

TOTAL360

STANDARD CLAIMS PROCEDURE

BREAK DOWNS HAPPEN, THAT'S WHY WE ARE HERE 24.7.

888-806-9360
claims@total360.com

IF YOU ARE EXPERIENCING AN ISSUE WITH YOUR VEHICLE, VISIT THE NEAREST OEM DEALERSHIP OR LICENSED REPAIR FACILITY (ASE OR EQUIVALENT)

1 ARRIVING AT THE REPAIR FACILITY
The customer must authorize the repair facility to perform any diagnostics/teardown ONLY.



**2 REPAIR FACILITY MUST PROVIDE:
ESTIMATE**

- Last 8 of VIN
- Current odometer/hour and ECM mileage
- Detailed tech notes explaining customer complaint, detailed cause of failure & action needed to correct
- Part breakdown including individual part number and cost, quantity, shop supplies, fluids, tax, and other fees
- Labor breakdown by job, number of hours, and rate



ECM FAULT CODE HISTORY REPORT*

Prior to clearing codes for diagnostics.

Must include:

- Engine serial number (ESN)/VIN
- Recent timestamp
- First & last occurrences of active/inactive codes

PICTURES OF THE FAILED COMPONENT(S)

Showing visible damage

MAINTENANCE RECORDS

From start of agreement to current (if not already submitted)

3 TOTAL 360 WILL PROCESS THE CLAIM
Once all required information is received, Total360 will adjudicate the claim.

- TOTAL360 must authorize repairs before the repair facility can begin work
- All diagnostic information must be received within fifteen (15) days of the claim start date
- Repair facility has ten (10) business days once TOTAL360 makes authorization to complete repairs



4 AFTER REPAIRS, PERFORM A ROAD TEST AND PROVIDE AN INVOICE
Once we receive the following, we send prompt payment to the repair facility

- Date of repair
- Last 8 of VIN
- Mileage/hour and ECM mileage reading
- Finalized part/labor breakdown detailing completed repairs
- Parts & labor warranty terms (ex 1yr/100K miles)
- Payment receipt for any non-covered balance



***ECM FAULT CODE HISTORY REPORT EXAMPLES**

- **Cummins**- Full Insite: Audit Trail, Engine Abuse History, expanded fault codes, Aftertreatment history, and Parameters
- **Detroit**- DDEC, Engine Totals, Fault Code Report, Life-to-Date, and Monthly Activity
- **Volvo/Mack**- PTT including freeze frame
- **International**- Health Report w/fault history by date
- **Hino**- DXII
- **Paccar**- Davie 4, Chart Recorder