

TIRE & RIM MECHANICAL FAILURE INSURANCE *SERVICE PROCEDURE*



For tire +/-or rim replacement and rim repair service:

- Return the vehicle to your selling dealer or licensed repair facility.
- Provide the dealer/licensed repair facility with a copy of your Tire & Rim certificate.
- **If the licensed repair facility is not the selling dealer, provide a copy of the First Canadian Repair Protection (FCRP) service form.**
- Complete the “Details of Incident” section and sign the service form.
- The dealer/licensed repair facility will be required to supply a parts and labour estimate for tire or rim replacement.
- The dealer/licensed repair facility will be required to take pictures of the damaged tire or damaged rim.
- Pictures and service form are to be sent to FCRP at tireservice@firstcanadian.ca for review.
- FCRP will inform the dealer/licensed repair facility of the service status upon review of the service submitted.
- Once authorized and work completed, the dealer/licensed repair facility to submit signed copy of the repair order along with a copy of the detailed invoice showing their cost to purchase the tire or rim for payment.
- **Replacements and rim repairs must be pre-authorized;** failure to do so will result in non-reimbursement.

For tire repair service

- Return the vehicle to your selling dealer or licensed repair facility to have the tire or rim repaired. The repair must be completed with the tire being removed from the wheel and a rubber stem patch assembly installed to the inner liner to prevent air loss.
- Present the dealer/licensed repair facility with a copy of your Tire & Rim certificate.
- Present the dealer with a copy of the FCRP service form.
- Complete the “Details of Incident” section and sign the service form.
- The dealer/licensed repair facility or the owner must submit a signed copy of the repair order for payment to tireservice@firstcanadian.ca. The invoice must include the date, vehicle description, and owner information.
- Maximum limit for tire repairs is \$60.00, including taxes.

If you have any questions about the form or its application, please call our Tire Service Department at **780-417-5486** or email at tireservice@firstcanadian.ca.



Address: 320 Sioux Road, Sherwood Park, AB T8A 3X6

• **Tel:** 780-417-5486 • **Email:** tireservice@firstcanadian.ca

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