



## January 2001 Testimonials

FANTASTIC! Josh was very prompt, courteous, and professional! He called to tell us he was on his way, serviced the car and replaced the battery in a very efficient time frame! - Claire H.

Josh had gotten to me well in advance of AAA's estimated time of 55 minutes!! He was very courteous in the way he handled the call. I feel the whole time he had my car he was very protective of the car just like it was his own. That was very much appreciated!! Thanks Josh!! - Glenn J.

Thank you so much for the outstanding service I received when I had a flat tire last week! Within 15 minutes of calling AAA Jeff arrived, and had me on my way shortly thereafter. It was the first time I used the AAA service, and I couldn't believe how easy and quick it was to get the help I needed! I appreciated the advice on where to go to get a replacement tire as well. Thank you for all you did to help me out that day! - Page L.

I had a flat tire on January 20, 2011. I immediately called the 800# for AAA and they in turn called your office to assist me. Within 20 minutes, Roy called me on my cell and said that he was in the area and should be at my location within 5 minutes. I appreciated him calling to let me know that he had been contacted so that I would not have to just sit there and wonder. He was a very pleasant polite young man. - Connie B.

Dan got there within 15 minutes of my call to AAA. Dan did a great job. I need to apologize to him for not getting some of his jokes right away. Dan is a great asset to your company. - Mike B.

The driver was courteous, professional and extremely helpful. I was thankful that he helped me in a very difficult situation. He took extreme care of my vehicle when securing it and while towing. I felt very

comfortable with the service and will keep the business card for any future needs and referrals. - Terry B.

Thanks so much to Roy. We called AAA & Roy was there in as little as 20 minutes. We had 2 kids in the car with us, which was important for us not to be stranded for a long time. He was friendly, installed our new battery in a matter of minutes & off we went. He had great customer service. - Robyn R.

Just want to take a minute and tell you of my recent experience on January 17, 2011. I woke up late on a Monday and as Murphy would have it, my battery was dead. AAA dispatched East Coast Towing to my home and Roy arrived and performed tests indicating my battery needed replacing. He had the battery on the truck and I was on my way in very little time. Thank you for your prompt and quality service. - Keith P.

Roy was great. Very fast and helpful. - Marnie

Amazing! Very friendly and helpful, would prefer to deal with him if I ever needed car help again! - Sarah L.

Excellent service. Sunday night my car would not start after a visit to local store. I called AAA and within 10 minutes someone was on site providing assistance. Bryson was professional and knowledgeable. Within minutes I was back on the road. Thank you very much for making one could have been a stressful long situation a non event. - Joe M.

really fast and professional. Got my car unlocked easy, quickly and painless. Thanks so much. - Cal B.

It gives me great pleasure to share with you the exceptional service experience I had today with Matthew. When the rep. with AAA said that East Coast Towing was coming, I immediately got excited because I know your service. Matthew was very personable and performed his duties in a very professional manner. Within 15-20 minutes of my calling, Matthew was at my home preparing to take my "Betsy" to my mechanic. During our ride to the mechanic, I felt very comfortable and it was like having a conversation with a friend. As a member of management with my employer, I want to East Coast to know that with Matthew, he represents your company in the very best manner. He is efficient in his work and doesn't waste time yet he communicates with the customer that brings the level of trust

and reassurance that your situation is going to get better. Thank you so much Matthew for handling "Betsy" with care and realizing how much she means to me. Job well done. - Jacque D.

I locked myself out of my Envoy and called AAA and within 5 minutes or so received a call from Bryson stating he would be there in 5 minutes depending on traffic. He arrived promptly and successfully unlocked my car. He was courtesy and very professional. Thanks for great service! - Brian O.

Many thanks to Dan for getting our van back in running order. Our 5 year old battery was done for and was replaced quickly and expertly. - Ed F.

Hello, I made the call to AAA and within 30 minutes a wonderful and down to earth gentleman by the name of Wayne came. He was very professional, great attitude and did his best to make sure that I needed a car tow or not being that my Cadillac had a theft problem and my key was stuck in the ignition and also my battery went dead. He did everything he could do and we had great conversation also. This was my first time using AAA and I was shocked by the great customer service that I received. It is hard to believe that people are still out there like Wayne...Great Service AAA, thank you for the professionalism!  
- Selena

EXCELLENT customer service!! Very responsive and courteous. He even explained my battery replacement options very clearly to me before moving on to his next assignment. He also made sure I was satisfied with the battery replacement before departing. I am now a loyal East Coast Towing customer and will be calling you in the future whenever an issue with my car arises! Thanks again CJ! You're the man! - Tim M.

Thanks so much for your prompt service and Kindness on a Sunday morning. I will definitely recommend recommend your service to friends. - Kristy

They scraped my Buick off a tree. Cleaned up all the mess and were very sympathetic. - Daina

He is a great guy with pleasant service. He got my battery replace in 15min. also he called me before he was coming to me so that was good. - Hetu

Although it took about 2 hours for the tech to arrive, he immediately and courteously diagnosed the problem (bad starter) and was able to get the car started for me to be able to drive it to be repaired. Within 5 minutes, I was on my way. - Sandy G.

Wayne was very professional, he handled my AAA towing call with humor and efficiency!! - Pat O.

Very satisfied! - Cecil S.

Matthew arrived earlier than the dispatcher said he would, he was extremely professional & courteous and we will use your services again - regardless of whether or not AAA covers it. Thank you! - Julie E.

I had the most pleasant experience when I called AAA because my battery was dead. Greg was so nice and patient that I went ahead and bought a battery as well instead of going elsewhere. It is not often that someone is so nice and pleasant as well as helpful. I have had AAA times in the past and they were all professional and helpful but this time I got that as well as a smiling very nice person. I really appreciate that and hope you will encourage all your staff to do the same. It really makes a big difference. Thank You. - Marva A.

Extremely professional, courteous and effective service when my car stalled. Within 1.5 hours I was back from the dealer more than 15 miles each way. - Francois M.

Bryson was here within 30 minutes of my call. He fixed my tire and had me on the road in 10 minutes. Very satisfied with his promptness and the quality of his service. - Jim

Within 15 minutes of calling AAA, East Coast was at my house; what quick service. Roy was knowledgeable, professional, and friendly. He is a credit to your organization. Thank you for making a difficult day into an easy one! - Michael P.

Bryson was prompt, courteous, competent and careful. I was totally satisfied with his service. - John T.

We owe Matthew a huge Thank You! Just had our SUV towed through AAA. When I spoke with Matthew on the phone, I explained that my father was the AAA member, was very ill and going through medical treatment. AAA insisted that my father be present at the time of service. Matthew was very compassionate and immediately made the appropriate calls and received approval so my father did not have to wait in the frigid temperatures. Matthew's kind and compassionate way will not be forgotten! - Anita

A big THANK YOU to CJ who arrived very quickly and quickly diagnosed what my problem was! East Coast has a friendly and knowledgeable employee in CJ and I appreciated his help very much! Thank you, AAA and East Coast! - J. H.

Roy did an excellent job. He called to let me know when he would arrive, he was attentive and friendly, and he answered my questions and concerns with thoughtful and honest answers. He replaced my battery and had to take out my suspension bar in order to do so; which is not a simple and easy task. He was all about customer service and got the job done quickly and efficiently. I was highly pleased with the service I received today. - Rachael C.

Dan was a big help and very professional. He identified the problem and replaced my battery on-site for a very reasonable price. I couldn't be happier with him or East Coast Towing. - Daniel N.

Joey was a big help and very professional. Couldn't be happier with him or East Coast Towing. - Daniel N.

I did not finish my comment: your employee was very friendly and professional at all times. East Coast and AAA is fortunate to have him as a part of their team to help folks when they have a problem with their car needs. I was impressed with his efficient knowledge and trusted his advise. - Buddy W.

Ronnie called to ask about the problem and arrived within 15 minutes. He immediately checked the battery, started the car and asked if I wanted him to check the battery to a weak or dead cell. A weak cell was found and he then replaced it. Buddy W.

Josh provided a very professional service. He arrived in 5 minutes and changed the dead battery for us. We are totally satisfied and will definitely renew the AAA membership every year! - Chang D.

Prompt, friendly, very helpful. - Gary A.

Great experience with Josh -he arrived on time, actually earlier that the operator had stated, he took great care of my vehicle when towing it to the repair shop. Very impressed with service. Appreciated the follow-up call from AAA to check on experience. - Steve D.

I wanted to say thanks to Roy. Not only did he come out within 15 minutes of the call to AAA, he provided excellent service. He was very thorough and explained what he was doing to test the battery. When it was determined I needed a new battery, he made a point to discuss the quality of the battery and the warranty. He was extremely professional and did a great job! I'm sure East Coast is glad to have him on the team. Thanks! - Martin S.

Josh was awesome. He arrived quickly and was very knowledgeable and efficient in his service. An absolute pleasure. - Stephen O.

Donnie really saved the day when I was stranded on the exit ramp at Capital Blvd. He was quick to respond to what I thought was an issue with my car, which turned out to only need gas. He put the gas in my car to get me going and even followed me to the closest gas station to make sure that I was able to make it there safely. He really went over and above his job and want to thank him for all his help and kindness. I hope next time I need towing services, someone with Donnie's high level of customer service is there to help! - Erika S.

A friend of mine's car wouldn't start, so I called up AAA, and they sent Ricky out, who was very prompt, helpful, and just a all around personable gentleman. He certainly helped to set things off on the right foot. - Cliff L.

I was completely satisfied with the services Marcus was able to perform on my car's battery. He conducted his business in a professional manner and brought a friendly attitude to the situation. - Martin D.

Marcus did an excellent job helping replace the dead battery in my car. He called within 5 minutes of my call to AAA,said he would arrive within 20 minutes and he was exactly on time. He was thorough in his work and solved the problem. - Katie

I just want to say that I am 100% totally satisfied with the service I just received. I had a flat tire and Josh came within 15 minutes of my call to AAA. He was extremely professional and courteous, changed the tire in less than 5 minutes, and also put air in my spare (which was flat.) This one episode more than paid for my annual AAA membership. Thanks so much for the prompt and great service! - Deb F.

IT'S ONE THING TO BE UPSET WHEN YOUR CAR WON'T START AND ANOTHER WHEN YOU DON'T KNOW WHY IT WON'T START.BUT WHEN YOU HAVE A TOW DRIVER LIKE JAYSEN YOU FORGET TO WORRY AND JUST BE THANKFUL FOR PEOPLE LIKE HIM. HE PUT MY MIND TO EASE AND GAVE ME GOOD COMFORTABLE CONVERSATION THAT TOOK MY MIND OFF MY PROBLEMS.IF NEEDED IN THE FUTURE I SURE HOPE HE IS THE ONE TOWING FOR ME. THANKS FOR HAVING HIM ABOARD. - Nellie D.

This service was great. Josh was very efficient and quick getting on the scene to help me after i ran out of gas. He was very courteous and helpful to bring gas to me so i could get on my way again. I will most certainly use this service again. thank you so much for your help. - Carole W.

First of all I would like to say that Josh was very professional and worked very fast. He gave us excellent service. - Linda W.

Thanks to Matthew so much for towing my car today after it had stopped at an intersection. He was friendly and even laughed at my not so good humor. I appreciate his help very much. - Randt W.

A short note to tell you what a wonderful job your man did. He was polite, skillful, and fast. - Dominick

Very timely service! Very polite as well! Thank you for rescuing me and the kids from being locked out the vehicle!! - Aiyo J.

Bryson came to my rescue the other night after only about 10 minutes after my call to AAA. He was very professional and made sure he had checked everything before I left. I would definitely call Eastcoast again and would hope that Bryson would be the person they send out. Thank you. - Priscilla D.

CJ was great, He was quick and to the point and his personality... was so warm and friendly. Keep more people like him..He was the best. - Diannette J.

I felt helpless when I locked my keys inside my car but Josh reassured me and made me feel comfortable. When I called AAA they told me it would be about 45 min. but he showed up within 15 minutes! He came prepared and it was obvious that he knew what he was doing when he got the door unlocked within seconds. The service was great, I couldn't have asked for anything better. Thanks Josh! You're a lifesaver! - Johanna

Roy did a great job. He arrived within 30 minutes of me calling AAA. He was quick and thorough and got my car started, figured out that the battery was dead and replaced it in a timely manner. He was very friendly. I thought he did an outstanding job. - David H.

CJ came out within 20 minutes of my call to AAA to jump and test my battery. He was very professional and efficient. Good job! - Susan H.

The service that I receive today was super. Mathew was a gentleman. The waiting time super, less than 15 minutes and He came checked my ID make sure was me and promptly we was in the road. The whole service (from my Call to AAA to the AAA shop was about 30 minutes. What more can I ask? Thanks for the service than you provide to our community. – Juan Colon

My car battery died, and Jeff came to assist me. He was very nice, professional and helpful. He tested my battery, showed me the report and explained very clearly what had happened. Thanks for providing consistent and great customer service. - Jacquie C.

Bryson came out to help me with a flat tire. He quickly put in enough air so that I could drive it to the tire store (they had to repair it). Then he checked the other tires to be sure I didn't end up stranded with another tire going bad. He is a very polite, helpful person who takes his job seriously and acts in a professional manner. I think he will be a real asset to your company. I have had other occasions to need

the help of your company and I have always had quick response times by people who know their job, are happy to do the job and are polite as well. - Georgia S.

I had a great experience. I just want to thank Josh for coming so quickly and being a great help. He was very nice and fast. He was there 20 mins before I thought he would be there and had everything done in less than 10 mins. I just want to say thanks again. - Hannah B.

Excellent service. The driver got there very quickly after I called and it took less than 5 minutes to open my truck. I would highly recommend Josh and East Coast Towing. - Brian P.

Greg answered a call yesterday at my home for a dead battery. He was prompt and very professional. He tested the battery and could not get a charge on the battery. When the jump cables were removed the car stopped running. He suggested towing the car to the AAA service center and have them test the alternator to determine if that was the problem. He called for a tow and contacted the AAA Service Center near me and set everything up with them. I left the key for the driver to tow the vehicle so I could get back to work. I was well pleased with the service from Greg. - William S.

CJ was very helpful and courteous when our car would not start. He determined the problem and without pressure offered to sell us a new battery or we could go to our shop to have it done. We chose to have CJ install a new battery which was completed quickly and without a problem. East Coast towing has help his many times over out 7 years in Raleigh and the service is always great. - Tim B.

Jeff showed up earlier than the estimation AAA gave us. He was polite and friendly and extremely helpful. I offered to mail him a tip because we did not have any cash on us and he declined. He said he would rather have us let him know how he was doing. He turned a flat tire into a pleasant experience with his personality. Thanks Jeff. - Tom C.

I am very pleased with this young man's service. He phoned when he knew he would be a few minutes. He was curious and informative about the service. He did a professional job and gave me reason to purchase a battery from you. I hardedly recomment this employee for any future increases or promotion. He also smiles! - Tom O.

First of all I would like to say thank you. Wayne provided excellent, fast and friendly service and he arrived within 30 minutes of the call to AAA. I would recommend his or East Coast Towing services to anyone. - Willie D.

Excellent service, fast, courteous, professional with a great attitude. - Kathleen

East Coast Towing beat the police to my car! My car broke down and my wife call the police since it was blocking traffic on a major street. I called AAA for a tow truck and East Coast Towing made it there before the police. Spectacular customer service and attention. David J.

Great job...#1 service...totally satisfied...thanks again!!! - S. T.

I am very happy with the service I received this morning for towing my broken down van. Donnie arrived much quicker than I anticipated (greatly appreciated b/c it was cold!). And Donnie's professionalism and friendliness were noticed as well. Job well done and I will recommend East Coast in the future. - Ed R.

Excellent and prompt service. Very cordial and knowledgeable driver. Totaly satisfied. - Jeanne L.

I received timely, excellent, and courteous service in getting back into my car. - Bill L.

We had a flat tire and AAA gave us an estimate of 40+ minutes. Jeff was there in 10. He was friendly, quick, and careful of the car as he put it on the jack. He also made sure we could get home safely. I hope you give him a raise. He's good! - Pam H.

Terrific, responsive service. I was in a rental car on business and had a flat. The rental car company suggested that the local AAA service was better than what they could provide. They were right, instead of waiting hours, Nick from East Coast was there in a matter of mins. He provided fast, safe and professional service. Would not hesitate to recommend East Coast Towing! Thanks Nick! - C.P.

Thanks for the great towing experience! I just want to let you know Matthew did an excellent job and was very nice to deal with. - Brian L.

Thank you for your quick response to my roadside need. My battery was dead early in the morning (prior to 7am) and within 20 minutes East Coast Towing was there. Ron was great! He had me up and running within 30 minutes. - Cheryl B.

thanks for the fast and prompt service, Bryson was here very quickly and addressed my every need. Bryson was very Polite and considerate and I would recommend him for any service. - Mark D.

Excellent service. Very professional young man. - Daniel M.

Ronnie arrived in half the time AAA told me I would have to wait, and he quickly and efficiently replaced my battery. It was a rather cold evening, but he was cheerful and encouraging, and had me smiling in what would have been a very frustrating situation. I was on my way in no time. Thanks, Ronnie! - Stephaine R.

I would like to heartily commend Marcus Peake at East Coast Towing. I had been having repeated difficulties with my battery dying, and he was able to track down the elusive problem for me. In spite of the cold, he was cracking jokes and working with a cheerful and willing attitude, making a frustrating situation ten times better. Thanks, Marcus! - Stephaine R.

Excellent customer service and a nice guy. Called to let me know he was on his way. Explained what was happening throughout the entire process - great communication skills. Very polite and professional. Thank you. - Elizabeth D.

I locked my keys inside my car, a Honda Civic Coupe that is extremely hard to get into when you're locked out. The first tow-truck driver came and stayed for about 25 minutes, however he could not get the job done. C.J. called me and said he would be on site in ten minutes. Not only did C.J. show up before that, he had my door unlocked and me headed on my way in less than ten minutes as well. C.J. was an extremely nice person who seems like he would do everything in his power to help those in need. Not to mention it was about 23 degrees outside! Thank you very much East Coast, and I will make sure that I pass along the good word about your company. - Andrew B.

fabulous service. CJ was here within a few minutes of my call to AAA. My husband's 8 year old car was electrically dead with the battery in the trunk with no key entrance to the trunk. He carefully researched options, got the trunk open safely, boosted the battery and then determined the battery needed replacement and replaced it. Such wonderful courteous service. Couldn't have asked for more. - Mina L.

Very professional, great service. - Ed W.

Very professional and knowledgeable. Work was done in an efficient way. Totally satisfied with your service. - Glenn W.

CJ was prompt, courteous, and efficient. Excellent service from CJ. - Ann

Without a doubt, Matthew of East Coast Towing was fabulous. His professionalism, kindness and smile made the process of having my car towed absolutely stress-free. If all the companies in our great country had employess like Matthew, the stress level in this country would go down a hundred-fold. Thank You, Matthew. - Elaine S.

quick & friendly. - REW

Just wanted to thank Mathew for helping get my wife's car towed in a timely manner. He was very knowledgeable and helpful. Someone pulled out in front of my wife and made her run off the road in a ditch and the car then did not drive safely. Of course the person that did this took off. At least moving the car to the body shop was painless. Thanks again, - Justin W.

am very satisfied with your fast services. I really appreciate for your work.Thank You. - Vishwa

Well Marcus just left and I can't say enough good things about him!! He was the 2nd AAA person, the first one said we needed a battery and luckily Marcus was dispatched. He said he would arrive in 7 minutes, and he did just that! He tested the battery and the starter and found out it was the cable leading to the battery and he cleaned it off thoroughly!! He even showed us how to do it! He allowed

my son to start it several times and didnt leave until we were satisfied! He even offered to add air to my daughters tires! Talk about full service! He was very professional and knowledgable! I hope I won't need your services again, but I am keeping his card in my glove box! It is nice to know there are still companies that give triple AAA service!! - Cindy K.

very pleased with Jon. - Debra

Professional, courteous, and fast. - Patrick

Thank you for the fast and professional service your driver provided. My car keys had been stolen while I was out of town, and not having a spare, my car was stuck in the airport parking lot. After a stressful morning attempting to figure out what to do, Greg came within 30 minutes of my call to AAA and his calm, professional demeanor helped me make the best out of a bad situation. He was friendly and knowledgeable, and went out of his way to make sure my car was towed to the dealership with the utmost care. Thank you East Coast, and thank you Greg. You've earned yourself a loyal customer. - Jeffrey B.

had a great experience last night with your company. I called AAA when my car wouldn't crank after work. Josh was there quickly and had my car running in no time. He was professional, friendly, knowledgeable and explained everything in detail so I knew what was happening every step of the way. I can't say enough good things about him and the service he provided. Thanks for having such depending service and wonderful technicians! - Shannon L.

When my car recently died in traffic, I called AAA, who turned the job over to East Coast Towing. They called promptly to advise their ETA. Prior to arrival of the tow truck, an separate East Coast agent showed up to assess the situation and try to re-start the vehicle. That effort was unsuccessful, but the ultimate diagnosis at my shop confirmed that roadside service could not have been sufficient to fix the actual problem. Matthew showed up with the flatbed and got my car loaded up in no time. Both agents were courteous and professional. Their equipment was modern and clean. My vehicle headed off to my preferred local service shop and I headed off to work. Great job guys. - Tom H.

Cj was wonderful. He was fast and very efficient. I am completely satisfied and extrememly pleased with the work he did. He was not only good at explaining about my battery but he was very nice and

professional. I have always been happy with my service from AAA and will continue to use your services and tell all of my freinds about how good AAA is. - Pamela G.

I had a experience in sliding on the ice on 1/11/11 and damaging the right front rim of my vehicle. I called AAA. I have had a membership for several years but have only had to use it a few times. My experience was wonderful. The gentlemen (Michael) that came was very friendly and very easy to talk to. The distance we had to go was about 45 mins. away but we had great conversation which made it not seem so long. - Barbara T.

I just have to say thank you a thousand times to Mike. He showed up in record time when my car had a flat tire. He got the spare out and tried to put air in it. He realized the valve was bad and hooked up the car for a tow. He dropped the car off at the tire place and then gave me a ride to my home. We had a wonderful conversation on the ride to drop the car off. He was very professional, courteous and kind. Every driver should be required to have his personality and skill. Thank you again Mike. You made what could have been a terrible situation a very bearable one. - Melinda T.

Bryson assited me this evening with a AAA call. He was not only quick to respond, but kind and courteous from the first call to the moment he was certain I was set to go. Kudos to Bryson and East Coast - he is a 5-star employee! - Crystal P.

Thank you for the great service provided today by Brad. He responded very quickly, called me to let me know when he was arriving, and was very courteous. He was able to solve the problem with my vehicle very quickly and get me going again, saving me a tow. - Kenneth N.

I found Josh Marquardt to be very professional in his services. He was very polite and considerate. I felt very confident in his abilities to diagnose and fix my auto problem in the most honest and efficient way. - Nancy W.

I recently had a battery problem on my car. I really enjoyed the professional manner in which Ron took care of the problem. It was determined that I required a replacement battery which was fairly priced. So the AAA service and Ron receive my highest marks and praise. Thanks for getting me back running to complete my daily routine. - Thomas M.

Matthew was very friendly and helpful. A great driver and I could tell he knew what he was doing. I've had other tow truck drivers from AAA that I didn't have full confidence in. This was totally the opposite with Mr. Bailey. I have a long driveway and there were no complaints with pickup or having back out and he did a great job. Just wanted to let you all know. Thanks,- Joshua H.

Great representation of what AAA is all about. Josh could not have been more efficient, precise and informative in completing my battery test and exchange. He informed me of a great warranty and product he had on hand which I took him up on. I now feel confident that my 4runners engine will start everytime seeing how I have 758 cold crank amps surging each keytwist. Thanks again Josh, I hope you and your family have a great year, please continue to provide the same great "extra mile" service that I witnessed today. Good man. - Nate W.

I was completely satisfied with the service. Driver was here within a few minutes of the estimated time. He checked the battery and the charging system and verified that the battery was bad. Gave a choice of replacing the battery or I could go to another shop to purchase the battery. I decided to have him put it in. This took only a few minutes. C.J. was very good at doing what it takes to get the job done quickly and correct. - Earl R.

I don't remember the name of the gentleman who helped me and my roommate, but he was so nice. The keys were locked in the car, and he got them out so efficiently. It was cold outside, and he let us sit in his heated truck while we waited. The service was quick and well-done. Thanks so much! - Sarah S.

I called AAA at 6:00 am and Jason arrived 10-15 minutes later. I was shocked because I was really concerned that I would be late for work and we get penalized with an occurrence when we are late. Jason was great, he had the tire off, changed and was gone by 6:30am. He was wonderful. Thank you so much for such great service. - Mary L.

Greg was AWESOME! He was not only very professional, helpful and quick but a pleasure to speak with while fixing my car. He was very considerate and polite and got the job done right. Thanks Greg. You're our guy when in need in the future. - Marjorie M.

Jeff responded quickly to my call to AAA, and he was able to unlock my car and jump my battery within about ten minutes. He did a great job, and I really appreciated the help. - Will Y.

I really appreciate Donnie checking our car before towing it!! It turned out to be a simple fix, and the car has been working great since then. - Amy D.

What an honor to have AAA. Wow is all I can say. Bad weather keys stuck and the car was running. Kris came to my assistance. Although the weather was bad Kris very kind, nice and pleasant. Due to the bad weather they said appx. a 75 minute wait, however Chris arrived within 10 minutes. Thank You for your loyalty to your customers. Chris outstanding customer service. Thank-You, Thank-You and God Bless!!! - Nevada B.

He did a WONDERFUL job with jumping the battery in my car. He was very nice, professional, and knowledgeable of what he was doing. - Katie P.

Very Satisfied with the service. - Robyn M.

I wanted to let you know that Donnie made the AAA towing service a major face lift. He was on time and extremely professional in his manner. Next time I need any towing or any emergency services, I will definitely call Donnie!!! - Hun J.

Matthew did a great job helping me out when the transmission in our car did not work. When we dropped it off at the garage, I accidentally left the light on in the car after dropping off the keys. Matthew was able to get the car open. It was a very cold night and late. I am glad he was there. - Bob S.

I had a good experience recently with East Coast Towing. Bryson was a good representative of your company and handled the job very well. - Mary J.

I wanted to commend Russell on his prompt service in getting my car unlock for me on 1/7/11. He was a great help and very fast. - Byron B.

Ron was AMAZING ! quick and very helpful service to both my cars. He also did it all with a smile on, with bone chilling weather. I could not ask for anyone better. Keep up the great work ! - Manuel

Excellent service! Thank You. - William S.

I'd like to thank Matt for helping me out on the evening when my car broke down. He was very courteous and professional and did a good job overall. thanks! - Kevin

The best service i have ever had in my life!!!! Only took 4 mins for matthew to get here and what a great guy!!! You can only pray for an angel and thats what he was!!! I must say aaa has got it right!!! In all my years using aaa i wish they could have used east coast towing and matthew for every time i called in the past. God sends you people like this and its my job to spread the news starting here:)))) i am so blessed that matthew bailey,aaa and east coast towing are in my life!!!!!!! - Patricia

I just wanted to say what a quick and wonderful job Russell did when servicing my car. He was very friendly and full of information to help me when deciding what else I needed to do with my battery. Thank you so much for such wonderful service and kindness. Keep up the good work, Russell and East Coast Towing! - Mary S.

Driver was prompt and efficient and sold me a battery to save me from having to shop for one. - Dennis L.

Donnie did a great job. I was totally satisfied with my service today. - Felix W.

I just wanted to pass on a huge thanks to Ronnie of ECT, he came out and replaced my battery this morning in the cold so I could get to work. He was very professional and answered all of my questions. I'm glad to be a AAA member knowing that the support of ECT is driving that coverage. - Jenn

Ron was great. He called to tell us she was on the way. My car wouldn't start and was in a very busy, crowded parking lot. He knew exactly what to do and got my car on the flatbed quickly without disrupting anyone else around us. Thank you for making a difficult situation much better. - Lisa Allen

Dan got my friend's car started. It was not the battery like I thought. It was the solenoid(sp). Dan was very professional, quick, and knowable. - Sterling D.

Thank you so much for the quick response and the ride back to Aberdeen. I appreciated your ability to turn this inconvenience into an entertaining morning. Thank you, - Tina N.

Dan was really great he gave me great service, it was freezing and he stayed till he got my car started it was hard at first, but he stayed with it till he got it crunk thanks Dan. - Derick M.

Greg is a Gave me great outstanding service, he was very friendly, and he stay with me until he got my chevy tahoe started, thank you greg and thank to east coast God bless. - Derick

Roy was very professionl an kind. He came to the rescue quickly and I wss so happy that he was able to complete the job in a timely manner. The service was excellent. You have employed a very capable individual. - Lisa M.

Marcus came to my residence, today, and performed a AAA battery service call. He was prompt, professional, and highly customer service oriented. Marcus provided great service, and I wanted you to know you have a very happy customer. - Brian O.

Yesterday I was at my daughter's school when my truck's mattery died. I called AAA and East Coast Towing called me. CJ said he'd be there in 5 minutes and he was. It was cold outside and he offered his warm truck for us to wait. He was prompt, efficient, courteous and efficient. We were soon on our way with a new battery. Thanks CJ. - Barbara

Matthew's service was absolutely wonderful! He called less than 5 minutes after my call with AAA and was there to tow my vehicle in less than 15. He even backed-up down the side of the highway to reach the exit ramp so he could reach the car care center in the designated 3 miles. This was my first towing experience but I only positive things to say about the service Matthew provided. Thank you! - Maia

Excellent service. Courteous and efficient. Thanks, Dan. - Willetta H.

Im not a AAA card holder, and recently have been having alot of issues with my car. I needed a tow earlier this evening and was picked up by a Matthew, he got to my spot quicky and very proffessionally lifted my vehicle up onto his truck. He took care not to pinch my front bumper and checked my exhaust. He was a cheerful guy and kept my mood up and got me to my drop off quickly . He took care of me from start to finish, that is why if ever again I have car issues I will use East Coast towing. Thank you Matthew! - Thabo N.

My car wouldn't start due to a dead battery. Josh came out promptly, replaced it, and I was up and running in no time. Cheers. - Angelea M.

Greg was wonderful during our stressful lockout. My friend and I were back in our car in no time. I was very satisfied with the service given. - Kimberely T.

Thank you for setting such a great example on how a company should be. In one week we had a dead battery on one car and a flat tire on the other. Both times we called AAA and in less then 30 minutes both drivers showed up. Both drivers were very professional. Under a stressful week with 2 cars having problems your company made things so much better. Ron changed the battery out for us and when my spare was flat too Donnie made sure the tire was perfect before I drove off. Thank you again for such an incredible company, you have some of the best employees. - Amy B.

Bryson arrived in only 20 minutes after I called AAA. He had my tire changed and I was on my way in less than 5 minutes. Thank you for the great and efficient service. - Joe M.

Thanks for quick nad professional service. I will recommend you to anyone in need. - Joe J.

Thank you, CJ, for the prompt and efficient response. I was amazed that you arrived so quickly. What a change from waiting hours for assistance! I greatly appreciated your ability to quickly diagnose the problem and provide me with several options for resolving the problem. My RV is back up and running great now! I also appreciated your professional demeanor. Thank you! - Rae T.

I am sorry I forgot the drivers name but it was mid afternoon Christmas Eve and my job number was 482157...he was very friendly and courteous and helpful and is an excellent representative for your company. - David W.

I want to share a great experience with one of your team members - C.J. Very professional and prompt. I had a dead battery and he was quick to arrive (within 20 minutes of my call). He even called to let me know he was running 2 minutes late as he got caught up in traffic. After testing my battery (he wanted to validate that I did in fact need a new battery), he was quick to change out the old with the new and I was on the road in no time. Great job by C.J. Thank you. - Kris J.

Last Tuesday night my routine commute home became very "exciting" when my engine suddenly cut off on Cary Parkway during rush hour. I coasted on to a side street and called AAA. Within 10 minutes, Matthew showed up. He was very helpful, friendly, and professional. He promptly towed my car to the shop I requested, and then called me to confirm successful delivery. I was back on the road the next day. Many thanks to you, Matthew, and East Coast Towing for helping me out of a jam. - David H.

Josh was curteous and expidient. Thank you! - Niambi H.

excellent service. very prompt response. very professional. - Mark S.

East Coast Towing employee Ron came via AAA to change my tire. He was very friendly and a fast worker! I was totally satisfied with my experience! - Tyra M.

Although it took a long time to fix my battery problem, Roy stayed with the job until it was done and all problems were fixed. He was really helpful and I appreciated not only his skills and knowledge but also his sincerity and attention to detail. - Anthony D.

Russell came out after calling and did the most thorough job of helping start our car that I have ever seen. The steps he took in assessing our car's battery were very attentive and considerate. It almost (kidding of course) makes me want to have something else go wrong if I could get HIM out to fix it... - W. A.

Josh did an outstanding job! He got to my house very quickly and got my car running fast. He was extremely courteous and friendly and reminded me to let the car run a while to charge up the battery (I left an interior light on and needed a jump). Thanks so much to Josh! - Beth P.

I was totally pleased with Joey's excellent service this morning. He was prompt, efficient, and polite. He got my disabled car to my mechanic very quickly after I called AAA. Thank you for such good service! - Susan A.

With all the bad press on towing companies nowadays I just wanted to tell you that Jon proved them all wrong. My car died - thought it was the battery - no such luck. Jon showed up and looked under the hood, underneath, and everywhere he could think of to see if he could find out what was wrong with it - to no avail. I have to let you know I am one of "those" people that names my car and consider it part of the family. It had never been towed before so I was naturally nervous about it. He laughed and asked if I wanted to give it a hug before he loaded it on the flatbed. I know it sounds silly but it sure made me feel much better about it. Not only did he do a great job picking it up but was great about towing all the way to an Apex garage. They said he was very professional when he arrived and took great care of my car unloading. So thanks for the wonderful service. He was fast, professional, and took the anxiety out of the whole experience. Keep up the great work. - Sandy N.

Bryson arrived fast, did thorough analysis of our truck and jumped it to get us on the road home all within 30min of our call to AAA. We had just bought the vintage pick-up truck 2 hrs before and were half way home when we made the mistake of turning off the engine for a quick stop - even though the battery was only 2 yrs old it must have been depleted from under use even though the seller had thought he had charged it up with an external charger long enough. Bryson also checked that the voltage on my alternator was lower than normal. Not only did we still make it home on time, we now knew one more item to check as part of restoring this cool vintage truck for my sons 21st Bday! Thanks Bryson!! - Caitlin

Ron was very helpful and efficient in getting my car started. He is very knowledgeable, professional and customer friendly. Keep up the good work. Thank you. - Mildred M.

I wanted to inform you that I was extremely pleased with the service I received from your company and Ron. He arrived in a timely manner after calling to inform me of his estimated time of arrival. Ron was extremely courteous, demonstrating the upmost professionalism and customer service. He identified the problem and fixed it in a flash! It is rare these days to find such great customer service and I wanted you to know how pleased I was with your company and with Ron. As a member of AAA, I am pleased

that East Coast Towing are the guys on the job! Thank you! Ron and East Coast Towing have exceeded my expectations! - Teo W.

Great service! Jeff at East Coast Towing was fast, friendly, proficient, and professional! I had a flat tire and no jack, within 10 minutes Jeff was changing my tire. I am very impressed with East Coast Towing! - Kenneth P.

excellent, efficient and fast service for a flat right front tire. My left tire was very low also and the driver made a point of telling me that I should get that checked as soon as possible, which I did. I am glad that I did because that tire had cracks on the inside and I was told at the service center that it might have blown-out if I had taken the highway home. I was very thankful for his recommendations and service. - Rosamond M.

Great guy! Got here quickly! Filled up the tire. Gave us some advice. Very helpful. - Allana M.

Thanks for the prompt service for my call about my dead battery. Josh arrived and quickly checked my battery and alternator to make sure that a dead battery was my only issue. Josh changed out the battery fast, and had the paperwork done efficiently. With such quick and responsive complete service I was able to get back to work instead of taking additional time to change out the battery at some store. That time saved plus knowing that AAA who is guaranteeing the battery is worth it. - Braxtn S.

Your service technician responded to my call in a professional manner. He was very knowledgeable of my hybrid vehicle and was able to get me on my way quickly after he arrived. My wait time from the hour I called AAA to his arrival was an hour. I wish that time could have been shortened since I was on my lunch hour from work but I am satisfied with your service. - Sandy D.

I had a flat tire on my car and needed to put on a spare tire. my flat tire was a 20 inch custom chrome rim and I called AAA road services to change it. I spoke to the driver which was C.J. and directed him into my apartment complex. when he approached my car, he was polite and professional. He changed my tire in 10 minutes without any hassle or problems. I wanted someone at East Coast Towing to know that C.J. was very professional and a great assistance. If I'm ever stuck on the road and need assistance, I would like someone as ready and professional as CJ. - Daniel C.

Thank you very much for the excellent service! Marcus arrived way before the wait time AAA gave me and knew exactly what he was doing when he got there. He was very polite and professional, and I can definitely say I was totally satisfied with the service. - Joseph E.

Fast response, clean, courteous technician. Highly recommend the Mobile Battery Service. What a convenience! - Henrik R.

Russell was very helpful, personable and full of great energy! He arrived quickly (within 30 minutes of calling AAA). Thank you Russell for your help. - Jessica

I wanted to let you know that I was very impressed with the service provided by your driver, CJ. My car would not start (which I thought was the starter) so I contacted AAA. They dispatched CJ and he was there within 10 minutes! He quickly analyzed the situation and got my car running in seconds!! This was a HUGE help and saved me lots of \$\$\$\$! Thank you CJ for your help and great service. I will be recommending your company to anyone in need of your service! - Jessica

Totally satisfied. Josh got us running and back on the road in no time. Thanks for the help! - Patrick K.

Just wanted to let you know you have a great employee in Ron. He was extremely courteous and very fast in fixing my flat. - Kenneth D.

Great job pulling me out of a ditch after heavy snow in North Carolina. I don't know what I could have done without it. - Brandon

FANTASTIC! Josh was very prompt, courteous, and professional! He called to tell us he was on his way, serviced the car and replaced the battery in a very efficient time frame! - Claire H.

Totally satisfied. - Joe G.

Josh did a great job. He got to my car very quickly. He was friendly and very helpful. I will definitely call again if I need help! - Michael R.

The Driver was top notch. Good show. - Michael G.

I accidentally locked my keys in my car. I thought that it was going to take hours for the tow truck to arrive, but Roy not only arrived quickly, but he was extremely professional. He unlocked the vehicle in a matter of seconds. Thank you for your help. - Mia S.

I completely agree with Linda D. C. J. also responded to my call for service. He was professional, courteous and did a superb job - took care of my problem in no time and took the time to explain what had happened. You should be proud to call him your employee. In this day and age, it is hard to find excellent employees - as Linda said - don't let C.J. go - he represents you in a totally professional manner! He gets an A+++ from me. - Jeanne L.

I was very happy to get a call from the driver with an approximate time he would arrive. AAA said it would be at least 45minutes and then he arrived within 20. Considering it was starting to rain and getting colder by the minute I felt relief. Jaime was nice and polite. He made a rough situation go smooth I'd definitely refer this company to others. Thanks again. - Sandy U.

Thanks very much to these guys for some great help on New Years Eve. They were prompt, courteous and very helpful in diagnosing our problem. Its a pleasure to get really good service these days. - Chuck H.

Personable Ryan just towed our car to a BMW shop and he was great. He arrived in a very timely manner, loaded that car up and drove off in about 10 minutes. How can you beat that? Thanks Ryan! - Stephanie D.

Wayne was timely, professional, friendly and knowledgeable. I was very impressed with his level of service and was very pleased overall with my experience. I would recommend Wayne to anyone who needs towing services reliably and quickly. - Elizabeth T.

Shane was very helpful, kind, and courteous he is good for your company. Thank you for your services. - Traci L.

Hey East coast towing you have a exceptional driver. Greg was very efficient getting to me helping, very courteous, and good. Thank you so much. I would be pleased to have him help me next time. - Traci L.

I just want to take a moment to highly commend one of your employees, Mr. Jeff for his excellent service. Today after calling in for battery warranty service, Jeff arrived swiftly on the scene. My parents and I immediately felt extremely comfortable and confident with Jeff's ability to assess and fix the problem. He was very professional and focused upon his work while also being friendly and polite. He was quick to clean and test the battery and reported that it did in fact need to be replaced. He explained that although it was rare for a battery to fail, we could rest assured that East Coast Towing stood behind the battery's three year replacement warranty. Jeff is clearly committed to excellence. He did an excellent job of fixing our battery problem and he also greatly deepened our already existing confidence in East Coast Towing. While Jeff clearly focuses upon on his work, he also has a unique ability to build a friendly rapport. Our brief exchange with Jeff left a positive impression upon my father, a retired career Army officer. My father's expectations for integrity have always been set high and after Jeff departed my father actually made it a point to comment on Jeff's outstanding work and friendly and professional demeanor. We all want to thank Jeff for his outstanding service, his kindness, and his positive outlook. Please let Jeff know that his commitment to excellence leaves a lasting positive impression and really makes a difference to his customers. - Jennifer M.

CJ assisted me today with a dead battery at RDU airport. Not only was he very friendly on the phone, he was prompt, efficient and made the whole experience clean and simple. I want to thank him for his services and be sure that you are aware of his excellent customer service. I have been a AAA member for over 10 years and this was my best experience yet. Thank you CJ! - Erin G.

Great Job well done! - D. S.

Josh was very prompt, knowledgeable, and nice to boot. He handled my problem very professionally. - Larry W.

Greg did an outstanding job early this morning -- New Year's Day 2011 - Ken

Excellent service, totally satisfied. - Lynne S.

OMG!!! What fast service. AAA quoted me within the hour and within 15 minutes the driver arrived and had my doors unlocked. I always have issues with waiting for AAA but not this time!! - Samantha M.

Wish to What a great representative for East Coast Towing, an introduction, a firm handshake, and knowledgeable service. The wheel was seized in place and I had tried everything to remove it, with a well placed heel kick the tire was off. Josh finished the job even though I said I would handle it. In addition Josh diagnosed the problem with my tire. Above and beyond, friendly service, what more could one ask. - Mike H.

Just wanted to let you know how much I appreciate your great service! CJ was friendly, speedy, and efficient. He really saved my morning. I feel so much better knowing you guys are out there in case I have a problem. - Jennifer

I did not receive a survey call however I did want to let you know how pleased I am with the service I received on 1/21/2011. Nick arrived to assist me 10 minutes after I placed my call to AAA. He quickly changed my tire and I was on the road 20 minutes later. It does not get much better than that! Thank you and keep up the good work! - Melissa W.

On January 25th I was stranded on the side of the road when Ronnie came to my rescue. He was polite, patient, and very resourceful. I was very impressed with his ability to evaluate the problem with my car. With his knowledge and articulate questions, he was able to diagnose the problem and get our vehicle running in no time. In watching and listening to Ronnie I learned a few new things about cars. I think you should know what a valuable asset Ronnie is to your company. In light of the quality of service provided by Ronnie, I am glad AAA is doing business with East Coast Towing. - C.P.

I just wanted to let you know how totally satisfied I am with the service that Jamie helped me with today! He was very professional, friendly, pleasant, timely, efficient, and we even had a nice conversation on our way to the AAA car center. We had a break-in, and filed a report with the police hours before his service as well, so my day started off horribly. Jamie helped ease my nerves, so I just want to send my thanks!! Having Jamie (and of course AAA) help out with my car was much appreciated,

and just wanted to let you know that I am an absolutely satisfied and loyal customer!! Thank you to East Coast Towing, Jamie, and of course AAA for helping me out in a time of need. - Andrea L

I ran out of gas, so I called AAA and after they got the order in, Jaysen was there in no time, the service was super friendly, and thankfully i can head back to the university now in time for my late night class! - Omar N.

Nick was very friendly and arrived much earlier than expected!In fact it only took him 20-30 minutes to get to my car instead of the expected 55-60 minutes. I really appreciated his help with unlocking my car so I could get my keys. Thank you Nick! - Mark C.

Matthew was very friendly and efficient in assisting with our flat tire. He attempted to change the tire, and when two of the lug nuts couldn't be removed he loaded up our vehicle and towed it to our nearest tire center. Thanks again! - Philip B.

I just want to thank Wayne for the excellent service he provided my family last night. He was tremendously helpful, quick and went above and beyond what I had expected. He not only towed our truck to the service place but also took the time to leave the key and information on the srvice in the drop box so that I could go home to my family. Wayne was a 10 our of 10 and I just wanted to express what a wonderful and easy experience it was. - Mike M.

great job by MATTHEW,HE PULL THE DEER OUT OF MY GRILL. THANKS SEND GREAT PERSON....MATTHEW. - John S.

excellent professional and prompt service. - Robert C.

I just wanted to Thank you for your top rate customer service and professionalism. Jeff was very helpful in assisting me with a dead battery on a rainy, cold, winter afternoon. He was very thorough and pleasant to deal with! I also appreciate his offering to replace the battery on-site and suggesting other alternatives. I will definitely call a AAA service center to help me with my car troubles. Thanks Jeff and East Coast Towing! - Lynn H.

My van died in the carpool line. Uggghh what stress. I called AAA. Then came Dan to help me. We were right in the middle of the carpool line, the busiest time of the day, it was raining and very stressful for me. He was polite, pleasant, professional, knowledgeable and assessed the situation quickly. He got the battery changed out and had me on my way quickly. He made a stressful situation very bearable for me. GREAT JOB. Thank you for your help. - Elizabeth D.

#1 Totally Satisfied and the Driver was very friendly and helpful. Only problem was it took almost 2 hours to get to accident but not fault of driver as AAA reported like a flat tire or something and didn't have right priority on call. Police called to find out where truck was is how we found this out. Thanks, - Dwayne H.

Service was great and Russell was extremely nice and pleasant to be around and work with! Thanks for the help! - Thomas T.

Just wanted to let you know that Roy provided excellent service for me today!! I was so stressed to think I was going to have another fight on my hands. I have been having problems with my battery for the past two weeks and for whatever the reason I was told that it could not be replaced because there was nothing wrong with it. Roy checked it again and replaced it for me. He was very prompt and considerate, which enabled me to go on the appointments that I initially had to cancel. It was a great experience for me, to know that because of him I did not have to worry about being stranded on the road anymore. - Patricia W.

Dan came out within 10 minutes of my call being placed to AAA. About 5 minutes before he arrived he personally called me to let me know he was on his way. While jumping my car, Dan was very personable. The information he provided was very helpful. I was VERY pleased with my service. Thanks so much! (oh yeah...and it was raining). - Jon B.

I was very satisfied with the service that Marcus provided for me today (1-26-11). He contacted me by phone to let me know his arrival time. He arrived when he said he would with a smile on his face and a pleasant attitude. He charged my car battery and ran a printout for me to identify the problem. Then he made sure the car would start before he left me with a friendly reminder not to turn the car off until I got home. Thanks to Marcus he made a bad situation seem good. - Sheila M.

Excellent service! Josh is very professional and courteous. Thank you. - Peter B.

He was very polite, quick to arrive and change my tire, and I was very appreciative of his service. My thanks go to Russell. - Geraldine W.

I just wanted to say thank you for your prompt service and friendly driver/technician on Saturday 1/22/11. My car battery had died Friday night (in my driveway thank goodness) but I waited til Saturday morning to call AAA. Within 3 minutes of my call Greg called to let me know he was in the area and less than 15 minutes later Greg showed up with a friendly attitude and conversation all the while checking my battery for me. Thank you for making a not so fun experience a good one. - Kelley F.

Great Service! Josh arrived about 10 minutes after I made my call to AAA! Incredible!!! He was extremely helpful, courteous and efficient. Battery required a jump-off but Josh also tested and re-tested the car's battery after the car was started. Josh also found and tightened a loose terminal cable that was causing the slow drain on the battery. I received a report on the condition of the battery and recommendations for next battery purchase. Your company goes to the top of the list if I ever need your services. - David M.

I received excellent, very timely service from East Coast Towing per my request via AAA on January 25th, 2011. - Richard R.

I really liked Josh - from the time that he called to say that he was near, until the time that he left after getting our car started. Josh was very professional, knowledgeable, and helpful. On a cold day while visiting from out of town, a man like Josh is a welcome find. Thank you for wonderful and timely service. - Hope R.

My husband and I were out at Umstead Park yesterday when my husband locked the keys in our car. Our spare set of keys were also in the car so we were truly stuck. We called AAA and in no time Marcus showed up and managed to get into our car without damaging anything. We got amazing service from East Coast Towing and realize just how important our AAA membership is. Thanks Marcus! - Debora M.

Josh was there in 5 minutes after I called. He was very professional and added air to my tire as I requested. I was on my way to buy new tires in less than 5 minutes. Job well done! - Lynn

I locked my keys in my car today and called AAA. Josh came out to help me. He was there within 20 minutes of my phone call to AAA. He was not able to enter the parking deck where I was parked, so he grabbed everything he might need and carried it upstairs to my car. It took less than a minute for him to get my keys out. He was very kind, professional, and quick, and I am very thankful for his service! - Samantha

Just wanted to tell you I was "Totally Satisfied" with the service Marcus provided. He was prompt, friendly, courteous, and took care of my car's problem. - Barbara M.

Wonderful service - very professional and very courteous. CJ was a pleasure to deal with. Wish all my AAA calls were answered by East Coast Towing. - Valerie A.

My car needed a jump @ 10:30 in the evening at the RDU airport and after flying in from Mexico I was eager to get home. When AAA told me the wait was going to be at least 45 minutes I hunkered down for the wait. 15 minutes later Kris was on site and five minutes after that I was on my way. - Mark S.