

Tire Road Hazard Overview

By purchasing eligible tires through the Toyota Tire Center program, you can offer your customers a 24-month tire road hazard program benefit.

Program Benefit:

- 24-month program benefit that begins on customer's original purchase date
- Replacement tire claims only (no repairs)
- Mounting, balancing and disposal fees not included

	Program Benefit Description	Maximum Benefit
First Year: 100% Coverage	Reimbursement is based on current dealer net.	\$550/covered tire
Second Year: 50% Coverage	Customer pays 50% of the original retail price. Program administrator reimburses the difference between the customer's contribution and the current dealer net.	\$550/covered tire

Eligibility*:

- OEM, OEA or WIN tires
- Eligible tire was purchased through the Toyota Tire Center program
- Customer purchased an eligible tire and eligible tire was installed by a participating dealership
- Customer is able to provide their original invoice to your dealership
- Road Hazard occurred on a public roadway
- Road Hazard occurred during the 24 month period
- Eligible tire has a tread depth greater than 2/32"
- Eligible tire must be replaced by a dealership participating in the Toyota Tire Center program

***Additional exclusions may apply. See dealer/consumer terms and conditions for complete details.**

Program Administrator Contact Information:

Program Administrator	Sonsio Management, Inc.
Phone Number	1-800-858-8882
Fax Number	1-866-597-9323
Email	dtclaimsus@sonsio.com
Address	P.O. Box 17480, Golden, CO 80402-6024
Hours of Operation	Monday – Friday: 6 a.m. to 5:30 p.m. (MST) Saturday: 6 a.m. to 2:30 p.m. (MST) Sunday and on some holidays: Closed

Making a Claim:

Please refer to the "Tire Road Hazard Checklist" for instructions and itemized list of information required. [Click Here](#) for the checklist.

Claim Status:

To view the status of your claim, go to <http://claims.sonsio.com/ClaimStatus/Default.aspx>.

To login, enter the customer's last name and claim number. After logging onto the portal, click on the claim number to view additional claim details.

Reimbursement:

Payment for approved claims may be issued through a mailed check or faxed credit card authorization form. Credit card reimbursement must be requested at the time the claim is made (check payment is the default method).

Credit Card Authorization Process:

- Upon claim approval, a credit card authorization form will be faxed to your dealership with the claim number, authorized payment amount and a credit card number.
- A new credit card number will be issued on each credit card authorization form.
- Once the credit card authorization form is received, you must process payment within 24 hours.
- Tape the credit card receipt to the original fax cover sheet and write the approval code on fax sheet.
- Fax the form and attached receipt to the program administrator at 1-866-690-6746 to confirm that the payment has been processed.

How to Order Consumer Brochures:

A printable version of the consumer brochure is available in the “Road Hazard” hub, located under the “Service Center” tab (click “Service Center”; then see list of communications – “Road Hazard” hub) of the TCMC website.

- Additional consumer brochures can be ordered through the Toyota Material Distribution Center (MDC) after February 15. Material number is 00545-TRDHz-13.

Helpful Hints:

- Designate one primary claim administrator and a backup claim administrator to handle all road hazard claim submissions
- Inspect the tire to make sure the damage was due to an eligible road hazard condition and not a manufacturer’s defect
- All claims must receive preliminary approval from the program administrator before proceeding with the tire replacement
- Describe the **exact** damage found on the tire to the program administrator
- Request payment by credit card on the preliminary approval call to expedite payment
- Scan and email the claim documentation for record of the claim submission
- Go to <http://claims.sonsio.com/ClaimStatus/Default.aspx> or call the program administrator at 1-800-858-8882 to follow up with the status of your claim

To view the complete terms and conditions of this program, please view the consumer brochure and the dealer guidelines available in the “Road Hazard” hub, located under the “Service Center” tab (click “Service Center”; see list of communications – “Road Hazard” hub) of the TCMC website.