

PRE-AUTHORIZATION MUST BE OBTAINED PRIOR TO STARTING ANY REPAIR

VERIFICATION

1. Obtain a copy of the customer's Xtended RV Plan
2. Verify the Plan is still in force based on current kilometers and time lapsed

REPORTING A CLAIM

1. Assess the complaint, cause and cure to repair including applicable part numbers
2. If a sublet is required, obtain an estimate from the sublet servicer and submit, with requested mark up, to the claims department when submitting for pre-authorization
3. Go on the portal or call to initiate a new claim at **1-866-481-1327**
4. Report the:
 - a. Plan number
 - b. Name and address of Plan Holder
 - c. Name of the Selling Dealer
 - d. Complaint, cause and cure to repair

INSPECTION

Should an outside inspection be required;

1. Stop all repairs immediately and save all components/parts that need to be reviewed, including fluids and filters
2. If items are to be machined, they must be available for inspection prior to sending to the machine shop
3. We will make arrangements for the inspection. Should the inspector not visit within 48 hours, call **1-866-481-1327**
4. Upon completion of the inspection, our claims adjuster will issue a final decision

AUTHORIZATION

1. Obtain authorization number
2. Have the repair completed
3. Have the repair invoice signed by the customer
4. Enter authorization number and VIN on the repair order prior to submitting for payment and submit with sublet invoice if applicable

CornerStone United, Ltd.
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Monday through Friday 8:00am-8:00pm ET
Saturday 9:00am-1:00pm ET
Administrator: 1-866-451-1327