VSC Mechanical Claims Procedures

The dealership needs the following prior to calling in a claim.

IMPORTANT PRIOR TO CALLING SEND:
PHOTOS, PROOF OF FAILURE AND WRITTEN ESTIMATE TO: **CLAIMSVSC@AUTOXCEL.NET**

DO NOT CLEAR CODES

VSC MECHANICAL CLAIM

1. **Contract Holders Information** *(if applicable)*
2. **Photo of VIN**
3. **Photo of the License Plate**
4. **Photo of Odometer** *(Mileage to begin)*
5. **Codes - Scan Tool Data**
6. **Proof of Failure - Photos, Videos, Freeze Frame Data** *(if applicable)*
7. **Maintenance Records** *(if applicable)*
8. **Written Estimate**
   - **Part Number(s)**
   - **Estimate**
   - **Parts Pricing**
   - **Labor Total**
   - **Labor Per Hour**
   - **Tax Rate** *(if applicable)*
   - **Total**
   - **Service Facility's Parts/Labor Warranty** *(if applicable)*

TO REMIT FOR PAYMENT

All invoices/repair orders should be emailed or faxed to: **accountspayable@autoxcel.net** or **910.499.9082**. Invoices are processed once the dealer or vendor completes the work and sends a customer signed invoice/repair order. Checks payments are issued weekly. For credit card payments, please call **1.877.340.4227** or **910.762.5300 EXT 1000**. We require a verbal authorization/approval code at the time payment is made and will require a copy of the credit card payment receipt emailed to **accountspayable@autoxcel.net** at the time of processing.

SAMPLE PHOTOS



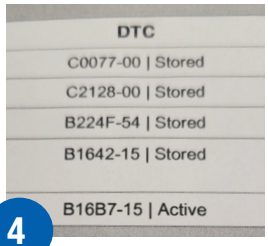
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