1. Gather

- Confirm Complaint and Fill out Pre-Repair checklist

2. Diagnose

- Diagnose per trouble-shooting guide

- Fault diagnosed?
  - No → Need help?
  - Yes → Is there a Pre-authorized repair?

3. Repair

- Is there a Pre-authorized repair?
  - No → Develop repair strategy
  - Yes → Follow procedures exactly - Approval # is not needed.

4. Submit

- Issue resolved?
  - No → Need help?
  - Yes → Submit claim - OEM channel or direct pay

**TIPS**

- Use TCWY-0099 & Roadranger.com/Warranty.
- To define your warranty type, use TCWY-0900.
- To determine the specifics of your coverage, use TCWY-0600.
- To start a repair plan, use TCWY-1051.
- When replacing a warranty clutch, follow CLSM-0200 to ensure correct payment.
- Do not call:
  - If software updated without a transmission complaint present.
  - If repairs are complete and the technician did not require Real time Warranty Diagnostic Guidance.
  - If checking status of a claim, use dealer code and work order number in claim lookup section.

**www.roadranger.com/warranty**