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## QUEBEC

SUMMER  
2023



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\* Members must have the CAA Plus® RV or CAA Premier RV option to be covered for an RV or quad.

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The entire magazine is available on [CAAQUEBEC.COM](http://CAAQUEBEC.COM). Follow us on social media to ask questions, consult our tips and advice pages, and interact with our community!

# We must act now to ensure road safety for all

We salute the hard work of organizations who hope, as we do, to improve Quebec's road-safety record.



© CATH LANGLOIS PHOTOGRAPHE

**Richard Lachance**  
President and CEO

The publication of the latest annual road-safety report indicates it is a good time to reflect on our collective responsibility for action on road safety. Every year, we hope for better results, but the trend remains worrisome as road-accident deaths are at a 10-year high. Vulnerable road users still face risks.

It's true that giant strides have been made since 1973 when Quebec suffered its worst safety record of 2,209 road fatalities.<sup>1</sup> Technology has helped make vehicles safer, road-safety education has become more democratic and changed our driving behaviour for the better. So, what accounts for this setback in 2022?

We already know that most road-related deaths and injuries are inevitable and result from driver behaviour. We also know the recipe for ensuring road safety anywhere in the province for each type of road user is a combination of designing safer facilities, tightening rules and regulations, and working relentlessly on education and raising public awareness.

## **Stronger provincial policies to facilitate local action**

CAA-Quebec has recently joined forces with other partners in calling for a national road-safety strategy. In addition to mobilizing interested parties, a national strategy would make it possible to review development standards for the road network and equip municipalities with the tools to secure them. Naturally enough, this implies the need for adequate funding.

Rules and regulations must also evolve, and we call on government authorities to apply them diligently and judiciously. For example, Quebec speed limits must be lowered in all school zones and administrative sanctions must be imposed for blood-alcohol levels above 0.05. Such measures would reinforce the culture of road safety that should be instilled from the earliest age. They fall within the scope of the Vision Zero program, to which CAA-Quebec subscribes.

## **Turning words into actions**

By means of their initiatives and daily actions in various communities, CAA-Quebec and its Foundation contribute to educating people and raising awareness about road safety. We rely on strong partners and salute the hard work of organizations who hope, as we do, to improve Quebec's road-safety record.

Looking in the rear-view mirror allows us to appreciate how far we've travelled in the past 50 years, but it's the progress still to be made that should motivate us. Together we share a collective – but individual – responsibility, whether on foot, pedalling two wheels, or driving a vehicle.

Can we finally reverse the trend? Just wishing it is not enough. We must act now.

<sup>1</sup>ACCORDING TO THE ROAD-SAFETY REPORTS ISSUED BY THE SOCIÉTÉ DE L'ASSURANCE AUTOMOBILE DU QUÉBEC.

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1 CAA Dollar = \$1 in Couche-Tard gift cards. Gift cards are available in cuts of \$10, \$25 and \$100. These gift cards are applicable on all merchandise, including fuel.

# Photo contest



## Winning photo

**BOW LAKE - ALBERTA** —> It was June 17, 2022, and I was on a road trip through the Canadian Rockies. It was raining hard that day as I drove along Highway 93 toward Banff. Around Bow Lake, a shaft of sunlight hesitantly appeared. I got out of the car to admire the view, braving the wind and rain whipping my face. I had seen many a breathtaking landscape on my trip, but this one ignited emotions so powerfully that it will be etched forever in my memory.

— SONIA GIGNAC - MAGOG

Send your favourite vacation photo (maximum 5 megabytes) to [CAAQUEBEC.COM/CAAQUEBECMAGAZINE](https://CAAQUEBEC.COM/CAAQUEBECMAGAZINE) before June 2, 2023, along with a description of roughly 80 words. You'll have the chance to see it published in the next issue, and earn 250 CAA Dollars.

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| <b>Men's Health</b><br>YOUR BEST SHAPE EVER!<br>-55%<br>1 yr. \$79.90 \$35.95  | <b>WOOD</b><br>HEIRLOOM JEWELRY BOX<br>-57%<br>1 yr. \$69.99 \$29.95  | <b>Golf Digest</b><br>THE GOLFERS' CHOICE<br>-24%<br>1 yr. \$76.89 \$24.75 | <b>FOOD &amp; WINE</b><br>Holiday<br>-64%<br>1 yr. \$83.88 \$30.50                        | <b>ELLE</b><br>LUCY LIU<br>-19%<br>1 yr. +1 iss. \$79.90 \$19.99                       | <b>thanksgiving</b><br>WOMAN'S DAY<br>-33%<br>1 yr. \$44.91 \$29.95                   | <b>Women's Health</b><br>FAST, FIERY, FEEL-GOOD.<br>-66%<br>1 yr. \$99.90 \$34.25                                |
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| <b>Chickadee</b><br>Cool Dragons<br>-41%<br>1 yr. \$52.50 \$30.95              | <b>Chirp</b><br>All About Dinosaurs<br>-48%<br>1 yr. \$59.90 \$30.95  | <b>Sports Illustrated</b><br>-14%<br>1 yr. \$35.94 \$30.95                 | <b>CR</b><br>Consumer Reports<br>-65%<br>1 yr. \$108.87 \$38.50                           | <b>The Economist</b><br>THE WINTER WAR<br>-48%<br>1 yr. \$509.49 \$264.95              | <b>GHATELAINE</b><br>Life of Pie<br>-19%<br>2 yrs. \$47.92 \$19.95                    | <b>MACLEAN'S</b><br>The emergency room is dismantled and our staff is destroyed<br>-23%<br>1 yr. \$83.88 \$23.99 |

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# News

Latest CAA-Quebec news and important things members need to know this summer.



Unveiling of the new Maison Enfant Soleil by Bonneville. Among those present were CAA-Quebec representatives:

Guy Charest, Residential Advisor, Andrée-Ann Déry, Public Relations Advisor, Annie-Pier Dubois, Communications Advisor and Monique Lévesque, Residential Services Partner Account Manager.



Scan to buy your ticket and have a chance to win the 2023 Maison Enfant Soleil signée Bonneville.

## CAA-Quebec continues its commitment to Opération Enfant Soleil

We are pleased and proud to announce that, for a second consecutive year, CAA-Quebec residential advisory services and a number of CAA-Quebec Approved Residential Suppliers have collaborated in the construction of the Maison Enfant Soleil by Bonneville. A heartfelt thank-you goes to those partners involved in the project, whose mission is to develop high-quality pediatrics for all children in Quebec. This cause is particularly dear to us, because it aligns its values with those of our Foundation that, through action and education, strives to improve the safety of children on the road.



## Our challenge: reversing the trend

Sadly, the stretch of summer months from Saint-Jean-Baptiste to Labour Day has been dubbed the “75 deadliest days on Quebec roads.” As we head into that period, CAA-Quebec encourages motorists to disprove such a grim designation. But how? By being extra cautious, that’s how. Here are a few helpful tips for having a safe summer behind the wheel:

1. Respect speed limits (especially when approaching construction sites).
2. Avoid using alcohol or drugs – as well as texting – while driving.
3. Pull over if fatigue sets in.
4. Protect those most road-vulnerable: pedestrians, cyclists and motorcyclists.
5. Buckle up.

Now that’s a real 75-day challenge: Let’s all hear it for road safety!

## ROAD-TRIPPING

# CAA-Quebec is your safety associate

Planning a road trip involves more than just selecting a destination, accommodations and activities. You'll also need to plan an itinerary and consider safety precautions for the entire journey.

Begin with a visit to a CAA-Quebec's authorized Vehicle Inspection Centre that will spell out the exact condition of your vehicle. If repairs are necessary, make an appointment at an Approved Auto Repair Service location to take advantage of generous guarantees and a 3-percent CAA-Dollar rebate. Should your battery show signs of weakness, our Roadside Assistance mobile team can check it out, then boost or replace it as necessary (you'll get a special price for the CAA battery and 3 percent back in CAA Dollars). Also, make sure you have the right membership option: The RV option includes four assistance calls for your RV (caravan, trailer or quad) over and above the four calls for your passenger car (electric or gas-powered), bicycle or motorcycle.

### **Check your insurance protection**

Travel insurance is essential even for road trips within Canada. It may come in handy if you're involved in an accident and the incurred medical expenses aren't covered by RAMQ (such as ambulance or physiotherapy charges) or if you are unable to continue and must have your vehicle towed. If you travel to the United States, make sure the liability figure included in your car insurance policy is at least two million dollars.





## Insurance 101

### Should I buy insurance from the rental-car company?

Not necessarily. If your personal auto insurance includes Quebec Endorsement Form 4-27 (QEF4-27 Civil Liability for Damage to Non-Owned Automobiles), you're covered for damage to any car you rent or borrow in Canada and the United States. If you don't have the endorsement, by all means add it to your policy. This protection is identical to what you have for your personal vehicle.

#### Other options

Planning to rent a car in Europe or south of the States? Some travel insurance policies – including CAA-Quebec Travel Insurance – offer optional coverage for damage to rental vehicles.

Credit cards often provide insurance for physical damage to rental vehicles, but rarely include civil liability coverage.

If you should decide to buy rental-car insurance, verify the deductibles and make sure the policy includes the following benefits:

- Coverage against collision, theft, fire or vandalism, for an amount covering at least the cost of a new vehicle;
- Reimbursement of things like towing fees, rescue costs, and fire department charges;
- Reimbursement of rental fees for the days you can't use the car following an accident; and
- Coverage for defence costs in the event of a civil suit (or contested action) due to damage or loss of the rental vehicle.

Options abound. Choose one that best suits your particular needs and offers the most value for your money.

# Niagara's Boutique Hotel



**Steps from both the American and Horseshoe Falls, next to the Skylon Tower, overlooking the Falls and across from Fallsview Casino.**

Featuring luxurious designer guest rooms and lavish bathrooms. Plus we have awesome views of Niagara Falls from select rooms.

Try our **Super Dining** package. **Two nights for \$199\*** PP/DB. Includes 2 full breakfasts and 2 superb dinners (one atop the Skylon Tower).

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## Fallsview Cascade

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choicehotels.com

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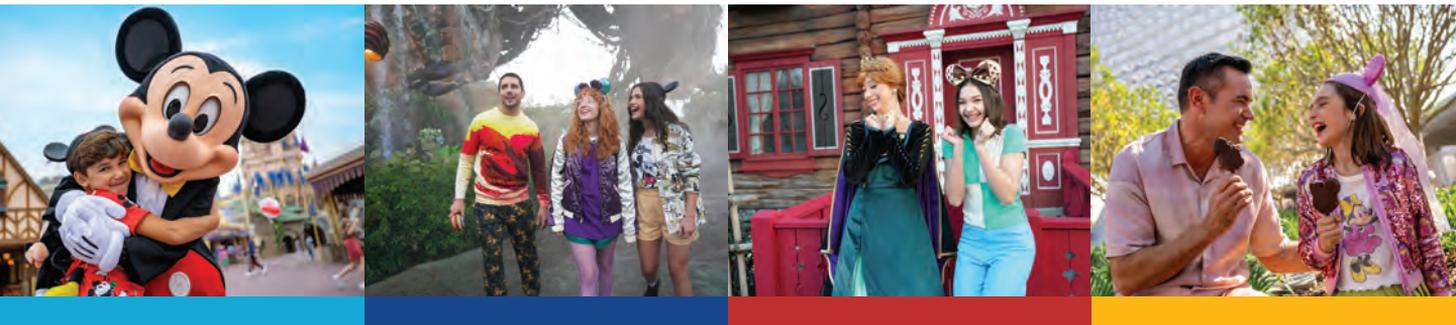
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# How to reach us

## Travel Centres

### BOISBRIAND

2715, rue d'Annemasse  
450-435-3636

### BROSSARD

8940, boul. Leduc  
450-465-0620

### GATINEAU

960, boul. Maloney Ouest  
819-778-2225

### LAVAL

3131, boul. Saint-Martin Ouest  
450-682-8100

### LÉVIS

85, route du Président-Kennedy  
418-624-8585

### MONTREAL

1180, rue Drummond  
514-861-5111

### POINTE-CLAIRE

1000, boul. Saint-Jean  
514-426-2760

### QUEBEC (LEBOURGNEUF)

500, rue Bouvier  
418-624-8222

### QUEBEC (SAINTE-FOY)

2600, boul. Laurier  
418-653-9200

### SAGUENAY (CHICOUTIMI)

1700, boul. Talbot  
418-545-8686

### SAINT-LÉONARD

7178, boul. Langelier  
514-255-3560

### SHERBROOKE

2990, rue King Ouest  
819-566-5132

### TERREBONNE

314, montée des Pionniers  
450-585-9797

### TROIS-RIVIÈRES

4085, boul. des Récollets  
819-376-9393

See the complete address list at [CAAQUEBEC.COM](http://CAAQUEBEC.COM)

For more information and comments: [INFO@CAAQUEBEC.COM](mailto:INFO@CAAQUEBEC.COM)

### Emergency Road Service

1-800-222-4357  
Cellphone: \*CAA

### Member Services

1-800-686-9243

### Travel Agency

1-888-549-5559

### Automotive Advisory Services

1-888-471-2424

### Residential Advisory Services

1-888-627-6666,  
514-861-6162 (Montreal)  
Emergency: 7 days a week, 24 hours a day

### Insurance

Car and home, Travel, Accident, Pets,  
Health and Life — 1-855-861-5750

### CAA-Quebec Boutique

1-877-803-1117

[CAAQUEBEC.COM/BOUTIQUE/EN](http://CAAQUEBEC.COM/BOUTIQUE/EN)



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\*Rates higher after June 12th 2023, valid Sunday to Thursday. Holidays & weekends higher. Taxes and fees extra. Free parking. Also available, child add-ons, whirlpool suites and gift certificates. \*\*Subject to the guidelines set by the government.



# For your well-deserved vacation

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- ➔ Travel insurance with an **advantageous premium** for stays in Canada
- ➔ Approved Auto Repair Locations that offer **3% back in CAA Dollars** upon vehicle inspection

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Summer getaways and outdoor activities made even sweeter with discounts from our partners.



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Discover hundreds of gift packages and unique experiences throughout Quebec. **Get 15 percent off your total invoice at Outgo (\$30 minimum purchase required).**

## Thrills and chills

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## Underwater world

A family activity for sure, regardless of age. **Enjoy a 10-percent discount at Aquarium du Québec – on regular admission prices and purchases of at least \$20 at the souvenir shop and restaurant.**

## Boat tours for all tastes

Admire magnificent whales and breathtaking landscapes! **Save 10 percent off the ticket price for all guided river cruises, including Croisières AML whale-watching boat tours.**



## Fun outings

Spend unforgettable moments with family and friends. **Enjoy member-exclusive discounts when you buy the two-day CAA ticket for La Ronde. Discounts also apply to seasonal passes, admissions to the International Loto-Québec Fireworks show, restaurant packages and parking.**



## CAA-Quebec Boutique

Buy quality accessories for your summer activities and excursions. **Earn 10 percent back in CAA Dollars on backpacks, guidebooks, coolers, picnic tablecloths, and more.**

**rabais  
dollars**

Show your CAA-Quebec card and save at nearly 3,000 points of sale. You'll get instant discounts, accumulate CAA Dollars and enjoy the benefits of your membership.

[CAAQUEBEC.COM/DISCOUNTS](http://CAAQUEBEC.COM/DISCOUNTS)

# Travel

Inspiration, information and valuable advice to help you prepare your next trip or dream vacation.



## Flight delayed or postponed: Will I be compensated?

Absolutely... but only if you have a trip cancellation and interruption insurance that covers this kind of situation, and that's not always the case. The event that forces the cancellation or interruption of your trip must be unforeseeable, beyond your control and sufficiently serious. If the problem is a failure on the part of the carrier (like a staff shortage or a scheduling conflict), then it's covered by travel insurance distributed by CAA-Quebec.

If you're obliged to incur expenses – for a new plane ticket, a meal or hotel room at the airport – as a result of the delay or postponement, the “Interruption” portion of your insurance will cover these costs so long, of course, as this provision is part of the insurance policy.

## When is the best time to take out trip-cancellation insurance?

Ideally, the best time is as soon as you've bought your tickets or paid a deposit. The indicated coverage amount is the maximum reimbursement you can receive, so it's important to assess your risks carefully. The insurance cost will vary based on the coverage amount.

Always remember that even the best-laid travel plans can be derailed by unforeseen events. That's where trip cancellation and interruption coverage comes in – to protect you when the things that go wrong are beyond your control.

## CAA-Quebec Travel: your summer-escape ally

Did you know that CAA-Quebec Travel offers a whole range of trip-preparation services and that most of them are available online? Visit the *Before Leaving* section at [CAAQUEBEC.COM/TRAVEL](http://CAAQUEBEC.COM/TRAVEL):

- Order or create your TripTik® personalized itinerary.
- Consult digital Tourbooks.
- Rent a car or an RV (with exclusive discounts from our partners).
- Book a flight or hotel accommodation.
- Obtain a travel-insurance quote.
- Upgrade your CAA-Quebec membership to get the level of roadside assistance you need.
- Order travel essentials from the CAA-Quebec Boutique.

It's easy, safe and accessible at a time that is convenient for you.

In addition, these services (except TripTik® itineraries) are available at our 14 Travel Centres where you can also have passport photos taken or obtain an International Driving Permit. Save time by filling out the form online.



## Meet our Disney team

It's a group of passionate disciples of a certain cartoon mouse and the world it inhabits... Always up to date on the latest trends, these travel counsellors know Disney products and offerings inside-out. So, take advantage of their expertise! They've all personally visited Disney Destinations – like Walt Disney World Resort in Orlando, Florida, and Disneyland in Anaheim, California – or voyaged aboard Disney Cruise Line ships. Let our team help you plan and turn your next Disney vacation into pure magic. Call 1-844-869-2439 for an in-person or video-call appointment.



© DISNEY

## What's new with TripTik®

A new team of specialists is now in place to process your requests TripTik® itineraries for anywhere in North America. Changes you need to know include:

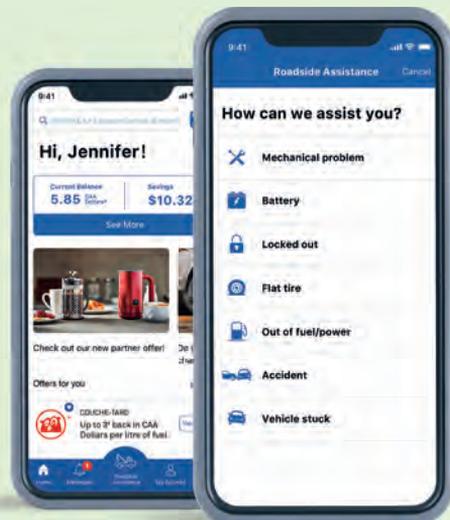
- This service is no longer offered at our Travel Centres, but on request **via telephone or our website**;
- You can book a **telephone or virtual appointment** directly with a TripTik® specialist;
- You'll get advice on what routes to take based on your needs and vehicle type (a propane-carrying RV, for instance, can't possibly travel on just any kind of road).

If you're planning a road trip this summer, then it's a good time to order your personalized TripTik® itinerary. See all the details on the homepage at [CAAQUEBEC.COM/TRAVEL](http://CAAQUEBEC.COM/TRAVEL).

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# Washington D.C.

Commonly referred to as “DC,” the so-called capital of the free world shines with architectural gems: awe-inspiring federal buildings, historic monuments and museums of every conceivable kind, many of which have free admission. Washington D.C. exudes solemnity and charm in equal measure, treating visitors to a happy combo of history, culture and gourmet pleasures. — **BY NATHALIE DE GRANDMONT**



## When to go

- In summer, the city bustles with tours, group activities and festivals.
- Autumn and spring are pleasant thanks to mild temperatures and nature is at its peak.
- In March and April, the National Cherry Blossom Festival attracts crowds while the cherry blossoms literally explode along the Potomac River and the Tidal Basin.



## Where to stay

During the summer months, when diplomats and business people are away on vacation, many hotels offer special deals and discounts, notably in desirable neighbourhoods like Adams Morgan, Dupont Circle and even downtown.



## Where to eat

- The city boasts seven CAA/AAA-rated Four-Diamond restaurants, and a Five-Diamond one – Xiquet by Danny Lledó – which showcases modern Spanish cuisine.
- The Embassy Row neighbourhood has an eclectic mix of bistros and cafés. Adjacent to it is Georgetown, which also features a vibrant foodie scene.



## Getting around

- The DC Metrorail system is easy to navigate and will take you to most museums and other attractions in the capital and even as far as Arlington on the other side of the Potomac River. **WMATA.COM**
- Cycling is another great way to explore the city. The metro DC area has over 70 kilometres of bike lanes and hundreds of self-serve bike stations. **CAPITALBIKESHARE.COM**



## We love these locations

### The National Gallery of Art Sculpture Garden

An oasis of peace and enchantment, it features gushing fountains and works of famous contemporary artists like Calder, Miró and Lichtenstein, not to mention jazz concerts during the summer months.

**7th Street and Constitution Avenue NW**

### The Smithsonian National Museum of Asian Art

Treat yourself to a jet-lag-free voyage to Japan, China and India. The Smithsonian museum is home to one of North America's largest and most comprehensive collections of Asian art.

**1050 Independence Avenue SW**

### Georgetown

It's the capital's oldest neighbourhood and has been the setting for many movies including *The Exorcist*, *Minority Report*, *True Lies*, *A Few Good Men* and *St. Elmo's Fire*. Guided tours are available, but a simple stroll will also let you explore the movie sites on your own.

### Willard InterContinental Hotel

This landmark hotel is listed in the National Register of Historic Places. Its famous Peacock Alley hallway has welcomed politicians and lobbyists for afternoon tea since 1818. Treat yourself to a little luxury!  
**1401 Pennsylvania Avenue**

## TOP FIVE must-dos

- Take a stroll along the grassy National Mall. This symbol of American power and nationhood extends from the grounds of the U.S. Capitol Building to the Washington Monument.
- Explore monuments. The Martin Luther King Jr. Memorial includes the *Stone of Hope* statue whose design was inspired by his famous "I had a dream" speech. The Vietnam Veterans Memorial is a moving tribute to those Americans who died during America's second-longest war. The Lincoln Memorial has 58 steps – 2 for the number of terms he served, and 56 for his age when he was assassinated. It also provides one of the best views over the city.
- Tour the White House Visitor Center to get a glimpse into life inside the White House.
- Take a virtual flight into space at the National Air and Space Museum. While there, you can admire legendary monoplanes such as Charles Lindbergh's *Spirit of St. Louis*.
- Enjoy a cruise on the Potomac River or take a morning jog along its shores.



## Bring a piece of DC home with you

- **A PRINT FROM TERRATORIE MAPS + GOODS.** Artist Torie Partridge creates colourful illustrated maps of various DC neighbourhoods.  
**716 Monroe St NE, Studio #24**
- **BOOKS ABOUT AMERICAN HISTORY AND CULTURE.** Buy them at, for example, the Library of Congress and the National Museum of American History.
- **ABOTTLE OF MUMBO SAUCE.** This red-orange condiment is a DC specialty and used on chicken wings, shrimp or rice. Available in most or all grocery stores.
- **A GAME, A PIECE OF JEWELLERY OR A HOUSEHOLD ITEM.** You might just find the most interesting souvenir from different Smithsonian museum gift shops.



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Have we piqued your interest? Rent a car or book your flights and accommodations online at [CAAQUEBEC.COM/TRAVEL](http://CAAQUEBEC.COM/TRAVEL). You'll also get 10 percent off the cost of your CAA-Quebec travel insurance.



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Give yourself peace of mind with a travel insurance that meets your needs.

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- ➔ Vehicle return **benefit**<sup>3</sup>
- ➔ **COVID-19 coverage** (emergency medical care, cancellation and interruption)<sup>4</sup>

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A woman is ziplining through a dense, lush green forest. She is wearing a white helmet, a black tank top, blue shorts, and blue sneakers. She is holding onto a rope with both hands and is looking towards the camera. The background is filled with vibrant green foliage and trees.

# COSTA RICA

## THE GREEN ESCAPE

A world pioneer in ecotourism, this land of toucans, volcanoes and endless sandy beaches never fails to dazzle. If you want to travel in harmony with your environmental values, Costa Rica is the spot for you.

BY — CAROLYNE PARENT

**PURA VIDA** — or “pure life,” is a popular greeting, which Costa Ricans use to say hello, goodbye, or to let people know that everything is just fine. It’s also Costa Rica’s unofficial slogan, meaning a laid-back way of life and embodying a sense of gratefulness.

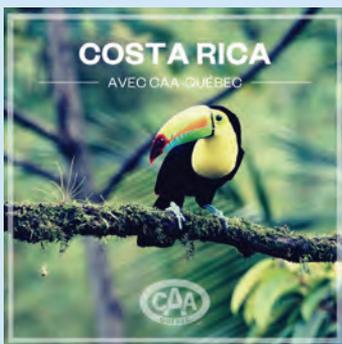


## What to see and experience

Options abound, waiting to dazzle you in whatever direction you look. Let’s start with the volcanoes. Your choice here is among Irazú (the tallest of all at 3,432 metres), Arenal (the jewel of the eponymous national park famous for its fauna and hot springs), and the very active Poás (home to 80 bird species). To choose one means to abandon the other possibilities... or not. Should time permit, why not explore all three? Each site presents a once-in-a-lifetime experience!

Like volcanoes, the national parks are each distinct from one another. Situated on the Central Pacific coast, Manuel Antonio National Park is appreciated for its beaches and dense tropical forest populated by, among other species, white-faced capuchin monkeys and butterflies. At roughly the same latitude on the Caribbean side, Cahuita National Park beckons with its white-sand beaches and towering coconut trees. North of Cahuita is Tortuguero National Park, intentionally created to protect endangered leatherback sea turtles and their nesting habitats. Rincón de la Vieja National Park, west of Tortuguero in the North Pacific province of Guanacaste, is very popular thanks to its hot springs, waterfalls and adrenaline-pumping activities like zip-lining and rafting.

In Costa Rica, the ocean is never far away. From Rincón de la Vieja National Park, it’s an easy journey south to the town of Tamarindo, a surfing mecca-cum-seaside resort. Along the way, stop at a coffee *finca* (farm) to savour a cup or two of exquisite high-altitude Arabica with *tanela*, a kind of turnover stuffed with cheese and cinnamon. *Viva la pura vida!*



## Tune in

Scan the code in the *Spotify* search bar with your camera to access the list of recorded readings inspired by the sights and sounds of Costa Rica.



## A champion of Planet Earth

You wouldn't guess it, but this tiny Central American country blazed the trail for green travel back in the Seventies when it began creating its national park system. Today, Costa Rica boasts 28 national parks, 8 biological reserves and a multitude of protected zones, encompassing a whopping 26 percent of the country's area.

Costa Rica also leads in the fight against deforestation. In fact, the country has reversed the trend so effectively that its forest cover has gone from 21 percent in the 1980s to more than 52 percent today. *Pura vida* is alive and well indeed, as is the state of its biodiversity, making up 5 percent of the world's estimated species. In 2019, Costa Rica even set the ambitious goal to become carbon-neutral by 2050.

# 4 tips

to travel better prepared

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- L** Arrive **3 hours** early



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### What to see in Chepe

Costa Rica's capital, San José ("Chepe" to the locals) is a vibrant city. Not to be missed is the Amón neighbourhood. Named after Amon Fasileau-Duplantier (the French coffee entrepreneur who founded it), this upscale barrio is home to a cluster of stately manors built during the latter half of the 19th century. "They were built for coffee barons," explains our guide. "They settled in the area to be close to the railroad station to facilitate the transportation of coffee and other agricultural goods." Another must-do is the *Paseo Gastronómico* on and around Calle 31 (31st Street) in the Escalante neighbourhood, for its many cafés and restaurants.



### Where to stay

In Costa Rica, you'll find accommodations of all types and prices at your disposal – campgrounds, hotels, inns, all-inclusive resorts and vacation homes, whatever suits your preference. Imagine a small bed-and-breakfast or *cabinas* for a quiet holiday in the countryside, forest or seaside, or a luxury hotel on the Pacific coast, in a surfing haven. In the land of toucans, there are vacation rentals, scattered throughout the landscape, as well as eco-lodges in the rainforest. Whatever your preferred accommodation or activities, it's important to keep in mind that Costa Rica is a country of volcanic mountains and forests, so a four-by-four rental and hiking boots are recommended.

Those who've been there will say the same thing. Travel counsellors just know it. Photographs and movies confirm it. Costa Rica is the epitome of what a tourist can imagine to be the most desirable destination. It's kind of heaven on Earth.



### A cage-free zoo

Animals are everywhere between the Pacific Ocean and the Caribbean Sea, whether in the heart of the rainforest or by the roadside. While you can listen to monkeys howling all day long, keep an eye out for red-eyed tree frogs, sloths and iguanas. And if the jaguars behave, the adorable raccoon-like coatis will come out to play!



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## You asked us

### Josée St-Onge of Lévis wants to know how to prepare for a meeting with a travel counsellor.

What a great and pertinent question! The better prepared you are, the more possibilities can be explored to suit your situation and needs. Here are the sorts of questions we might ask:

- What do you dream about? In other words, what makes you happy? What makes your heart skip a beat?
- What motivates you to travel? Is it to unplug, challenge yourself, spend quality time with the family, discover a new culture, or visit a world-famous gastronomic capital?
- Have you done any research yourself? If so, for which destination?
- What's your budget? Don't forget to include your CAA Dollars balance.
- What are your travel dates? Are they firm or flexible?
- How many people will travel with you, and how old will they be at departure time?
- Have you travelled before? If so, what made you happy or unhappy during your trips? If you haven't, do you have any apprehensions?

- Do you have travel insurance? Is it an annual plan? Are you included in a group insurance or is one offered by your credit card? What do the policies cover? Will you need to take out a policy? Don't neglect this aspect. A CAA-Quebec Travel Counsellor can guide you through the different insurance programs to give you peace of mind.

The idea is not to write down the answer to each of these questions, but to reflect on them. And be sure to have handy:

- Your passport and those of your travel companions (to confirm the official spelling of their names and their correct birth dates);
- Valid visas;
- Account numbers of your travel loyalty programs;
- Details of your travel-insurance coverage, if any;
- Important medical information such as vaccination status, allergies, physical or other restrictions and limitations.

Book an appointment with a CAA-Quebec Travel Counsellor. Then your dream voyage awaits.



### Chantal Lapointe

Director, Travel  
Growth Strategy and  
Partner Relationships

CAA-Quebec Travel Counsellors accompany you in the planning and organization of your dream trips. They also keep you informed about travel matters, as they do in this section. Be sure to take advantage of their expertise.

### Any questions?

We'll also help you through different lifetime projects, such as travel, mobility and insurance. In this section, we'll answer all your queries. Email your questions to [CAAQUEBECMAGAZINE@CAAQUEBEC.COM](mailto:CAAQUEBECMAGAZINE@CAAQUEBEC.COM).



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# Touring the United States by RV

## A GUIDE FOR SUCCESSFUL VACATION

Success depends on a single word: planning. Follow this guide to ensure an exciting adventure.

BY — STÉPHANE DESJARDINS



## Set a budget

The cost factors to consider include duration, distance, tolls, fuel consumption (based on RV size), number of travellers, anticipated sites and activities, accommodation, meals, and incidentals. If you don't already own an RV, rental costs will vary according to the chosen model. For example, a tent trailer can be rented for less than \$100 a night compared with \$300 or more per night for a motorized and roomier RV.

Campsites generally come in two categories: with and without amenities (water, electricity and septic stations). Nightly rates are evidently based on the number of amenities provided.

There's also the possibility of free parking at night, for example, in rest areas or mall parking lots – a worthwhile alternative albeit without amenities, in case you're transiting between two destinations. Good to know: Free nighttime parking may be subject to local regulations. Be sure to look into them before settling in for the night!



## Determine your destination and itinerary

Once you've finalized the destination, duration and places you want to visit, use distance-measuring tools (like the TripTik® travel planner) to dissect each segment of your journey. Factor in 20 percent for extra time to accommodate stopovers along the way. Find out about specific regulations governing the roads you plan to take, the amount of propane you can carry, and the allowed maximum RV length. Drive no more than 400 kilometres per day and stop before 4 p.m. so you can set up camp while it's still daylight.

There are roughly 8,000 kilometres of toll roads in the United States and each state has its own toll rates and payment methods. Make sure you add this expense to your budget or create a toll-avoiding itinerary (some apps will let you personalize your route by listing your preferences). You can also, before leaving home, sign onto the platform of each of the toll stations you'll cross along your route. Good to know: Toll fees are calculated on the number of vehicle axles. The more your RV has, the higher amount you'll have to pay.

## Inspect your RV

As a matter of course, scrupulously follow the maintenance recommendations indicated in the owner's manual. Regularly check the lights and headlights, panel seals (for leaks) and accessories (water heater, power awning, air conditioner). An expert annual inspection is highly recommended – either at your dealer or a specialized RV shop.



## Make a list of what to pack

This will keep you from overlooking things: medication, bed linen, clothing, dishes, camping and sports equipment, sunglasses, games and toys, first-aid kit, electronics, books, chargers, sunscreen... If you rent an RV, some of these items may be provided, with or without charge. It's well worth finding out.

## Gather your documents

To enter the United States **by land**, Canadian citizens 16 years and older must present a valid passport for their intended period of stay and proof of COVID-19 vaccination. Children 15 years and younger travelling with you require a passport or birth certificate. Also have on hand your valid driver's licence, vehicle registration papers and proof of insurance.



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### Review your insurance coverage

RV owners are required by law to have at least \$50,000 in liability insurance. This covers you for damage to your vehicle in the event of a collision that isn't your fault, as well as for property damage or bodily injury suffered by others as the result of an accident for which you are responsible. But since this amount can quickly prove insufficient, insurers generally recommend \$2 million if you travel outside Quebec, especially in the United States where lawsuit penalties can be severe.

If you rent an RV for your trip, carefully check the coverage provided by your own auto insurance or by the credit card you use to rent the vehicle. You may already have sufficient coverage. Be aware, however, that rental companies occasionally require you to buy their own insurance. If that's the case, the prepaid option is often cheaper. There may also be some options that you don't need and, therefore, might be removed to lower the rate.

Not only will you have to protect your RV, you also will need to protect yourself. South of the border, health care is among the most expensive anywhere. So don't leave home without travel insurance specifically adapted to your needs. If you're inclined to rely on the travel insurance offered by your credit card, carefully study the guarantees, restrictions and exclusions before your departure. If necessary, supplement the protection with an individual policy.

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(see the addresses on p. 11)



Prices subject to change without notice. \* Rebate is offered to CAA-Quebec members on regular-priced items only. CAA Premier® and CAA Premier® RV members get 20% back.

### Reserve your camping spots

The earlier you book, the more choices you have. National-park campgrounds are often fully booked months ahead. Franchised facilities (such as KOA) offer lots of amenities and family activities but little privacy. Nightly rates range approximately from US \$40 to US \$125 – with the less expensive sites located on the outskirts of major cities and popular attractions, and the more expensive ones much closer to where the action is.

### Stay connected

A mobile phone is an essential travel item, and there are ways to avoid costly roaming charges throughout the United States. One is to turn off data usage on your phone settings and navigate via public WiFi. Another is to negotiate a roaming-fee package with your provider before leaving home or buy a local SIM card with a prepaid package. This will give you a local phone number.



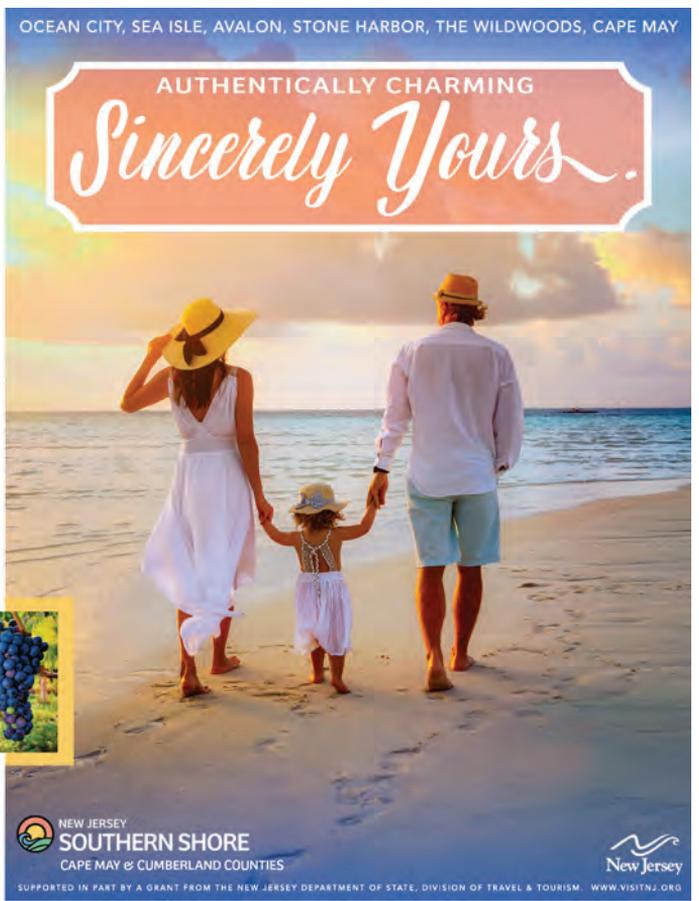
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## Think safety

Nobody is immune to road accidents. Your CAA-Quebec card entitles you to AAA roadside assistance in the United States, but just make sure you have the RV option. And equip yourself with DIY tools like a portable air compressor, booster cables and an emergency car kit to deal with minor problems.

Finally, it's better to be safe than sorry. Always lock up behind you and leave nothing in full view to prevent theft.



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STARTING AT **\$5,399**

### United States

#### The Great Parks of the West

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STARTING AT **\$5,299**

### Morocco

#### A Grand Tour of Morocco

April 5 to 20, 2024

STARTING AT **\$4,299**

### South India

#### Warmth and Spice

Oct. 30 to Nov. 14, 2023

STARTING AT **\$4,299**

### Central Europe

#### Christmas Market Magic

December 2 to 12, 2023

STARTING AT **\$3,999**

### California, United States

#### An American Adventure

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STARTING AT **\$5,599**

## South America and Antarctica

### The Last Frontiers

Jan. 31 to Feb. 18, 2024

STARTING AT **\$7,449**

## Caribbean

### Escape to the Sun

Feb. 4 to 15, and March 31 to April 11, 2024

STARTING AT **\$3,929**

## Asia

### Explore the Spice Routes of Old

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# Home

We are here to give you advice and assistance for, in this case, a fun-filled summer season at home.



## Jazz up your BBQ!

What's more delightful than gathering with family and friends while the aroma of grilled food wafts through the summer air? This dry rub recipe from chef Jonathan Garnier at La Guilde Culinaire will fit the bill perfectly. And you've got to have music! How about a Summer Spotify Playlist?

### Dry rub Memphis

Serving: 330 ml (1 1/3 cups)

Preparation time: 5 minutes

#### Ingredients

60 ml (4 tablespoons) of paprika  
15 ml (1 tablespoon) of each: onion powder, dry thyme, garlic powder, dry oregano  
30 ml (2 tablespoons) of each: ground pepper, ground fennel seeds, brown sugar, dry mustard, ground coriander seeds, ground allspice, salt

#### Preparation

In a bowl, mix all ingredients. Rub meats with the mixture. This rub is perfect for ribs, beef short ribs, etc.

Coleman  
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## NEW! Swimming-pool guide – from purchase to plunge!

Whether you're planning to install a pool or your new house already has one, this comprehensive guide is just what you need. It contains practical information about a wide range of topics:

- Buying a pool: above-ground, in-ground or partially in-ground (pros and cons, costs and warranties, saltwater versus chlorine, etc.)
- Heaters versus solar covers
- Installation and necessary permits
- Daily maintenance like getting rid of algae or greenish water
- How to save on energy bills
- Safety rules and regulations, insurance
- Opening the pool in spring and closing it come autumn

Refer to this companion guide in order to fully enjoy your pool and your summer. You'll find it under *Guides* in the *At Home* section at [CAAQUEBEC.COM](http://CAAQUEBEC.COM). And while you're at it, check out our other guides – like *Seasonal Home Maintenance*, *Insect Pests*, and *Animal Pests*. Happy consulting!

A woman with her hair in a bun, wearing a yellow sleeveless top and yellow gloves, is cleaning a white wall-mounted air conditioner. She is holding a blue mesh filter in her left hand and a white panel of the unit in her right hand. The background is a bright, sunlit room with white curtains.

# How to manage your air conditioner

Regular maintenance of your air conditioner increases its lifespan and ensures optimal performance, cleaner air and savings in energy and cost. There are a few basic tasks you can do yourself at the start of the season.

BY — JACQUELINE SIMONEAU

## First things first

Maintenance being just once a year, it's important to precisely remember or plan out all the steps to follow before you tackle the job. Then read the user's manual for instructions specific to your unit and don't forget to unplug the device first.

## Filters

According to the Climatisation François Bélisle Inc. owner, periodic filter cleaning is essential for maintaining optimal airflow and preventing the unit from overheating. "There are two types of filters: disposable and reusable," Bélisle explains. "Disposable filters should be replaced regularly. Reusables should be washed in lukewarm soapy water, thoroughly rinsed and completely dried before being reinstalled. How often depends on how exposed the unit is to pollutants (like dust and pet hair). We recommend once every two to three months." Also, both the filter and ventilation grids should be vacuumed regularly.

## Drain

Its job is to drip out water as the air conditioner runs and moisture builds up. It's important to clean both the drain and the siphon, ideally in the spring and fall. A clogged drain can cause the AC to leak water. Good to know: There are siphons specifically designed to facilitate cleaning. It's well worth consulting a specialist.



### CAA-Quebec Members

Our Residential Advisory Services can answer all your AC questions. Be sure to contact them. And think of CAA-Quebec Approved Residential Suppliers for AC maintenance and repairs. You'll get 3 percent off the costs (up to \$100).

#### Condenser

This is the unit's outdoor component. "Debris, especially pollen, can get into the condenser, clogging the drain holes and impeding airflow," says Bélisle. So, it's important to inspect it on a regular basis, gently removing any debris with a vacuum brush or a garden hose with a standard flow (don't use one with a high-pressure device, which could damage the component).

#### Professional cleaning

Wall-mounted or central air conditioners and heat pumps should be professionally serviced every three years or so, although frequency can vary depending on use and environment. For example, if you've had major home renovations, have pets or allergies, or your location generates a lot of dust, an annual cleaning may be required. Ditto if you turn on the air conditioner and notice a mouldy smell. If mould has set in during the winter, both the condenser and evaporator need a thorough cleaning – for the benefit of your own comfort and health.



Members receive a preferred rate of **12%\*** discount

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Learn more about pet insurance.

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## Insurance

\*CAA Members receive a preferred rate of 12% off. Non-members receive a preferred rate of 7% off. Discounts are based on premium rate available to members of the public prior to applicable taxes. © 2022. All rights reserved. Pets Plus Us Pet Insurance policies are underwritten by Northbridge General Insurance Corporation and offered by Société d'Assurances Collectives (Sodaco) Inc. in Quebec.



**WATER DAMAGE**

# Keeping the house dry

Flooding, water infiltration and sewer backup – all caused by melting snow or heavy rains – can cause serious damage to your house. The best bet is to make sure water has no way of getting near your property in the first place.

BY — JACQUELINE SIMONEAU



## How to prevent water damage

- **DIVERT WATER AWAY FROM THE FOUNDATION.** Check the slope of the yard, especially if you notice water accumulating or pooling in specific areas around the house. If necessary, add soil so the ground slopes gently away from the exterior walls.
- **CLEAN THE GUTTERS.** Clogged or damaged gutters prevent all the rainwater from draining away from the roof. Better still, add downspout extensions to help move the water even farther away.
- **INSTALL COPINGS.** If basement windows are less than 20 centimetres from the ground, copings will prevent water accumulation and infiltration.
- **INSPECT THE WALLS AND FOUNDATION.** Check for cracks and make necessary repairs.
- **INSPECT THE ROOF.** Damaged shingles and leaky skylights can lead to water infiltration.
- **TEST THE SUMP PUMP.** Pour a large bucket of water into the sump pit and watch to see if the pump effectively draws out the water. Be sure to have a battery or backup power source on hand in case of a power outage. A sump pump alarm (warning that the water level in the pit is too high) is another asset. Make certain, as well, that the non-return flap valve (preventing sewer backup) is in good working order.



## Is flooding covered by home insurance?

Basic home insurance does not cover sewer backup, rainwater seepage or flooding, among other water-related damages. But you may be insured by adding endorsements to cover criteria like zone mapping or the condition and age of your roof. Contact your insurer to review your coverage in the event of water damage or flooding – and adjust your policy accordingly.



### CAA-Quebec Members

Get an exclusive 10-percent discount on the CAA-Quebec No-Stress Policy® for your home. For an instant online quote, visit [CAAQUEBEC.COM](http://CAAQUEBEC.COM) and go to the *For Your Insurance* section. To speak to an insurance agent, call 1-844-446-3636.

## Precautions to take in case of a flood warning

Some homes may flood following torrential rain. Public Safety Canada recommends, among other things, shutting off the basement furnace, outside gas valves and electricity if the panel is in a dry and safe location. It also suggests moving furniture and valuables to a higher floor, boarding up windows, blocking basement sewer lines, if there's no non-return flap, and preparing an emergency kit in case you must leave your house.

If flooding occurs, notify your insurer to initiate your claim. Contact a disaster cleanup company, take photographs of the damage and make a list of affected items.

While planning their summer getaways, **Chantal and her family** saved a great deal thanks to CAA-Quebec.



## On accommodations:

**\$52 off** a hotel stay in Toronto<sup>1</sup>

**BW** | Best Western.  
Hotels & Resorts

**\$30 off** a hotel package in Quebec<sup>2</sup>

**ORIGINE**  
artisans hôteliers

**\$10 off** a hotel stay in Ottawa<sup>3</sup>

**Marriott**  
INTERNATIONAL

---

**Total savings: \$92**

## On transportation:

**\$15 off** on a car rental<sup>4</sup>

**enterprise**

**\$18 off** on airport parking<sup>5</sup>

**YUL** Montréal-Trudeau  
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**\$33 off** a round-trip train ticket<sup>6</sup>

**VIA** VIA Rail Canada

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**Total savings: \$76**

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**dollars**

The rates mentioned in this ad are subject to change without prior notice. **1.** Up to 10% off a stay at the Best Western Plus Toronto North York, from June 22 to 25, at \$995 (before taxes). **2.** \$30 off the purchase (through [caaquebec.com](http://caaquebec.com)) of an *Origine artisans hôteliers* package valued at a minimum of \$250. **3.** 5% off a stay at the Courtyard Marriott Ottawa Downtown from August 18 to 19 at \$197 (before taxes). **4.** Exclusive discount on a full-size car rental (picked up and dropped off in Québec), from June 22 to 25, at \$316.02 (before taxes). **5.** 10% off EconoParc parking at YUL Montréal-Trudeau International Airport from August 4 to 11. **6.** Up to 20% off the purchase of 4 tickets (2 adults and 2 children) in Economy class for a round-trip between Québec and Montréal from July 14 to 16, at \$336 (before taxes). **7.** Up to 3¢ back in CAA Dollars per litre of fuel purchased at Couche-Tard. The rebate in CAA Dollars is based on the purchase of 250 litres.

See full offer details at [caaquebec.com](http://caaquebec.com). CAA-Québec and its partners reserve the right to modify or terminate services and benefits at any time, in whole or in part, without notice.

## HOME APPLIANCES

# The case for repair

In October 2022, Équiterre unveiled the findings of its pan-Canadian study – *Working Towards Repairable Appliances and Electronics in Canada* – on what motivated consumers to repair, or not, their home appliances and electronics (HAEs). Here are the highlights.

BY — JACQUELINE SIMONEAU



**Key finding:** Few Canadians bother to have their HAEs repaired. The study, in which RECYC-QUÉBEC participated, shows that 91 percent of responders bought one or more HAEs in the last two years. Of this number, 63 percent had a unit either broken or working improperly and only 19 percent of them had their faulty items fixed.

This suggests that most responders preferred buying a new unit rather than having their damaged one repaired. What's more surprising is that 61.2 percent of those who did not have their appliances repaired hadn't even considered this option. Among

the reasons cited was the perception that these products were not meant for repair and that it would be more expensive to fix than replace them. Uncertain or long repair times were another discouraging factor.

Among those surveyed, the primary barriers to repair are frequent technological change, miniaturization of parts (especially for home appliances), glued or welded components, and difficulty finding spare parts. It seems that manufacturers are not compelled to supply parts and instruction manuals after a certain period of time, which also complicates or prevents the repair.



## Why repair HAEs

The previous figures are concerning if you juxtapose the short-term use of appliances with the vast amounts of raw natural resources, among myriad other considerations, that go into manufacturing HAEs. Équiterre argues that repairing broken items can extend their lifespans and limit their negative environmental and socio-economic impact. It would also provide benefits to the community, like creating local jobs in the repair sector – and saving on household expenses.

And the benefits can only increase as more consumers take the repair route. Barriers to repair are certainly numerous, but the Équiterre study indicates that initiatives and measures have been developed across Canada that support the repair process.

## Suggested solutions

Équiterre recommends clear and practical solutions to promote HAE repairs. For example, governments must establish and develop mechanisms for reducing the cost of repair, create a directory of repair businesses to facilitate the search for qualified technicians, and set up a durability index to help consumers assess the reparability or durability of HAEs at the time of purchase. Manufacturers must favour eco-design for their products to ensure durability and reparability, and facilitate the repair process by ensuring access to parts and instruction manuals. Consumers must focus on re-using and durability. They should do research before buying, stay informed, and maintain their HAEs diligently. According to technicians surveyed, breakdowns are often caused by poor or no maintenance.



### CAA-Quebec Members

Our Residential Advisory Services can answer all your questions about home-appliance purchases, maintenance and repairs. Don't hesitate to contact them. And think of CAA-Quebec Approved Residential Suppliers for appliance repairs. You'll get 3 percent off the costs (up to \$100).



## 10 appliances or devices

that contained the most defects  
in the last two years

1. Vacuum cleaner
2. Smartphone
3. Coffee maker/espresso machine
4. Toaster
5. Microwave
6. Washing machine
7. Refrigerator
8. Computer
9. Dishwasher
10. Dryer

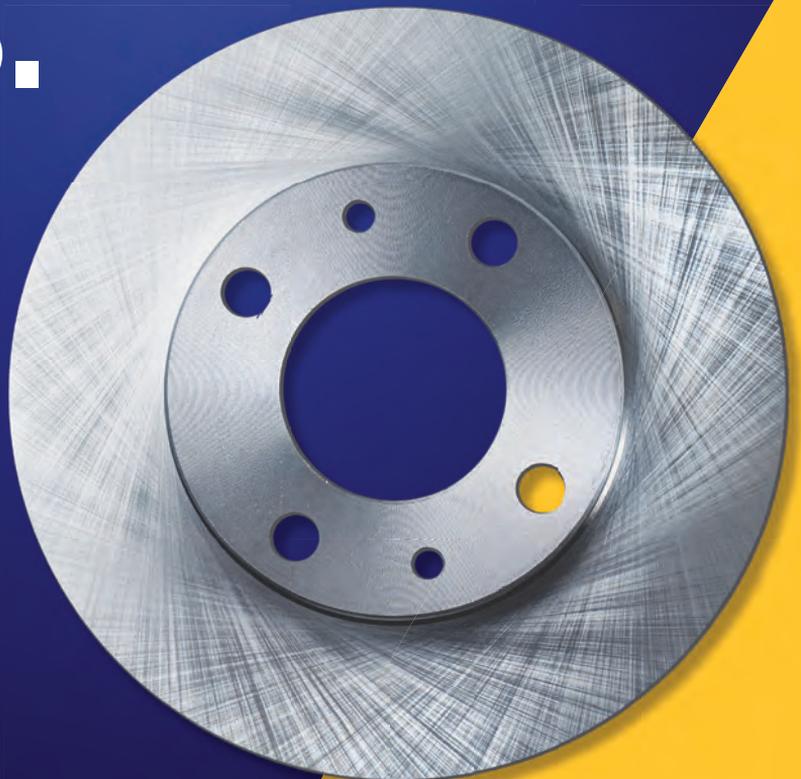
SOURCE: "WORKING TOWARDS REPAIRABLE APPLIANCES AND ELECTRONICS IN CANADA," ÉQUITERRE, OCTOBER 18, 2022.



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\* Offer also applies to metal and/or silicon parts and more than 500,000 other parts, tools and accessories.

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off for CAA  
members†



# Mobility

We inform and advise you on everything relating to mobility, whatever your vehicle happens to be – a four-wheeler, two-wheeler, EV or RV.



## Used-car guide: *Annuel de l'auto d'occasion*

The 2023 issue of this guide is now available (only in French). Compiled by auto journalist Benoit Charette in collaboration with CAA-Quebec, the *Annuel* profiles 300 pre-owned vehicles from 2016 to 2022, including the following data for each model:

- Reliability index
- Issues to consider
- Transport Canada recalls
- New-vehicle prices and resale values based on model year and mileage
- Engine capacity and fuel consumption

The *Annuel* also features three articles compiling advice from CAA-Quebec on automobile warranties, complementary and financial products offered by automotive dealers, and rustproofing treatments. The guide is available for the regular price of \$24.95 at our 14 Travel Centres or the online CAA-Quebec Boutique ([CAAQUEBEC.COM/BOUTIQUE](http://CAAQUEBEC.COM/BOUTIQUE)). CAA-Quebec members get \$5 off the regular price.

## CAA-Quebec Approved Auto Repair Services (AARS) Did you know?

As a member, when you have your vehicle repaired at an AARS location, you get a one-year or 20,000-kilometre warranty on both labour and new or used parts (two months, unlimited mileage for motorcycles). If you opt for new or refurbished NAPA parts, or used LKQ Keystone parts, the warranty will be extended to two years or 40,000 kilometres on labour and parts. You'll also earn 3 percent back in CAA Dollars on the total invoice, in addition to having access to a garage that meets the highest standards for compliant facilities and equipment, employee qualifications, service quality and eco-friendly practices. Our AARS network includes garages across Quebec. Surely, there's one near you!

[CAAQUEBEC.COM/AUTOREPAIR](http://CAAQUEBEC.COM/AUTOREPAIR)





## AIR CONDITIONING FOR CARS

# Keep that cool air flowing

During periods of extreme summer heat or heat waves, what's more painful than getting into a vehicle whose cabin temperature is almost unbearable? Fortunately automobile AC can cool the space with little delay... as long as it functions efficiently!

BY — JULIE PERREAULT

As temperatures climb and heat waves become more common, thank heavens for automobile air conditioning! But it operates best with diligent maintenance, so good habits are imperative to keep everything working well and everyone comfortable.

A vehicle's AC system works in the same way as a refrigerator. The refrigerant gas – tetra-fluoroethane (R-134a) or tetra-fluoropropene (R-1234yf) – is fed through the compressor. The compressed gas then moves to the condenser where it cools down and liquefies, and moves on to the dryer to be rid of moisture and potential pollutants. Next, the liquid refrigerant enters the extension valve to be cooled further before flowing to the evaporator where it absorbs heat in the car-cabin air, ultimately cooling it.

### Annual inspection a must

You should check your car's AC system once a year, at the start of summer, particularly if your car has high mileage. This will significantly allow you to:

- test the device for air tightness, repairing leaks as needed;
- clean or replace any cabin clogged-air filter;
- top off the refrigerant level, as needed; and
- ensure the main components are in sound condition.



### Undeniable benefits

It may sound like an innocuous habit, but diligently checking the AC system can save you a lot of money. By ensuring proper functioning of the main components and an adequate refrigerant level, you'll reduce the risk of a costly breakdown. Low levels of refrigerant, for example, can seriously damage the compressor and set you back several hundred dollars in repair or replacement costs. Fresh cabin air – in other words, an efficient AC system – is also crucial for maintaining the lithium-ion batteries used in electric or hybrid vehicles.

Summing up, a properly functional AC system will maximize both your comfort and your pocketbook.



### CAA-Quebec Members

For advice on vehicle AC maintenance, contact our Mobility Advisory Services.

If you need to have your car AC system checked, repaired or replaced, go to an Approved Auto Repair Service location. You'll get 3 percent back in CAA Dollars.



## All parts of the solution !



### Exclusive offer for CAA-Québec Members

Did you know that by purchasing a car part at LKQ, you **SAVE MONEY** and help reduce pollution of the planet?

**2-years/40,000 km** parts and labour warranty on all our used car parts if your vehicle is repaired at **CAA-Québec Approved Auto Repair Services**.

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- LKQ Pintendre  
914, route Kennedy, Lévis • 1 800 463-5158
- LKQ Saint-Jean-sur-Richelieu  
1330, rue Jacques-Cartier Sud • 1 800 363-2567
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# LKQ

## Keeping you moving

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Fully enjoy your **electric vehicle** thanks to our assistance and your member benefits.

- ➔ **Advisory Services** to provide you with guidance in purchasing and using your vehicle
- ➔ **Auto Insurance** for electric vehicles with a **50 CAA Dollars rebate\***
- ➔ **Roadside Assistance** that also covers electric vehicles

\* Conditions apply. **Auto Insurance:** Products offered under the name CAA-Quebec Auto Insurance. Underwritten by Prysme General Insurance Inc. ("Prysme"), a subsidiary of iA Auto and Home Insurance, a member of iA Financial Group, and distributed by CAA-Quebec Auto and Home Insurance Inc. Exclusively offers Prysme's auto and home insurance products.



# Travel in an electric vehicle

As elsewhere in North America, Quebec abounds with stunning destinations awaiting discovery. Wherever you want to go, an EV can take you there – with a little advance planning.

BY — JULIE PERREAU

## A pre-departure inspection

First things first: Ensure your EV is roadworthy. Are the tires properly inflated? Fluid levels adequate? Accessories like interior lights, headlights, signals, and wipers in good working order? If you need help, call on a trusted mechanic, such as those from the CAA-Quebec AARS network.

## Locate public charging stations

As mentioned earlier, planning is the key to a successful EV road trip. Map out your itinerary in advance so you can locate charging stations along your route. The TripTik® travel planner has an option that allows you to identify them. In Quebec, both the Electric Circuit and FLO public charging networks have apps indicating where you can charge en route, complete with an estimated charge time. If you travel outside Quebec, the ChargeHub app lists chargers right across North America. In fact, you need only be a member of one of these three networks in order to use any of their charging stations with the same app. Just make sure you also have a member card with you at all times. It will come handy in case of an app failure or weak cell signal, for example, in an indoor parking lot. In the event of a problem on the road, rest assured that your CAA-Quebec membership also covers electric vehicles.



**GOOD TO KNOW** —> A growing number of hotels now offer EV charging as an amenity. Verify if the hotels you plan to stay in have this feature, and in sufficient numbers to accommodate all EV-driving guests. If you have a portable charger, bring it with you.

**Maximize your range**

Certain factors contribute to increasing or decreasing the energy demands of your EV. For example, a vehicle with heavy cargo will drain the battery faster than with a lighter load. So the lighter you travel, the better the range. The weather also plays a role. During periods of extreme heat, your EV expends a lot more energy just to maintain cabin and battery temperatures. So, try to park in the shade during stops, and alternate between running the AC and opening the windows when you drive in the city.

The way you drive will also have an impact on range. One way to maximize it is to adopt eco-driving practices. Avoid quick accelerations, maintain a constant speed while driving, take your foot off the accelerator and coast to slow down.

**CAA-Quebec Members**

Visit our *Electric Mobility* section at [CAAQUEBEC.COM](http://CAAQUEBEC.COM) for advice and exclusive offers. And tune in to our *Sans détour* podcast (in French only) on electric mobility. In eight episodes, each lasting five minutes, you'll find answers to most frequently asked questions about EVs.

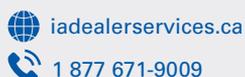
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## MEMBER TESTIMONIAL

# Long live adventure!

After months of pandemic restrictions, Marc-André Lapierre is happy to hit the road once again, bolstered by the peace of mind that comes with his CAA-Quebec membership.

Now in his early 40s, Lapierre has been a member since he was 18 when he bought his first car – a 1993 Ford Escort. “I love adventures but at the same time am cautious. I’ve always appreciated the sense of freedom afforded by my membership,” he says, “and those wonderful paper TripTik® itineraries and road maps. They were lifesavers when I criss-crossed North America after college.”

To keep up their spirits during the pandemic lockdown, Lapierre and his wife, Geneviève, dreamed about their next voyage. They even bought a tent trailer from a colleague and Marc-André “upgraded [his] membership to CAA Premier just to cover all the bases. It would be fun to set out on a long road trip off the beaten path.”

Sure enough, in the spring of 2022, the couple hitched the trailer to their van and headed for the Lone-Star State where they spent a memorable week roughing it in the Texan hinterland. On the return journey, they briefly parked the trailer/van for some refreshments at a hotel on San Antonio’s River Walk. It was then that Lapierre realized that his key fob had stopped working. “I had stupidly left the trailer fridge on DC powering and, in that oppressive Texas heat, both the main and backup batteries were depleted,” he explains. “I could’ve kicked myself.” Still, he wasn’t overly worried, knowing CAA-Quebec was only a click away.



© ERIC MYRE

“I used the CAA Mobile App to request roadside assistance. Before long, an agent from AAA Texas called to confirm the van’s location. We had barely arrived at the parking lot when a friendly local patroller turned up to boost the van’s battery. It only took a couple of minutes! We were soon back on the road. What can I say? A CAA-Quebec membership is priceless wherever we are in North America.”

## Has CAA-Quebec been there for you?

Email your story to [CAAQUEBECMAGAZINE@CAAQUEBEC.COM](mailto:CAAQUEBECMAGAZINE@CAAQUEBEC.COM). It might appear in the next “Member Testimonial” column and earn you **250 CAA Dollars!**



## BUYING OR SELLING A VEHICLE

# The registration process just got easier!

A new, highly anticipated SAAQ online service: You no longer have to go to a Société de l'assurance automobile du Québec service outlet to transfer the ownership of your vehicle to the person buying it.

You can now transfer the ownership of your passenger vehicle (automobile, motor home or SUV) from your account to the buyer's account. The buyer will then be able to register the vehicle on the SAAQ's new online platform, *SAAQcllic*. It's quick, easy and worry-free!

### How does it work?

Both the buyer and the seller have to create a personal *SAAQcllic* account to carry out this operation securely.

**SELLING YOUR VEHICLE?** Start by identifying the vehicle and entering the identification number found on the buyer's driver's licence. Then enter the sale price. You'll also have the option of transferring your licence plate to the buyer.

**BUYING A VEHICLE?** Simply access your *SAAQcllic* account, accept the vehicle transfer, and register the vehicle within 48 business hours following the seller's transfer. Among other things, you will have to enter the vehicle's odometer reading and add your banking information to your account to pay the Quebec sales tax (QST) and any applicable registration fees. No need to go anywhere!

Before making or accepting the transfer and exchanging the keys for money, the buyer and seller must carry out all the necessary background checks regarding personal identity and have the vehicle inspected.

### Less stress, more success

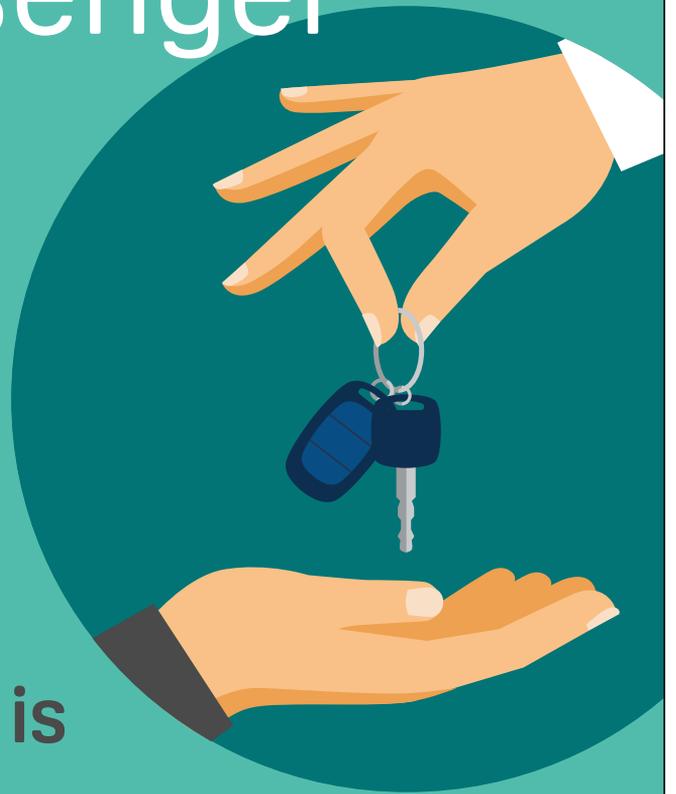
The ownership transfer is officially recognized in the SAAQ's system as soon as the buyer accepts the transfer. Both individuals will immediately see a change in their accounts. The information on the vehicle will be deleted from the seller's account and displayed in the buyer's account. The buyer will then be able to view and download their registration certificate, and if applicable, their temporary licence plate.

By using *SAAQcllic*, you can rest assured that the transfer is completed without having to leave your home.

### Take advantage of this new service today

Certain conditions must be met in order to carry out the transfer of ownership online. For more information about the online registration process for a vehicle sold between individuals, please visit: [SAAQ.GOUV.QC.CA/TRANSFERRING-VEHICLE](https://saaq.gouv.qc.ca/transferring-vehicle).

# Transferring ownership of your passenger vehicle



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transferring-vehicle](https://saaq.gouv.qc.ca/transferring-vehicle)

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# 10 common questions about e-bikes

Electric bicycles are all the rage and here to stay. According to Vélo Québec, they accounted for 26 percent of bike sales in the province in 2020. Thinking of getting one? Consumers have asked, and now our experts answer.

BY — JULIE PERREAULT

## 01 — Why buy an e-bike, and for whom?

An electric bike is essentially a regular bicycle with an electric motor that adds power to your pedalling if desired. Its use remains a physical activity. It's also nimble enough to behave as a more ecological way of getting around than driving a car. The pedal assist allows you to extend your leisure rides or even commute to work – without breaking a sweat!

E-bikes are intended for cyclists of differing skills and for a wide variety of uses on city streets and rough trails, on short trips and long-distance outings. Models are changing even for mountain bikes and fat bikes (with oversized tires). But users must be at least 14 years of age to ride an e-bike and those under 18 must have a Class 6D driver's licence.

## 02 — What kind of “assistance” can I expect?

Electric assist generally varies from 30 to 50 percent. For example, a 30-percent level means that the motor generates the watts equivalent to 30 percent of what the rider is capable of producing. Note that some models can dispense watts as high as 350 percent.





### 03 — Do I have to pedal? Can I deactivate the assist?

Most e-bikes require pedalling, but some hub-motor models with a throttle will let you go faster without pedalling. It's also possible to turn off the power-assist function.

### 04 — How long does it take to charge an e-bike battery?

On average, a full charge will take five to six hours, depending on the battery range. A quick charger will take about three hours.

### 05 — What range can I expect from a single charge?

It varies depending on the model. A 500-watt model can run from 60 to 120 kilometres. Models with more efficient batteries can run up to 150 kilometres.

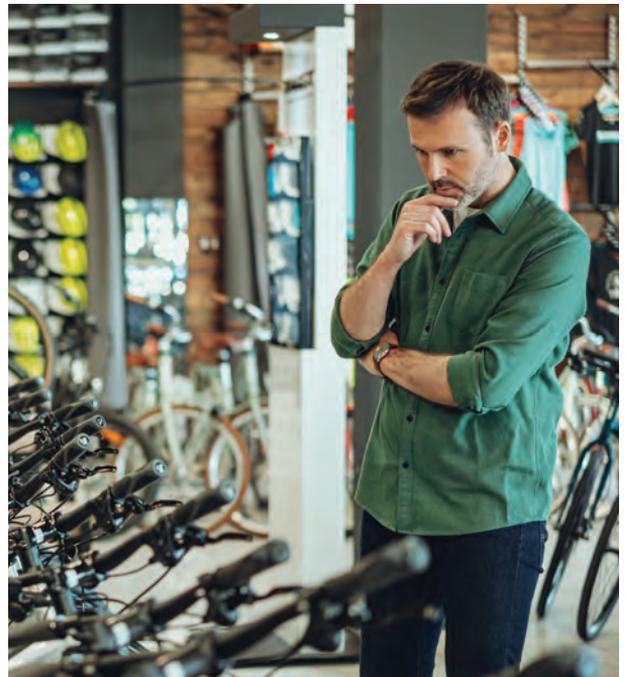
### 06 — What type of maintenance does an e-bike need?

Electric bike maintenance is just like that of a regular bicycle. A weekly wash is recommended. The chain should be lubricated every 1,500 kilometres or once a month. Tire pressure must be checked on a regular basis.

Pay special attention to the battery. Put it away if the bike is not being used for a while. Store it in a cool, dry place out of direct sunlight. Regularly check manufacturer updates on battery charging, maintenance and storage.

### 07 — What's the average cost of an e-bike?

For a decent model, expect to pay between \$1,500 and \$2,500. But depending on what you're looking for, prices can go as high as \$12,000. Hybrid e-bikes, designed for city use, generally retail between \$4,000 and \$6,000.



### 08 — Are there specific rules for e-bikes in Quebec?

The Highway Safety Code states that e-bike users are subject to the following rules: wearing a protective helmet, respecting speed limits and holding a Class 6D driver's licence if users are 14 to 17 years old.

— **Warning: Cargo electric bikes are not allowed on bike paths.**

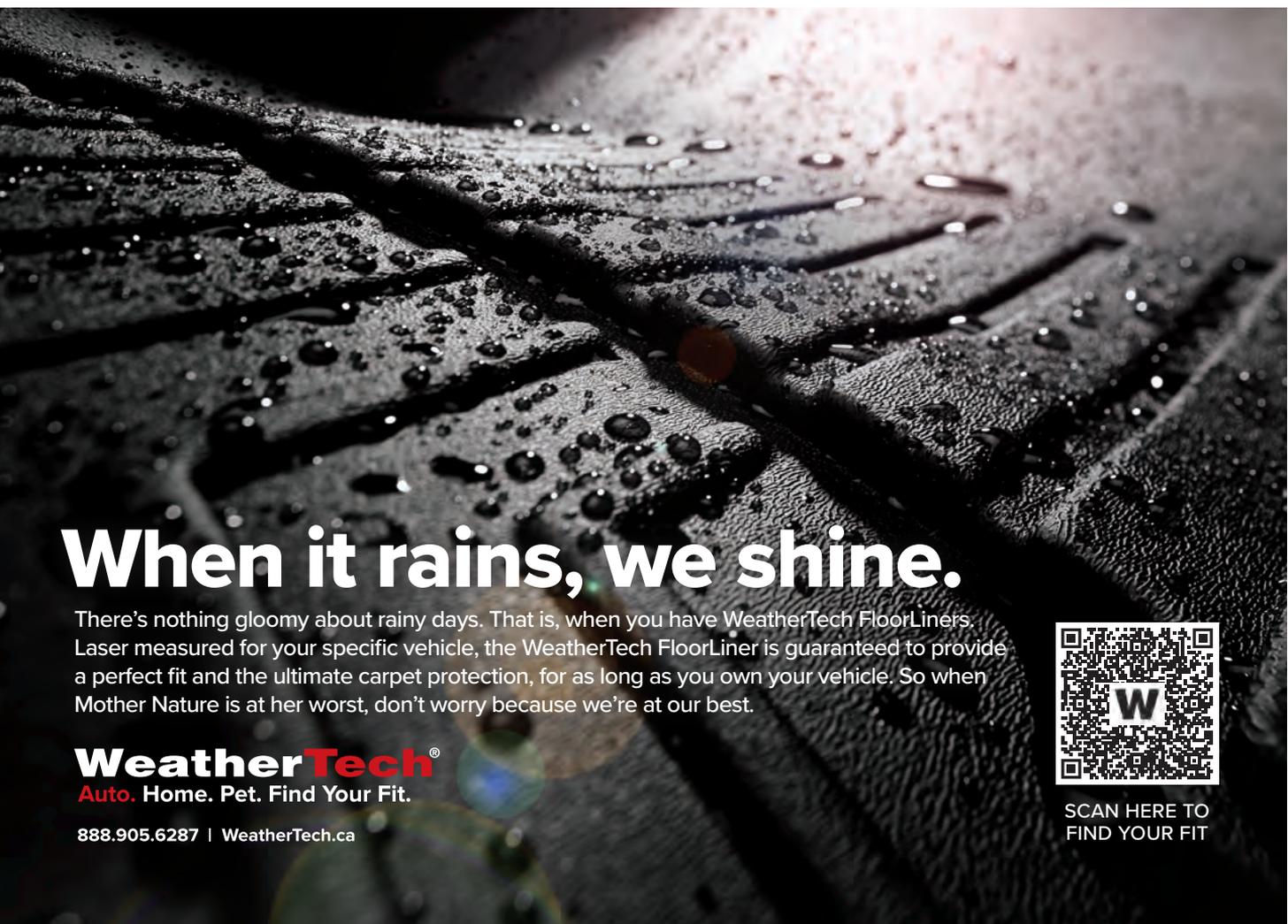
## 09 — How fast can an electric bike go?

In Quebec, the maximum permitted speed for e-bikes is 32 kilometres per hour. But the speed observed on bike paths – with or without e-bikes – ranges between 15 and 25 kilometres per hour.

## 10 — How should I insure my e-bike, and am I entitled to roadside assistance if I run into trouble on the road?

Your e-bike is covered by your home insurance in the case of fire, theft or damage resulting from a collision with another vehicle. Given the high value of e-bikes, it's recommended that you inform your insurer of your new acquisition to confirm adequate protection in case of a mishap. Check if your home insurance has a coverage limit (typically \$2,000 per bike). If this amount is insufficient, it is possible to adjust the coverage amount according to your needs. Good news: "Bike Assist" (included in your CAA-Quebec membership) will come to your aid if you're faced with a problem on an accessible road.

SOURCE: L'ÉTAT DU VÉLO AU QUÉBEC EN 2020, VÉLO QUÉBEC



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## 2023 CHEVROLET SILVERADO

PRICE: \$47,747 to \$108,227

**PROS** —→ Impeccable diesel and 6.2-litre V8 engines, benchmark 10-speed transmission, balanced ride (adaptive shocks), vast cabin (crew cab), improved finish and technology (LT trim and up), driving assistance now standard.

**CONS** —→ Overly light steering, firm suspension (regular shocks), cheap cabin (WT and Custom trims), uninviting seats, increased prices, high operating costs (diesel engine).

American manufacturers are constantly battling for a dominant share of the lucrative full-size pickup market. Chevrolet's latest bid is a mid-cycle refresh of the Silverado in 2022, nearly four years since its last remake. Chevrolet redesigned the interiors of the high-end versions, launched an off-road version, the ZR2, and simplified the list of engines. It will be almost another year before an electric version of the Silverado becomes available, whereas the Ford F150 Lightning is already circulating on our roads.

Thanks to their redesigned cabin, the high-end Silverados now have little to envy their Ford and RAM rivals in terms of refinement. The 6.2-litre V8 is particularly advanced, and more energy efficient than you'd think, but it is expensive. In fact, the high price of the Silverado is something to ponder, especially the entry-level models with their cheap interior, firm suspension and, for certain buyers at least, eyebrow-raising four-cylinder base engine.

### TESTED MODEL

**ENGINE** — 6.2-litre V8 (420 hp)

**TRANSMISSION** — 10-speed automatic with manual mode

**DRIVETRAIN** — All-wheel drive

**TEST TEMPERATURE** — 15°C to 32°C

**TESTED FUEL ECONOMY** — 13.4-litre/100 km

## 2023 FORD F-150 LIGHTNING



PRICE: \$81,095 to \$128,340

**PROS** —→ Impressive power, high payload and towing capacities, excellent balance of comfort and handling, impressively quiet ride, very practical cab and cargo box, realistic range indicator.

**CONS** —→ Reduced range under load or towing, slow level-2 charging, disappointing finish, very high price, long delivery delay.

Ford is the first major manufacturer to offer a 100-percent electric pickup, the F-150 Lightning. It beats out General Motors and RAM, which will be joining in model-year 2024. Ford's offering debuts as a crew cab with a 5.5-foot cargo box, the configuration most popular with pickup fans. The catalogue lists two battery capacities, the largest of which (131 kWh) delivers a maximum range of 515 kilometres. That is the battery that equipped our Lariat test model, which sells for close to \$112,000.

Never has an F-150 been as comfortable, quiet, balanced and pleasant to drive as this 100-percent electric variant. Ford also deserves a tip of the hat for maintaining its payload and towing capabilities, despite the addition of a very heavy battery under the floor. However, taking advantage of all that capacity requires a good measure of planning, especially on long trips. And if the choice of the Lightning is based on savings, it will take precise calculations and disciplined use to succeed.

### TESTED MODEL

**ENGINE** — Front and rear electric motors with 131 kWh lithium-ion battery (580 hp)

**TRANSMISSION** — 1-speed automatic (direct drive)

**DRIVETRAIN** — All-wheel drive

**CLAIMED RANGE** — 515 km

**RECHARGING (MANUFACTURER DATA)** — 41 min from 15% to 80% charge (150-kW fast-charging); 14 hrs for a complete charge (240-volt, 30-amp charging)

**TESTED ENERGY CONSUMPTION** — 40 kWh/100 km (equivalent to 4.5 L/100 km)



SCAN TO VIEW THE  
ROAD-TEST VIDEO





## 2023 GENESIS GV70

**PRICE:** \$57,500 to \$79,200

**PROS** —→ Responsive and well-adapted engines, smooth ride, impeccable finish, faultless soundproofing, excellent equipment-to-price ratio, free service and maintenance.

**CONS** —→ Transmission sometimes hesitates, uncommunicative steering, noticeable lean in turns, unpleasant steering wheel, some unusual controls, unproven reliability.

The second crossover from Hyundai's luxury Genesis brand, the GV70 launches into its second model-year with a soon-to-arrive, 100-percent electric variant. The aptly named Electrified model will use the same drivetrain as the excellent GV60 but otherwise will hew closely to its recent origins. While waiting for it to materialize, we tested a four-cylinder GV70 to see how it measures up to the accolades it has received.

The GV70 does not have the same reflexes as its German competition, nor their credentials – at least for now. However, that could change as target buyers discover the attention to detail that Genesis brings to its small SUV, both in the cabin and in the mechanical department. Comfortable, refined and amply powerful, the GV70 becomes even more appealing when price and the promise of outstanding after-sales service are factored in.

### TESTED MODEL

**ENGINE** – 2.5-litre turbo 4-cylinder (300 hp)  
**TRANSMISSION** – 8-speed automatic with manual mode  
**DRIVETRAIN** – All-wheel drive  
**TEST TEMPERATURE** – 12°C to 31°C  
**TESTED FUEL ECONOMY** – 8.7 L/100 km

## 2023 KIA SORENTO PHEV

**PRICE:** \$49,559 to \$59,209 (\$7,500 government rebates not included)

**PROS** —→ Quiet ride, comfortable suspension and seats, reasonable consumption for the size, spacious and practical cabin, generally logical controls, lower priced than a gasoline model.

**CONS** —→ Electric-gasoline transition sometimes slow, 100-percent electric mode practically inaccessible in winter, small gas tank, uninspiring handling, adaptive cruise control only (EX+ and SX).

Kia has been selling a plug-in hybrid version of the Sorento for a little over a year. In Canada, it is offered in three trim levels, and not limited to the most expensive model, as with certain competitors and Kia itself in the United States. All trims have an all-electric range of 51 kilometres, with the battery reducing neither the number of rows (three) nor cargo space relative to the gas-only models. Thanks to government rebates, the Sorento PHEV costs less than an equivalent gasoline model.

If you're hoping for gasoline-free driving in cold weather, don't buy the Sorento PHEV: It succeeds no more often in this respect than any of the other plug-in hybrids we tested in similar conditions. But if you are turned on by a 20-percent fuel economy relative to a gas-engine Sorento, not counting the many electric-only kilometres you'll drive in good weather, by all means, order the plug-in variant. Its comfort, refinement and versatility will amply compensate for the long wait.

### TESTED MODEL

**ENGINE** – 1.6-litre turbo 4-cylinder with electric motor and 14 kWh lithium-ion polymer battery (261 hp)  
**TRANSMISSION** – 6-speed automatic with manual mode  
**DRIVETRAIN** – All-wheel drive  
**CLAIMED ELECTRIC RANGE** – 51 km  
**COMPLETE CHARGE** – 3 hrs 25 min (240volt charging)  
**TEMPERATURE** – -15°C to 3°C  
**TESTED FUEL ECONOMY** – 8.1 L/100 km





## 2023 TOYOTA GR COROLLA

PRICE : \$48,146 to \$56,609

**PROS** —→ Astonishing performance, impressive handling, outstanding grip, ultraprecise steering, incisive and fade-resistant brakes, guaranteed exclusivity.

**CONS** —→ Long turbo lag, stiff suspension, noisy cabin, ordinary interior finish, restricted trunk, Morizo version already sold out.

There have been sporty Corollas before – remember the GTS of the 80's? – and others with all-wheel drive, but Toyota had never blended the two with a five-door body and a 300-horsepower (!) engine. But all that changed with the 2023 GR Corolla. We had a chance to sample it on a few Vancouver Island roads and especially on the tortuous Motorsport Circuit on said island to test Toyota's ambitious endeavour.

As testified by the GR86 and GR Supra, Toyota knows how to surround itself with good partners to produce sporty and appealing cars. But the GR Corolla proves that the Japanese giant can succeed all on its own. Fun on the road and surgical on a track, this hot hatch propels the Corolla name light years from its habitual pragmatism. Less refined than a Golf R and less practical than a Civic Type R, the eye-popping Toyota nonetheless fully merits its place beside those two divas of hatchback performance.

### TESTED MODEL

**ENGINE** – 1.6-litre turbo 3-cylinder (300 hp)

**TRANSMISSION** – 6-speed manual

**DRIVETRAIN** – All-wheel drive

**FUEL ECONOMY, CITY/HIGHWAY COMBINED (NATURAL RESOURCES CANADA)** – 9.8 L/100 km

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