

R.I.D.E.S. (ESP) Submitting Claims



Initiating a Claim through the R.I.D.E.S Program, formerly Wheel & Sprocket's Extended Service Plan through Ensure Protect

Effective September 1, 2025

Ensure Protect now requires customers to initiate the claim process. To help speed up the service process, we recommend obtaining your **case number** before bringing your bike in. If you don't have one yet, our Service Team will be happy to assist you at drop-off.

Steps to Start Your Claim

1. **Call Ensure Protect at 1-866-4-RIDES (1-866-474-4337)** before or during your service visit.
2. **Provide as many details** to the claims agent (don't worry if you're not exactly sure of the problem— Wheel & Sprocket can help diagnose after you get your Case #)
 - Examples for service:
 - i. Was your bike in an accident while riding?
 - ii. Is there a part broken?
 - iii. Are you looking to perform routine maintenance?
 - Description of the issue or requested work
3. The claims agent will issue you a **CASE #**.
4. **Share your CASE #** with our Service Center team when you drop off your bike.