

# FREQUENTLY ASKED QUESTIONS BY WARRANTY FOREVER® CUSTOMERS

## How do I make a claim if I have a breakdown?

Contact the dealer where you purchased the vehicle. They will handle it all from there! If you have any questions that you would like to ask us directly, you may call 800-810-8458 and speak with a claims specialist.

## When are the claims specialists available to take my call?

Claim specialists are available Monday - Friday 8 a.m. to 8 p.m. EDT and 9 a.m. to 5 p.m. on Saturday to answer all of your questions.

## Is there a deductible that I need to pay when making a claim?

There is no deductible on the program. All parts and labor are covered 100%.

## How do I know what maintenance is required to keep my Warranty Forever® agreement in force?

It is required that you maintain the vehicle in accordance with the Manufacturer's Recommended Maintenance Schedule and your Warranty Forever® agreement. To check the maintenance required for each particular make and model, please refer to your owner's manual.

## What if I do not have an owner's manual?

Often times you may find a printable version at the manufacturer's website or you can have us do the research during your service visit. Also, you may use the Edmunds Recommended Maintenance schedule as an alternative resource. If you have any further questions, please contact a Claims Specialist at Warranty Forever® at 800-810-8458.

## What if I am traveling out of town and need to have a maintenance service performed while I am traveling?

You may call Warranty Forever® at 800-810-8458 and PRE-AUTHORIZE the maintenance service to be performed while you are traveling. If you need assistance with this, you may also contact our dealership's service department for additional information.

## What if I am traveling out of town and have a breakdown that would be covered under my Warranty Forever® agreement?

Warranty Forever® pays for all covered repairs anywhere in the USA. If you are more than 150 miles away from your selling dealer, you may take your vehicle to a licensed repair facility of your choice to have your repair completed. You may call Warranty Forever® at 800-810-8458 for assistance or you may contact your selling dealer's service department for details. It is also important to make sure that all repairs are pre-authorized prior to being performed. All repairs performed outside of your selling dealership must be pre-authorized or the repairs performed will not be covered.

## If my car breaks down and the breakdown is covered by the Warranty Forever® agreement given to me by my selling dealer, am I required to pay for the repair and then wait to be reimbursed?

No, all repairs are paid for you by credit card immediately after the repairs have been completed. Please be sure that all repairs are authorized prior to the repair being completed. All unauthorized repairs will not be covered.

## How can I be certain that a Pre-Authorization for services has been granted?

At the end of your Pre-Authorization call, you will receive a unique Pre-Authorization code which we suggest you keep on file.



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## What if I need to be towed or need a rental car while my car is being repaired?

Towing and rental car coverage is not provided by your Warranty Forever® agreement. However, if you purchased an extended service contract, your extended service contract may provide that coverage for you. It is also possible that you may have this coverage through your vehicle insurer, AAA, or another 3rd party.

## What if my vehicle is equipped with an oil change light/indicator reminder system?

A Recommended maintenance will need to be performed when your indicator signals you for maintenance, but cannot exceed a routine oil change frequency of every six months or 7,500 miles, whichever comes first. If your manufacturer requires the use of synthetic or synthetic blend oil, please refer to your Warranty Forever® agreement for servicing details. For complete details regarding all required maintenance, see your Warranty Forever® agreement. If you have any further questions, please contact a Claims Specialist at 1-800-810-8458.

## What is a licensed repair facility?

Any repair facility that has a license to do business, and can also provide a detailed repair order that contains all of the pertinent information about the services performed.

## Do I have to use an ASE certified facility?

No, however, we strongly recommend it. ASE technicians are certified through a national non-profit organization to ensure the technicians competency in many areas of the automotive industry. Repair establishments with at least one ASE technician are permitted to display the ASE sign. Motorists should look for facilities that display the ASE Blue Seal of Excellence® logo.

## How do I know if an ASE certified technician will be the one working on my vehicle?

One of the advantages in taking your vehicle to a licensed repair facility is that if an ASE certified technician is not the individual working on your vehicle (say, for an oil change), they are still available to assist and oversee the work being performed. This ensures that the maintenance is being performed properly, and to the manufacturer's recommended specification.

## Why do I need to pre-authorize each scheduled maintenance when not returning to my selling dealer?

The reason we require you to call prior to your maintenance, is to assist you in your dealer's absence. We will guide you to ensure that you perform the recommended factory maintenance on your vehicle, so you do not void your Warranty Forever® Program. Warranty Forever® has been provided to you at no cost and your only responsibility is to maintain your vehicle at the selling dealership, according to the manufacturer's maintenance guidelines. If you are unable to return to your selling dealer, you must pre-authorize each time you go elsewhere.

## Can I change my own oil?

No. All services must be performed at a licensed service facility as indicated above. This is to ensure proper documentation, as well as the workmanship of all the services performed on your vehicle.

## Why do I have to do all recommended services according to the Manufacturer?

Proper maintenance to any mechanical component is the best preventative measure in reducing future breakdowns. The Manufacturer of your vehicle understands their mechanical components best. That is the reason we ask that you use their guidelines.

## Why is my dealership suggesting additional maintenance services?

Manufacturers only require a minimum level of services and will often times state this in the owner's manual. Your driving conditions and environmental conditions will often times demand additional service work be performed to keep your vehicle performing at peak levels. You are only required to perform the minimum services outlined in your owner's manual but we strongly encourage you to follow your dealership's recommendations when being offered additional services.



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