

CLAIM PROCEDURE

Lifetime Powertrain Program

Claim Department

Hours of Operation: Monday - Friday, 9:30 am - 7:00 pm, EST
Phone Number: 855.412.1041
FAX Number: 866.764.0239
Claim Payment FAX: 866.764.0338
Claim Supervisor: Daryl Dodge

Mailing Address: PO Box 23158
San Diego, CA 92193-3158
Attn: Loyalty Claim Department



To Initiate a Claim

After preliminary diagnosis and before the repair work has been started, the dealer must contact the claim department with repair order information, customer complaint, preliminary diagnosis, and recommended repair at the phone number listed above. Please refrain from the draining of fluids or cleaning damaged components. Do not disassemble any powertrain assemblies at this time. Once the claim has been established, submit the following documentation to the Claim Department, via the claim fax number or address above:

- Repair Order and Estimate for repairs.
- Customer's maintenance service history performed by issuing dealer. Include notes as applicable. Customers must complete all required maintenance within the terms of the Loyalty Certificate. Failure to meet maintenance eligibility guidelines will result in the certificate becoming void.

What Premier Dealer Services (PDS) will do.

The PDS adjuster will call the dealer after verifying the customer maintenance eligibility and review of the repair order. A request for additional information may be required, including further diagnosis and teardown of the powertrain assembly (if applicable). The certificate holder must authorize the dealer to allow further diagnosis and/or teardown if necessary. The dealer will report the extent of damage and modify the estimate of repairs if necessary. PDS may choose at this time to send an independent 3rd party mechanical inspector to view the claimed components. PDS will analyze the inspector's findings and render a claim decision to the dealer. An authorization number is issued for approved claims with and the authorized amounts are detailed and precise.

Claim Payment for Approved Claims

Authorized claims will be paid upon receipt of all documentation requested by adjuster including a completed and signed invoice. Fax completed and signed invoice to the Payment Department Fax Number or mail to the address above; Attention: Loyalty Claim Payments.