



Premium 2000+® is owned and serviced by National Truck Protection Co., Inc. (NTP Co.)

Repair and Claims Submission Process

You must contact us before any repairs are made for them to be paid.

1 When you have equipment trouble and believe it's covered by your Premium 2000+ warranty, please notify us right away by reporting a claim using your Self-Service Portal at portal.ntpco.com. The portal also has a feature to locate any of the 5,400+ repair facilities we work with across the US and Canada. Choosing a **Preferred Repair Partner** will guarantee labor on the covered repair and may also reduce your deductible.

If you are not able to use the Self-Service Portal, call us at **877-950-3200**. Our Claims Service Representatives can help you locate a quality repair facility.

2 If you are already at a repair facility, make sure to let them know you have a Premium 2000+ Vehicle Service Contract (warranty), and ask them to contact us by portal (portal.ntpco.com) or email (claims@ntpco.com). As the vehicle owner, **only you can authorize the shop to diagnose your truck's failure**. If the problem is not covered by the warranty you purchased, any diagnostic charges are your responsibility.

3 Once the repair facility has diagnosed your trouble and provides us with repair details, we'll work up an approval for your claim or let you know if it's not covered by your warranty. We usually do this on the same day the shop sends us the information we need.

4 Once approved repairs are completed, the shop will send us an invoice and we submit payment to them for the approved repair costs, usually within 1 hour.

Warranty owner is responsible for any claim's deductible.

**Please review your warranty thoroughly for equipment coverage, deductibles and other details*

Towing Details

You are responsible for arranging a tow. If you purchased the Roadside Assistance program through us or, you have another towing service, call them. If not, we can help you find a service to call. If you use the towing allowance included with your Premium 2000+ warranty, the towing cost will be added to your total approved claim amount (up to \$350/occurrence). If you don't have towing coverage through us, you are responsible for any towing charge.

Warranty Holder's Responsibilities

- The Vehicle Service Contract is conditional upon your complying with service requirements as recommended by the manufacturer. Receipts showing dates and services performed must be retained by you and may be requested by NTP Co. in the event of a claim. Failure to have such servicing performed within appropriate intervals may void this Service Contract.
- The vehicle odometer is the primary means for determining coverage eligibility. You must maintain your odometer in proper working condition. Documentation of odometer changes may be requested by NTP Co.
- NTP Co. may require an ECM printout at the time of any failure to verify coverage eligibility and fault codes. You must maintain your ECM in proper working condition.