



General Questions about Products and Services?

Specific to Real Time Warranty Claims?



Then Call...

Roadranger Call Center

The Roadranger Call Center is designed to handle the vast majority of general questions about our products and services. When in doubt, give the Roadranger Call Center a call!

Contact the Roadranger Call Center for the following:

- Warranty coverage and model eligibility information
- Verification of extended warranty registration
- Warranty limits and exclusions
- Vehicle specification
- Component specifications and information
- Parts information (dimensions and fit-up only, not for ordering parts)
- Assistance in correct ordering procedures for parts and service literature
- Technical assistance and repair strategy advice (except Real Time Warranty claims)
- **Customer** inquiries on warranty claim decisions (reduced or rejected claims, including Real Time Warranty claims)

If what you need is not in the above list, a Roadranger Call Center service coordinator will assist you in getting the information you need.

Then Call...

Real Time Warranty

The Real Time Warranty (RTW) line is specifically for processing of RTW claims. Because these phone lines are dedicated to only handling calls pertinent to RTW claims, it is important to limit calls to exactly that.

Contact Real Time Warranty only for the following:

- Opening a new RTW claim
- Follow-up questions or to provide additional information for an existing RTW claim
- Information on where to ship failed parts related to a RTW claim
- Questions on RTW procedures
- **Dealer** inquiries regarding reduced or rejected RTW claims (refer customer inquiries to the Roadranger Call Center)
- Inquiries on the status of dealer direct pay RTW claims

To ensure that RTW claims are handled in an expedient manner, limit RTW calls to the areas listed above.

If what you need is not in the above list, a Roadranger Call Center service coordinator will be glad to assist you.

