

TOTAL360

EXPRESS 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 notify Total360 within 24 hours of a breakdown and authorize the repair facility to perform any diagnostics/teardown. The customer must then authorize and pay for the repair(s) in full.



- 2 CUSTOMER MUST OBTAIN THE FOLLOWING INFORMATION FROM THE REPAIR FACILITY AND SUBMIT IT TO TOTAL360 WITHIN 30 DAYS OF INVOICE**

- **A DETAILED INVOICE**
- Date of repair
- 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
- Parts & labor warranty terms (ex 1yr/100K miles)
- Payment verification receipt



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 AND PROVIDE REIMBURSEMENT**

- If TOTAL360 determines there is a covered failure, and the outlined requirements are met, Total360 will reimburse the customer accordingly
- Reimbursement payment(s) will only be provided to the listed Agreement holder



IN THE EVENT TOTAL360 DETERMINES THAT THE REPAIR IS NOT COVERED, OR REQUIRED INFORMATION IS INSUFFICIENT, NO REIMBURSEMENT WILL BE PROVIDED.

***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