

# Claim procedure

TEL.: (905) 709-0927 TOLL FREE: 1 (800) 268-3284 FAX: (905) 709-0952 TOLL FREE: 1 (800) 358-7902

1. Call GUARANTEE V.C. Claim Department immediately at (905) 709-0927 (local) Toll-free 1 (800) 268-3284.
2. Have your Warranty Contract number and current odometer reading ready.
3. Take all necessary precautions to protect your vehicle from further damage.
4. All repair work must be pre-approved by GUARANTEE V.C. and completed in a licensed repair shop to be eligible for claim payment.  
No upfront payment required for repairs.
5. Documentation to substantiate the required maintenance services must be presented before claim approval. As well as for any warranty, you must, as a customer, demonstrate a proper maintenance service on your vehicle. Thus, all maintenance services must be performed as per specifications of the manufacturer.

*It is important that you keep a maintenance file for your vehicle. This will allow a faster settlement of your claims.*

- The Extended Warranty (Superior and Extended) on all recent vehicles expires at 200,000 km and is applicable on vehicles of six years of age and less when purchasing the Warranty.
- The Extended Warranty (Limited) expires at 200,000 km and is applicable on vehicles of 9 years of age and less when purchasing the Warranty.



GUARANTEE V.C.

GUARANTEE V.C. extended warranty

**your safety-net against unexpected repair expenses....protection when it counts!**

**[www.garantievc.ca](http://www.garantievc.ca)**

*The present leaflet has been created for information only and on no account should it serve to modify the terms and conditions of the Extended Warranty. The Customer must refer to the contract. Check with your dealer to learn more about the benefits offer by our Extended Warranty and drive with confidence!*



GUARANTEE V.C.

division of  
THE VCG GROUP

## Drive with confidence!



### The Extended Plus warranty covers everything except

Maintenance required by the manufacturer, tune ups, adjustments, spark plugs, spark plug wires, distribution cap, ignition rotor, glow plugs, filters, wheel balance, all body parts, parking assistance sensors, hoses, belts, electric wiring repairs, heating elements (such as : heated mirrors, seat heating elements, electric defogger, heated steering wheel etc.), brake pads, shoes, brake discs and drums, all exhaust system parts, manual transmission clutch parts (such as: all hydraulic, electrical and electronic parts, clutch discs and pressure plate, release clutch bearing), shifter linkage parts, carburetor, throttle body assembly, all parts related to the antipollution system, oxygen sensors (when exhaust mounted), bolts, nuts and hardware, shock absorbers (struts), including shock mounts (top plates) and air suspension, trunk lift gate prop shocks, glass, windows, mirrors, fusion glass, wiper blades, headlights, light bulbs, lenses and sealed light units assembly, fuses, **entertainment system\*** (LCD screen, radio, digital video disc player, stereo, CD player, etc.), **navigation system\***, safety system parts including air bags, **airbag electronics\***, **telephone systems\***, electronic transmitters ( such as monitoring system tire pressure, valves including air chamber, temperature etc.). Distance door/alarm systems, auto/start distance starting systems, anti theft systems, all parts non-manufacturer installed, batteries, all interior trimmings, weather strips, mouldings, polished finishing body parts, chrome, seats, upholstery, paint, exterior and interior ornaments, bumpers, body parts, frame and sub frame, tires, wheels, rims, seals, exterior decor and decal, trim and finished parts including : carpets, seat covers, door panels, roof liner. Fluids and wheel alignment are not covered by this Contract unless required in results of a mechanical failure covered by the present Contract.

*\* coverage available at an extra cost.*

Maximum per claim: **Vehicle value** / Coverage amount: **Vehicle value**

**Coverage examples: Towing/ Courtesy/ Living expenses/ Diagnostic (Maximum 1 hour)/ No deductible/ Roadside assistance/ Etc.**

To be eligible, the vehicles must have a manufacturer's warranty effective for at least one month and 1 000 km at the selling date of the Contract.  
For the terms and conditions refer to the contract for all details.



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**(800) 268-3284**



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For more details, please refer to our web site <a href="http://www.garantievc.ca">www.garantievc.ca</a>							
Coverage of components	L-S-E Basic plan	L-S-E Plan ★	S-E Plan ★★	L-S-E Plan ★★★	S-E Plan ★★★★	S-E-EP Plan ★★★★★	S-E Plan option
1. Engine, gas or diesel (at an extra cost) All internally lubricated parts.....							
2. Turbo or supercharged engine (at an extra cost) Oil pan, internal parts.....							
3. Automatic transmission All internally lubricated parts.....							
4. Manual transmission All internally lubricated parts.....							
5. Transfer case (4 x 4 or A.W.D. vehicles) Housing and all internally lubricated parts.....							
6. Differential All internally lubricated parts.....							
7. Air conditioned Compressor, compressor clutch.....							
8. Gaskets and oil seals Gaskets and oil seals that leak on covered parts listed.....							
9. Electronic ignition Ignition electronic module.....							
10. Sensors Ignition electronic system sensors.....							
11. Electric System Alternator, voltage regulator.....							
12. Electric System - extended Electric windows motor.....							
13. Fuel injection system Fuel injectors, gas pump.....							
14. Cooling system Water pump, radiator.....							
15. Power steering Internally lubricated parts.....							
16. Brakes Master cylinder, brake booster.....							
17. ABS brakes Pressure accumulator, hydraulic pump.....							
18. Front suspension Ball joints, upper and lower suspension arms.....							
19. Rear suspension Ball joints, upper and lower suspension arms.....							
20. Other elements Transmission electronic components if internal.....							
21. Entertainment system (at an extra cost) LCD screen.....							
22. Navigation system (at an extra cost) Navigation display unit.....							
23. Airbag electronics (at an extra cost) Airbag module.....							
24. Telephone systems installed only by the manufacturer (at an extra cost) Blue tooth hands-free kit.....							

**Coverage available:** **L** Limited (\$3 500), **S** Superior (\$10 000), **E** Extended (\$20 000) and **EP** Extended Plus (Car value).  
(Please refer to letters at top of each plan).

## Personal Notes

[illegible]

## Guarantee V.C. extends the life of your vehicle

## Also available with certain plans

- Choice of deductibles of \$200, \$100 or \$0.\*
- Roadside assistance\*.
- Refund Warranty V.C. (GRVC)\*  
*No claim! We reimburse the premium.*
- Opportunity to add kilometers to the coverage.\*
- OEM available during repair \*
- Living expenses: Reimbursement for lodging expenses if repairs are covered.  
Included in all Plans 5 ★
- In all plans: Towing allowance • Vehicle rental • Transferable warranty  
*\*At an extra cost.*

