



motorsservice.com



Labor Claim

How to Obtain Authorization for a Labor Claim:

- Obtain a copy of the customer's original repair invoice.
- Verify that less than the specified warranted time and miles have elapsed since the date and mileage documented on the original invoice. (If either parameter has elapsed, then the warranty is expired)

Prior to beginning any warranty service work, you must do one of the following:

- Call the Warranty Administrator at 866-608-9832 and be prepared to discuss the situation in sufficient technical detail to allow the Administrator to make an informed decision on the merit of the claim. You should also provide the Administrator an estimate for the cost of the repairs necessary to remedy the condition
- Go to www.sonsio.com/claims/auto-plus-labor-form and submit the details of the claim. Be prepared to submit a detailed description of the original repair as it pertains to the failed part and the customer's concern when the vehicle was returned for warranty repair
- Continue Page 2

**LET'S WORK
TOGETHER TO
GET TO THE
NEXT LEVEL!!**

Call us at 715-845-1101 203 Central Bridge St., Wausau

Where **SERVICE** is our middle name.



motorsservice.com



Labor Claim

How to Obtain Authorization for a Labor Claim Continued:

The Administrator will advise you as to whether or not the claim is authorized or denied.

- If the Administrator determines the claim is authorized, and therefore entitled to adjustment under the Labor Assurance program, the Administrator will advise you and provide you with an authorized claim number and amount.
- Similarly, if the Administrator determines the claim isn't authorized, they'll advise you and provide an explanation as to why the claim is ineligible.
- If the claim is submitted via the online portal, an authorization or denial will be sent to your email address within a half hour.
- Proceed with the necessary re-repair of the customer's vehicle and issue a written repair order that lists the specific repair that was performed to resolve the customer's warranty claim
- You should at this point complete a new repair order detailing the nature and charges for the warranty service work performed (parts and labor). On the face of the invoice, legibly write "Labor Reimbursement" and also write the claim number and approved amount on the face of the invoice

• A copy of the original repair invoice, subsequent invoice, copy of authorization email, and defective part should then be sent to your serving Auto Plus parts store or store representative

**LET'S WORK
TOGETHER TO
GET TO THE
NEXT LEVEL!!**

Credit for authorized labor claims will be issued by your Motors Service and Supply Corp. 

Call us at 715-845-1101 203 Central Bridge St., Wausau

Where *SERVICE* is our middle name.



Here Are Just a Few of Our Services.....

Engine Rebuilding Machine Shop • Parts • Paint • Chemicals
Equipment • Lubricants • Cleaning Supplies



In Business
LOCALLY OWNED
Since 1929