

# WARRANTY ASSISTANCE **HOTLINE**

PHONE: 800.852.6298 | FAX: 800.909.5678 | WEB: WWW.JLWARRANTY.COM

Please read instructions and eligibility requirements on next page!

## I need assistance with:

R.O. Number: \_\_\_\_\_

Concern: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IF APPLICABLE:** Please provide a copy of repair order and reject slip. Include any supporting documentation related to the repair.

**FAX TO: 1.800.909.5678**

Please complete all fields for first time use. Returning customers only need to complete field with asterisks.

\* Dealership

Address

City/State/Zip

\* Contact Name

Position

Phone

Fax

Email

### CUSTOMER QUALIFIES FOR WARRANTY ASSISTANCE FROM WHICH OF THE FOLLOWING:

- Warranty Administration Program Member
- Warranty Management Workshop Attendee
- Warranty Consulting Customer
- One-Time Trial Offer

DEALER FAX-IN FORM

▼ JLWARRANTY USE ONLY ▼

## jlwarranty suggested action

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date Received

Time

Date Returned

Time

Concern Reviewed By

Quality Control



jlwarranty return form

# WARRANTY ASSISTANCE **HOTLINE**

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## Warranty Assistance Hotline Fax Procedure

- In order to provide you with the best resolution to technical questions in a timely manner, we request that you utilize this Warranty Assistance Hotline Fax Form.
- Fill the form out in its entirety.
- Fax the form with the corresponding repair order. Include supporting documentation if it is a policy issue and reject acknowledgement, if applicable, to 1-800-909-5678.
- The hotline is intended to assist you with correcting rejected warranty claims.
- In most cases you will receive a response within 2 hours via telephone, email or fax.

## Eligibility Requirements

- **All GM & Chrysler Dealerships Are Entitled To A One-Time Trial Offer.** A paid subscription to the Warranty Administration Program is required to continue.
- **Warranty Administration Program Members** receive unlimited use with a paid subscription.
- **Warranty Management Workshop Attendees** receive a 2 month free trial following the workshop. After the trial period, a paid subscription to the Warranty Administration Program is required to continue.
- **In-Dealership Warranty Consulting Customers** receive a 2 month free trial following the visit. After the trial period, a paid subscription to the Warranty Administration Program is required to continue.

