

## HOW TO CLAIM PROCEDURE GUIDE

IMPORTANT; "NO REPAIRS" or MACHINE WORK are to be started or Damaged Parts to be discarded until FAILURE is Diagnosed and work is Authorized by the WARRANTY COMPANY CLAIMS OFFICE. The CUSTOMER is responsible for Authorizing the inspection or Teardown by the Repair Facility but only to the point where damage is visible. Your vehicle may be repaired at any licensed Repair Facility of your choice or call your **Warranty Rep. 303-826-5717**, **Aftermarket Concepts, JERRY DIESEL**.

### **ALL REPAIRS "NOT" AUTHORIZED BY the WARRANTY COMPANY "WILL NOT" BE ACCEPTED**

#### **BEFORE YOU CONTACT THE WARRANTY COMPANY PLEASE HAVE THE FOLLOWING INFORMATION:**

1. Customer Name, address, telephone numbers.
  2. MILEAGE at time of repair.
  3. Customer Policy Number or Vehicle VIN number.
  4. Mechanical Complaint and cause and description of failure.
  5. Recommended repair with Parts and Labor Estimate.
- **Customer's signature** on the repair order **WITH AUTHORIZATION NUMBER**, authorizing **direct payment to the repair facility** or proof of payment in full for reimbursement to Warranty holder. {payment WILL NOT be made without}

#### **FOR CLAIMS SERVICE;**

Gather above information and refer to the **back page of the contract** for the Direct number to the Warranty Company Claims Department. 8am-7pm EST.

The **Warranty Company** will determine whether the damage falls within the **Scope of the Warranty**, and if so, **will issue an authorization number to proceed with the repair**.

**\*\*\* ALL CLAIMS MUST HAVE PRIOR APPROVAL \*\*\***

LOCAL CONTACT; AFTERMARKET CONCEPTS, Warranty Specialist – Jerry Diesel  
"Like-a-Truck". 303-826-5717 BPR. 303-569-3206 OFC. 303-569-3207 FAX.

FOR TOWING or RENTAL CAR REIMBURSEMENT PROCEDURES REFER TO THE BACK COPY OF YOUR SERVICE CONTRACT POLICY. MAINTENANCE RECEIPTS AND RECORDS MAY BE ASKED FOR AT TIME OF CLAIM PROCESSING ALSO.

**PLEASE** read the copy of your Warranty Contract to be familiar with the items covered, limits of liability on repair, coverage starting date, and claims procedures. This Warranty does not cover normal vehicle maintenance such as tune-ups, radiator flushes, oil changes, belts or hoses.

THIS WARRANTY IS RENDERED "NULL" and "VOID" if the vehicle motor overheats and is driven or is run low on fluids or neglected.

# Roadside Assistance

## Red brochure Plans

Mid – America 888-454-3149  
Gold – Preferred – same as above

## Black brochure Plans

Premier/Classic 800-562-1803

**You will receive a letter from the Warranty Company  
With your own private “ Code ID. #”**

24 Hour Toll Free Emergency Roadside Assistance  
Up to 10 times over the term of the contract

Service is available throughout the United States and Canada, 24 hours a day, 365 days a year. The customer simply calls the toll free number and service is dispatched to their location for the road services needed.

Up to \$50 per occurrence

- Towing: If customer's vehicle is disabled, the vehicle will be towed to the nearest qualified service facility or to another location requested by the customer.

Up to \$25 per occurrence

- Battery Service / Vehicle Won't Start: if a battery failure occurs, a jump-start will be applied to start the customer's vehicle.
- Flat Tire Assistance: Removal of the flat tire and its replacement with the spare tire.
- Fuel, Oil, Fluid, and Water Delivery Service: An emergency supply of gasoline, oil, fluids, and water will be delivered to any customer in immediate need.
- Lockout Assistance: If a customer's keys are locked inside their vehicle, the service will provide for assistance in gaining entry to the customer's vehicle.

## **NON-COVERED ITEMS:**

- Cost of parts, replacement keys, fluids, lubricants, or fuel, cost of installation of products, material, and additional labor relating to towing.
- Non-emergency mounting or removing of any tires, snow tires, or chains. Tire repair. Trucks over one-ton capacity, taxicabs, or other commercial delivery vehicles. Camping trailers, travel trailers, or any other vehicles in tow. Any and all taxes, or fines. Damage or disablement due to collision, fire, flood, or vandalism.
- Towing from or repair work performed at a service station, garage, or repair shop. Service on a vehicle that is not in a safe condition to be towed. Non-emergency towing or other non-emergency service. Impound towing or towing by other than an authorized service provider, except as noted below; vehicle storage charges; a second tow. Towing or services on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
- Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the covered vehicle in the commission of a felony.