



ClassicTrak Claim Procedures

CLAIMS TOLL FREE- 877-222-4162
 9:00 am-5:00 pm
 Monday- through Friday

All claims require Prior Authorization.

The instructions below are for the Service Department reference on how to file a claim.

<p>Tire</p>	<p>For unrepairable tire damage that requires Replacement, Follow the procedures on the Service Agreement and also include the following for authorization consideration:</p> <ol style="list-style-type: none"> 1. Tire Damage-Take the following (legible) pictures: <ol style="list-style-type: none"> a. Tire showing damage/failure b. Tread depth gauge visible in affected tire c. Picture showing close up of DOT number of affected tire d. Picture of Tire on the vehicle showing position, i.e., left front, right rear? 2. Computer generated estimate must contain the following: <ol style="list-style-type: none"> a. Vehicle information, including Year, Make, Model b. Customer's name, address and phone number c. The current vehicle's mileage d. The position of the tire on the vehicle at time of damage i.e., left front, right rear? e. Tire brand, size, load and speed rating f. Tire cost (MSRP) g. Customer's signature showing customer authorized the work h. Tire repairs don't require pictures but require the RO to have all the information above <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax-813-582-4008</p> <p style="text-align: center;">Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage.</p>
<p>Wheel</p>	<p>For wheel damage due to Road Hazard, follow the procedures on the Service Agreement and also include the following for authorization consideration:</p> <ol style="list-style-type: none"> 1. Wheels Damage- Take the following pictures: <ol style="list-style-type: none"> a. Picture of wheel on the vehicle showing position, i.e., left front, right rear? b. Close up of wheel showing damage c. Reason wheel is not repairable from repair specialist 2. Computer generated estimate must contain the following: <ol style="list-style-type: none"> a. The vehicle information, including Year, Make, Model b. The customer's name, address and phone number c. The current vehicle's mileage d. The position of the wheel on the vehicle i.e., left front, right rear? e. Wheel brand, size and cost (MSRP & Refurbished or Aftermarket) f. Describe the cause of failure g. Customer's signature showing customer authorized the work <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax-813-582-4008</p> <p style="text-align: center;">Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage.</p>