

# PLATINUM TIRE AND RIM *SERVICE PROCEDURE*



## **For Tire or Rim REPLACEMENT service**

- Return the vehicle to your selling dealer or local licensed repair facility.
- Provide the dealer/licensed repair facility a copy of your Tire & Rim certificate.
- **If the licensed repair facility is not the selling dealer, provide a copy of the PTRP 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 punctured tire or damaged rim.
- Pictures and service form are to be sent to PTRP at [tireservice@firstcanadian.ca](mailto:tireservice@firstcanadian.ca) for review.
- PTRP will inform the dealer/licensed repair facility of service status upon review of service submitted.
- Once authorized and work completed, the dealer/licensed repair facility to submit signed copy of repair order along with a copy of the detailed invoice showing their cost to purchase the tire or rim, for payment.

**Replacements 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 repaired.  
**The puncture 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 a copy of your Tire & Rim certificate.
- Present the dealer a copy of the PTRP 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](mailto:tireservice@firstcanadian.ca). The invoice must include the date, vehicle description, and owner information.

Maximum limit for tire repairs is \$40.00, 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](mailto:tireservice@firstcanadian.ca).

