

CAA

- TRAVEL** Two days in Nashville
- HOME** Choosing a qualified contractor
- MOBILITY** Dealing with the EV shortage
- INSURANCE** Alternatives to group insurance
- DOSSIER** Winter survival guide for drivers

QUEBEC WINTER 2022

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The entire magazine is available on CAAQUEBEC.COM. Follow us on social media to ask questions, consult our tips and advice pages, and interact with our community!

The new reality of travel

A new reality is upon us and we all must adapt with patience and empathy.



© CATH LANGLOIS PHOTOGRAPHE

Richard Lachance
President and CEO

The main observations from 2022 are that the travel industry here and abroad is indeed alive and well, but it has been far from smooth sailing. A seasoned traveller would say that a new reality is upon us and we all must adapt with patience and empathy.

Multiple challenges – like delays in receiving your passport, flight departure delays, lost or damaged luggage, or service cuts or closings in hotels and restaurants – exist in varying degrees. A domino effect can result; for example, whenever an airport must cut certain activities for lack of resources. This can result in flight cancellations, forcing air carriers to notify affected passengers and travel agencies. At the same time, travel agents must put their new, potential clients on hold while they spend time rescheduling flights, hotel bookings and other related activities for their existing clients.

As a key part of the travel industry, our Travel Centre employees have certainly had their share of these situations. But I can assure you they will do their utmost to limit the impact on their clients. They will always ensure that their clients can count on us before, during and after their travels.

If consumers must adjust their travel expectations, the travel industry itself must increase efforts to speed up its pace, despite a diminished and over-worked labour force. And if that were not enough, we all must contend with pressing social and environmental challenges. It's clearly a daunting challenge, but not an insurmountable one.

Fortunately, things are already improving. The recent lifting of all COVID-19 measures at the border (like the mandatory use of ArriveCAN, screening rules and mask mandates on planes and trains), has helped make our lives easier. But now it's everyone's duty to practise caution. Digital developments are also advancing rapidly. The future is not all gloom and doom.

It's up to everyone to do things differently... and better

Good practices to adopt would include renewing your passports well ahead of expiry dates and planning/booking trips with our expert travel agents, whose assistance would be invaluable should an emergency occur. (As we've seen during the pandemic, problems are apt to crop up.) And in order to avoid criticism, industry stakeholders, including policy makers, need to act in concert. They must solidify the protection of air passengers, for example. The current scope of refunds under the Air Passenger Protection Regulations is limited and risks damaging the credibility of the entire sector. Other countries, especially in Europe, have done better in this regard. Why not follow their example?

With our travel-industry partners, CAA-Quebec continues to work hard responding to the dreams and aspirations of our clients. Now more than ever, it's essential we listen to and learn from what travellers have to say. In this way, we will ensure memorable journeys to come.

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Photo contest



Winning photo

SAINTE-LUCE - QUEBEC —> Every year for our vacation, we rent a small riverview cottage in Sainte-Luce, which is near Rimouski. One evening after I tucked in my six-year-old, I headed out to the river with my camera. The view awaiting me was spectacular. I counted not one, not two, but eight Great Blue herons in flight or strutting on the river rocks, seemingly posing for red-carpet snaps – a photographer's delight!

— NICOLAS DUPÉRE - MONTREAL

Send your favourite vacation photo (maximum 5 megabytes) to CAAQUEBEC.COM/CAAQUEBECMAGAZINE before December 9, 2022, 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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News

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



One of the *J'embarque pas* campaign activities

The CAA-Quebec Foundation in 2022: a rewarding year

In addition to gradually resuming activities after the pandemic, we've reviewed and adapted all Foundation strategies and efforts to the new reality. And we've been guided as always by our abiding mission and values regarding road safety.

2022 achievement highlights

- **J'EMBARQUE PAS CAMPAIGN:** 12,000 high-school youngsters participated in the Foundation's conferences on cannabis-impaired driving during the 2021-2022 school year.
- **CAA-QUEBEC SCHOOL-SAFETY PATROL:** 205 schools participated in the program for 2021-2022. In all, a total of 3,835 young patrollers ensured the safety of their peers in school buses and yards as well as at school-area crosswalks, drop-off and pickup points.
- **GOOD DRIVING NEVER GETS OLD TOUR:** We surveyed our 50-plus clientele to better understand their mobility needs (i.e., walking, biking, driving) and information-access preferences in order to customize our activities and offers.



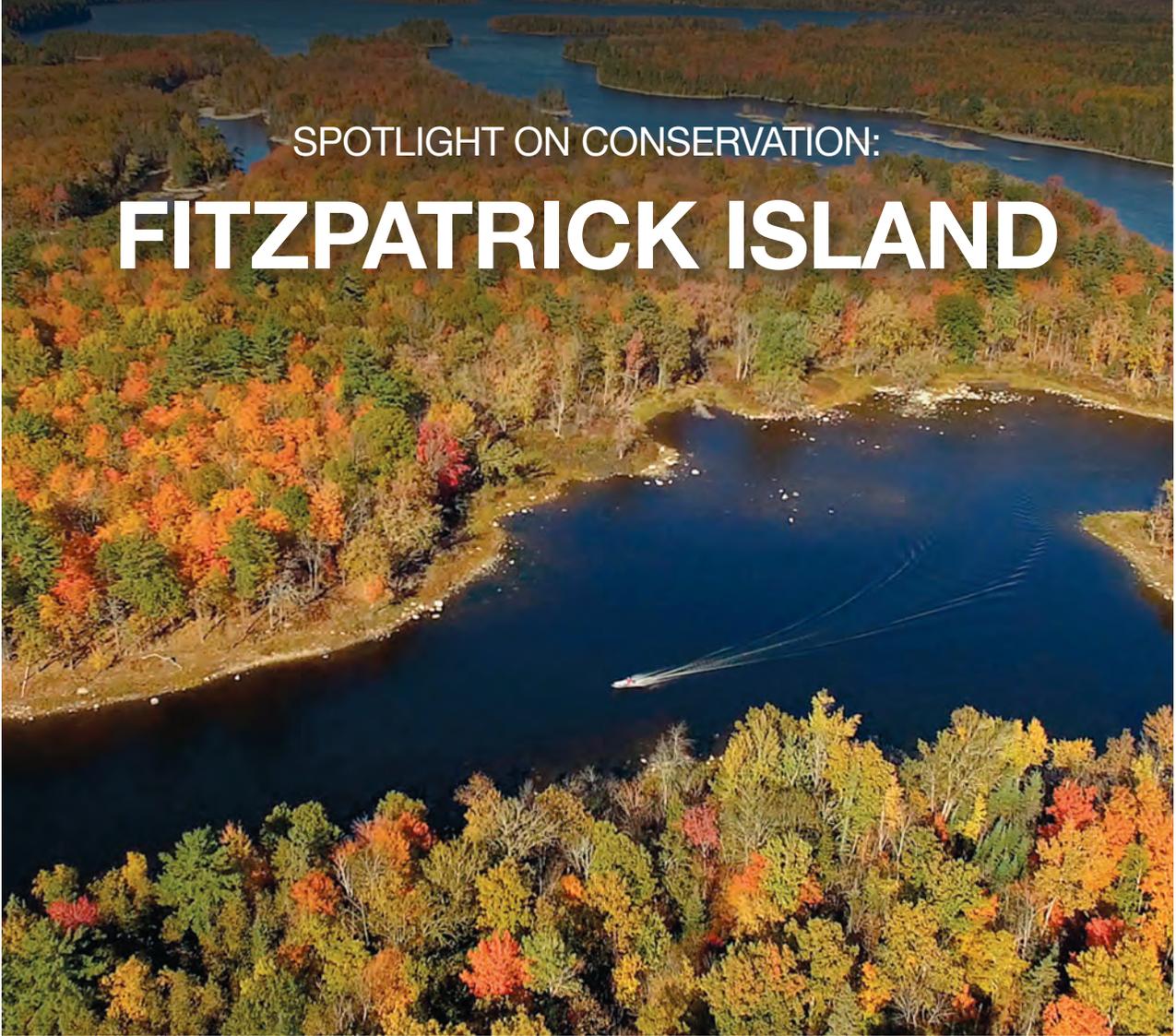
Travel insurance at your fingertips

It's now possible to get an online quote for all manner of travel-insurance needs – emergency medical care, trip cancellation, lost luggage – right up until the last minute before departure! And be sure to have your CAA-Quebec card number ready to receive the exclusive 10-percent member discount. The quote price is guaranteed for 30 days, provided your personal information stays the same as what was stated when you took out the policy.

The documents containing details of your coverage – including COVID-19 protection, tele-medicine services and 24/7 assistance – will be emailed to you. It's simple, easy, quick and efficient. Visit CAAQUEBEC.COM/EN/FOR-YOUR-INSURANCE/TRAVEL.



Specially trained for the occasion, our patrollers were on hand to assist the world's top Formula One drivers at the **Canadian Grand Prix** held last June in Montreal. Bravo to our 22 employees who so brilliantly promoted CAA-Quebec expertise, in addition to enjoying a fabulous weekend!



SPOTLIGHT ON CONSERVATION:

FITZPATRICK ISLAND

FITZPATRICK ISLAND is a small but ecologically significant island on the Ottawa River and is home to species at risk, like northern map turtle, butternut tree and giant pinedrop. It's a special place where fish seem to spontaneously appear in ponds due to the island's location atop Canada's longest underwater cave network. And thanks in part to a contribution from Kruger Products, and a collaboration between the Nature Conservancy of Canada (NCC) and the Kebaowek First Nation, Fitzpatrick Island will be protected and conserved forever.

Fitzpatrick is one in a series of three islands in the Ottawa River, where the river wraps around the Westmeath Peninsula between Quebec and Ontario. The area is home to more than 10 kilometres of subterranean tunnels, sinkholes and

caves — the longest karst system in Canada.

"It's very exceptional," says Caroline Gagné, NCC program director for western Quebec. "Just for this system to exist is a rare occurrence."

NCC has had its eye on the privately-owned island since 2012, when it began discussions with the owner and consulting with Kebaowek First Nation on a plan to protect the property from future development. A private, non-profit organization, NCC secures properties through donation, purchase and conservation agreements and provides long-term management of the properties — with conservation at the forefront. Altogether, NCC has helped protect more than 15 million hectares across Canada.

A sizable donation from Kruger Products helped finalize the purchase of Fitzpatrick Island this year. NCC is

now working with the Kebaowek First Nation toward an official Anishinaabe Indigenous Protected and Conserved Area (IPCA) status for the island, the first of its kind on private land in the province. IPCAs are Indigenous-led conservation projects, with Indigenous laws, governance and knowledge systems at their core.

"We're currently working to establish a joint conservation plan with the Algonquin Anishinabeg First Nation, our main goal being to ensure the island is protected for the long term," says Gagné. "We'll also be sharing knowledge and learning from one another along the way, which will help inform future projects of this kind."



Travel

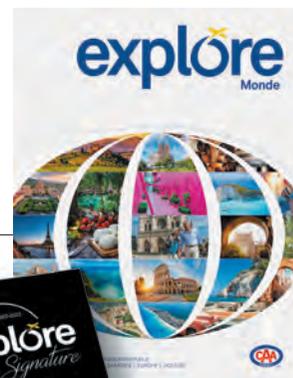
You can count on our advice, expertise and support as you plan each and every step of your travels.



It's easy to book online – with support when you need it

Did you know? By buying a Sunshine or Europe package, an individual cruise, or by booking a rental car or accommodation on the CAA-Quebec Travel website, you'll get the same protections as if you were buying in person at a CAA-Quebec Travel Centre. Just as confidently, you can benefit from a travel counsellor's guidance for any follow-up or need you may have after the purchase. It's the best of both worlds: the simplicity and rapidity of the purchase AND the personalized support.

To know more, watch our virtual presentation *Book online at CAA-Quebec Travel: Simplicity and support* (in French only). Because for CAA-Quebec Travel, support means being there when it counts!



Discover *explore* organized tours

These are group-travel products developed by our packagers and sold exclusively at CAA-Quebec Travel Centres. You'll find a wide range of destinations and different trip types, all carefully and thoughtfully put together, such as river and ocean cruises as well as land journeys. They're all conducted by our own knowledgeable tour guides (in French only). Self-guided auto tours are also on the docket for those preferring freedom to roam at their own pace. CAA-Quebec Travel will look after all travel logistics and provide helpful assistance before, during and even after the trip.

explore Signature voyages

With these exclusive packages, you'll experience the local culture and the natural beauty of your destination in an entirely new way – all accomplished in ultra-comfortable hotel accommodations or aboard sophisticated and versatile ships. Eight destinations are currently on offer, including the Galápagos Islands and French Polynesia.



CAA-Quebec Members

You'll earn up to 300 CAA Dollars (per member) when you purchase *explore* products and even more with our Traveller Loyalty Programme (up to 150 CAA Dollars, based on the number of trips you've clocked).

You'll also benefit from flexible booking conditions, coach transportation to Montreal-Trudeau Airport, 25 percent back in CAA Dollars on all CAA-Quebec Boutique purchases, and a 20-percent discount on travel insurance.



Don't miss our virtual travel presentations

New productions are now available (in French only) on our website (*For your travels* section). Tune in and watch the show to get inspiration for your next trip, learn about new ways of travelling and access expert advice. The contents cover a variety of themes:

- Cruise packages
- *Walt Disney World* packages
- Disney Cruise Line packages
- River cruise packages
- Launching of our *explore* brochure
- Extended-stay travel options
- And so much more!

— Watch them online for free!



Why not take a river cruise?

It's not at all surprising that river cruises have grown so popular these days. They allow you to explore a destination in depth, and their advantages are undeniable: pleasant, laid-back pace; top-of-the-line onboard service, food and accommodation – cabins are generally more commodious than those found on ocean cruise ships – and there's plenty of freedom.

Smaller and more intimate, most vessels feature pools and whirlpools, and also boast large decks from which to admire the passing scenery. Almost all cabins feature exterior balconies. Ease of boarding and disembarking is yet another plus. No need to bother with shuttles or large port installations. In a nutshell, so many benefits! To know more, book an appointment online with one of our counsellors.



Insurance 101

What if your passport doesn't arrive in time?

The Canadian passport is the only universally acceptable travel and identification document available to Canadians for international travel. If you haven't received it by your departure date, you simply cannot board the plane. Whether or not you'll be reimbursed by trip-cancellation insurance will depend on several factors.

If your application was submitted within the timeframe recommended by Passport Canada – which you can verify on its website – and you took out insurance when you purchased the plane ticket, then you will be reimbursed because you couldn't have foreseen this delay.

But you won't be covered if your passport didn't turn up and you

bought trip-cancellation insurance only at the last minute.

And remember that your passport must still be valid three to six months after your return, depending on your destination country. Use the Sherpa tool on the homepage of the CAAQUEBEC.COM "Travel" section to find out about entry requirements and health restrictions.

So be passport-ready at any time, even when there's no trip planned. Visit the nearest CAA-Quebec Travel Centre for proper passport photos. You'll also get 25 percent back in CAA Dollars. And if you're a CAA Premier member, the photos are free.



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How to reach us

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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

For more information and
comments: INFO@CAAQUEBEC.COM



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Cellphone: *CAA

Member Services

1-800-686-9243

Travel Agency

1-888-549-5559

Automotive Advisory Services

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Residential Advisory Services

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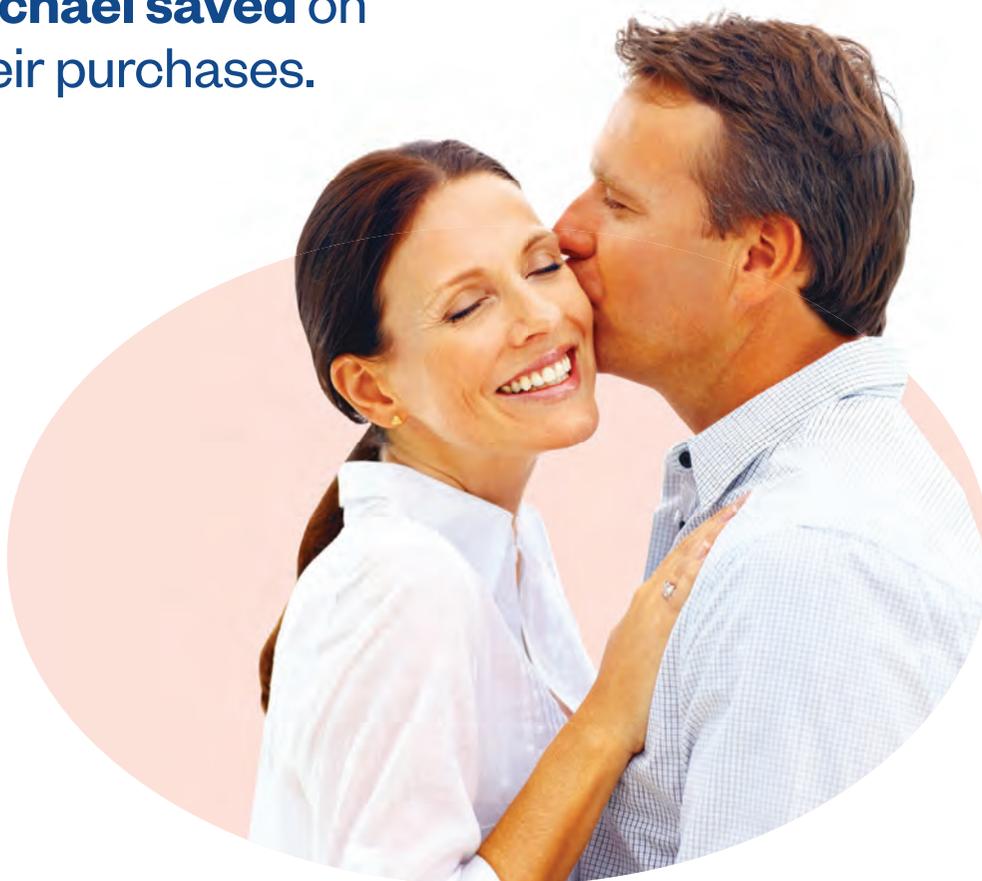
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→ **Over \$10 off** personalized skin care products⁶

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2 days in Nashville

Located in Tennessee in the south-eastern United States, Nashville totally deserves the “Music City” moniker it has acquired. But its vibes also apply to cuisine, so creative and inventive that it revolutionizes the region’s food scene. It’s hardly a surprise that Nashville has made the *Condé Nast Traveler* list of must-visit destinations. Here are our favourite spots in which to relax on a 48-hour visit.

BY — GASSENDIE JOCELYN

Sway to the rhythm of music

For an extra special experience, take in a show at the Grand Ole Opry House. This country-music temple is far and away Nashville’s largest concert stage, where rising stars and superstars strut their stuff in an electrifying atmosphere.

If you’d prefer something more intimate, follow the lead of live-music aficionados and, come evening, converge downtown and cruise the bars along the iconic Honky Tonk Highway. This stretch of road is named after a type of pub, or honky-tonk, particular to the American Southwest, where aspiring country-music stars begin their first steps toward fame and fortune.



Sample food specialties and local whiskey

Since it opened its doors in 1951, the Loveless Cafe has been the epitome of down-home Southern hospitality. Old-timers, families and friends go there to enjoy many of the deliciously comforting dishes for which Nashville is celebrated. The butter biscuits alone are worth a detour, and the country ham is gourmet heaven!

The Tennessee capital is also noted for its many distilleries. Among the best known is Corsair Distillery, which offers an impressive array of spirits capable of appealing to both connoisseurs and the uninitiated.

A Nashville visit would never be complete without tasting the famous Nashville Hot Chicken. Visitors can rarely get enough of this inimitable deep-fried recipe with spicy seasonings that give the chicken a singular reddish tint.



Bring home some mementos

Before packing up, spare some time to shop for authentic cowboy boots or a bottle of Corsair whiskey. If you're in the mood for something even more original, cut your own vinyl (up to 150 seconds) at Third Man Record Booth.



Take a museum tour

First, immerse yourself in the rollicking world of country music at the Country Music Hall of Fame and Museum. Through exhibits, multimedia experiences and artefacts, you can follow the career paths of illustrious musicians who have thrilled generations of music lovers. Contemporary artists are also featured, like Luke Combs, Walker Hayes and Keith Urban, to cite only a few.

Another must-visit is the Johnny Cash Museum, a veritable monument to the famous artist beloved for his gravelly baritone voice. Interactive exhibitions and hundreds of personal items, awards and instruments will dip you into the tumultuous life of this American legend.

Nashville is also an open-air museum, where a multitude of murals abound. You need only roam the streets to admire breathtaking artwork – and take a few memorable selfies at the same time.



**CAA-Quebec
Members**

Has your interest been piqued?

Contact a CAA-Quebec Travel Counsellor for information about flights, accommodation and still more ideas on what to do in Nashville.



New Year's Eve festivities in Copacabana

CELEBRATING NEW YEAR'S EVE

Enjoy festivities in many styles and colours

From the Americas to Europe and Asia, few rites of passage transcend borders like ringing in the new year. Discover the customs and traditions in different parts of the world. The countdown has begun!

BY — GASSENDIE JOCELYN

Copacabana

Defined by golden sand and turquoise water, Rio de Janeiro's Copacabana Beach welcomes more than two million visitors and locals every year-end – dressed all in white for good luck – to dance to the rhythmic beat of the Samba. Festivities are held all along the seaside city's shoreline, and at the stroke of midnight, spectacular fireworks set the sky ablaze.



New York City

The Big Apple offers a bumper crop of exciting New Year's Eve activities. The number-one attraction is surely the stunning pyrotechnics show that ignites the sky from the top of One Times Square. You may otherwise prefer a river cruise on the Hudson where you can admire both the fireworks and Manhattan itself.

Paris

December 31 is the Feast Day of Pope Sylvester I, commonly celebrated in Western Europe. While there is no shortage of distractions in the City of Light, the dazzling sound-and-light show at the Arc de Triomphe on the Champs-Élysées is magical and not to be missed.



Japan

In the Land of the Rising Sun, it's customary to eat what's called *toshikoshi soba* ("year-crossing noodles") when the clock strikes midnight on New Year's Eve. Soba noodles are delicate, and the way the long strands are easily bitten off represents a clean break that local people seek before starting another year.



Edinburgh

Few celebrations reach the level of extravagance on display during *Hogmanay* in Edinburgh. For three days, the city explodes in music, dancing, fireworks and merry-making. As the midnight chime rings out on December 31 welcoming in a new year, men and women parade up and down High Street swinging flaming torches around their heads.



Spain

A famous Spanish tradition is to eat 12 grapes at midnight on New Year's Eve, one for each chime of the clock. This is meant to bring luck and prosperity – provided you swallow the 12th grape just before the last chime fades away, ushering in the new year.



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旅行



JAPAN

A blend of past and future

This popular destination continues to surprise, impress and delight visitors of all ages. But get ready for culture shock!

BY — CAROLYNE PARENT

Countries are like people: Each has its particular character, personality and secrets. If the Land of the Rising Sun reveals itself only partially to outsiders, its expected contradictions stand out, further adding to an aura of mystery that so fascinates tourists.

As soon as you land in Tokyo, the sprawling capital city that includes 23 districts (called *tokubetsu-ku*) and a wealth of villages each with their own distinct identity, you'll begin to appreciate some of Japan's most striking contrasts. Take, for instance, the medieval Tokyo Imperial Palace and secular temples compared with cybertronic hotels and other futuristic structures, the pervasive culture of Hello Kitty-style cuteness (called *Kawaii*) compared with the high-tech traditions that define the Akihabara district (aptly dubbed "Electronic Town").

The Edo-Tokyo Museum is temporarily closed for renovations. But you can still get an authentic taste of ancient Japan by strolling through the city's Edo-Period districts. Edo is Tokyo's former name. It refers to the period from 1608 to 1868 when the archipelago was cut off from the outside world. The more than two centuries' long isolation certainly strengthened the country's ability to preserve the integrity of the millenary customs so admired today, like calligraphy, Ikebana (floral arranging), the ceremonial tea ritual (an essential experience), and springtime picnicking beneath cherry blossom trees.





Unique craftsmanship and flair

The Asakusa district is where chefs go to stock up on hand-made knives and other cooking utensils, sold from an atmospheric row of stalls straight out of the Edo Period. It's also home to Sensō-ji, Tokyo's oldest Buddhist temple and the most widely visited spiritual site in the world. Close by, the centuries-old pedestrian street Nakamise is lined with food stalls and shops selling souvenirs and traditional Japanese confectionery – all, as you would expect, exquisitely wrapped.

Located on the other side of Honshu Island, the city of Kanazawa is renowned for gold-leaf production, and currently accounts for 98 percent of the country's output. This tradition dates back to the Edo Period when Kanazawa – meaning “marsh of gold” – was one of Japan's major arts-and-crafts centres. Gold leaf is used to decorate a diverse range of objects, from national treasures and cultural properties to cocktail drinks and desserts.

It's the much prized beef called Tajima Wagyu that draws enthusiastic foodies to Kobe. Its special character produces a succulently marbled texture so that the meat will just melt in your mouth. Some say that the secret to the beef's exquisite taste and appearance results from the fact that the cattle were regularly massaged and that their feed included beer.

And speaking of beer, Japan's only beer museum is located in Sapporo, an Olympic city on Hokkaido Island. Come explore the history of Japanese beer brewing from beet cultivation through to the establishment of the Sapporo Beer Company. Sapporo beer tastings are offered on site.

And if you feel like experiencing a Japanese winter, head for Niseko, a resort town boasting *onsen* (hot springs) and major skiing facilities known for powdery snow. What a great combination!



VISIT JAPAN → Check out the different packages (tours and cruises) on offer at VOYAGE.CAAQUEBEC.COM.



Open to the public in 1871, the Kenrokuen Garden features a variety of flowering trees that produce a spectacular look for each season.



Kawaii activities for the young at heart

The word *Kawaii* refers to the culture of cuteness that has dominated Japanese fashion and culture for decades. Here are the main venues for soaking up the *Kawaii* spirit.

- Pokémon centres (facilities throughout Japan).
- Sanrio Puroland, an indoor theme park in Tokyo, where you can meet Hello Kitty.
- Tokyo Character Street, located inside the railway station. Meet and greet Manga graphic-novel characters before the impromptu *cosplay* (“costume play”) in which Japanese youth dress up as their favourite fictional heroes and perform their roles in public. These skits are typically held on Sundays in the Tokyo district of Harajuku, internationally known as a centre of Japanese youth culture.
- Kiddyland, a toy store in Tokyo.
- Tokyo Disneyland and Tokyo DisneySea.



For safe driving this winter

Get your vehicle ready with our help.

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Winter survival guide

The seemingly interminable lockdown may have fired up your urge to hit the road again, but it has also corroded your winter driving skills. Here are tips and advice from CAA-Quebec experts to help you improve your reflexes behind the wheel, ensuring overall road safety throughout the snow-and-ice season.

BY — LYNE BOISVERT

Before setting out

- Plan your route with the CAA Mobile App, which also allows you to request roadside assistance when needed. Download it today.
- Check the weather forecast. Don't take unnecessary risks.
- Advise your loved ones of your destination and your planned departure and arrival times.
- Charge your smartphone before you leave and bring charger cables.
- Wear winter clothing (you can always take layers off while en route if you feel too warm). Also, wear sunglasses to prevent glare from the sun reflecting on the snow.
- Always carry your driver's licence, car registration papers, proof of insurance and your CAA-Quebec member card.
- Clear all snow and frost from the car.
- Top up the gas tank or fully charge your electric vehicle. Map out refuelling or charging stations along your route.





Winter driving techniques

The following manoeuvres will help you correct skidding and sliding on icy roads, safely regaining control of your car.

- Reduce speed and keep an appropriate distance (roughly equivalent to six seconds) between you and the car ahead of you. Brake and steer gently.
- If the front wheels start to skid when cornering, ease off the accelerator or the brake pedal. Steer the wheels in the direction of the curve.
- If a rear-wheel skid occurs, bring the front wheels in line with the rear wheels while focusing on your intended direction. Repeat the manoeuvre in the opposite direction, as needed. Be alert and respond quickly.
- Black ice can form on a roadway – especially near bridges and overpasses – when the temperature hovers around 0°C. It's hard to see and often results in a sudden loss of traction. Reduce your speed, but never slam on the brakes.
- If you encounter reduced visibility due to fog or blowing snow, slow down to a safer speed. Turn on fog lights or headlights.
- To drive up a snowy or icy hill, it is recommended, with automatic transmission, to shift to winter mode, if available, or drive slowly. (Your owner's manual will sometimes provide a detailed procedure to follow on a slippery surface, should the car skid or stall.) If your car has manual transmission, rev up a little before tackling the slope and shift one gear up to avoid skidding. This will improve contact with the road and increase traction. To drive down a hazardous slope, do it slowly all the while braking gently.

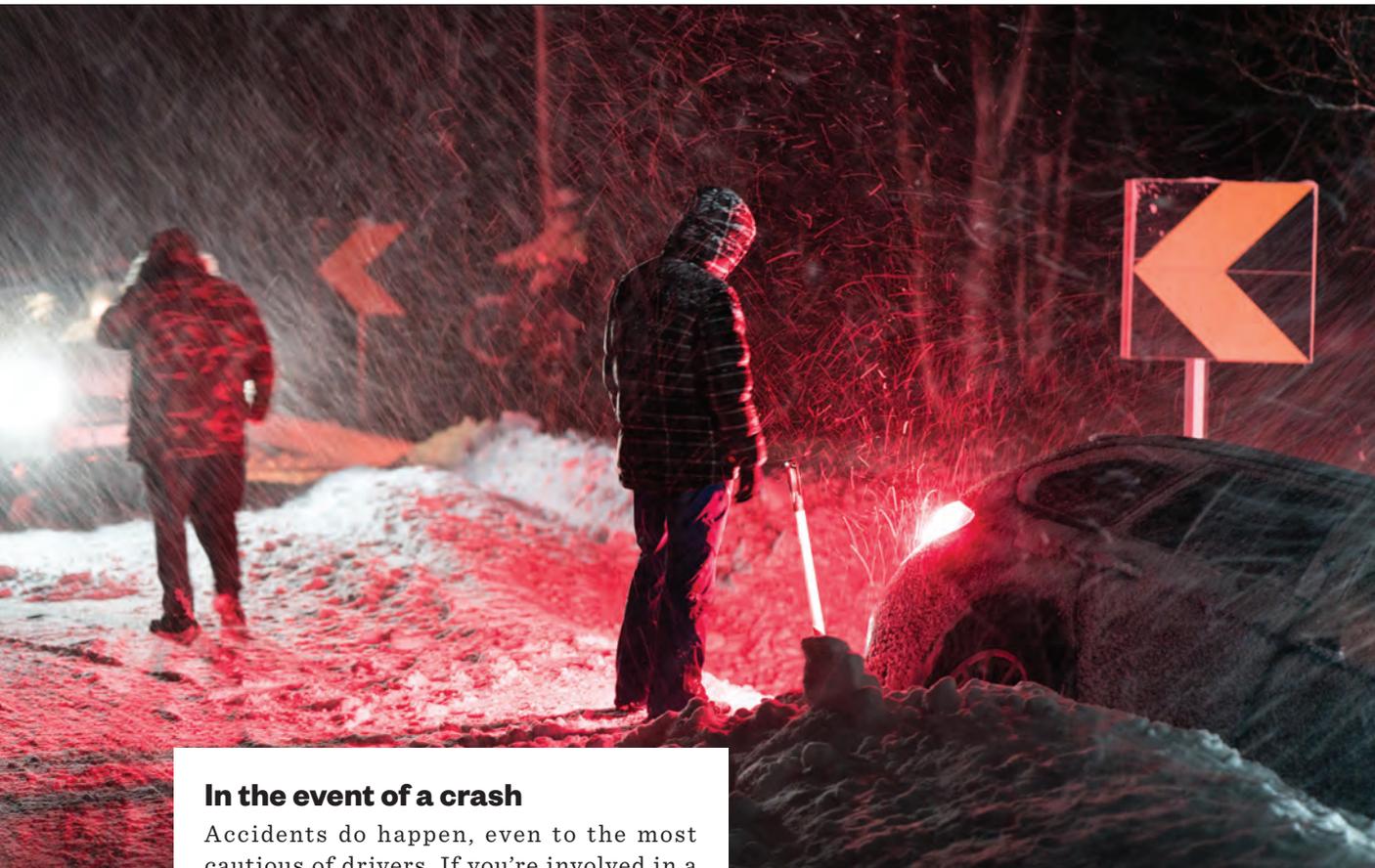


Warm wishes of holiday cheer

and flat tire service throughout the year

Give the gift of CAA-Quebec membership.





In the event of a crash

Accidents do happen, even to the most cautious of drivers. If you're involved in a non-injury accident, stop at a nearby safe location to fill out a joint report with the other driver. You can download a printable copy of the joint-report form from the website of Infoassurance (INFOASSURANCE.CA) or the Groupement des Assureurs Automobiles (GAA.QC.CA). Infoassurance also offers a downloadable app that will allow you to fill out and submit your joint report online. Keep these forms in the glove compartment. If there are injuries or you get entangled in a pileup, call 9-1-1 and wait in the car. If your car is stuck in snow, clear snow from the exhaust pipe (to prevent carbon-monoxide poisoning), wait in the car and contact CAA-Quebec Roadside Assistance. Run the engine from time to time to stay warm, leaving a window slightly ajar.

In short, winter driving means slowing down, not driving in extreme weather conditions (snowstorms, ice storms, windstorms, freezing rain), not drinking if driving, and being prepared to safely confront the unexpected. Most driving schools in Quebec – including those operated by CAA-Quebec – offer winter-driving courses, where you can learn and practise various emergency manoeuvres in a safe environment. Why not sign up? A few hours of training could spare you serious accidents or even save your life!



Icy roads

If you frequently drive on icy surfaces, studded tires are in order. A four-wheel drive vehicle is more effective in snowy conditions, but isn't better at braking than other cars. And it's important to adjust your stopping distance in winter, regardless of vehicle type. Note also that anti-lock braking systems (ABS) help you maintain a trajectory but lengthen the stopping distance.

Equip your car for winter

This season, be prepared to face the cold weather in safety. All these items, and so many more, are available for sale in the automotive section of the CAA-Quebec Boutique. And CAA-Quebec members get 10 percent back in CAA Dollars.



Snowisp snow brush and ice scraper, \$10.95



SubZero windshield cover
\$18.95

Garant emergency car shovel with telescopic handle
\$24.95

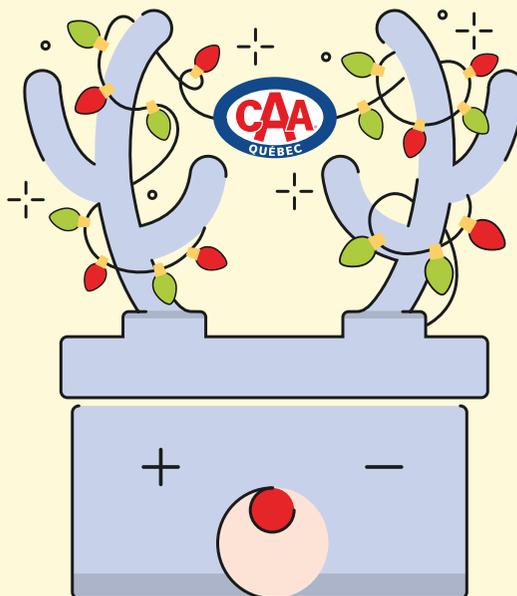


SubZero heated blanket
\$56.95

Safe To Go winter roadside kit,
\$59.95



ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.



Season's greetings that come from the heart

and help on the way if your battery won't start

Give the gift of CAA-Quebec membership.





Preparing your car

1. Install winter tires once the day temperature drops below 7°C, and no later than December 1. Inflate the tires adequately. Always keep a spare tire handy.
2. Give your car a professional tune-up.
3. Check the condition of the windshield wipers and the battery, replacing them as needed. If you don't drive often enough, think about installing a smart charger to maintain battery health.
4. A block heater makes it easier to start the engine when temperatures drop below zero. If your car has one, test it. If it doesn't, think about getting one. It will save you time and money.
5. Use synthetic oil, which flows through the engine components faster than conventional oil.
6. Use windshield-washer fluid designed for winter temperatures.
7. Install rubber winter floor mats, which prevent slush, snow, salt and grime from eventually seeping through carpeting to the floor pans, potentially leading to rusting. As rubber doesn't retain moisture, you'll also avoid frosted windows. Secure the mats properly so they won't slide and interfere with the accelerator or brake pedal.
8. Lubricate door, hood and trunk hinges so they can open easily. The fuel cap and sunroof can also benefit from lubricating.



CAA-Quebec Members

Get 3 percent back in CAA Dollars for car maintenance and repairs done at CAA-Quebec Approved Auto Repair Services. Also, did you know that Safe Ride Service is included in your membership? It counts as one of the four Roadside Assistance calls for which you're eligible every year.

Shop for winter car accessories at the CAA-Quebec Boutique. You'll get 10 percent back in CAA Dollars on purchases of regularly priced items. Members also save 10 percent on a wide range of car accessories bought at NAPA Auto Parts.





Happy holidays

and roadside assistance
for all your sleighs

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WHEN YOUR GROUP INSURANCE ENDS

How to stay protected

Have you lost your job, started your own business, or decided to retire? Such transitions will impact not just your pocketbook but your insurance coverage as well. The dawn of a new year is an ideal time to examine the different kinds of protection available. BY — GASSENDIE JOCELYN

Life insurance is a must

January is resolutions month when it comes to finance or, more specifically, as you enter a new stage in life. Take careful stock of your life-insurance needs and provisions. When you die, will the insurance payout be enough to support your family? Would your spouse be able to keep the house, pay off debts and maintain the children in their accustomed lifestyle? Asking such questions now will spare your loved ones paying a penalty when such an event occurs.

Conversion is a viable option

Group life insurance comes to an end when you leave a company – whether through termination or retirement. If your group plan offers a conversion privilege, you can convert your group policy to an individual one without having to reveal information about your health. But be aware that premium rates may still rise, as rates are based on the insured's age. If this conversion option isn't available, you should then take out an individual life-insurance policy.

Insurance for the self-employed

You've finally decided to go freelance! But remember: If you leave your company job, your group insurance won't go with you. You'll need to think about getting individual life insurance.

Among other things, your policy should include health and disability coverage. This way, you'll receive compensation for lost income in case of illness or accident. If you work from home and/or use your car for business, be sure to adjust your home and/or car insurance accordingly. Don't neglect to inform your insurance company of your freelance projects and be frank with the details. Any false statement could result in being denied compensation. Follow these recommendations to sleep soundly, knowing that you'll be well protected.



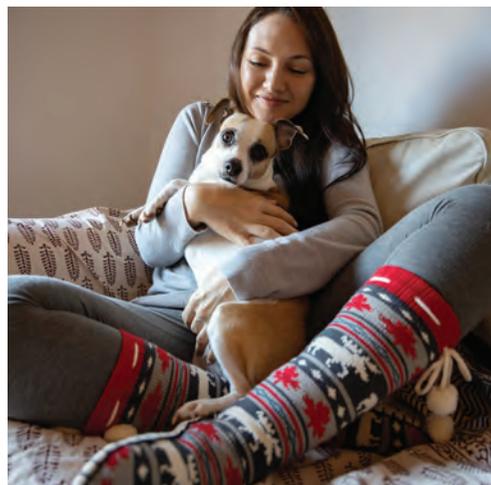
home

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We realize your time is precious and so we do our utmost to ensure you get a quick, adequate response. That's why, over the past few months, members have been able to book an appointment online with our Residential Advisory Services. You can choose a time and date that works for you (new time slots have been added as we speak), and don't forget to give us a fully detailed account so we could do the necessary research. Visit the "At Home" section on our website to book your appointment. We'll confirm a 30-minute session by email.



Winter is best time to test for radon

Radon is a colourless, odourless and radioactive gas that often circulates undetected in homes, posing major health risks. To detect radon, you need to install a dosimeter in your home according to label instructions, ideally in the basement. After a couple of months, you can send the dosimeter readings to a lab for analysis, the cost of which is included in the test. A radon level greater than 200 becquerels (a unit for measuring the amount of radioactivity) is considered dangerous and requires corrective measures. To know more, consult the "Radon" section of the *Your Healthy Home Guide* on CAAQUEBEC.COM.

CAA-QUEBEC MEMBERS → **Get your dosimeter at the CAA-Quebec Boutique for \$34.79. (\$39.14 for non-members).**





When your home needs a little TLC

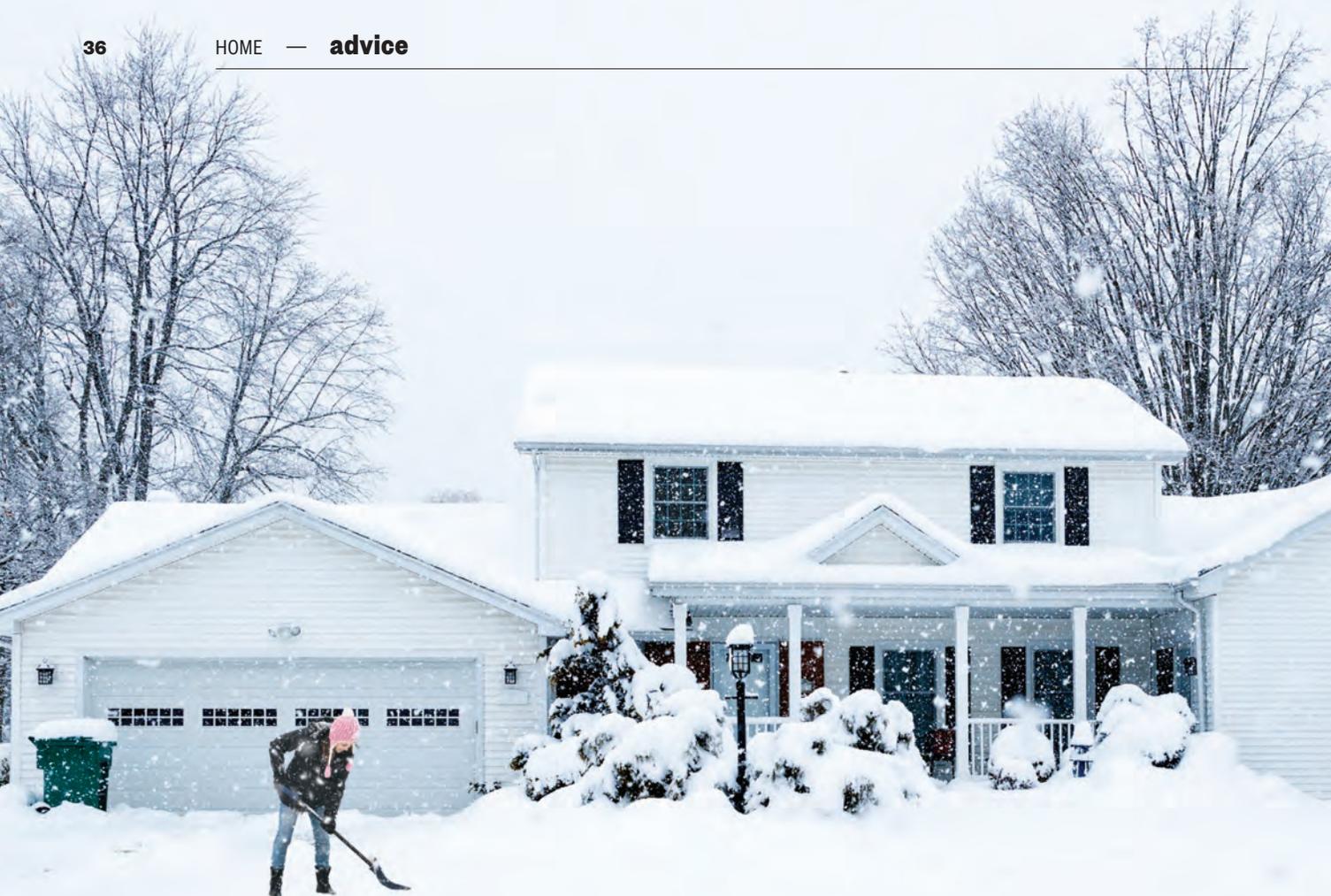
Kitchen or basement renovations, plumbing, you name it—get valuable help with all your projects from Residential Advisory Services.

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TIPS FROM THE PROS

Clearing snow from the entryway

Preparedness and the proper equipment will make your job easier and avoid unwelcome surprises.

BY — JACQUELINE SIMONEAU

What to spread on slippery steps and walkways

De-icing products are often used to prevent slips and falls on ice. But which one should you choose?

- Sand and gravel don't melt ice, but they make the surface slip-resistant.
- Sodium chloride (ice salt) is inexpensive and easily available. But it is very corrosive and performs poorly when the temperature is colder than -10°C . It damages concrete, metal and plants, and leaves white stains.
- Magnesium chloride is effective at temperatures hitting -25°C . It contains less chlorine than sodium chloride and is, therefore, less corrosive. But it's more expensive.
- Calcium chloride works down to -30°C . It acts faster than sodium chloride, so you need a smaller quantity to get the job done. Its price is similar to that of magnesium chloride.
- Advice: Avoid overspreading. And follow manufacturer instructions for correct use.

How to shovel without straining your back

According to CAA-Quebec Residential Advisor Alain Paquette, the ideal shovel should be lightweight – about 1.5 kilograms – and have a blade that’s not too wide. The handle should be just long enough to let you bend forward no more than 10 degrees when you hold the shovel to the ground with both hands. An ergonomic or curved-handle shovel further reduces the strain on your back. And a plastic handle is preferable to a metal one that would conduct the cold.

- **SQUARE SHOVELS** hold smaller quantities of snow and are perfect for balconies and steps.
- **SLEIGH SHOVELS** are designed to push – not lift – snow, and they work best for heavy snowfalls.
- **SNOW PUSHERS** are smaller than sleigh shovels, and useful for pushing small amounts of snow into a pile so it can be cleared away with a regular shovel.
- **TELESCOPIC-HANDLE SNOW RAKES** are used to clear snow off roofs and car shelters.
- **ELECTRIC SHOVELS** are designed for light work, like clearing a walkway or balcony.
- **SNOWBLOWERS** can be electric or gas-powered. Electric snowblowers (corded or battery-powered) are suitable for small driveways or tight spaces. They work well for light, powdery snow (10 to 15 centimetres). Gas-powered snowblowers are more suitable for large areas and all types of snow.

Make sure you have insurance

According to Suzanne Michaud, CAA-Quebec Vice-President – Insurance, every homeowner is responsible for clearing snow and, if necessary, de-icing entryways to their residence promptly after a storm. If you are a tenant, your lease should indicate who is responsible for these tasks.

If someone is injured despite your best efforts, you’re covered by your liability insurance, which is included in your homeowner’s insurance policy. The victim must first prove that the accident was directly caused by your own negligence and the predictability of the event. If you have an “All-Risk” type of homeowner’s insurance policy, the collapse of a roof and breakage caused by snow or ice will be covered.



CAA-Quebec Members

CAA-Quebec Residential Advisory Services can inform you about

snow-removal tools and de-icing products as well as refer you to a reliable snow-removal contractor. Don’t hesitate to contact us. It’s free!



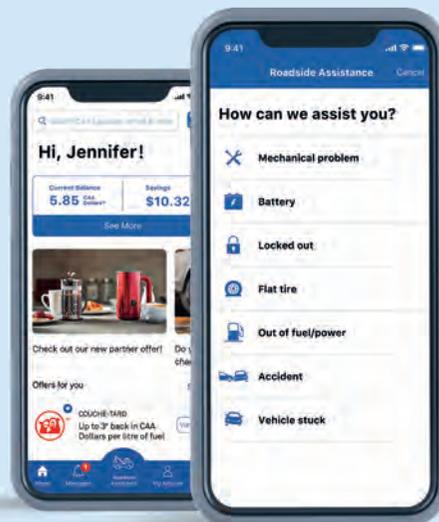
How to find a reliable snow-removal contractor

Ensure the prospective contractor has a physical street address and is listed in the Registraire des Entreprises du Québec. Check the Office de la Protection du Consommateur website about any complaints filed against them. And ask if they carry liability insurance. Don’t hesitate to ask people you know who are or were their customers if they were happy with their services. Finally, insist on a written, detailed agreement (including the contractor’s full name and contact information, contract duration, amount of snowfall required for removal, additional charges for removal after a heavy snowfall, cost of services, and payment terms).

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Choosing a qualified contractor

Planning to renovate? Don't give the job to the first contractor you find online. That's a recipe for disaster. Finding the right professional needn't be complicated, if you keep our suggestions in mind.

BY — JACQUELINE SIMONEAU

Check references

CAA-Quebec Residential Advisor Alain Paquette recommends checking out the contractor you consider hiring, including his/her training, qualifications and completed projects. Ideally, choose a contractor who has already done projects similar to yours. Find out if the contractor holds a licence from the Régie du Bâtiment du Québec (RBQ). Also check with the Office de la Protection du Consommateur to see if there have been any complaints filed about them or their work.

It's also a good idea to consult associations, corporations or orders that regulate the trade in question and read online reviews and comments. And seek references from people you know – neighbours, friends, relatives – who were former customers. Were they happy with the final results? What were the main irritants?



Verify licences, insurance and permits

Make sure the prospective contractor holds the required permits for the work, has adequate liability insurance and will readily offer a warranty on the work to be carried out. Don't just take their word for it, but ask for proof of permits and insurance contracts. Note the contract numbers and expiry dates, and validate the information. A qualified contractor will be pleased to oblige, because this demonstrates his/her sincerity and reliability.

Ask for bids

Meet at least three contractors and ensure they have a physical street address. Insist that each candidate come on-site to gauge the project's scope and the condition of the site itself. Bids must be detailed and in writing, containing the same elements (work, material, costs, payment terms, inclusions, exclusions) to facilitate comparison of prices and services.

If you need assistance, consult the CAA-Quebec list of approved residential suppliers. Ask as many questions as possible. Don't hesitate to ask for details, especially if there is a big price difference between bids. Good to know: CAA-Quebec Residential Advisory Services can analyze bids for members, free of charge.

Look for professional skills

Ask former clients about their experiences with the contractor, about his integrity and the quality of the work completed.

Consider the personal relationship

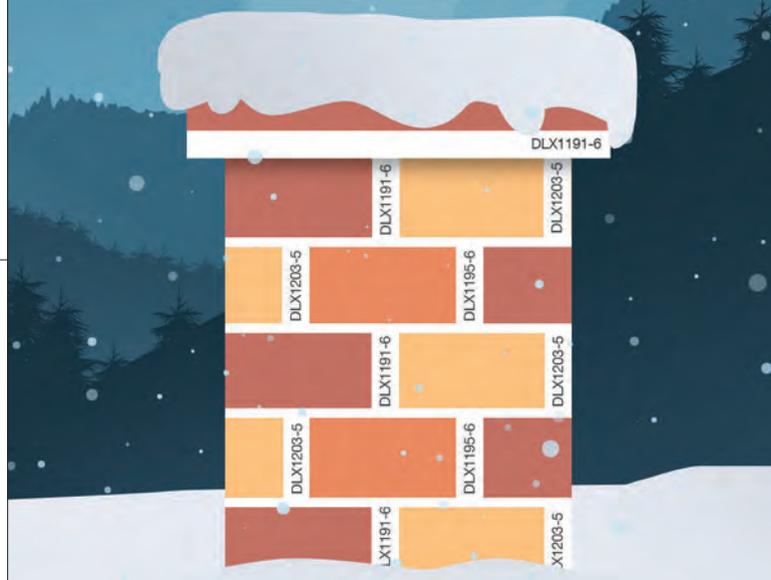
Since you and the contractor are bound to spend a lot of time together, it's important that you're both on the same wavelength. "If communication is difficult, vague or constantly changing, or if you don't feel comfortable in his company," says Alain Paquette, "the atmosphere is likely to become tense as the project goes forward. This won't be the right contractor for you."

Finally, don't forget to tell your insurer that you're renovating. This way, they can make sure your home and everything in it are always completely covered.



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Stay warm, save big!

Strategies for reducing heating bills and improving home comfort this winter

BY — JACQUELINE SIMONEAU

Adjust indoor temperature and humidity levels

A sure way to save money and maintain constant temperature inside the home is to replace mechanical with electronic thermostats, ideally programmable models. You'll save up to 10 percent on heating costs. For even more savings, lower the night temperature to 18°C or 19°C, making sure the difference with the pre-set day temperature is no more than three degrees. The ideal relative humidity level for health and comfort in winter is somewhere between 30 and 50 percent.

Check insulation and airtightness

Hot-air leaks and cold-air infiltrations represent up to 25 percent of heat loss inside a home. So make sure to seal all air gaps.

USE WEATHERSTRIPPING —> around doors and windows. Caulking products may be more suitable in some cases.

INSTALL PLASTIC FILM —> on poorly insulated windows that you never open in winter.

INSTALL INSULATING PLATES —> on exterior-wall electrical outlets and switches.

CHECK ALL VALVES —> Ensure that exhaust valves (dryer, kitchen range hood, bathroom fan) are closed.

INSULATE EFFICIENTLY —> Reinforce the insulation of walls, attics, crawl spaces and heating ducts.



Backup heat sources

When central heating is inadequate, a backup system can be a practical and efficient way to deal with extreme cold. A fireplace is a viable option. In addition to being a helpful ally during power outages (provided it doesn't run on electricity), a fireplace delivers warm ambiance.

Keep your heating system in tip-top condition

Central combustion heating systems require annual maintenance that should be entrusted to a duly qualified contractor. That being said, there are certain tasks you can do yourself.

HOT-WATER SYSTEM —> Purge and flush the radiators to prevent damage to the ducts.

HOT-AIR SYSTEM —> Clean or replace the air filter regularly. Ensure that the duct joints are perfectly sealed.

HEAT PUMPS —> Clean the coils once a year and service the filters at each seasonal change. Every five years, inspect and lubricate the motor and fans, and check the coolant pressure and temperature.

ELECTRIC BASEBOARDS OR CONVECTORS —> Vacuum the elements or fan blades to dislodge accumulated dust.



**CAA-Quebec
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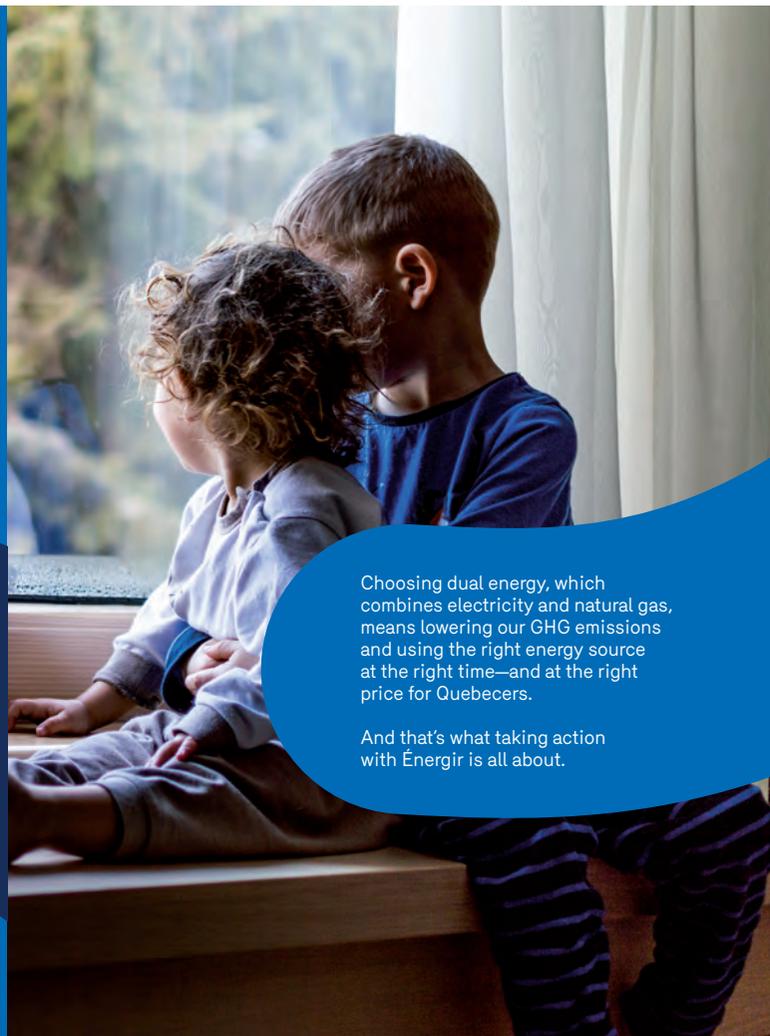
Residential Advisory

Services can counsel you on ways to make your home more eco-efficient. What's more, you'll get a 3-percent discount (up to \$100) on work done by a CAA-Quebec-Approved Residential Supplier, not to mention discounts from our partners such as HydroSolution on the purchase or rental of a water heater and on heat-pump rental.

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to make
a difference
for the planet

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*Offer is valid only on the Pacsafe Metrosafe LS350 grey backpack until December 30, 2022, or while supplies last. Quantities are limited. Discount cannot be combined with CAA Dollars back.

**CAA Dollars back are available to CAA-Quebec members on regular-priced items only.



MEMBER TESTIMONIAL

Don't ignore indicator lights

Daniel Campeau of Gatineau, a CAA-Quebec member for some 15 years, could vouch for something that his own car dealer hadn't even suspected!

On a Thursday in April 2022, Campeau saw a light flash on and off on the dash of his Ford Fusion Sport. "It was the handbrake indicator," he explained. "My car dealer didn't think it was serious and suggested I come back in three weeks. So I booked the appointment, feeling a little uneasy but hoping that nothing bad would happen in the meantime."

That same evening, the power handbrake remained on and the car wouldn't move. Next morning, Campeau called CAA-Quebec and 20 minutes later, a service truck arrived at the condo where he lived. "My name is Justin," said the friendly technician, "just like the Prime Minister!" There were several cars in the building's parking lot, leaving little space for Justin to safely manoeuvre his truck, let alone arranging the tow of a completely immobilized car. "But everything worked out well," Campeau marvelled. "Justin was conscientious, meticulous and utterly professional."

Campeau headed to his garage in his other car, while Justin followed in his tow truck. The Ford Fusion Sport was finally dropped off inside the garage, assisted by the resident head mechanic. It happened to be Campeau's first towing experience – quite a departure from the Battery Boost assistance he had received in the past – and he beamed with satisfaction. Indeed the story had a happy ending: Campeau recovered his beloved Ford Fusion Sport the following Monday, relieved not to have to drive around for a few more days, wondering if all was well.

By the way, you might like to read our article "Understand 14 important warning lights in your car" in the "On the Road" section of CAAQUEBEC.COM.



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Mobility

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



Battery test a must ahead of winter

Did you know that summer heat can drain a car battery up to three times faster than winter cold? After the hot, humid summer we've had, it's a good idea to have your battery tested before winter starts. This way, you'll prevent your car from failing to move at the first hint of freezing temperatures. Our Battery Service technicians (whose assistance is included in your four annual service calls) can assess the health of both your battery and charging system and give you a detailed diagnostic report, replacing the battery if needed. And you'll get a rebate in CAA Dollars on the purchase of a CAA battery.



Not all EV warranties are created equal

CAA-Quebec has diligently combed through thousands of pages of literature from Canada's leading automakers for its annual study of new-vehicle warranties. In the 2022 edition, its findings for gas-powered vehicles have not changed from last year, showing Hyundai, Kia, Mazda and Mitsubishi still offering the best overall warranties, either in terms of years or mileage. But major changes are occurring in electric vehicles, with mixed results for motorists. Coverage of high-voltage batteries, for example, has been reduced for certain models. See the 2022 *New-Vehicle Warranties* report in the "On the Road" section of CAAQUEBEC.COM.

Check your car's antifreeze levels

Why, you ask. The role of a car's cooling system is to disperse heat away from the gasoline engine or the batteries of an electric vehicle. If the cooling fluid – called a coolant or antifreeze – is diluted too much, it can freeze at low temperatures or reach its boiling point too quickly, causing the engine to overheat. Conversely, too high a concentration of antifreeze prevents the heat exchange required for proper functioning of the cooling system. It's therefore important that the coolant's quantity, quality and density be checked by a professional before winter arrives. Visit CAAQUEBEC.COM to locate a CAA-Quebec-approved garage near you.



How to measure tire wear

The simple method —> Insert a quarter between the two grooves, with the caribou's muzzle pointing downward. If the muzzle is buried, your tire is still good. If it's visible, in whole or in part, the tire will need replacement, as the tread is too worn. Repeat the test at three different places on each tire to get a better idea of its overall condition.

The best method —> Using a tread-depth gauge. This user-friendly device, costing a couple of dollars at big-box stores or the CAA-Quebec Boutique (where you'll get 10 percent back in CAA Dollars), gives an accurate reading of your tires' overall condition.

For a safe start to the season, CAA-Quebec recommends a minimum tread depth of 6/32 inches. Good to know: The lifespan of a tire is about 5 years or 50,000 kilometres. Once you've reached one or the other milestone, have each of the tires professionally examined for added confidence in your safety.

IF YOU NEED NEW TIRES OR WISH TO HAVE YOURS INSTALLED —> [Visit a CAA-Quebec Approved Auto Repair Service location and get a 3-percent rebate in CAA Dollars.](#)



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Keep these winter essentials in your car

- A quality snow and ice scraper**
So you won't scratch the car-body paint, windshield or other glass.
- An easy-to-pack shovel**
In case you have to dig your car out after a snowstorm.
- Traction aids, sand or rock salt**
To help your tires regain traction on snow and ice.
- Booster cables**
In bitter cold, no one's immune to battery failure. Make sure you know how to do it correctly before attempting the process to avoid damaging the vehicle's electrical system.
- Flashlights, fully charged batteries, candles and matches, glow sticks**
To see and be seen at all times and reduce humidity in the cabin in case of breakdown.
- A blanket and warm clothes**
In wool or aluminized fabric, including mitts, tuque and scarf.
- Rags or paper towels**
For all kinds of liquid spills.
- Winter (-40°C or colder) windshield-washer fluid**
Always keep an extra jug in the car.
- Bottled water and non-perishable snacks**
In case you get stranded and must wait for help to arrive.
- Tool kit**
It should contain enough all-purpose tools to deal with a breakdown on the road. And simplify your life, choose a model that comes with a first-aid kit. (See page 29.)



You asked us

Georges Leroux of Repentigny wants to know if all-weather tires are recommended for winter use as a way of avoiding tire-installation fees every six months.

Even though a great variety of all-weather tires are approved for winter driving, they're not a good idea in Quebec. Here's why.

- In extreme cold weather, their tread compounds offer poor grip on icy roads (their winter-use approval being based on snow-traction criteria). All-weather tires also require a longer braking distance. They can be dangerous, even on a dry, bare road surface.
- In summer, all-weather tires wear out more quickly than regular summer tires, and make for uncomfortable, noisier rides.

Still not convinced? Consider this: The same set of tires kept year-round on a car wear out faster than two sets alter-

nated by season. One reason is that drivers tend to forget to have the tires rotated regularly since they no longer need to take them on and off every six months. Conclusion: All-weather tires are potentially unsafe and won't save you money.

In short, all-weather tires approved for winter use will pass muster, but barely. In fact, even the cheapest winter tire is better than any all-weather tire in winter. So where do these tires fit in then? They're intended for regions with milder weather conditions, like southern Ontario or some American states. However, for the harsh and changing Quebec winter, CAA-Quebec recommends tires that offer more bite.

For advice on tires, contact our Automotive Advisory Services or consult a CAA-Quebec-approved tire specialist. As a bonus, you'll get a 3-percent discount on tire purchase and installation – and even more if you opt for Pirelli tires.



Sylvain Légaré

Automotive Industry Analyst

CAA-Quebec Automotive Advisory Services, exclusive and free for members, can answer the thousand and one questions that may cross your mind regarding your car, driving habits and safety.

Any questions ?

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Preventing car thefts

The average insurance claim for car theft in Canada was \$30,000 in 2020, up 22 percent from the previous year. As a result, everyone's auto-insurance premiums have risen. In these times of runaway inflation, what can we do to keep insurance premiums down? First of all, discourage the thieves.

BY — **LYNE BOISVERT**

High-tech car theft

Techniques to steal cars are evolving at the same rapid pace as technology. The current method has thieves using a smartphone and electronic devices to amplify the signal from a car's key fob kept in a nearby home, unlock the car doors and drive away – all in under a minute.

The criminal may then just resell the car on the used-car market by changing its registration number. He/she could ship it overseas where demand and prices are high, or dismantle it for its parts to sell. Suzanne Michaud, CAA-Quebec Vice-President – Insurance, explains: “Heightened awareness and evolving technology may deter joyriders, but certainly not the network of professional car thieves.”

Theft of car parts is another problem, and not only in Montreal. Catalysts, for example, are highly prized by car thieves, who can sell them for the precious metals they contain. These rare and costly metals are battery components for both cellphones and electric vehicles. Vans and SUVs are most targeted because they have more space to store stolen car parts.

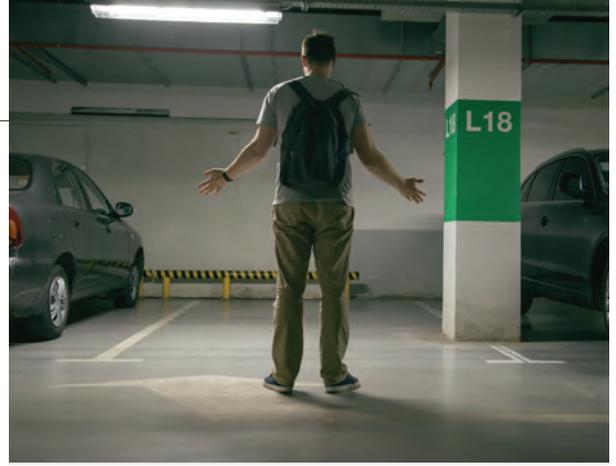


Honda CR-V 2018

Most stolen vehicles

According to Équité Association, an independent organization whose data reflect those disclosed by the Insurance Bureau of Canada (IBC), the 10 most stolen vehicles in Quebec in 2021 were:

- 2018 Honda CR-V
- 2019 Ford F-Series
- 2019 Lexus NX
- 2019 Honda Civic
- 2017 Toyota Highlander
- 2017 Toyota Tacoma
- 2019 Dodge Grand Caravan
- 2018 Honda Accord
- 2017 Toyota Corolla
- 2016 Lexus RX



Variable insurance coverage

The amount of compensation for a stolen car varies, depending on the coverage and deductible levels as well as the car's value when it was stolen. "I would suggest you call your insurer before buying a new vehicle," says Michaud. "If it is one of the most stolen models, you should expect to pay a steep premium or be offered a very high deductible. Some insurers go so far as requiring that you install an anti-theft marking or tracking system like TAG. This will cost a few hundred dollars, but will increase your chance of recovering your stolen car quickly.

Note that while vehicles are covered by auto insurance, in general personal items inside a car are covered by your home insurance.

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How to prevent your car being stolen

Here are tips from CAA-Quebec to keep car thieves away:

- Always shut the windows and lock your car when you park it.
- Never leave the keys in the ignition when you're not in the car.
- Keep your keys in a special box or storage pouch designed for electronic keys (available for sale at the CAA-Quebec Boutique, among others). Place the box or pouch far from the entrance hall of your house.
- Park your car in a garage or leave it highly visible in a well-lit area.
- Never leave valuables, registration and insurance papers in the car.
- In a driveway where cars are parked one behind the other, park the car of lesser-value closer to the street.
- Purchase a car whose theft risk is minimal.
- Have your car parts etched, or install an anti-theft tracking system.
- Install an alarm system and, better still, add an anti-theft steering-wheel lock.



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Dealing with the EV shortage

If you're in the market for an electric vehicle (EV), be prepared to wait.

BY — GASSENDIE JOCELYN

This year, visitors were flocking to the Electric and Plug-In Hybrid Vehicle Show in Quebec City and in Montreal. At the CAA-Quebec booth, enthusiasm for EVs was palpable and there were many questions. One comment was heard time and time again: "I'm interested, but not sure about the two-year wait! That's way too long!" It's true: Delays in EV delivery are very lengthy. Why is that and what can be done about it?

Multiple causes

Rising gas prices have pushed car buyers toward EVs, creating a strong demand for this product. The situation is likely to last for a while, says CAA-Quebec Automotive Expert Jesse Caron. "We're talking about a very hot market. With EV subsidies currently facing an uncertain future, this may explain why some people are anxious to buy now, adding still more pressure on the market."

The breaks in supply chains also cause long delays in EV production. "Batteries are out of stock, mainly due to the scarcity of minerals such as lithium-ion, cobalt and nickel which are vital to EV battery production," explains Caron.



And factors like stricter GHG emission caps in Europe aggravate the shortage. “To avoid having to pay penalties,” Caron continues, “manufacturers prioritize Europe over North America for the shipment of new EVs.”

Several automakers have promised to open new EV-battery plants. The situation should ease up slightly. “The EV-demand bubble will deflate but it won’t burst. Prices will remain high, because batteries are still very expensive to manufacture.”



CAA-Quebec Members

Going electric? We’re here to guide you. Our experts are familiar with all types of electric vehicles and are ready to inform and assist you. Consult the “Electric Mobility” section on CAAQUEBEC.COM for our advice and exclusive offers.

Interminable delays

For the above reasons, “EV deliveries can take one to two years and even up to three years for certain models,” Caron says. He recommends postponing the purchase for as long as possible. “If you’re not in a rush and your car is still in good condition, hang on to it.”

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2023 GENESIS GV60

PRICE: \$71,000 to \$80,700

PROS —→ Impressive power, engaging road manners, remarkably quiet ride, excellent price-to-equipment ratio, impeccable finish, relatively simple controls.

CONS —→ Poor range for the category, tight rear seating, wide turning circle, limited visibility (except forward), no rear wiper, ineligible for government rebates.

Barely five years after it appeared on the scene, Genesis is launching its first 100-percent electric model in North America. The GV6 is built on the same platform as the popular Hyundai IONIQ 5, but it pushes the mechanicals, performance and technology to much higher levels. It also comes standard with all-wheel drive, so prized by luxury car buyers. The \$71,000 starting price largely exceeds the thresholds fixed by the federal and provincial governments for all-electric vehicle rebates.

The GV60 is perhaps not as practical as an IONIQ 5, but it raises the level of refinement several notches higher than its mainstream-brand cousin. Attractive outside, welcoming inside, dynamic on the road and extremely quiet, the newcomer fully merits the Genesis luxury label. It remains to be seen how the public perceives its driving range, which is under the psychological bar of 400 kilometres, and if the attractive price compensates for the poor reputation that still affects the brand.

TESTED MODEL

ENGINE — Front and rear electric motors with 77.4 kWh lithium-ion battery (429 hp)

TRANSMISSION — 1-speed automatic (direct drive)

DRIVETRAIN — All-wheel drive

CLAIMED RANGE — 378 km

RECHARGING — 1 hr 13 min from 10% to 80% charge (50-kW fast-charging); 7 hrs 12 min for a complete charge (240volt charging)

ENERGY CONSUMPTION (NATURAL RESOURCES CANADA) — 23 kWh/100 km (equivalent to 2.6 L/100 km)

2022 HYUNDAI SANTA CRUZ

PRICE: \$40,724 to \$47,224

PROS —→ Smooth ride, stable road holding, well-weighted steering, smooth and lively engine, enjoyable driving position, good towing capacity.

CONS —→ Too-short bed, balky tonneau cover, restrictive rear seating, uncomfortable bench, poor rear visibility.

Hyundai wants a share of the lucrative pickup truck market, and it is attacking with the Santa Cruz. This is not your traditional, Ford F-150-type truck; rather, it is a derivative of the Hyundai Tucson unibody crossover compact. With its four-foot bed and four-cylinder turbocharged engine, the Santa Cruz is a direct rival of the new Ford Maverick. But while the Maverick lineup includes pared-down versions priced under \$30,000, Hyundai Canada is offering only well-equipped Santa Cruz models selling between \$40,000 and \$47,000.

Like the Honda Ridgeline from which it takes its cue, the Santa Cruz stands out for its excellent road manners. No traditional pickup can match its comfort, agility or stability. However, tight rear seating and a very short bed restrict the versatility of Hyundai's newcomer. A compact SUV like the Tucson is better suited to frequent transporting of passengers or long cargo items, but as an urban pickup truck, the Santa Cruz is an attractive choice.

TESTED MODEL

ENGINE — 2.5-litre turbo 4-cylinder (281 hp)

TRANSMISSION — 8-speed dual-clutch automatic with manual mode

DRIVETRAIN — All-wheel drive

TEST TEMPERATURE — -25°C to 0°C

TESTED FUEL ECONOMY — 10.4 L/100 km



SCAN TO VIEW THE ROAD-TEST VIDEO





2023 JEEP GRAND CHEROKEE

PRICE: \$55,140 to \$100,535

PROS —→ Well-matched engines, impeccable automatic transmission, excellent road comportment, inviting seats and driving position, roomy cabin (short wheelbase model), immense cabin (L version), rich materials.

CONS —→ High city fuel consumption (V8), inconsistent fit, fragile air suspension, questionable reliability, stiff price.

The iconic Grand Cherokee just recently underwent its first major remake in 11 years. Jeep swapped the former Mercedes-Benz architecture for an Alfa Romeo platform (still unibody) that can accommodate the plug-in drivetrain already used on the Wrangler 4xe. A new lengthened L version adds a third row of seats for the first time in this series, offered since 1992. Prices have jumped here: A fully equipped Summit Reserve version now crosses the psychological \$100,000 threshold.

The cabin is where the outgoing Grand Cherokee was especially showing its age. The redesigned model corrects this weakness with brio and further elevates the already convincing roadability of its predecessor. While a bit less agile, the new lengthened model compensates with a ton of extra interior space. However, the eternal question about Jeep reliability still prevails, no small thing considering the steep entry price.

TESTED MODEL

ENGINE — 3.6-litre V6 (293 hp)

TRANSMISSION — 8-speed automatic with manual mode

DRIVETRAIN — All-wheel drive

TEST TEMPERATURE — -10°C to 9°C

TESTED FUEL ECONOMY — 11.7 L/100 km

2023 TOYOTA CAMRY



PRICE: \$32,010 to \$42,425

PROS —→ Faultless hybrid drivetrain, powerful and refined V6, reasonable (V6) or low (hybrid) consumption, sharpened road holding (TRD V6), well-balanced ride (hybrid), spacious cabin, simple controls.

CONS —→ Annoying adaptive cruise control, ordinary materials and finish, no all-wheel drive hybrid version; TRD V6: Lack of equipment, very low ground clearance, non-folding rear seatbacks, loud exhaust.

The popularity of SUVs is crippling sales of midsize cars. Certain automakers have abandoned ship, but not Toyota, whose Camry remains the most sought-after model of the segment. The catalogue lists four-cylinder versions, some with all-wheel drive, others with hybrid drivetrains, and even the last six-cylinder midsize sedan on the market. We tested an SE hybrid and a TRD V6 to see what the Camry still holds for the faithful, more than four years after the arrival of the current generation.

Before, purchasing a Camry meant sacrificing any notion of driving pleasure in exchange for rock-solid reliability. That no longer is true with the current generation, especially in the case of the impressively dynamic TRD V6 variant. Still, our choice is still the hybrid version, for its superior blend of comfort, equipment and overall enjoyment at a lower cost — both at purchase and at the pump. It warrants serious consideration if you only need the versatility of an SUV two or three times a year.

TESTED MODEL

ENGINE — 2.5-litre 4-cylinder with electric motor (208 hp)

TRANSMISSION — Continuously variable automatic with manual mode

DRIVETRAIN — All-wheel drive

TEST TEMPERATURE — 5°C to 27°C

TESTED FUEL ECONOMY — 5.7 L/100 km





2022 VOLKSWAGEN TAOS

PRICE: \$28,645 to \$40,440

PROS —> Responsive engine, reasonable consumption, good balance of comfort and handling, roomy cabin and trunk, comfortable seats, simple controls.

CONS —> Irritating dual-clutch transmission, cheap plastics, too-short centre armrest, no traditional USB-A ports, automatic emergency braking unavailable on Trendline model, high price.

Volkswagen is one of the last players to join the subcompact crossover segment. Named for the charming little town in New Mexico, the Taos places at the upper limits of the category, both in size and price. A small turbocharged four-cylinder – no electrified version on the menu – powers the front wheels, or all four, depending on the model and options selected. The arrival of the Taos spells the end of the non-sporty Golf models, from which the majority of its mechanical systems derive.

Let's be clear: The Taos costs more than a Golf, and it doesn't have the same agility or level of finish. For many potential buyers, the crossover's roomier cabin and enhanced versatility will more than compensate. However, they will have to accept the dual-clutch transmission's cruel lack of refinement in city driving, unless they opt for a front-wheel-drive Trendline, the only version available with a traditional automatic.

TESTED MODEL

ENGINE – 1.5-litre turbo 4-cylinder (158 hp)

TRANSMISSION – 7-speed dual-clutch automatic with manual mode

DRIVETRAIN – All-wheel drive

TEST TEMPERATURE – -7°C to 7°C

TESTED FUEL ECONOMY – 8.3 L/100 km

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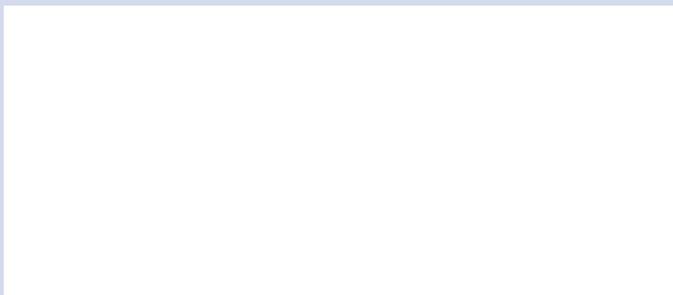


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