



YOUR ROAD HAZARD CLAIM

Welcome to the Future!

Our new digital road hazard claim portal has been developed to provide our valued customers with a best-in-class experience. This self-serve portal was designed to maximize the speed and security with which your claim will be resolved. It is available 24/7/365 from any place and on any device! Just register, log in, and follow the easy to read instructions. Automated alerts will keep you informed of the claim status every step of the way.

Repair or Replace?

- Proper tire repairs are safe and effective.
- When you repair your tire, you may have no out-of-pocket cost (repair coverage is limited to \$40 per tire).
- When you replace a tire, you will be responsible to pay for labor, taxes, valve stems, wheel weights, and disposal fees since these items are not covered under this road hazard program.
- If you have any question about whether a tire is safely repairable or not, please speak to a professional tire repair technician.

How to File a Repair Claim

1. Determine if your tire(s) can be repaired.
 - If there is a puncture in the center of the tread area, the tire is usually repairable. See photo below for repairable area. If there is a puncture or damage to the shoulder or sidewall, the tire should be replaced.
 - Punctures greater than a quarter inch in diameter are not repairable.
 - If there are multiple areas of damage to the same tire, the tire may not be repairable.
2. Prepare to file your claim.

To submit your Tire Repair claim for reimbursement, you will need to have the following information.

 - A description of the road hazard that damaged your tire(s).
 - A copy of the receipt showing that the original tires you purchased from Tire Rack were installed on your covered vehicle.
 - A copy of the repair receipt.

Unlike tire replacements, no prior authorization is needed for repairs. Go to a shop of your choice and have your tire repaired.
3. Submit your claim.
 - Go to <https://trclaims.nationsafedrivers.com>.
 - Just register, log in, and follow the simple instructions.
 - You can upload your supporting documents here as well.

NOTE: Digital photographs of your documents that clearly show the entire document are acceptable.
4. Your claim will be reviewed within five (5) business days. Check the claim portal anytime to view the status of your claim.





How to File a Replacement Claim

Replacement coverage will only apply if it is determined that the tire is not repairable. **Please be sure to follow our simple pre-authorization process BEFORE you replace any tire.**

1. Prepare to file your claim.

To submit your tire replacement claim, you will need to have the following information.

- A description of the road hazard that damaged your tire(s).
- If requested by the Administrator, digital photographs of the damaged tire(s) that clearly shows the damage(s).
- If requested by the Administrator, a signed proof of loss (claim form) explaining the facts and circumstances of your claim.
- If requested by the Administrator, any other reasonable documentation.

2. Get pre-authorized.

- Visit <https://www.trrclaims.nationsafeddrivers.com>.
- Register, log in, and follow the simple instructions.

Please note that claims for tires replaced without Administrator's prior authorization will be declined (see the Terms and Conditions for details)

3. Replace your tires.

After you receive your pre-authorization, you may replace your damaged tire(s).

- Purchase your replacement tire(s). **Remember that for the best value, service, and free road hazard coverage, visit www.tirerack.com for all your replacement tire needs.**
- Have the replacement tire(s) installed on your covered vehicle at a shop of your choosing.
- You will need the tread depth of the damaged tire in order to complete your claim. Please have your repair shop include the tread depth on your repair order.

4. Submit your claim for reimbursement consideration.

Visit <https://www.trrclaims.nationsafeddrivers.com>. Log in and provide the requested information. Then, upload the following documents.

- A copy of the receipt showing that the original tires you purchased from Tire Rack were installed on your covered vehicle.
- A copy of the installation receipt showing that the replacement tires were installed on your covered vehicle.
- NOTE: Digital photographs of your documents that clearly show the entire document are acceptable.

5. Your claim will be reviewed within five (5) business days. Check the claim portal anytime to view the status of your claim.