



All In One Claim Procedures

Claims Toll Free-877-222-4162

Office Hours: 9:00 am.-5:00 pm. Monday through Friday

All claims require prior authorization

<p>TIRES</p>	<p>If the customer experiences a tire road hazard failure, follow the claim procedures below or consult the service agreement. This information is also required for customer reimbursement 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 2. Computer generated invoice must contain the following: <ol style="list-style-type: none"> a. The vehicle information, including Year, Make, Model b. Customer's name, address and phone number c. The current vehicle's mileage d. Which position was the tire on the vehicle at time of damage i.e. left front, right rear? e. Tire brand, size, load and speed rating and tread depth f. Tire cost g. Customer's signature on the repair order <p>Send all the above information to casclaims@classictrak.com, or call the toll free number above to file a claim. We will review the claim for coverage. Contact our office for approval during normal business hours.</p>
<p>Wheel</p>	<p>If the customer experiences a road hazard failure, follow the claim procedures below or consult the service agreement. This information is also required for customer reimbursement 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 on vehicle, i.e., left front, right rear? b. Close up of wheel showing damage c. Reason wheel is not repairable "from a wheel repair specialist" 2. Computer generated invoice must contain the following: <ol style="list-style-type: none"> a. The 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 wheel on the vehicle i.e., left front, right rear? e. Wheel brand, size and cost f. Customer's signature on the repair order <p>Send all the above information to casclaims@classictrak.com, or call the toll free number above to file a claim. We will review the claim for coverage. Contact our office for approval during normal business hours.</p>
<p>Key or Remote</p>	<p>If the customer experiences a lost or damaged key, follow the claim procedures below or consult the service agreement for procedures. This information is also required for customer reimbursement consideration:</p> <p>Computer generated invoice must contain the following:</p> <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. A description of what happened to the key/remote i.e.,(lost or damaged) e. Cost of key f. Customer's signature on the repair order <p>Send all the above information to casclaims@classictrak.com, or call the toll free number above to file a claim. We will review the claim for coverage. Contact our office for approval during normal business hours.</p>

<p>Windshield Protection</p>	<p>If the customer experiences a crack in the windshield from a road hazard, follow the claim procedures below or consult the service agreement for procedures. This information is also required for customer reimbursement consideration: Computer generated invoice must contain the following:</p> <ul 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. A description of what happened to the windshield and size of damage e. Cost of repair f. Customer's signature on the repair order g. Submit a picture of the damaged windshield <p>Send all the above information to casclaims@classictrak.com, or call the toll free number above to file a claim. We will review the claim for coverage. The customer's Windshield Protection covers minor repairable chips and cracks caused by a road hazard. Minor chips should not impair the ability to use the vehicle should our office be closed. If the crack in the Windshield is over six (6) inches it would not be repairable and therefore not covered by the agreement. Contact our office for approval during normal business hours.</p>
<p>Paintless Dent Repair</p>	<p>If the customer experiences a ding or dent on the vehicle, follow the claim procedures below or consult the service agreement for procedures. This information is also required for customer reimbursement consideration: Computer generated invoice must contain the following:</p> <ul style="list-style-type: none"> h. Vehicle information, including Year, Make, Model i. Customer's name, address and phone number j. The current vehicle's mileage k. A description and count of where the dents or dings are located on the vehicle l. Cost of repair m. Customer's signature on the repair order n. Submit a picture of the area of dents /dings <p>The agreement covers repairs of minor dents and dings "up to 2 inches in diameter". Send all the above information to casclaims@classictrak.com, or call the toll free number above to file a claim. We will review the claim for coverage. Dents and dings do not impair the ability to use the vehicle while our office is closed. Contact our office for approval during normal business hours.</p>