



REPAIR / CLAIMS PROCEDURE

- Take or Tow vehicle to the nearest Licensed Repair Facility.
- Customer must authorize Repair Facility to perform any diagnostics/tear down to the vehicle.
- Once the diagnostic/tear down is complete, the Repair Facility must e-mail [Claims@TruNorthWarranty.com] the following information:
 1. Last 8 of VIN in e-mail subject line.
 2. A Detailed Estimate including: detailed cause of failure, failed components and a detailed list of required parts and labor costs.
 3. A recent time stamped ECM fault code report.
 4. Pictures of failed component(s), if applicable.
 5. Current Odometer and ECM Mileage.
 6. Customer's vehicle specific Maintenance records.

APPROVAL / DENIAL

- TrüNorth® must authorize repairs before Repair Facility can begin work.
- Once all paperwork is received, TrüNorth® claims department will review all information and issue an approval or denial.
- TrüNorth® cannot make a decision until all paperwork is received and must be received within 5 days of claim start date.

PAYMENTS

- TrüNorth® CANNOT reimburse a customer for a claim payment.
- Payments for covered claims MUST be paid by TrüNorth® directly to the Repair Facility via Check, Wire Transfer, or Credit Card (Authorization form required).
- Upon completion of repairs: Perform a road test, run a post repair ECM fault codes report and submit along with your parts/labor warranty information and final invoice for payment. This information must be received and all monies paid prior to release of the vehicle.

**Please contact TrüNorth® Claims Hotline:
1-800-903-7489, Ext. 820 with any questions.**

