



Claims Guidelines

FILING

1. Obtain a copy of the customer's application/contract/limited warranty or ID card.
2. Advise the customer that they are responsible for any work not covered by the contract. This includes the cost of teardown to diagnose the problem if it is determined that the breakdown/claim is not covered.
3. Diagnose the problem(s) and the cause of the failure(s) and estimate the cost of repair.
4. Claims processing will be handled via the VCPOW department:
 - Enter claims via QW90.
 - Choose claim type VCPO (long form).
 - Use labor aps from VSTG at published times.
 - Parts will be reimbursed at the suggested list price (retail).
 - Labor charges are equal to retailer's labor rate.

If an independent inspection is requested:

1. Save all components that need to be inspected; do not clean.
2. Adjuster will arrange for inspection.
3. If no inspector visits within 24 hours, call Dealer Services or Claims for assistance.
4. Do not repair before adjuster inspects and a Claims Authorization Number is issued.
Repairs performed prior to authorization are not covered.

Please note: Vehicle eligibility must be verified prior to any repairs. Claims for vehicles that are not eligible or have voided warranties will not be paid. For questions on vehicle eligibility, call your market manager or regional pre-owned manager.

PROCESSING

1. Submit claims via QW90 using claim type VCPO.
2. Use ops from VSTG.
3. Itemize all parts by part number and price.
4. You are allowed factory time for repair of covered components on the Repair Order.
5. Your Repair Order must show factory labor rate multiplied by hours.
6. Parts are reimbursed at retail prices.

Refer to VISTA Central www.vista-central.com for more information.