



Service Department Guidelines for KeyGard

The following Procedures must be performed before starting repairs:

1. Verify that Vehicle presented for Key and/or FOB repair/replacement is the vehicle described in the KeyGard Contract (match VIN)
2. Verify Contract Holders name on Contract
3. Verify that the KeyGard Contract is in force and has not expired by time or mileage.
4. Verify the number of sets of Keys and/or FOB's that were received at purchase. If only one set was received notify customer that contract does not provide a second key or fob if one was indicated on their contract
5. Determine if the repair is covered under manufacturer's warranty.
6. Verify cost of repairs or replacement. Please note the annual limit for Key repair or replacement is \$349 for standard vehicles and \$699 for Luxury vehicles.
7. All non-working keys and/or fobs must be made available for inspection.

An Authorization number must be obtained prior to starting repair or replacement claim department toll free number:

1-888-565-2580

Claim Department Fax : 817-552-4198