



PROGRAM CLAIM PROCEDURES

FEDERATED NATIONWIDE ROAD HAZARD PROGRAM

WHAT TO DO WHEN A CUSTOMER COMES TO YOU WITH A VALID ROAD HAZARD PLAN CLAIM

1. Obtain a copy of the customer's original invoice and Nationwide Road Hazard Plan certificate.
2. Verify that the tire presented for a road hazard adjustment is the same tire identified on the original purchase invoice. Also confirm that the damage to the tire is the result of a road hazard.
3. Prior to beginning any road hazard repair or replacement, you should obtain the current tread depth of the damaged tire. Tread depth must be measured at three different places on the tire. An average of these readings will be used to determine the remaining depth used for calculation, unless any part of the tire has worn down to 2/32 of an inch or less. A tire with 2/32 of an inch or less is considered worn out and is no longer covered by the Road Hazard Plan.
4. Record the DOT number of the damaged tire. Call the Program Administrator at 866-830-4189 prior to performing any tire repair or replacement and advise the Administrator of your findings – or go to www.federatedroadhazard.com and fill in the claim form online. Then print the completed claim form and include it with the other documents.
5. You shall complete a new work order detailing the current customer information, vehicle make, year and model, mileage, replacement date, and tire information. Do not charge the customer for the authorized amount of the tire repair or replacement. This Nationwide Limited Road Hazard Plan does not cover mounting, balancing taxes and fees.
6. Upon completion of the tire repair or replacement, fax or email a copy of the customer's original invoice and the tire repair or replacement invoice to the Program Administrator. If filing a claim online, you must also fax or email the Road Hazard Plan claim form.
7. Upon receipt of the invoices and claim form (if filed online), the Administrator will call you back and pay the claim by credit card.

Warranty Center Claim Fax Number: **866-658-1246**
Warranty Center Claim Email: **fax@abswarranty.net**
Warranty Center Mailing Address: **Federated Road Hazard Program
PO Box 33535
Denver, CO 80233**
Warranty Center Hours: **Monday through Friday
8:00 a.m. to 8:00 p.m. ET
Saturdays 9:00 a.m. to 6:00 p.m. ET
Closed on Sundays and Holidays**

ALL CLAIMS MUST BE SUBMITTED FOR REIMBURSEMENT WITHIN 60 DAYS OF THE DATE THE WARRANTY REPAIRS WERE COMPLETED. FAILURE TO SUBMIT THE REQUIRED INVOICES WITHIN 60 DAYS WILL VOID THE CLAIM.



EMAIL REGARDING YOUR CLAIM STATUS:
FEDERATED@ABSWARRANTY.NET



CALL TO FILE A CLAIM:
866-830-4189



FILE A CLAIM ONLINE:
FEDERATEDROADHAZARD.COM