

What To Do if Your Vehicle Breaks Down

The following information is adapted from language found in our Standard vehicle service contract. The details found in other service contracts should be similar.

1. Take immediate action to prevent further damage to your vehicle. Any damage resulting from continued operation of an impaired vehicle will constitute failure to protect your vehicle and will not be covered under your service contract.
2. If you are within a 50 mile radius of the selling company, all repairs or replacements under your service contract must be performed by the selling company's licensed repair facility. If you are outside a 50 mile radius of the selling company, or the selling company does not have a licensed repair facility, then you may deliver your vehicle to the licensed repair facility of your choice. Ensure that any facility you choose is willing to perform repairs according to the terms and conditions of your service contract. If necessary, iA American reserves the right to relocate your vehicle at our expense to a licensed repair facility of our choice.
3. Present your contract to the selling company or licensed repair facility. The administrator may also require you to provide the licensed repair facility with proof of all relevant maintenance.
4. Ensure that the licensed repair facility contacts iA American's Claims Department for instructions prior to any repairs, as authorization must be obtained from the administrator before starting any teardown or repairs. The Claims Department number can be found on the first page of your vehicle service contract.
5. If emergency repairs are required, deliver your vehicle to a licensed repair facility and have the necessary repairs performed at a reasonable and customary charge. On the next business day, report the repairs to the administrator at the number found on the first page of your vehicle service contract. The administrator will determine the reimbursement eligibility in accordance with the terms and conditions of your service contract.
6. In all instances, if your repair is a covered repair, then you are required to pay the selling company or licensed repair facility the deductible amount reflected on the first page of your contract. In addition, you are also required to pay for anything not authorized by the administrator.

If you have any questions at all regarding your coverage, please let us know at iaawg.com/contact-us.

REV. 040621

iA American Warranty L.P.

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