



IAS R.O.A.D. InTire Claim Information

- For tire claims processing, the technician must call 1-800-346-6469 prior to making any tire repairs.
- Claims processors are available Monday through Friday from 8:00 a.m. to 5:00 p.m. central time.
- The technician will be asked the following questions:
 1. Technician's name and name and telephone number of the tire repair facility.
 2. Verify the customer's address and phone number.
 3. What is the position and tread depth of the damaged tire and/or wheel?
 4. What is the technician's opinion of what caused the damage?
 5. What did the customer say caused the damage?
 6. What is the brand and size of the damaged tire?
 7. What is the brand, size, load index/speed rating of the new tire?
 8. Is the wheel damaged? If so, is the tire sealing with the wheel? If not, skip to #13.
 9. Is the wheel damage cosmetic in nature? (Cosmetic repair applies to alloy wheels only.)
 10. What is the brand, series, finish, number of spokes, dimensions, and part number of the new wheel?
 11. Is the wheel in stock?
 12. Is the wheel original equipment? If the wheel is aftermarket, fax a buyers order showing that wheel was on the vehicle at the time the warranty was purchased to 512 421 8946. Include the claim number.
 13. What is the price of the tire and/or price of the wheel, or (if cosmetic in nature) what is price of wheel repair?
 14. What is the charge for labor (mounting and balancing), valve stems, wheels weights, and disposal fees?
 15. If applicable, what is the sales tax amount?
 16. What is the total amount of the claim?
 17. Who will be reimbursed, the customer or the dealer?
 18. When was the work completed?
 19. The DOT numbers of the new tires must be included on the RO.
- Claims meeting the criteria of the warranty will be issued an authorization code to be included on the final invoice.
- For cosmetic repair of wheels, the Dealer will have the option of using their own wheel repair company, or IAS can arrange for one of our nationwide wheel repair facilities to perform the repair.
- Cosmetic repair can be performed with the wheel on the vehicle, therefore mounting and balancing charges are not

CLAIM REIMBURSEMENT WILL BE AS FOLLOWS:

- **Tires will be paid at internet retailer (i.e., tirerack.com, tireeasy.com, etc.) plus 10%*.**
- **Wheels will be paid at dealer cost plus 20%.**
- **Miscellaneous fees, such as valve stems, wheel weights, etc. are covered by this plan.**

***If this price is below the dealer's cost and proof of dealer cost is faxed to IAS, tire will be paid at dealer cost plus 10%.**

- ✓ For reimbursement, the documentation below must be forwarded to IAS. All documents must be completely legible.
- ✓ A copy of the invoice with the authorization code and customer's signature.
- ✓ If the invoice does not contain the covered vehicle's VIN, or year/make/model, we will need a copy of the front and back of the warranty.
- ✓ The customer should include his or her name, current address, and a daytime telephone number.
- ✓ For reimbursement of rental car expense, customer must submit a paid rental car receipt faxed to the number below or mailed to IAS at the address below.
- ✓ Requested documents can also be submitted via fax to 512-421-8911 or mailed to:

**IAS
12800 Angel Side Drive
Leander, TX 78641**

The status of all claims can be viewed online at www.fasterclaims.com. The customer and/or technician will need to enter in the authorization code and then they will be able to view the status and/or see what is still needed in order to process the claim.

Innovative Aftermarket Systems, L.P. reserves the right to investigate any claim prior to authorization.