

Procedure for Vehicle Service Contract Claims



Steps to take for filing a claim:

1. Advise the customer they are responsible for any work not covered by the contract.
2. Diagnose the problem(s) and the cause of the failure(s) and estimate the cost of repair.
3. Contact the Administrator and provide the claims adjuster with the customer's complaint, cause, cure, and estimate.
4. The claims adjuster will verify coverage and adjust the claim per the terms of the contract.
5. Once the claim is approved, an authorization code and approved amount will be provided.
6. Additional parts/labor after authorization requires new authorization code.

Hours: Monday - Friday,
8:00 am to 6:00 pm EST
Phone: 888.785.9736

Email: claims@capadminpros.com

All claims require prior authorization. Repairs should not begin until authorization is received from the Administrator.

Maintenance Requirements:

- Vehicle must be serviced in accordance with the manufacturer's recommendations as outlined in the owner's manual.
- Service records must be maintained and may be required for claims
- The covered vehicle must be used and stored only as recommended by the manufacturer
- For covered snowmobile and watercraft vehicles not in use for more than one month, they must be stored as recommended by the manufacturer. Receipts for purchase of fuel stabilizers and cylinder conditioners must be retained and indicate the date and hours or miles on the covered vehicle when stored.

Additional Maintenance Requirements for pre-owned vehicles:

- If the covered vehicle is a pre-owned motorcycle or scooter, the oil, oil filter, and air filter must be changed every 3,000 miles or every six months, whichever occurs first
- If the covered vehicle is a pre-owned ATV or UTV, the oil, oil filter, and air filter must be changed every six months
- If the covered vehicle is a pre-owned watercraft, it must be serviced by a licensed repair facility every 25 hours of operation or every three months, whichever occurs first. Service performed must include: jet pump and housing, carburetors, VTS motor and housing, inspection of oil pump and fuel pump.
- If the covered vehicle is a pre-owned snowmobile, it must be serviced before and after every season by a licensed repair facility. Service must include: changing oil and oil filter every 6 months, cleaning carburetors and fuel delivery system, inspection and adjustment of suspension system, power valve cables, cooling system, brake system, and inspecting/adjusting track alignment and tension.

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To process your claim request efficiently, please provide the following details:

- Contract holder's name, address, and phone number
- Contract number
- VIN
- Mileage or hours at the time of failure
- Description of customer's complaint, cause of failure, and correction needed
- Part numbers with list prices
- Labor hours
- Repair facility contact information (name, phone, fax, email)

riders-advantage.com
918.266.1200