

VIA Repair Approval & Warranty Claim Processing

Process to obtain VIA MOTORS Warranty Repair Approval:

- 1) Verify customer complaint.
- 2) Develop repair cost – if problem can be identified.
- 3) Verify vehicle is under warranty and repair needed should be covered under warranty.
- 4) Call VIA Technical Assistance (for warranty approval) at (844) 4VIA-TECH [844 484-2832] (10am – 9pm Eastern Time, Monday – Friday).
- 5) All VIA component repairs require a call to the VIA Technical Assistance Line (labor, parts, net items) regardless of the dollar amount.

Frequently Asked Questions:

Q: What components are covered by the VIA warranty?

A: VIA is responsible for the total VIA vehicle warranty repairs, including parts and components traditionally covered by GM under the 3/yrs. – 36,000 mile bumper to bumper warranty, which were NOT installed or modified by VIA during the conversion. (Examples include window regulators, wheel bearings, windshield wiper motor, etc.).

Q: Is there ever a time a warranty claim should be submitted to General Motors?

A: There are situations – a GM Service Action (such as service recall involving a VIA vehicle).

Q: Who do I contact for a VIA Motors warranty repair approval?

A: Contact VIA Technical Assistance - (844) 4VIA-TECH (10am – 9pm Eastern Time, Monday – Friday).

Q: When do I need to contact VIA to obtain a warranty repair approval?

A: For repairs to a VIA component - All repairs over one dollar (\$1.00).

For GM component warranty repair – When the repair is over one-thousand dollars (\$1,000.00).

Q: When do I need a repair authorization number to submit a warranty claim?

A: For VIA component warranty repairs - All repairs over one (\$1.00) dollar.

For GM component warranty repair – When repairs are over one-thousand (\$1,000.00) dollars.

For GM components warranty repairs less than one-thousand (\$1,000.00) dollars, submit the claim with authorization code “VIA222222222” on your claim.

For Pre Delivery inspections – Submit the claim with authorization code “VIA111111111” on your claim.

Q: Who should be contacted for Technical Assistance?

A: For VIA Motors components – contact VIA Technical Assistance (844) 4VIA-TECH (10am – 9pm Eastern Time, Monday – Friday).

For GM, non-modified components – GM Technical Assistance.

Q: How do I submit a VIA Warranty Claim?

A: Submit claim via GM FleetTrac – like a regular GM FleetTrac claim. For VIA installed component repairs, submit using VIA Labor Codes (located in the Labor Code Lookup on the GM FleetTrac New Claim screen). For GM installed components, submit using GM Global Warranty Labor Codes.

Questions? Call (844) 4VIA-TECH [844 484-2832]