



ENDURANCE DS

VSC CLAIM PROCEDURES

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 Claims Center prior to repairing vehicle at 877-302-6721**
- Provide Endurance 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 Endurance 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 of 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 order.*

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 parts 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 preapproved prior to the repair, you will be notified at the time the 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 good service.

ALL COVERAGE PLANS **INCLUDE THESE BENEFITS**

SUBSTITUTE TRANSPORTATION:

In the event of a covered Breakdown, We will pay or reimburse You for receipted expenses to rent a replacement vehicle (from a licensed rental agency) or for alternate public transportation while Your Vehicle is at a licensed repair facility. Coverage will be provided to You on the following basis, up to a maximum of \$50 per day and a maximum of \$250 for each repair visit.

Total Repair Costs	\$0 – \$400	\$401 – \$800	\$801 – \$1200	\$1201 – \$1600	\$1,601+
Maximum Rental Days	One Day	Two Days	Three Days	Four Days	Five Days

TRIP INTERRUPTION:

In the event of a mechanical breakdown of a covered component or part, Administrator will REIMBURSE Agreement Holder a maximum of \$200 dollars per day, not to exceed a total of \$1,000 dollars (5 days), for expenses incurred by Agreement Holder for meals and/or lodging, provided: Agreement Holder cannot operate Agreement Holder's Vehicle due to a mechanical breakdown covered by this Agreement and are more than 100 miles away from home, and expenses are incurred between the time of breakdown and the time 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:

All roadside assistance services and benefits are administered through **QUEST TOWING SERVICES, LLC, 106 W. Tolles Drive, Saint Johns, MI 48879, in California by Quest Motor Club of California, in Alabama and Utah by Quest Towing, Inc.**, all entities being individually and collectively referred to as **Quest Towing Services**.

- a. **Emergency Roadside Service:** 24-hour Roadside Service is provided when covered Vehicle is disabled, as long as contract is in effect, and is available by calling **877-488-2418**.
- b. **Mechanical First Aid:** Any service requiring a minor adjustment (exclusive of parts) to enable the covered Vehicle to proceed under its own power (where available). Customer is responsible for the cost of any parts delivered.
- c. **Tire Service:** The changing of flat tire on the covered Vehicle with customer provided spare.
- d. **Battery Service:** Attempting to start the covered Vehicle with a booster battery.
- e. **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).
- f. **Towing Service:** We will cover in total any tow of up to 50 miles or less to the Selling Dealer (as long as the Selling Dealer has vehicle repair capabilities). If the Selling Dealer is located over 50 miles from the disablement location, or does not have repair capabilities, then covered Vehicle may be towed to the nearest alternate qualifying repair facility.
- g. **Lockout Services:** If keys are locked inside the passenger compartment of covered Vehicle, a locksmith will be dispatched for services.