

Procedure for Tire and Wheel Vehicle Service Contract Claims



If you are seeking benefits under this agreement, please follow these steps:

1. Contact a Rider's Advantage Administrator for authorization before replacing any tire and/or repairing or replacing any wheel. The damaged tire and/or wheel must be made available for inspection.
2. Claims must be reported within 60 days of the loss date.
3. Replacement of any tire and/or repair or replacement of any wheel must be performed at a repair facility authorized by Rider's Advantage.
4. Please furnish the specific cause of the damage (hazard), the tread depth of the damaged tire (3/32), whether the tire or wheel was repairable and, if not, why not, whether the damaged tire was due to a manufacturer's defect.
5. Please provide the contract holder's name, along with year, make, model, miles/hours, and VIN of the vehicle.
6. If a covered tire or wheel needs to be repaired/replaced after hours or when no Authorized Repair facility is available, the customer/dealer should contact us and leave a message with detailed claim information and obtain a Proof of Loss form from Rider's Advantage the next business day.

Hours: Monday - Friday,
8:00 am to 6:00 pm EST
Phone: 888.785.9736

Email: claims@capadminpros.com

Photos are required as documentation for hazard, tread depth, and miles/hours. Additional photos may be requested to prove the tire and wheel were not damaged due to impact.

If you need to file a claim, please provide the following information:

- Contract holder's full name and signature
- Repair facility name, address, phone number
- Customer complaint
- Repair diagnosis
- Parts
- Labor hours
- VIN
- Mileage
- Repair totals
- Method of payment to satisfy repair order

riders-advantage.com
918.266.1200