



# EDS CLAIM PROCEDURES

## FOR VEHICLE SERVICE CONTRACTS

In the event of a mechanical breakdown, the following procedures should be followed by the Repair Facility. It is the holder/owner of the vehicle's responsibility to authorize tear down and diagnosis to the point where failure is visible and a cause of failure can be determined. ***Do not perform any tear down until the claim has been called in and reviewed with an Endurance Dealer Services adjuster.***

### REPAIR FACILITY RESPONSIBILITIES:

- Always call the EDS Claims Center prior to repairing vehicle at **877-302-6721**
- Provide EDS Claims Center examiner with any of the following information so they may locate the customers' service agreement:
  1. Customer's agreement number
  2. Last six digits of VIN number
  3. Customer's first and last name
  4. Customer's claim number, if a claim has already been established
- Provide EDS Claims Center examiner with the following information:
  1. Mileage at time of failure
  2. Date of failure
  3. Customer complaint and whether the vehicle was driven or towed in
  4. Detailed information of the completed diagnosis, all fluid levels and conditions, and any and all DTC's and the known cause failure (if applicable at the time of the phone call)
  5. Corrective measure of repair
  6. Itemized cost of repairs, including: Individual part costs, part numbers, labor rate and itemized labor times
  7. Cost per day and number of days for rental

— NOTE: A copy of sublet bill must be submitted to receive payment. Customer must sign repair orders.

### SHOP SUPPLIES ARE NOT COVERED:

Parts required to perform a specific repair such as O-rings, or RTV can be added as a PART LINE. Our maximum payout on parts is OEM MSRP. Aftermarket part markup must be reasonable in comparison to the retail price of the part, and should never exceed OEM MSRP.

### INSPECTION OPTIONS:

Inspection of breakdown prior to authorization may be required. Since all claims must be pre-approved prior to the repair, you will be notified at the time of claim is established whether or not an inspection will be performed. Inspections will be made within the next 24-48 business hours. Inspections are performed Monday-Friday only.

### SERVICE RECORDS:

From time to time service records may be required. Remind your customers to maintain a good service.



# Benefits Included With All VSC Plans:

## SUBSTITUTE TRANSPORTATION:

In the event of a breakdown of a covered part or component, we will pay or reimburse the customer for receipted expenses incurred for substitute transportation while the vehicle is being serviced as follows below. *A detailed receipt must be submitted to the Administrator.*

- a. Reimbursement is limited to the reasonable time to repair the covered breakdown, **at no more than \$50 per day until the repairs are completed, not to exceed 7 days.** *Substitute transportation must be supplied by the selling dealer or a duly licensed rental agency.*
- b. In the event repairs are scheduled to be completed in 2 days or less, the customer may use a licensed ride-share provider (e.g., Uber, Lyft) instead of a rental vehicle. **Reimbursement is limited to the reasonable time to repair the covered breakdown, at no more than \$50 per day until repairs are completed, not to exceed 2 days.** *The Administrator will not reimburse for both ride-share and rental vehicle if each is utilized on the same day.*
- c. In the event covered repairs are delayed by the Administrator due to inspection(s) or part(s) delivery, substitute transportation benefits may be extended.

## TRIP INTERRUPTION:

In the event of a breakdown of a covered part or component, **we will reimburse the Agreement Holder up to \$200 dollars per day for a maximum of 5 days, not to exceed a total of \$1,000 dollars**, for expenses incurred by Agreement Holder for meals and/or lodging, provided: They cannot operate the covered vehicle due to a breakdown covered by this contract and are more than 100 miles away from home, and expenses are incurred between the time of breakdown and the time covered repairs are completed. *(The date of breakdown shall be considered the first day.)* One day's trip interruption expense shall be allowed for each eight hours, or portion thereof, of required manual flat-rate labor time.

## 24-HOUR ROADSIDE ASSISTANCE SERVICES & BENEFITS:

Dispatch services are performed by **Vehicle Administrative Services, Ltd., 5001 Spring Valley Road 350W, Dallas, Texas 75244.** *We are ultimately obligated to provide all benefits provided pursuant to this contract.*

- a. **Emergency Roadside Service:** 24-hour Roadside Service is provided when the customer's covered vehicle is disabled, while this contract is in effect and is available by calling **866-993-8655**.
- b. **Tire Service:** The changing of flat tire on the covered vehicle with a customer provided spare.
- c. **Battery Service:** Attempting to start the covered vehicle with a booster battery.
- d. **Delivery Service:** We will cover the cost of delivering needed fuel or fluid to covered vehicle at the disablement location. **(Customer must pay for the cost of the actual fluids).**
- e. **Towing Service:** We will provide towing coverage for the customer's covered vehicle to the selling dealer, provided the selling dealer has vehicle repair capabilities. The covered vehicle may instead be towed to the nearest qualified alternate repair facility. **Towing services provided will be limited to a maximum amount of \$250. Any towing expenses exceeding \$250 will be the customer's responsibility.** *Services are not available in areas where state providers are exclusively utilized on certain tollways, highways, and freeways. Service is not covered for accidents/collisions or vandalism.*
- f. **Lockout Services:** If keys are locked inside the passenger compartment of the covered vehicle, a locksmith will be dispatched for services.
- g. **Coverage:** Customer is entitled to **1 Roadside Service per 72 hours with a maximum of 3 services in a 12-month period.** Services available to the customer at no cost include towing, battery jumpstart, flat-tire change, fuel delivery, and lockout services, **limited to a maximum amount of \$250.**