

GOOD SAM 36-MONTH TIRE ROAD HAZARD PROGRAM

TO SUBMIT A CLAIM, YOU MUST PRESENT YOUR ORIGINAL TIRE SERVICE AUTHORIZATION (RECEIPT) SHOWING THE PURCHASE OF THE TIRE

This Tire Road Hazard Program (“**Program**”) for the new tires you purchase from the Good Sam Tire Program through Transit Pros Tire Service, LLC is provided and administered by Sonsio Management, Inc. (“**Administrator**”).

In the State of Ohio, this Road Hazard Program (“**Program**”) is provided and administered by Sonsio Management, Inc. (“**Provider**” and “**Administrator**”). The obligations of the Provider under this Road Hazard Program are guaranteed under a reimbursement insurance policy issued by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157-6596, (800) 852-2244. If the Provider fails to pay or provide service on a valid claim, including any obligation to refund the Road Hazard Program holder upon cancellation of the Road Hazard Program, within sixty (60) days after proof of loss has been filed, the Road Hazard Program holder is entitled to make a claim directly against the insurance company. This Road Hazard Program is not insurance and is not subject to the insurance laws of Ohio.

In the State of New York, Sonsio International of Wisconsin, Inc., PO Box 17540, Golden, Colorado, 80402, is the Administrator and Provider of this Tire Road Hazard Service Program (“**Program**” or “**Contract**”). The obligations of the Provider under this Contract are insured under a service contract reimbursement insurance policy issued by American Bankers Insurance Company of Florida, 11222 Quail Roost Drive, Miami, FL 33157-6596, (800) 852-2244. If the Provider fails to pay or provide service on a valid claim, including any obligation to refund the Contract holder upon cancellation of the Contract, within sixty (60) days after proof of loss has been filed, the Contract holder is entitled to make a claim directly against the insurance company.

The Seller of the tires covered by this Road Hazard Program is identified by name and address on the receipt for your original tire purchase, the “**Tire Service Authorization**” or “**Receipt**”, which is attached to and made a part of this Program terms and conditions statement.

WHAT IS COVERED: This Program covers only the tires (i) purchased by you, the Customer, from the Good Sam Tire Program through Transit Pros Tire Service (“**Original Retailer**”), and (ii) that are listed clearly on the Receipt, identified by the listed part/SKU, and (iii) while installed on your recreational vehicle or travel trailer identified by year, make, and model on your original Receipt (“**Eligible Tires**”). This Program is limited to the repair or replacement of Eligible Tires damaged by a road hazard as described below.

TERM OF COVERAGE: This Program covers Eligible Tires for a term of 36 months from the date on your original Receipt for the tires, or until any part of the tire tread that comes in contact with the road has a tread depth of 3/32” or less, whichever occurs first (“**Coverage Term**”).

WHAT IS ROAD HAZARD DAMAGE? Road hazard damage is damage that occurs when a tire fails as a result of a puncture, bruise, or impact break incurred during the course of normal driving on a road maintained by state or local authority (including roads maintained by state or national park services, or improved campgrounds). Nails, glass and potholes are the most common examples of road hazards.

WHAT ARE THE BENEFITS? This Program provides reimbursement as defined below for flat tire repair and/or tire replacement, **up to the original purchase price of the tire or the replacement tire price, whichever is less, not to exceed the maximum limits set forth in the table below (“Benefit Limit”)** during the Coverage Term, when an eligible tire is damaged by a road hazard.

Tire Diameter	Flat Tire Repair Maximum	Tire Replacement Maximum
Diameter < 19”	\$25.00 per tire	\$450.00 per tire
Diameter >=19”	\$50.00 per tire	\$800.00 per tire

WHAT ARE THE LIMITATIONS?

- Your original Receipt must include the following:
 - Retailer Name, address, and phone number
 - Your full name and address
 - The year, make, and model of your recreational vehicle or travel trailer
 - The brand, type, and size and part/SKU number of each tire
- You must purchase the replacement tire and/or pay for the tire repair. You will be reimbursed for the repair or replacement of the Eligible Tire as determined by the Administrator in accordance with the benefits and terms defined herein, once all required documentation has been submitted and approved.
- Under no circumstances will the eligible reimbursement amount exceed the Benefit Limit.
- Program Administrator reserves the right to limit reimbursement to the generally accepted retail replacement costs.
- The benefits of this Program are secondary to any other coverage you may have purchased including motor club contracts and vehicle service contracts that provide tire and/or wheel coverage. When an Eligible Tire is damaged by a road hazard and another company provides any reimbursement for the tire, the maximum amount reimbursable under this Program will be less the amount of their reimbursement.

WHERE YOU CAN OBTAIN SERVICE: Whenever possible you should return your vehicle to the original selling dealer. You may also contact the Program Administrator at 1-844-481-2245 during normal business hours to receive assistance locating the nearest tire service center. If you do not follow the Program Administrator’s instructions, the Program Administrator is not obligated to reimburse or pay for the cost of any repairs or replacements.

FLAT TIRE REPAIR: If, during the Coverage Term, an Eligible Tire is damaged due to a covered road hazard and can be safely repaired per industry standards and guidelines, have the tire repaired by a tire service center. The repair will be covered up to the Benefit Limit per tire, per occurrence. You are responsible for any additional amounts. The Program will remain in effect for the repaired tire for the remainder of the Coverage Term.

TIRE REPLACEMENT: If, during the Coverage Term, an Eligible Tire is damaged due to a covered road hazard, have the tire replaced by a tire service center with an exact make/model of tire if available. If not available, a comparable quality tire should be installed. Reimbursement for the replacement tire will not exceed the Benefit Limit. You are responsible for any additional charges including, but not limited to, mounting, balancing, taxes and miscellaneous fees.

YOUR RESPONSIBILITIES:

1. Properly care for and maintain your tires, including ensuring tires are operated at proper inflation pressures.
2. Use all reasonable means to protect your tires from additional damage.
3. Contact the Administrator at 1-844-481-2245 for prior authorization and a claim number before replacing a damaged tire.
4. Furnish such information as may be required, including but not limited to the Department of Transportation (DOT) number of the damaged tire.

WHAT YOU MUST DO TO MAKE A CLAIM WHEN AN ELIGIBLE TIRE IS DAMAGED:

1. If you have a tire that has been damaged due to a road hazard as defined above, go to a tire service center to have your tire examined.
2. If you have presented an Eligible Tire during the Coverage Term, the tire service center will verify that the damage to the tire is due to a road hazard as defined above.
3. If the tire can be safely repaired per industry standards and guidelines, have the tire repaired. You do not need to contact the Program Administrator for prior approval to repair the tire.
4. If the tire cannot be safely repaired per industry standards and guidelines, you must contact the Program Administrator at 1-844-481-2245 for prior authorization and to obtain a claim number. **You must obtain prior authorization and a claim number before replacing the damaged tire or your claim may be denied. The tire must be replaced according to the terms described under Tire Replacement.**
5. You must purchase the replacement tire and/or pay for the tire repair. You will be reimbursed for the repair or replacement of the Eligible Tire as determined by the Administrator in accordance with the benefits and terms defined herein, once all required documentation has been submitted and approved.
6. You must sign the repair or replacement invoice from the tire service center.
7. You must submit a copy of your original Receipt showing the purchase of the tires, and a copy of your signed repair or replacement invoice to the Administrator. **Documents may be sent by fax to 1-866-449-3239, by email to tireclaims@son시오.com, or by postal mail to Road Hazard Program Administrator, P.O. Box 17480, Golden, CO 80402-6024.** You must include the claim reference number provided to you by the Administrator if your tire was replaced.
8. Your repair/replacement invoice must include: (i) the name and address of the tire servicing facility from which you purchase the replacement tire, (ii) your full name and address, (iii) your vehicle year, make and model, and (iv) the brand, type, size, and purchase price of the replacement tire.
9. You are responsible for the total cost to repair or replace the damaged tire and any and all other charges not eligible for reimbursement by the Program.
10. The damaged tire must be made available for inspection if requested by the Administrator.
11. If a tire needs to be replaced and authorization cannot be obtained because the damage has occurred outside of the Program Administrator's normal business hours, you may elect to wait for authorization or proceed with a tire replacement. In order to be eligible for reimbursement: (1) you must go to a tire retailer participating in the Good Sam Tire Program or to a tire service center; (2) if replaced, the damaged tire must be retained, AND (3) the Program Administrator must be contacted at 1-844-481-2245 within 2 business days. There is no guaranteed eligibility.
12. **All claim documentation, including the tire(s) if requested, must be submitted within 60 days of service in order for your claim to be considered for reimbursement.**

EXCLUSIONS: THIS PROGRAM WILL NOT PAY OR REIMBURSE FOR:

1. Failures to tires occurring when any part of the tire tread that comes in contact with the road has a tread depth of 3/32" or less.
2. Replacements made without the Administrator's prior authorization.
3. Tire repairs or replacements made by anyone other than a tire service center, its agents, contractors or licensees.
4. Any invoice presented for payment of services not performed as described at the time of authorization.
5. Damage incurred outside the United States and Canada.
6. Repair or replacement of tires that are not: (1) purchased by you, the Customer, from Good Sam Tire Program through Transit Pros, and (2) clearly listed on the original Receipt; (3) identified by the listed part/SKU; (4) while installed on your vehicle identified by year, make, and model on your original Receipt ("Eligible Tires"); and (5) damaged while installed on the vehicle.
7. Any loss, damage or expense caused by accidents, collision, theft, larceny, snow chains, explosion, lightning, earthquakes, fire, windstorms, hurricanes, water, floods, malicious mischief, vandalism, civil commotion, riots, war, etc.
8. The repair or replacement of a tire due to manufacturer recall, defect or warranty or any reason the manufacturer will repair or replace the tire at its expense or at a reduced cost.
9. Any damage due to misuse, abuse, negligence, improper application, improper towing, improper balancing or alignment, improper inflation, brake lock up, wheel spinning, torque snags, etc.
10. Cosmetic damage to any tire. Cosmetic damage is described as damage that does not affect the structural integrity of the tire.
11. Damage caused by mechanical failures (e.g., failed shocks, struts, alignment, balancing, etc.) or interference with vehicle components (e.g., fenders, exhaust, springs, etc.).
12. Any loss, damage or expense as a result of off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority, or state or national park services, or improved campgrounds).
13. Repair or replacement of tires that have been repaired in a manner other than per tire manufacturer guidelines and industry approved methods.
14. Repair or replacement of tires that have been re-treaded, re-capped, re-grooved, remolded, or tubed.
15. Repair or replacement of any tire(s) used or installed on motorcycles, trailers, or on vehicles used for competitive driving or racing, police or emergency service, snow removal, carriage of passengers for hire, commercial towing, construction, or postal service.
16. Repair or replacement of any tire(s) used or installed on vehicles used for farm, ranch, or agriculture, and vehicles that are registered to or licensed under a farm or ranch.

17. Michelin PAX® system, PAX® tires, and tires and wheels of similar construction and purpose.
18. Repair or replacement of tire pressure monitoring systems (TPMS) and/or devices and components associated with TPMS.
19. Liability for damage to property, injury to or death of any person arising out of the operation, maintenance or use of the vehicle whether or not related to tire damage.
- 20. PRE-EXISTING CONDITIONS AND/OR DAMAGE**
- 21. CONSEQUENTIAL, INCIDENTAL AND/OR SECONDARY DAMAGES.**
22. Any other costs or expenses that may be incurred as a result of the need to repair or replace a tire.
23. Any costs or expenses arising because the vehicle is not available for use.
24. Traffic fines, citations or penalties.
25. Storage or freight charges.

The benefits of this Road Hazard Program are secondary to any other coverage you may have purchased including motor club contracts and vehicle service contracts that provide tire and/or wheel coverage. When an Eligible Tire is damaged by a road hazard and another company provides any reimbursement for the tire, the maximum amount reimbursable under this Road Hazard Program will be less the amount of their reimbursement.

This Road Hazard Program gives you specific legal rights; you may have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of consequential or incidental damages, therefore such limitations may not apply to you.

THE PROGRAM ADMINISTRATOR RESERVES THE RIGHT TO DENY ANY CLAIM SUBMITTED WITH FALSE OR MISLEADING INFORMATION OR IF THE PAPERWORK DOES NOT CLEARLY IDENTIFY THE ORIGINAL PURCHASER, VEHICLE AND TIRES, OR IF YOU ARE UNABLE TO PROVIDE THE RECEIPT. Authorization is granted based on the information provided during the call; if the documentation submitted (including the tire(s) if requested) does not substantiate the information provided during the call, your claim may be denied. All claims must be submitted within 60 days of service or your claim may be denied. All claim documentation, including the tire(s) if requested, must be submitted within 60 days of service in order for your claim to be considered for reimbursement.

GENERAL:

1. The terms and conditions outlined above are the full and complete agreement between the parties. No oral representations or statement should be relied upon by purchaser.
2. The Program Administrator may delegate the performance of its duties and obligations and assign its rights and benefits hereunder.
3. The Program Administrator assumes no obligation or responsibility with regard to the vehicle.
4. The Program Administrator neither assumes nor authorizes anyone to assume additional liability on its behalf.

CANCELLATION: The Administrator reserves the right to cancel this Program by refunding the original purchase price to the purchaser. If no claims have been made, you may cancel this Program by returning to the Original Facility and surrendering the Road Hazard Program within 10 days for a full refund of the amount paid for the Program. **IN THE STATE OF NEW YORK:** A 10% penalty per month will be applied to any refund that is not paid or credited within 30 days after the return of the Road Hazard Program to the Administrator. The Administrator reserves the right to cancel this Program by refunding the original purchase price to the purchaser. If we cancel for any reason other than 1) nonpayment of the Program price; 2) material misrepresentation; or 3) substantial breach of duties by you, Administrator will provide written notice of cancellation at least 15 days prior to the effective date of cancellation.

TRANSFER: This Program is extended only to you, the original purchaser of the tire(s), and may not be transferred to anyone who purchases your vehicle or tires during the term of this Program. Coverage is not transferable to any other vehicle or tires.