1. Gather

- Confirm Complaint and Fill out Pre-Repair checklist

2. Diagnose

- Diagnose per trouble-shooting guide
- Fault diagnosed?
  - Yes
  - No → Need help?

3. Repair

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

4. Submit

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