

CREATING AND SUBMITTING CLAIMS

Work Order Write-Up and Handling

Clams Pre-Approval Checklist!

CLAIMS PRE-APPROVAL CHECKLIST	
<p>IMPORTANT: Before requesting a pre-approval, it is important that the service department determines the vehicle's cause of failure. To help expedite the pre-approval process it is recommended to have the following information available before contacting the Claims Call Center at (800) 258-7008, option 7:</p>	
<p> <input type="checkbox"/> WARRANTY PRE-APPROVAL <input type="checkbox"/> GOODWILL PRE-APPROVAL <input type="checkbox"/> SECURITY+PLUS PRE-APPROVAL </p>	
1) DEALER NUMBER:	2) WORK ORDER NUMBER & LINE NUMBER:
3) VEHICLE IDENTIFICATION NUMBER:	4) WORK ORDER OPEN DATE:
5) VEHICLE MILEAGE:	6) PFP/ PO/ CAMPAIGN ID:
7) CUSTOMER NAME:	8) CUSTOMER PHONE NUMBER:
9) PARTS AMOUNT:	
PARTS AMOUNT BREAKDOWN MAYBE REQUESTED	
10) LABOR AMOUNT:	
WARRANTY LABOR HOURS MAYBE REQUESTED	
11) EXPENSE AMOUNT:	
12) TOTAL CLAIM AMOUNT:	
13) CUSTOMER COMPLAINT:	
14) CAUSE OF FAILURE:	
15) RECOMMENDED REPAIRS:	
16) SECURITY+PLUS POLICY NUMBER:	17) CONSUMER AFFAIRS FILE NUMBER:
18) TECH LINE FIX INCIDENT NUMBER:	19) SERVICE BULLETIN REFERENCE NUMBER:
VCAN REFERENCE NUMBER WITH CALL CENTER SPECIALIST INITIALS: _____	