



FILE A CLAIM ONE OF THE FOLLOWING WAYS:

CALL: 866.559.4245

VISIT: www.sonsio.com/e-claims

SCAN: the QR code



**SERVICE DRIVE STAFF CLAIMS
REDEMPTION PROCESS:**

**PLEASE HAVE THE FOLLOWING
WHEN FILING A CLAIM:**

**TIRE & WHEEL
ROAD HAZARD**

Call 866.559.4245
The Representative will give you prior authorization and a claim tracking number prior to repair or replacement of a tire or wheel. No prior authorization is needed for a tire repair only.

Invoices can be emailed to tireclaims@sonsio.com or faxed to 1.866.449.3239

1. Vehicle mileage
2. Brand, model, and size of wheel and/or tire
3. Wheel finish (if applicable)
4. Tread depth
5. DOT number
6. Cause of damage

**COSMETIC
WHEEL REPAIR**

Call 866.559.4245
The Representative will schedule an authorized technician to come to the dealer. May need to send the wheels to an authorized re-manufacturing facility.

1. VIN
2. Customer name and contact info
3. Location of damaged wheel
4. Wheel finish
5. Cause of damage
6. Photo of wheel

**PAINTLESS
DENT REPAIR**

Call 866.559.4245
The Representative will schedule an authorized technician to come to the dealer.

1. VIN
2. Customer name and contact info
3. Location of dents
4. Size of dents
5. Any paint damage in area of dents?

HAIL BENEFIT

Call 866.559.4245
The Representative will instruct on next steps. All work will be completed by an authorized technician.

1. VIN
2. Customer name and contact info
3. Insurance company info for customer
4. Deductible amount
5. Insurance company estimate

**WINDSHIELD REPAIR
OR REPLACEMENT**

Call 866.559.4245
The Representative will schedule an authorized technician to come to the dealer for repairs. May need to send to another facility for replacement. ADAS may be included if required.

1. VIN
2. Customer name and contact info
3. Location & number of chips and/or cracks on windshield

INTERIOR REPAIR

Call 866.559.4245
The Representative will schedule an authorized technician to come to the dealer. May need to send to an Interior Repair facility for best results.

1. VIN
2. Customer name and contact info
3. Location of damage (eg. seats, door panel, headliner)
4. Size of damage

KEY PROTECTION

Call 866.559.4245
The Representative will instruct on next steps.

1. VIN
2. Customer name and contact info
3. Type of key
4. Key missing or damaged
5. Spare key available
6. Estimate to repair or replace

**COSMETIC
BUMPER REPAIR**

Call 866.559.4245
The Representative will instruct on next steps. All work will be completed by an authorized technician.

1. VIN
2. Customer name and contact info
3. Location of bumper (front or rear)
4. Damage Description
5. Photo of damage
6. Estimate to repair, if obtained

**RENTAL / RIDESHARE / TRANSPORTATION
REIMBURSEMENT OF \$50 PER CLAIM**