

# TIRE PROS

Love the drive

# Tire Protection Plan

Comprehensive Tire Coverage & Roadside Assistance

Honored At Over 82,000 Locations in the U.S. and Canada!

**Now Includes Roadside Assistance!**

## COMPREHENSIVE NATIONWIDE TIRE COVERAGE INCLUDES:

### ROAD HAZARD AND TREADWEAR WARRANTY

- FREE Road Hazard Replacement for 36 Months
- Roadside Assistance for 12 Months
- FREE Rotation, Inspections, Air Pressure Checks\*
- FREE Flat Repairs

### TREAD WEAR WARRANTY REQUIRES ROTATION OF THE TIRES EVERY 5,000 MILES

Vehicles equipped with TPMS (Tire Pressure Monitoring System) may incur additional costs for tire rotations, flat repairs and tire replacements due to additional labor required for resetting the TPMS sensors.  
\*Free tire rotations and maintenance checks are provided free of charge at authorized Tire Pros locations only.

**For Warranty Service or Roadside Assistance**

# 1-844-281-0747



## Important Safety Information

Any tire, no matter how well constructed, may fail as a result of punctures, impact damage, improper inflation or other conditions resulting from normal use. Tire failures may create a risk of property damage or personal injury. To reduce the risk of tire failure we strongly recommend the following:

- **CHECK** the pressure in your tires at least monthly when the tires are cool (after the vehicle has been stopped three hours and then driven less than one mile; do not reduce pressure when tires are hot or driven less than one mile); use a tire gauge to check pressure and maintain it at the level recommended by the vehicle manufacturer.
- **NEVER** overload your tires. The maximum load carrying capability of your tires is molded on the sidewall of the tire.
- **CHECK** your tires frequently for scrapes, bulges, separations, cuts or snags resulting from use. If found, see your dealer immediately.
- **NEVER** operate your vehicle in excess of lawful speeds or the maximum speeds justified by driving conditions.
- **MAKE** every reasonable effort to avoid running over objects that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.
- **NEVER** drive on worn tires. Tires should be replaced when 2/32" of tread depth remains, which is indicated by tread wear indicators molded into the tread grooves. In most states it is illegal to drive with less than 2/32" remaining tread depth.

# TIRE PROTECTION PLAN ROAD HAZARD CERTIFICATE

## TIRE PROTECTION PLAN LIMITED WARRANTY INFORMATION

Your Tire Protection Plan Limited Warranty covers your tires for treadwear and road hazard damage that occurs when a tire fails due to a puncture, bruise or impact break incurred during the course of normal driving conditions. **The maximum term of this road hazard warranty is 36 months from the original date of purchase. After 36 months this road hazard warranty is null and void. This limited warranty covers only the new tires that you purchased from the authorized Tire Pros dealer that are identified on your dated original purchase invoice by brand, type, size, and department of transportation (DOT) numbers while installed on the vehicle identified by year, make, model, VIN, and odometer reading on your original purchase invoice.**

This limited warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle or tires from you during the term of the warranty. This limited warranty is made by the authorized Tire Pros dealer who is so named on the original invoice and who installed the tires on your vehicle. This warranty may be honored by other authorized Tire Pros dealers, or other authorized nonparticipating facilities anywhere in the United States for out of area claims. This warranty is not a warranty of American Tire Distributors, Inc., Sonsio Management, Inc., or their affiliates, subsidiaries, employees, or member companies. Sonsio Management, Inc. serves as the administrator ("Warranty Administrator") only.

## WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE

- 1. If you are within 10 miles of the location in which you originally purchased the tires and the tire warranty plan, you must return your vehicle and the damaged tire(s) to that location.**
- 2. If you are more than 10 miles from the original place of purchase, you may return to the original selling dealer or call the Warranty Administrator at 1-844-281-0747, from 8:00 AM to 8:00 PM EST Monday – Friday, 9:00 AM to 5:30 PM EST Saturday for assistance in finding a location capable of servicing your vehicle in the area. If you call outside these hours, you can choose to be connected to roadside assistance dispatch to arrange for roadside assistance services. The roadside assistance operator can dispatch a service truck to change your tire or tow you to a servicing dealer, but they cannot process a tire road hazard claim for you. You may also find your own servicing location and have them call the Warranty Administrator during operating hours to process a claim.**
- 3. If you are not returning to the original selling dealer, you must contact the Warranty Administrator at 1-844-281-0747 for prior authorization and a claim number before replacing a damaged tire.**
- 4. If you replace a covered tire due to damage caused by a road hazard outside of the store's or Warranty Administrator's hours you may still file a claim after the fact with the store or the Warranty Administrator. When more than 15 miles from the original selling dealer, if a tire needs to be replaced due to road hazard damage and authorization cannot be obtained because the damage has occurred outside of the Warranty Administrator's normal business hours, you may elect to wait for authorization or proceed with a tire replacement. In order to be eligible for reimbursement, the damaged tire must be retained, AND the Warranty Administrator must be contacted at 1-844-281-0747 within 2 business days. There is no guaranteed eligibility.**
- 5. You must present this Road Hazard Certificate along with your original invoice identifying the purchase of the tires and the tire warranty plan. If the servicing facility will not accept payment from the Warranty Administrator, you must submit a claim for reimbursement along with your original tire purchase invoice and your paid repair/replacement invoice to the Warranty Administrator.**
- 6. You must ensure your tires receive proper care and maintenance as prescribed by the tire and vehicle manufacturer. If requested by the Warranty Administrator or servicing facility, you must present a record indicating the tire received proper care and maintenance, as prescribed by the tire and vehicle manufacturer. Your Authorized Tire Pros dealer will provide free tire rotations, air pressure checks and tire inspections for the life of the warranty. Tire rotations and maintenance checks will only be provided free of charge at authorized Tire Pros locations.**
- 7. The damaged tire must be made available for inspection by the servicing facility and/or the Warranty Administrator.**
- 8. All claims must be submitted within 60 days of the date the damage was incurred. In the event you are unable to provide the tire maintenance records if requested, this warranty shall be void.**

## FLAT TIRE REPAIR

If your tire is damaged due to a road hazard and can be safely repaired, the tire will be repaired per manufacturer's guidelines at any participating facility. The repair will be provided to you free of charge, if performed by a participating Tire Pros Facility. If the repair is performed by a non-Tire Pros facility, the plan will cover the cost to have the tire repaired up to a maximum of \$25.00. The road hazard coverage will remain in effect on the covered tire for the remainder of the warranty period. You do not need to purchase new road hazard coverage for a tire that has been repaired.

## TIRE REPLACEMENT

**Road Hazard:** If a tire covered by this plan becomes unserviceable because of a road hazard during the warranty period, it will be replaced with a new tire according to the terms below. If available, an exact make/model replacement tire will be installed. If not available, a comparable quality tire will be installed. When the tire failure occurs in the first 36 months and, if in the opinion of the servicing facility the tire cannot be safely repaired per manufacturer's guidelines, the tire will be replaced with coverage up to 100% of the original selling price of the tire. You will be responsible for any mounting, balancing, taxes and any other miscellaneous fees. If you want road hazard coverage on the replacement tire, you must purchase a new plan for that tire. When the tread is worn down to 2/32" (to the treadwear indicators) the tire is considered worn out and is not eligible for road hazard adjustment.

**Treadwear:** If the tire tread wears out prior to the mileage listed in the tire manufacturer's treadwear limited warranty (if applicable), the tire(s) will be replaced on a prorated basis per the tire manufacturer's warranty. Proration will be calculated against the original purchase price, based upon the elapsed miles, as it relates to the warranted miles. Treadwear warranty excludes tires prematurely worn due to misalignment, worn or defective suspension parts, over or under inflation, lack of rotation, accident, abuse or customer neglect. You must return to the original selling dealer or a participating dealer to make a treadwear claim.

## ROADSIDE ASSISTANCE

For 12 months from the date of purchase of this plan you are eligible for roadside assistance with a limit of three occurrences per year. Call our 24-hour toll-free hotline 1-844-281-0747 and we will dispatch a service representative. Eligible Roadside Assistance services include flat tire changing assistance, towing, jump starts, fluid and fuel delivery, and lock out service. Service secured through any other provider is not eligible for reimbursement under this plan. This benefit applies to motorized passenger vehicles and specifically excludes trailers or those vehicles listed under exclusions and limitations. See your local Tire Pros dealer for details.

## EXCLUSIONS AND LIMITATIONS:

This warranty covers personal use vehicles up to and including 1 ton rated vehicles, e.g., Ford F350. The following vehicles are not eligible for coverage: Commercial, government or fleet vehicles, any emergency service vehicle, any vehicle used for hire, towing, construction or postal service, any vehicles used for farm, ranch, agricultural or off-road service. Coverage excludes damage from off-road use (off-road use is defined as driving on anything other than a paved or gravel road maintained by state or local authority). Coverage excludes damage from collision or accident, fire, vandalism, theft, snow chains, manufacturer's defects, abuse or customer neglect (e.g., improper application, improper inflation, brake lock up, wheel spinning, torque snags, etc.). Also excluded are damages resulting from mechanical failures (e.g., failed shocks, struts, alignment, etc.), interference with vehicle components (e.g., fenders, exhaust, springs, etc.) or improper installation (tire bead torn or broken). Also excluded are any tires that have been retreaded, recapped, regrooved, remolded, siped, tubed or repaired in a manner other than per manufacturer's guidelines. If the tires and vehicle are not properly identified on a dated purchase invoice issued to you from the original selling dealer, there is no coverage under this limited warranty. **CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE EXCLUDED** (additional expenses which you may incur as the result of faulty repair or service). Some states do not allow the exclusion or limitation of consequential and incidental damages; therefore, such limitations or exclusions may not apply to you. No expressed guarantees are given other than that stated herein. This service plan gives you specific legal rights; you may have other rights which vary from state to state. You may return the invoice to the original selling dealer within 10 days of purchase for a full refund. **All-Wheel Drive vehicles may require replacement of all tires if there is a difference in tire tread depth. This warranty only covers replacement of tires damaged by road hazards and, if applicable, tires with premature wear under the tire manufacturer's treadwear warranty; the customer is responsible for replacing any other tires.**

## \$350 PROMISE

The \$350 Promise applies to any valid Tire Pros warranty claims in which the covered vehicle becomes disabled or is rendered undrivable as a result of a condition covered under the warranty. In the event that a covered vehicle becomes disabled and Tire Pros cannot refer the warranty holder to a location less than 25 miles from the location of the disabled vehicle, the warranty holder will be awarded a payment by check (please allow 4-6 weeks for delivery) of \$350.00, provided all claims guidelines, as detailed below, are followed.

- In order for a \$350 Promise claim to be honored, the claim must be made and approved at the same time as a valid Tire Pros warranty claim.
- Original warranty holder must complete a claim form and supply all supporting documentation within 30 days of the date of claim.