

Reimbursement Template				Last updated: 9/3/2025																																																																	
Case Number:	84528555	Customer Name:	Anna Clark	VIN: 3GTU9DEL6NG198586																																																																	
		Repair Order Dates: 11/29/2025-12/12/2025																																																																			
Concern:	Engine Failure	Incident happened on 11/29/2025. This will be OOG due to circumstances beyond the customer's control. Customer's son was driving the vehicle as part of his preparations to move out of his dorm as it was the end of the semester and he had to be out within a short amount of time. Vehicle went into limp mode and then died all together. It was towed by the customer's son to a nearby dealership as he was not aware that he should call Roadside so customer is requesting reimbursement for the tow. The dealership did determine the engine had seized up and replaced the entire engine assembly. Customer had to drive from her home in [REDACTED] to rescue her son and is asking for mileage reimbursement as they could not get a loaner or a rental car for her son at the time. He could not stay at the college due to the end of the semester deadline to be out of his dorm and would have been homeless with his things on the street until he could get home. Customer is requesting reimbursement as follows:																																																																			
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Correction:	Engine Replaced																																																																				
Repair Status:	Complete																																																																				
Dealer Involvement: Extra notes, if any		Business case updates: <table border="1"> <thead> <tr> <th>Customer Requested</th> <th>\$AMNT</th> <th>Details</th> <th>Current Reimbursement</th> <th>\$AMNT</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td>Mileage (594 x 0.63/mile)</td> <td>\$374.22</td> <td></td> <td>Mileage (594 x 0.63/mile)</td> <td>\$374.22</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td>Tow (11/29/2026)</td> <td>\$200.00</td> <td>Overages (\$135.00)</td> <td>Tow (11/29/2026)</td> <td>\$65.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td>Total Requested Amount</td> <td>\$574.22</td> <td>Amounts not reimburseable</td> <td>-135</td> <td>Amount to submit \$439.22</td> </tr> </tbody> </table>			Customer Requested	\$AMNT	Details	Current Reimbursement	\$AMNT					\$0.00	Mileage (594 x 0.63/mile)	\$374.22		Mileage (594 x 0.63/mile)	\$374.22					\$0.00	Tow (11/29/2026)	\$200.00	Overages (\$135.00)	Tow (11/29/2026)	\$65.00					\$0.00					\$0.00					\$0.00					\$0.00					\$0.00					\$0.00					\$0.00	Total Requested Amount	\$574.22	Amounts not reimburseable	-135	Amount to submit \$439.22
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