



## REPAIR / CLAIMS PROCEDURE

- Take or Tow vehicle to the nearest OEM dealership or Licensed Repair Facility. Mechanic must have ASE or equivalent certification.
- Customer must authorize Repair Facility to perform any diagnostics/tear down.
- Once the diagnostic/tear down is complete, the Repair Facility must e-mail [[Claims@TruNorthWarranty.com](mailto: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 history report, prior to clearing codes for diagnostics. Must include engine serial number (ESN)/VIN and show first & last occurrences of active/inactive codes.
  4. Pictures of failed component(s), if applicable.
  5. Current Odometer and ECM Mileage.
  6. Customer's vehicle specific Maintenance records.

## ADJUDICATION

- TrüNorth Global™ must authorize repairs before Repair Facility can begin work.
- Once all required information is received, TrüNorth Global™ claims department will review all information and issue an adjudication.
- An adjudication cannot be made until all diagnostic information is received.
- In accordance with the limited warranty agreement all information must be received within 15 days of claim start date.
- Service center/repair facility has 10 business days once authorization is made to complete repairs. After this period authorization can be revoked without appeal.

## PAYMENTS

- TrüNorth Global™ CANNOT reimburse a customer for a claim payment.
- Payments for authorized claims MUST be paid by TrüNorth Global™ directly to the Repair Facility via Check, Wire Transfer, or Credit Card authorization.
- 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 (ex: 1yr/100K miles), verification of payment for non-covered balance, and final invoice for payment. This information must be received, and all monies paid prior to release of the vehicle.

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

