

# TIRE & RIM MECHANICAL FAILURE INSURANCE *SERVICE PROCEDURE*



## Service Submission:

Contact our tire and rim service department direct:

Email: [tireservice@firstcanadian.ca](mailto:tireservice@firstcanadian.ca)

Phone: **780-417-5486**

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

- Complete the service form, including customer and vehicle information, complete parts and the labour estimate(s), details of Incident section, and have the customer sign the service form.
- Take pictures of the damaged tire or damaged rim.
- Email the pictures and service form to First Canadian Repair Protection (FCRP) at [tireservice@firstcanadian.ca](mailto:tireservice@firstcanadian.ca) for review.
- FCRP will advise on the service status upon review of the service submitted.

**Replacements and repairs must be pre-authorized;** failure to do so will result in non-reimbursement.

## For tire repairs:

- The puncture repair must be completed with the tire being removed from the rim and a rubber stem patch assembly installed to the inner liner to prevent air loss. Do not use only a plug, only a patch, or an outside-in tire repair / on the wheel repair.
- Submit a signed copy of the repair order for payment.
- Maximum limit for tire repairs is \$60.00 including taxes.

## Payment:

- Once completed, submit signed repair order to FCRP.
- For replacements and sublet, include a copy of the invoice showing the cost to purchase the tire +/-or rim or the sublet rim repair.

Email: [tirepayables@firstcanadian.ca](mailto:tirepayables@firstcanadian.ca)

Mail: Tire & Rim Mechanical Failure Insurance  
320 Sioux Road  
Sherwood Park, AB T8A 3X6

- **For any questions or concerns, call 780-417-5486**



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

• **Tel:** 780-417-5486 • **Email:** [tireservice@firstcanadian.ca](mailto:tireservice@firstcanadian.ca)

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