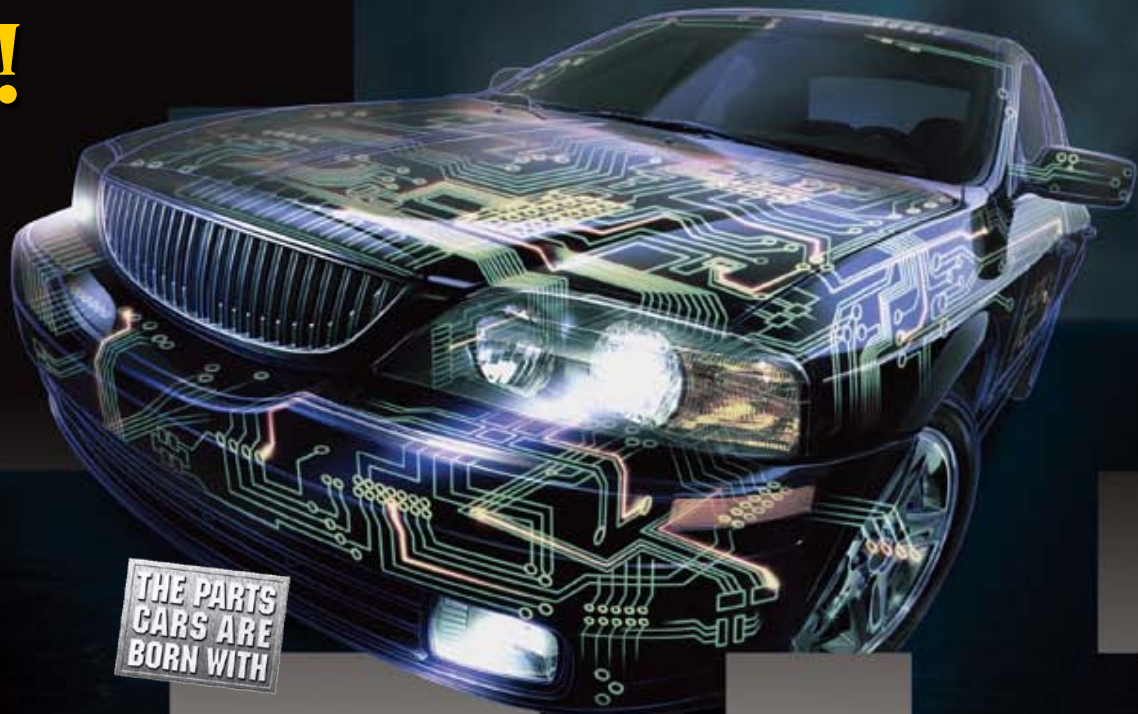
Leveraging CAA Towing Services



Streamline Service Process

Increasing Touch Points with the CAA Member

THANK YOU!



THE PARTS
CARS ARE
BORN WITH



Innovation for the Real World