

# TIRE Warranty Guide



owner.ford.com

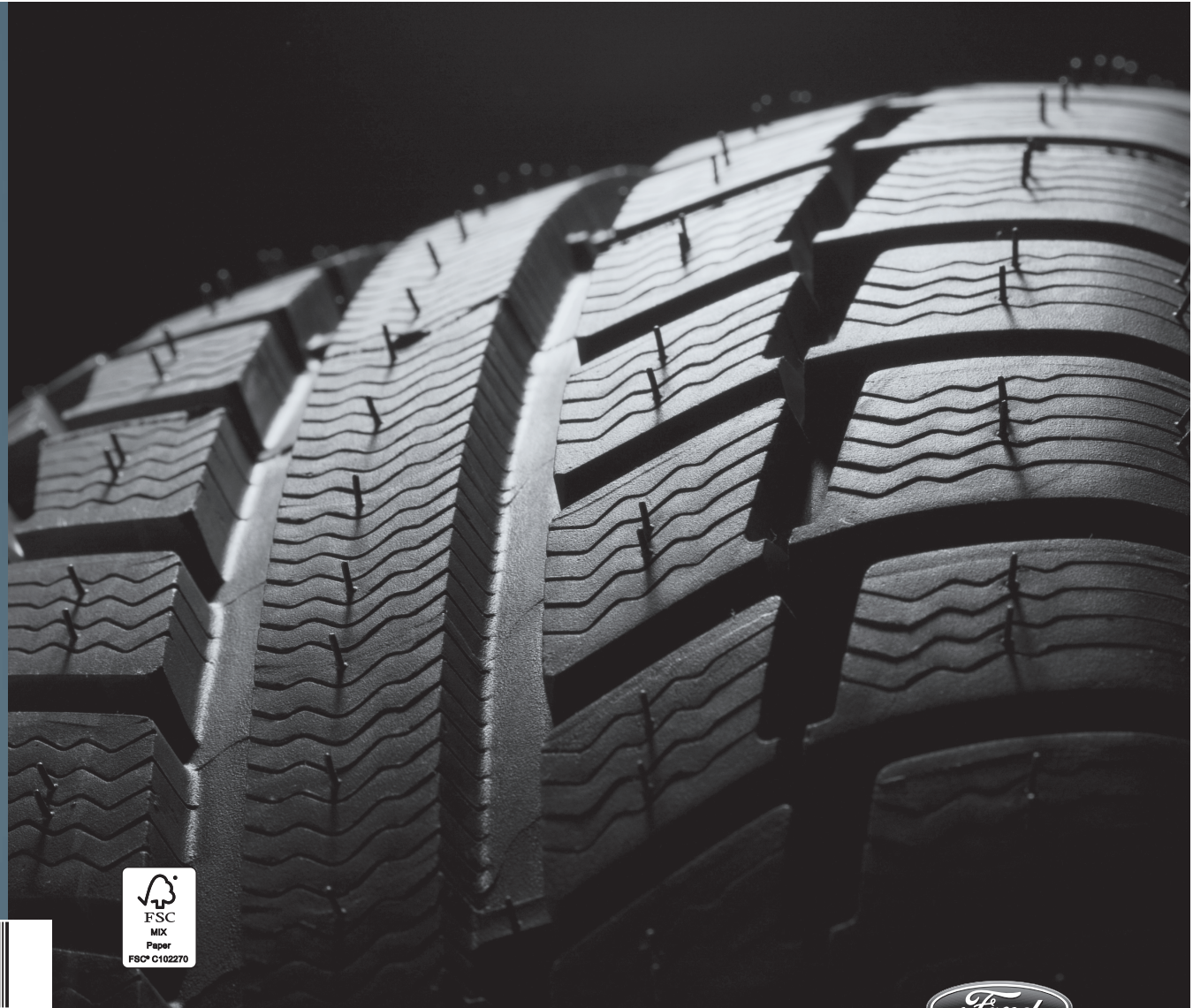


ford.ca

January 2016  
First Printing  
Tire Warranty Guide  
Litho in U.S.A.



HL1J19T201 AA



## Table of Contents

<b>FORD AND LINCOLN NEW VEHICLE LIMITED WARRANTY</b>	<b>2</b>
<b>BRIDGESTONE/FIRESTONE LIMITED WARRANTY</b>	<b>4</b>
<b>BFGOODRICH TIRES</b>	<b>9</b>
<b>CONTINENTAL TIRE</b>	<b>13</b>
<b>GOODYEAR &amp; DUNLOP BRANDS</b>	<b>20</b>
<b>HANKOOK TIRE - LIMITED WARRANTY</b>	<b>28</b>
<b>MAXXIS</b>	<b>31</b>
<b>MICHELIN</b>	<b>36</b>
<b>PIRELLI</b>	<b>43</b>
<b>TOYO TIRES LIMITED WARRANTY</b>	<b>48</b>
<b>YOKOHAMA</b>	<b>53</b>
<b>SAFETY INFORMATION</b>	<b>59</b>

The information contained in this publication was correct at the time of going to print. In the interest of continuous development, we reserve the right to change specifications, design or equipment at any time without notice or obligation. No part of this publication may be reproduced, transmitted, stored in a retrieval system or translated into any language in any form by any means without our written permission. Errors and omissions excepted.

# FORD AND LINCOLN NEW VEHICLE LIMITED WARRANTY

## FORD AND LINCOLN NEW VEHICLE LIMITED WARRANTY

One or more separate warranties apply to tires on your new vehicle. The New Vehicle Limited Warranty covers tire defects in factory supplied material or workmanship for 100% of labor costs and on a prorated adjustment basis for parts. (See the reimbursement schedule below).

For vehicles within the New Vehicle Limited Warranty time in service and mileage coverage period, defective tires will be replaced on a prorated adjustment basis according to the following mileage-based Reimbursement Schedule:

### MILES DRIVEN PERCENT OF PARTS COVERED BY FORD FOR FORD AND MERCURY PASSENGER CARS AND LIGHT TRUCKS

1 - 12,000	-100%
12,001 - 24,000	- 60%
24,001 - 36,000	- 30%

### MILES DRIVEN PERCENT OF PARTS COVERED BY FORD FOR LINCOLN VEHICLES

1 - 12,000	-100%
12,001 - 24,000	- 60%
24,001 - 36,000	- 30%
36,001 - 50,000	- 15%

The tire manufacturer may also provide you with a separate tire warranty that may extend beyond the New Vehicle Limited Warranty coverage. You will find the manufacturer's tire warranty with the owner literature supplied with your vehicle or in this guide if it has been provided to Ford with a request to publish. You have the option of having a tire warranty repair performed by the tire manufacturer's authorized service center. If you go to a tire service center for a repair covered by the New Vehicle Limited Warranty, you may be charged a prorated amount for wear or other charges. If so, you should present your paid invoice detailing the nature of the charges to any Ford Motor Company dealership for refund consideration. When making warranty repairs on your vehicle, the dealer will use Ford or Motorcraft parts or remanufactured or other parts that are authorized by Ford. In certain instances, Ford may authorize repairs at other than Ford dealer facilities. Tire replacements under warranty will be made with the same brand and model as originally equipped with the vehicle unless the same brand and

## FORD AND LINCOLN NEW VEHICLE LIMITED WARRANTY

model is no longer available, in which case a tire of the same brand, size, load, speed and tread type will be used. In some circumstances, Ford may authorize another brand and/or model to substitute for the original brand and model, even if still available.

Refer to your New Vehicle Limited Warranty Guide for complete coverage details.

The following tire warranty information has been provided by and published at the request of the tire manufacturer. Ford Motor Company makes no representations about the warranties or information provided by tire manufacturers.

# BRIDGESTONE/FIRESTONE LIMITED WARRANTY

## ORIGINAL EQUIPMENT PASSENGER AND LIGHT TRUCK TIRES Including RFT Tires with Run-Flat Technology

### ELIGIBILITY

This Limited Warranty covers BRIDGESTONE and FIRESTONE brand passenger and light truck tires, including RFT and temporary spare tires, originally installed by the vehicle manufacturer on a new vehicle. You are covered under the terms of this Limited Warranty if the tire was produced after July 4, 2004 (DOT serial 2704 or later) and has been used only on the vehicle on which it was originally installed in non-commercial service.

### WHAT IS WARRANTED AND FOR HOW LONG

Before wearing down to 2/32nds of an inch (1.6 mm) remaining original tread depth (i.e. worn down to the top of the built-in indicators in the tread grooves) and within 6 years from the date of purchase (proof of purchase date required; without proof of purchase date, then within 6 years from the date of tire manufacture), for any reason other than those excluded in the section entitled "What This Limited Warranty Does Not Cover," any eligible tire that becomes unusable for any reason within the manufacturer's control will be replaced with an equivalent new tire on the basis set forth in this Limited Warranty.

### WHAT THIS LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not cover the following:

**1. Tire damage or irregular wear due to:**

A. **Road hazards**, including, without limitation: Puncture, cut, impact break, stone drill, bruise, bulge, snag, etc.

B. **Improper use or operation**, including, without limitation: Improper inflation pressure, overloading, tire/wheel spinning, use of an improper wheel, tire chain damage, misuse, misapplication, negligence, tire alteration, or for racing or competition purposes.

C. **Insufficient or improper maintenance**, including, without limitation: Failure to rotate tires as recommended in this manual, wheel misalignment, worn suspension components, improper tire mounting or demounting, tire/wheel assembly imbalance, or other vehicle conditions, defects, or characteristics.

D. **Contamination or degradation** by petroleum products or other chemicals, fire or other externally generated heat, or water or other material trapped inside the tire during mounting or inflation.

## BRIDGESTONE/FIRESTONE LIMITED WARRANTY

E. **Improper repair** voids this Limited Warranty.

F. **For RFT tires only, improper run-flat or low tire pressure operation**, including, without limitation: Exceeding speed, distance, or other run-flat/low-pressure operation limitations.

2. Rapid tread wear or wear-out. Original equipment tires have no mileage warranty.
3. Weather/ozone cracking after 4 years from date of tire manufacture.
4. Ride disturbance or vibration after 1/32nd of an inch (0.8 mm) of tread wear use.
5. Tires with sealant, balance, or other filler material that was not originally applied or inserted by the tire manufacturer.
6. Tires used in commercial service.
7. Tires purchased and normally used outside the United States and Canada.
8. The cost of applicable federal, state, and local taxes.
9. Failure to follow any of the safety and maintenance recommendations or warnings contained in this manual.

This Limited Warranty is in addition to and/or may be limited by any other applicable written warranty you may have received concerning special tires or situations.

### REPLACEMENT PRICE

Radial passenger and light truck tires adjusted under this Limited Warranty will be replaced free of charge during the first 25% of tread wear or within 12 months from the date of purchase (proof of purchase date required; without proof of purchase date, then within 12 months from the date of tire manufacture), whichever occurs first. During the free replacement period, mounting and balancing are included free of charge.

To determine the replacement price after the free tire replacement period, the percent of used tread wear is multiplied by the current selling price for the replacement tire(s). The appropriate taxes, mounting, balancing, disposal fee, and other service charges may be added to the adjustment replacement price.

In Canada, the tire will be adjusted at dealerships (subject to dealer discretion) at a predetermined "Adjustment Price."

# **BRIDGESTONE/FIRESTONE LIMITED WARRANTY**

## **REPLACEMENT WARRANTY**

If you receive a replacement tire under this Limited Warranty, it will be covered by the manufacturer's warranty, if any, given on that tire at that time.

## **WHERE TO GO**

Tire adjustments under this Limited Warranty will only be made at an authorized Bridgestone Firestone retailer. Consult a phone directory (often listed in the Yellow Pages under "Tire Dealers") or the internet at [www.bridgestonetire.com](http://www.bridgestonetire.com) for the location nearest you.

## **CONSUMER RIGHTS**

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or in Canada from province to province.

## **CONDITIONS AND EXCLUSIONS**

To the extent permitted by law, Bridgestone Americas Tire Operations, LLC disclaims all other warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose and any liability for incidental and consequential damages, loss of time, loss of vehicle use, or inconvenience. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty applies only to consumers actually using the tire in the United States and Canada. For warranty conditions outside the United States and Canada, see your local Bridgestone Firestone distributor.

Obligations under this policy may not be enlarged or altered by anyone.

In accordance with Federal Law, this Limited Warranty has been designated as a Limited Warranty. Nothing in this Limited Warranty is intended to be a representation that tire failures cannot occur. This Limited Warranty is given in the United States by Bridgestone Americas Tire Operations, LLC, 535 Marriott Dr., Nashville, TN 37214 and in Canada by Bridgestone Canada Inc., 5770 Hurontario St., Suite 400, Mississauga, Ontario, Canada L5R 3G5.

# BRIDGESTONE/FIRESTONE LIMITED WARRANTY

## OWNER'S OBLIGATIONS

In order to keep this Limited Warranty valid, we require you to have your tires regularly inspected and rotated per the recommendations outlined in your vehicle's owner's manual and to furnish proof of same in order to receive an adjustment. Such proof should show the date, mileage, and servicing location. A sales receipt containing this information will suffice. It is your obligation to maintain proper tire inflation pressures as specified by the vehicle manufacturer and to operate the vehicle within tire/vehicle load capacity and speed limitations. It is also your obligation to maintain proper wheel alignment and tire/wheel assembly balance. To request an adjustment, you must present the tire to an authorized Bridgestone Firestone retailer. Complete and sign the customer section of the Bridgestone Americas Tire Operations, LLC Limited Warranty adjustment form and pay appropriate replacement price, taxes, disposal fee, and service charges, if any.

## ARBITRATION

You and Bridgestone Americas Tire Operations, LLC agree that all claims, disputes, and controversies between you and it, including any of its agents, employees, successors, or assigns, arising out of or in connection with this Limited Warranty, or any other warranties, express or implied, including a failure of warranty and the validity of this arbitration clause, but excluding claims for personal injury or property damage, shall be resolved by binding arbitration between you and it, according to the formal dispute resolution procedures of the National Arbitration Forum, under the Code of Procedure then in effect. This arbitration will be conducted as a document hearing. If you request any procedures beyond a document hearing, you will be responsible for all fees, including filing and administrative fees, above and beyond the fees required for document hearings. The arbitration between you and Bridgestone Americas Tire Operations, LLC shall not include any other customers, be combined or consolidated in any fashion with arbitrations involving other customers, or proceed in any form of class action in which the claims of numerous customers are considered together. Any award of the arbitrator(s) may be entered as a judgment in any court of competent jurisdiction. The arbitrators will have no authority to award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. Information may be obtained and claims may be filed at any office of the National Arbitration Forum or at P.O. Box 50191, Minneapolis, MN 55405.



# BRIDGESTONE/FIRESTONE LIMITED WARRANTY

## TIRE MAINTENANCE AND SAFETY INFORMATION

Any tire, no matter how well constructed, may fail in use as a result of punctures, impact damage, improper inflation, overloading, or other conditions resulting from use or misuse. Tire failure may create a risk of property damage, serious personal injury or death.

To reduce the risk of tire failure, Bridgestone Americas Tire Operations, LLC strongly recommends you read and follow all tire specifications, recommendations and safety information found in the following resources:

- The “Tire Safety Information” section of this booklet.
- The Vehicle Owner’s Manual.
- The vehicle certification and tire information placards/labels on the vehicle.
- The Bridgestone and Firestone Tire Maintenance, Safety and Warranty Manual (for original equipment passenger and light truck tires)

## CONTACT US

For a copy of the Bridgestone Firestone tire manual and for other important tire service information, recommendations and safety warnings, please contact us:

### **On the internet:**

- [www.bridgestonetire.com](http://www.bridgestonetire.com)
- [www.firestonetire.com](http://www.firestonetire.com)

### **In the United States:**

Bridgestone Americas Tire Operations, LLC  
Technical Service Department  
1-800-356-4644

### **In Canada:**

Bridgestone Canada Inc.  
Technical Service Department  
1-800-267-1318

In addition, we recommend periodic inspection and maintenance, if necessary, by a qualified tire service professional.

## ABOUT THIS WARRANTY

As the original purchaser of a BFGoodrich® brand passenger or light truck tire, you are encouraged to read this booklet carefully to determine which warranty coverages apply to the specific tires that you own. Please also pay close attention to the Owner's Manual since it provides essential safety and maintenance information.

## WHAT IS COVERED AND FOR HOW LONG

### Workmanship and materials

BFGoodrich brand passenger and light truck tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in the attached owner's manual, are covered by this warranty against defects in workmanship and materials for the life of the original usable tread, or six years from the date of purchase, whichever comes first. At that time, all warranties, express or implied, expire. The life of the original usable tread is the original tread down to the level of the treadwear indicators - 2/32nds of an inch (1.6 mm) of tread remaining. Date of purchase is documented by new vehicle registration. If no proof of purchase is available, the date of manufacture as molded on the sidewall will be used. Replacement will be made in accordance with the terms and conditions described under "How Replacement Charges are Calculated".

**Note:** Your vehicle manufacturer may provide additional tire warranty coverage over and above what is provided by BFGoodrich. Consult your vehicle owner's information for further information.

## WHAT IS NOT COVERED

### Tires Which Become Unserviceable Due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact damage or puncture).
- Incorrect mounting of the tire, tire/wheel imbalance or improper repair.
- Misapplication, improper maintenance, racing, underinflation, overinflation or other abuse.
- Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as wheel misalignment, (a measured tread difference of 2/32nds of an inch (1.6 mm) or more across the tread on the same tire).
- Accident, fire, chemical corrosion, tire alteration or vandalism.

## BFGOODRICH TIRES

- Use in commercial applications for treadwear.
- Flat spotting caused by improper storage.
- The adding of liquid, solid or gaseous materials other than air, nitrogen or carbon dioxide (for example, waterbase sealers or balancing substances).
- Ozone or weather checking.

### HOW REPLACEMENT CHARGES ARE CALCULATED

#### Passenger and Light Truck Tires Workmanship/Materials

A tire which becomes unserviceable due to a condition covered by this workmanship and materials limited warranty will be replaced with a comparable new BFGoodrich brand tire, free of charge, when  $\frac{2}{32}$ nds of an inch (1.6 mm) or less of the original tread is worn, (or 25% or less, whichever is more beneficial to you) and within 12 months of the date of purchase. The cost of mounting and balancing the tire is included. **You pay the cost of any other service charges and applicable taxes.**

When more than  $\frac{2}{32}$ nds of an inch (1.6 mm) of the original tread has been worn (or more than 25%, whichever is more beneficial to you) or after 12 months from the date of purchase, you must pay the cost of a comparable new BFGoodrich brand passenger or light truck replacement tire on a prorated basis. The retailer/authorized dealer will determine the charge by multiplying the percentage of the original usable tread worn by the current selling price at the adjustment location or the price on the current BFGoodrich brand Base Price List, whichever is lower. This list is based on a predetermined price intended to fairly represent the actual selling price of the tire. **You pay the cost of mounting, balancing, and any other service charges and applicable taxes.**

#### Mileage Tires

A tire meeting the conditions for treadwear prorated replacement will be replaced with a comparable new BFGoodrich brand tire based on the actual mileage received. The participating BFGoodrich brand tire retailer/authorized dealer will determine the charge by multiplying the percent of mileage received by the current actual selling price at the adjustment location or the price for the new tire in the current BFGoodrich brand Base Price List, whichever is lower. This list is based on a predetermined price intended to fairly represent the actual selling price of the tire. **You pay the cost of mounting, balancing, and any other service charges and applicable taxes.**

# BFGOODRICH TIRES

## WHAT YOU MUST DO WHEN MAKING A CLAIM

When making a claim under the terms of this limited warranty you must present your tire(s) to a participating BFGoodrich brand tire retailer/authorized dealer. The vehicle on which the tires were used must be available for inspection. BFGoodrich brand tire retailers are listed in the yellow pages under "Tire Dealers-Retail". Personal identification (i.e. Driver's License, Credit Card, etc.) and vehicle registration may be required. **You pay any service charges for normal vehicle and tire maintenance.**

## CONDITIONS AND EXCLUSIONS

This limited warranty does not provide compensation for loss of time, loss of use of vehicle, inconvenience or incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Tires presented for claim remain the property of the consumer and BFGoodrich brand accepts no responsibility for loss of, or damage to, tires which are in the custody or control of a BFGoodrich brand tire retailer/authorized dealer for the purpose of inspection for warranty adjustment.

Tires accepted for claim become the property of Michelin North America, Inc. (MNA), which is the processor or warranty claims for BFGoodrich brand tires.

**In the event of a disputed claim, the consumer must make the tire available for further inspection.**

No BFGoodrich brand representative, employee or retailer has the authority to make or imply any representation, promise or agreement, which in any way varies from the terms of this limited warranty.

This limited warranty applies only in the United States.

## CONSUMER RIGHTS

This limited warranty gives you specific legal rights. You may also have other rights which vary from state to state.

# BFGOODRICH TIRES

## SAFETY MAINTENANCE INFORMATION

Read the Tire Safety Information section in this guide, the information on the sidewall of your tires, your vehicle owner's manual and vehicle tire information placard for essential safety and maintenance information.

When service is required:

1. Contact a participating BFGoodrich tire retailer.
2. If additional assistance is needed in locating a BFGoodrich retailer, please call or write to Consumer Care as listed below.

You should have complete confidence in your new BFGoodrich tires. Still it's important to register your tires in the event that we need to contact you. For online tire registration, visit [www.bfgoodrichtires.com/register](http://www.bfgoodrichtires.com/register).

## CONTACT INFORMATION

You should have complete confidence in your new BFGoodrich tires. Still it's important to register your tires in the event that we need to contact you. For online tire registration, visit [www.bfgoodrichtires.com/register](http://www.bfgoodrichtires.com/register).

Any time you see damage to your tires or wheels, immediately contact your local participating BFGoodrich tire retailer listed in the yellow pages. If further assistance is required, contact:

United States:	1-877-788-8899
Or Write:	Consumer Care Department P.O. Box 19026 Greenville, SC 29602-9026
Or Email:	<a href="http://www.bfgoodrichtires.com">www.bfgoodrichtires.com</a>

# CONTINENTAL TIRE

## **CONTINENTAL TIRE THE AMERICAS, LLC AND CONTINENTAL TIRE CANADA, INC. LIMITED WARRANTY AND ADJUSTMENT POLICY FOR ORIGINAL EQUIPMENT PASSENGER CAR AND LIGHT TRUCK TIRES (INCLUDING TEMPORARY SPARE TIRES)**

**THIS LIMITED WARRANTY AND ADJUSTMENT POLICY IS NOT  
A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME  
UNSERVICEABLE IF NEGLECTED OR MISTREATED.**

**Continental Tire recommends that you carefully review this  
guide, which contains important Limited Warranty and Policy  
information. Continental Tire encourages you to also read the  
important safety and maintenance information included in this  
guide.**

### **1. ELIGIBILITY**

This Limited Warranty and Adjustment Policy applies to the original owner of new Continental/General Tire brand passenger and light truck (LT) tires that are the new vehicle original equipment tires bearing the Continental/ General Tire brand name and D.O.T. Tire Identification Number, operated in normal service, and used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations. Tire(s) on any vehicle registered and normally operated outside the United States and Canada are excluded from eligibility under this Limited Warranty and Adjustment Policy.

### **2. WHAT IS THE ADJUSTMENT POLICY AND HOW LONG IS IT APPLICABLE?**

#### **BASIC COVERAGE**

Eligible Tires are covered by this Limited Warranty and Adjustment Policy for a maximum of 72 months from the date of purchase, determined by the new vehicle registration date or new vehicle sales invoice showing date of purchase.

#### ***Where to Go for Warranty replacement:***

Contact the vehicle dealer from where you purchased the vehicle to determine the eligible warranty coverage for your tires and where to proceed from there.

# CONTINENTAL TIRE

## ***Free Replacement Period:***

If an eligible Continental/General Tire brand passenger or light truck tire becomes unserviceable from a condition other than those listed under Section 3 during the first 12 months or first 2/32nds of an inch (1.6 mm) of treadwear (whichever comes first) it will be replaced with a comparable new Continental/General Tire brand tire FREE OF CHARGE, including mounting and balancing. Owner pays all applicable taxes.

## ***Temporary Spare Tires:***

This Policy also extends to the original owner of the Continental/General Tire brand Temporary Spare Tire that was originally equipped by the vehicle manufacturer as a temporary spare tire bearing a Continental/General Tire D.O.T. serial number. An eligible Temporary Spare Tire under this Policy must have been operated in normal service, used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations.

This Policy is for a maximum period of 72 months from date of purchase, determined by the new vehicle registration date or new vehicle sales invoice showing date purchased. If a Temporary Spare Tire becomes unserviceable from a condition other than those listed in Section 3, during the first 1/32nd of an inch (0.8 mm) of treadwear, then it will be replaced with a comparable new Continental brand Temporary Spare Tire FREE OF CHARGE, including mounting and balancing. The owner pays all applicable taxes. After this "Free Replacement Policy" for your Temporary Spare Tire expires, no adjustment will be made.

## ***After the Free Replacement Period:***

The tire (except temporary spare tire) may still be eligible for a prorated replacement for 72 months from date of original purchase until the tread is worn down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.) If an eligible tire becomes unserviceable under the stipulations of this Limited Warranty and Adjustment policy it will be replaced charging the owner a prorated amount. Owner pays all applicable taxes (including F.E.T. in the USA), mounting and balancing charges. The replacement tire price will be determined by multiplying the percentage of the useable tread worn by the Dealers Selling Price (excluding all applicable taxes) at the time of the adjustment. The useable tread is the original tread down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.)

## 3. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY

### THE FOLLOWING ARE NOT COVERED:

**Road Hazard:** Any tire with road hazard damage, which includes, but is not limited to: cuts, snags, punctures, bruises, and impact breaks.

**Ride/Vibration:** Any ride/vibration complaint after the first 2/32nds of an inch (1.6 mm) of treadwear or 12 months of service, whichever comes first.

**Repairs:** If a tire is returned under complaint and the reason for the tire's disablement is in any way associated with a repair, or with the situation that led to the repair, the manufacturer's warranty is invalidated.

**Mileage:** Tread wear out up to a predetermined mileage is not covered under this policy.

**Improper operation or maintenance:** This includes, but is not limited to, effects caused by:

#### 1. **Improper tire inflation and/or improper load/speed practices:**

These practices can cause excessive operational temperatures and stresses that exceed the tire's capabilities.

#### 2. **Improper or insufficient tire rotation.**

#### 3. **Improper vehicle alignment.**

#### 4. **Damage due to:**

- Rim irregularities or rim damage.
- Snow chains.
- Vehicle mechanical problems, including brake problems, and vehicle wheel alignment.
- Extreme temperature exposure.
- Negligent and abusive driving such as tire spinning, or racing
- Improper tire storage.
- Automotive accident.
- Chemical corrosion or fire.
- Use contrary to the vehicles manufacturer's tire recommendations.
- Misuse or misapplication.

#### **Improper Mounting or Demounting**

**Alteration:** such as, but not limited to, adding a white inlay on blackwall, tread regrooving, tire truing or siping, or adding sealant materials to the tire.



# CONTINENTAL TIRE

**Weather checking/cracking: Not covered after 48 months from the date of purchase.**

**Failure to observe safety and maintenance precautions set forth in Section 6.**

## **ATTENTION AUTHORIZED DEALERS:**

**CONTINENTAL TIRE RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION FOR ALL RETURNED TIRES ON CONDITIONS UNDER SECTION 3.**

**THIS LIMITED WARRANTY AND POLICY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CONTINENTAL TIRE EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT PERMIT SUCH A LIMITATION; FOR THOSE U.S. STATES AND/OR CANADIAN PROVINCES, ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE MAY NOT APPLY TO YOU.**

**TO THE EXTENT PERMITTED BY LAW, CONTINENTAL TIRE DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM U.S. STATE TO STATE AND/OR CANADIAN PROVINCE TO PROVINCE.**

**THIS IS THE ONLY EXPRESS WARRANTY MADE BY CONTINENTAL TIRE. NO CONTINENTAL TIRE EMPLOYEE, RETAILER, OR DEALER HAS THE AUTHORITY TO MAKE ANY**

# CONTINENTAL TIRE

**WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF CONTINENTAL TIRE EXCEPT AS EXPRESSLY WRITTEN IN THIS LIMITED WARRANTY AND ADJUSTMENT POLICY.**

**IN OBSERVANCE OF U.S. FEDERAL LAW, THIS LIMITED WARRANTY AND ADJUSTMENT POLICY HAS BEEN DESIGNATED A "LIMITED WARRANTY". CONTINENTAL TIRE DOES NOT INTEND TO REPRESENT THROUGH THIS LIMITED WARRANTY AND ADJUSTMENT POLICY THAT TIRE FAILURES CAN OR CANNOT HAPPEN.**

## **4. CONTINENTAL TIRE'S OBLIGATIONS**

Replacement of Eligible Tires will be made by any vehicle dealer authorized to handle Continental/ General Tire brand tire adjustments or a Continental/General Tire brand authorized dealer. CONTINENTAL TIRE will replace the tire pursuant to the terms of this Limited Warranty and Adjustment Policy. Tires that are replaced under an adjustment basis under this Limited Warranty and Adjustment Policy become the property of CONTINENTAL TIRE.

## **5. OWNER'S OBLIGATIONS**

To make an eligible claim under this Limited Warranty and Adjustment Policy, the owner must present a claim with the tire to an Authorized Dealer. For the nearest Authorized Dealer, consult the Yellow Pages, the Continental brand internet address, or the 800 telephone numbers shown on the back of this Limited Warranty and Adjustment Policy. Owner must present new vehicle registration form or new vehicle sales invoice indicating the date of purchase. Owner will be required to sign the CONTINENTAL TIRE Limited Warranty Claim Form or dealer replacement sales receipt.

Owner is responsible for paying all applicable taxes set forth under this Limited Warranty and Adjustment Policy. Owner is also responsible for paying local tire-disposal fees and any parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs.

Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire.

# CONTINENTAL TIRE

## 6. SAFETY WARNING:



**WARNING:** Ignoring any of the safety and information contained in this limited warranty and Adjustment Policy may result in tire failure, causing serious injury or death.

- **Tire failure due to underinflation /overloading.** Follow vehicle owner's manual or tire placard in vehicle for proper inflation and loading
- **Explosion of tire/rim assembly due to improper tire mounting.** Tire mounting/demounting can be dangerous. It should be performed only by a trained tire specialist using proper tools and procedures. Prior to tire mounting/demounting, the Rubber Manufacturers Association (RMA) wall charts and manuals should be read to obtain the proper procedures. The failure to follow these procedures may result in faulty positioning of the tire and/or rim, which may cause the assembly to burst with force sufficient to cause injury or death
- **Tire failure due to damage.** Inspect your tires frequently for scrapes, bulges, separations, cuts, snags and other damage from road hazards. Damage from impact can occur to the inner portions of your tire without being visible to the outside. If you suspect a tire has been damaged from striking anything unusual in the road, you must have the tire removed from the rim and inspected both inside and out by a trained tire specialist. Air loss or unusual tire wear can also be warning signs that a tire may have internal damage. If you notice these conditions, have your tire inspected by a trained individual.
- **Tire failure due to excessive tire spinning.** Avoid tire spinning. The centrifugal force generated by a free-spinning tire/rim assembly may cause a sudden tire explosion resulting in vehicle damage and/or serious injury or death. Never exceed 35 mph (55 km/h) as indicated on your speedometer when your vehicle is stuck in snow, mud, or sand and your tire(s) is/are spinning. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand or permit anyone else to stand near or behind a tire spinning while attempting to push a vehicle that is stuck.

## CONTINENTAL TIRE

### **TEMPORARY SPARE TIRE OWNERS:**

CONTINENTAL TIRE does not recommend any repair to or reuse of punctured Temporary Spare Tires.

### **FOR SERVICE ASSISTANCE OR INFORMATION**

Contact the nearest Continental/General Tire brand tire dealer or vehicle dealer authorized to handle Continental/ General Tire tire adjustments, or you can contact Continental Tire's Customer Relations Department directly as follows:

#### **In United States:**

Phone: 1-800-847-3349

Online: [www.continentaltire.com](http://www.continentaltire.com)

Continental Tire the Americas, LLC.

1830 McMillan Park Dr. Fort Mill, SC 29707

#### **In Canada:**

Phone: 1-855-453-1962

Online: [www.continentaltire.ca](http://www.continentaltire.ca)

Continental Tire Canada Inc.

6110 Cantay Rd. Mississauga, ON, L5R 3W5

## **GOODYEAR & DUNLOP BRANDS**

### **HIGHWAY AUTO AND LIGHT TRUCK TIRE WARRANTY AND ADJUSTMENT POLICY (EXCLUDES GOODYEAR® UNISTEEL® RADIAL LIGHT TRUCK TIRES)**

#### **WHO IS ELIGIBLE?**

You are eligible for the benefits of this Limited Warranty if you meet all the following criteria:

- You are the owner or authorized agent of the owner of new Goodyear or Dunlop® highway auto or light truck tires supplied as original equipment on your vehicle.
- Your tires bear Department of Transportation prescribed tire identification numbers.
- Your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer or Goodyear's recommendations.
- Your tires were purchased on or after March 1, 2014.

Light truck tires are defined as all tires identified with the "LT" designation in the sidewall stamping.

#### **WHAT IS COVERED AND FOR HOW LONG?**

##### **FREE TIRE REPLACEMENT**

Any new Goodyear or Dunlop highway radial auto or radial light truck tire, covered by this policy, removed from service due to a covered warranty condition during the first 2/32nds of an inch (1.6 mm) of usable tread or twelve months from date of purchase, whichever comes first, will be replaced with a comparable new Goodyear or Dunlop tire at no charge, including mounting and balancing. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

##### **ALL OTHER HIGHWAY AUTO OR LIGHT TRUCK TIRES**

Any new Goodyear or Dunlop highway auto or light truck tire, other than radial auto, radial light truck tires, removed from service due to a covered warranty condition during the first 1/32nd of an inch (0.8 mm) of usable treadwear will be replaced with a comparable new Goodyear or Dunlop tire at no charge, including mounting and balancing.

## GOODYEAR & DUNLOP BRANDS

### TEMPORARY SPARE TIRES

Any Goodyear or Dunlop brand temporary spare tire removed from service due to a covered warranty condition during the first 50% of usable treadwear (1/32nd of an inch [0.8 mm]) will be replaced with a comparable new Goodyear or Dunlop brand temporary spare tire at no charge, including mounting.

### PRORATED ADJUSTMENT

Tires not eligible for free replacement that are removed from service due to a covered warranty condition will be replaced with a comparable new Goodyear or Dunlop tire on a prorated basis for up to six (6) years from the date of original new tire purchase or when the treadwear indicators become visible worn to 2/32nds of an inch 1.6 mm, whichever occurs first. (Without proof of purchase the date of manufacture will be used to determine eligibility.)

### HOW WILL PRORATED CHARGES BE CALCULATED?

Replacement price will be calculated by multiplying the tire's advertised retailer selling price at the time of adjustment by the percentage of usable original tread that has been worn off. You pay for mounting and balancing, and an amount equal to the current Federal Excise Tax (U.S. only) and government mandated charges, and any other applicable taxes.

**EXAMPLE:** If your disabled tire had an original 8/32nds of an inch (6.4 mm) of usable treadwear and is worn to 4/32nds of an inch (3.2 mm) of usable tread remaining, you have used 50% and therefore must pay 50% of the advertised retail selling price of the comparable tire.

In addition, you must pay an amount equal to the full current Federal Excise Tax (U.S. only) or any other applicable taxes and government-mandated charges for the comparable new replacement tire at the time of adjustment. If the price of the new comparable tire is \$130, the cost to you would be \$65 plus F.E.T. (U.S. only) plus any other applicable taxes and government-mandated charges.

### WHAT IS A COMPARABLE TIRE?

A "comparable" new Goodyear or Dunlop tire will be the same brand tire and may either be the same line of tire or, in the event that the tire is not available, the same brand tire with the same basic construction and similar performance attributes with a different sidewall or tread configuration. If a higher priced tire is accepted as replacement, the difference in price will be at an additional charge to you.

Any replacement tire provided pursuant to this warranty will be covered by the Goodyear or Dunlop warranty in effect at the time of replacement.

# GOODYEAR & DUNLOP BRANDS

## ADDITIONAL PROVISIONS

A tire has delivered its full original tread life and the coverage of this limited warranty ends when the treadwear indicators become visible (worn to 2/32nds of an inch [1.6 mm]), or six (6) years from the date of new tire purchase, whichever occurs first. Without proof of purchase the date of manufacture will be used to determine eligibility.

## LIMITATIONS

This limited warranty is applicable only in the United States and Canada.

## WHAT IS NOT COVERED BY THIS WARRANTY?

This limited warranty does not cover the following:

- Tires submitted for ride disturbance complaints that are worn beyond the first 2/32nds of an inch (1.6 mm) of tread depth, or tires submitted for ride disturbance due to damaged wheels or any vehicle condition.
- Goodyear does not warrant or give credit in any adjustment transaction for any kind of material added to a tire (e.g., tire fillers, sealants, balancing substances) after the tire leaves a factory producing Goodyear or Dunlop tires, nor will it adjust any tire that has failed as a result of adding such material.
- Irregular wear or damage due to mechanical condition of the vehicle, improper inflation, overloading, high speed spin-up, misapplication, misuse, negligence, racing, use of tire chains, improper mounting or demounting, improper repair, wreck, collision or fire.
- Road hazards (includes, but not limited to, punctures, cuts, snags, impact breaks, etc.).
- Any tire that, after leaving a factory producing Goodyear or Dunlop tires, has been intentionally altered to change its appearance (e.g., white inlay on a black tire or regrooved).
- Tires with weather-cracking that were purchased more than four (4) years prior to presentation for adjustment or, if purchase date cannot be verified, manufactured more than four years prior to presentation for adjustment.
- Temporary spare tires used on vehicles used in racing and on passenger cars in special applications such as police pursuit service.
- Goodyear Unisteel Commercial Radial Light Truck Tires.

## GOODYEAR & DUNLOP BRANDS

- Loss of time, inconvenience, loss of vehicle use, incidental or consequential damages.
- Tires removed from service due to improper repairs.
- Tires supplied as original equipment are not eligible for any tread life warranty consideration.
- Cosmetic weather checking.
- Low tire pressure-monitoring system – refer to vehicle manufacturer's warranty.
- Ultra high-performance summer tires are not recommended for winter use, and tread or shoulder cracking on those tires resulting from winter use will not be covered under our warranty.

### WHAT ARE YOUR LEGAL RIGHTS?

No representative or dealer has authority to make any representation, promise, or agreement on behalf of Goodyear or Dunlop except as stated herein.

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. Under no circumstances is this warranty a representation that a tire failure cannot occur.

**DISCLAIMER: THIS WARRANTY IS IN LIEU OF, AND GOODYEAR HEREBY DISCLAIMS, ANY AND ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND IS MADE BY GOODYEAR OR SHALL BE IMPLIED BY LAW.**

**LIMITATION OF DAMAGES: IN NO EVENT AND UNDER NO CIRCUMSTANCE SHALL GOODYEAR BE LIABLE TO THE BUYER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, LOST PROFIT, LOSS OF BUSINESS, LOSS OF GOODWILL OR REPUTATION, PUNITIVE OR OTHER DAMAGE, COST (INCLUDING FOR REPLACEMENT TRANSPORTATION), EXPENSE OR LOSS OF ANY KIND. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

This warranty gives you specific legal rights and you may also have other rights that vary from state to state or province to province.



## GOODYEAR & DUNLOP BRANDS

### HOW DO YOU OBTAIN AN ADJUSTMENT?

A. You must present the tire to be adjusted to an authorized Goodyear or Dunlop service facility. Tires replaced on an adjustment basis become the property of The Goodyear Tire & Rubber Company, Goodyear Dunlop Tires North America, Ltd. or Goodyear Canada Inc.

B. You must pay for taxes and any additional services you order at the time of adjustment plus any additional service that may be unique to your application (e.g., Tire Pressure Monitoring System).

C. You must submit your claim on an approved claim form supplied by an authorized Goodyear or Dunlop service facility. The form must be filled out completely and signed, where you the owner or your authorized agent presented the tire for adjustment.

D. You must go to an authorized Goodyear or Dunlop outlet for replacement tires and all warranty service.

### SAFETY WARNINGS

Property damage, serious injury or death may result from:

- **TIRE FAILURE DUE TO UNDERINFLATION/OVERLOADING/MISAPPLICATION.** Follow the vehicle owner's manual or tire placard in vehicle.
- **TIRE FAILURE DUE TO IMPACT DAMAGE/IMPROPER MAINTENANCE.** Tires should be inspected regularly by a qualified technician for signs of damage, such as punctures or impacts.
- **TIRE FAILURE DUE TO IMPROPER REPAIRS.** See Rubber Manufacturers Association (RMA) established repair procedures at [www.rma.org](http://www.rma.org) and/or go to [www.goodyear.com](http://www.goodyear.com) for information on proper repair procedures.
- **EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING.** Only specially trained persons should mount tires.
- **FAILURE TO MOUNT RADIAL TIRES ON APPROVED RIMS.**
- **FAILURE TO DEFLATE SINGLE OR DUAL ASSEMBLIES COMPLETELY BEFORE DEMOUNTING.**
- **TIRE SPINNING.** On slippery surfaces such as snow, mud, ice, etc., do not spin tires in excess of 35 mph (55 km/h), as indicated on the speedometer.
- **EXCESSIVE WHEEL SPINNING.** This can also result in tire disintegration or axle failure.

## GOODYEAR & DUNLOP BRANDS



**WARNING:** Vehicle handling, traction, ride comfort and other performance parameters may be significantly affected by a change in tire size or type. Before replacing tires, always consult and follow the vehicle owner's manual because some vehicle manufacturers prohibit changing tire size. When selecting tires that are different from the original equipment size make certain: (1) The tires have adequate load-carrying capacity based on the vehicle placard, (2) The tires have sufficient inflation pressure to carry the load and (3) There is proper clearance with no interference points between the tire and vehicle. The consumer must be aware to always drive safely and obey all traffic laws. Avoid sudden, sharp turns or aggressive lane changes. Failure to follow any of these warnings may result in loss of control of the vehicle, leading to an accident and serious injury or death.

### **RUN-FLAT TECHNOLOGY EXTENDED MOBILITY TECHNOLOGY (EMT™), RUNONFLAT® (ROF) AND DUNLOP SELF-SUPPORTING TECHNOLOGY (DSST®) ORIGINAL EQUIPMENT TIRES**

#### **IMPORTANT SAFETY INFORMATION**

##### **OPERATIONAL MONITORING**

The information contained in this Limited Warranty Brochure applies only to the Original Equipment tires supplied with your vehicle. In order for Goodyear Run-Flat (Extended Mobility Technology [EMT], RunOnFlat [ROF]) or Dunlop Run-Flat (Dunlop Self-Supporting Technology [DSST]) tires to obtain the performance criteria stated within this Limited Warranty, Goodyear or Dunlop Run-Flat tires must use specific parts, such as a low tire pressure monitoring system authorized by the Original Equipment vehicle manufacturer.

##### **RUN-FLAT TIRE FEATURE:**

The Goodyear or Dunlop Run-Flat tire is a high-performance tire with a remarkable feature: It can operate for limited distances with very low or even no inflation pressure (refer to your vehicle owner's manual for these limitations). This is an important benefit, especially if inflation loss occurs at a location where immediately stopping your vehicle could be hazardous.

## GOODYEAR & DUNLOP BRANDS

### TIRE PRESSURE MONITORING SYSTEM ALERT

Refer to your vehicle owner's manual for more information on what to do if the tire pressure warning system activates.



**WARNING:** If the tire pressure-monitoring system signals an alert, follow these safety precautions to prevent a loss of vehicle control that could result in serious personal injury or death:

- **Slow your speed. Do not exceed 50 mph (80 km/h).**
- **Avoid hard cornering, hard braking and severe handling maneuvers.**
- **Avoid potholes and other road hazards. Remember that when your tires have lost air pressure, your vehicle's handling capability is reduced, particularly during severe maneuvers.**

### TO PROLONG TIRE LIFE DURING A SYSTEM ALERT

The Goodyear or Dunlop Run-Flat tire can be driven at low or zero air pressure (refer to your vehicle owner's manual for these limitations). To help prolong the life of a tire operating under low-inflation conditions, drive at a speed as far below 50 mph (80 km/h) as possible. Also, drive the shortest distance possible before obtaining tire service. Taking these precautions will increase the chance that your tire will be repairable.

### SERVICE AFTER A SYSTEM ALERT

To obtain service after operating under low-inflation conditions, contact your Goodyear or Dunlop Run-Flat service facility. Trained service personnel will inspect your tires to determine if they are in need of repair or replacement. To locate the nearest authorized Goodyear or Dunlop Run-Flat service facility, call 1-800-GOODYEAR (1-800-466-3932).



**WARNING:** Because of the unique characteristics of Run-Flat tires, the wheels on which they are mounted and your vehicle's tire pressure monitoring system, all tire service work other than routine inflation maintenance and external inspections must be performed by service personnel at a Goodyear or Dunlop Run-Flat service facility.



**WARNING:** Do not attempt to mount or demount Run-Flat tires yourself; serious injury or death could result. Only specially trained persons should mount, demount and repair Run-Flat tires, and more than 40 psi (270 kPa) may be required to seat beads. A safety cage and clip-on extension air hose must be used if more than 40 psi (270 kPa) is needed to seat beads.

## GOODYEAR & DUNLOP BRANDS

### TIRE REPAIR

Like any other Goodyear or Dunlop speed-rated, high-performance tire, the Goodyear or Dunlop Run-Flat tire may be repaired to correct a puncture in the tread, but **PROPER MATERIALS AND PROCEDURES MUST BE USED**. Contact a Goodyear or Dunlop Run-Flat service facility for information on proper repairs. For the location of the nearest facility, call 1-800-GOODYEAR (1-800-466-3932).



**WARNING:** Goodyear and Dunlop Run-Flat tires are designed for use only on certain original equipment wheels supplied with a properly operating low tire pressure-monitoring system. If applied to a vehicle without a properly operating low tire pressure-monitoring system, the tires may fail when operated in an underinflated condition, resulting in loss of vehicle control and possible serious injury or death. Application of these tires to a vehicle not equipped with specified operational low tire pressure-monitoring system constitutes improper and unsafe use of this product.

### FOR SERVICE ASSISTANCE OR INFORMATION:

#### **FOR SERVICE ASSISTANCE OR INFORMATION, FIRST CONTACT THE NEAREST GOODYEAR OR DUNLOP RETAILER.**

For assistance in locating the nearest Goodyear or Dunlop retailer:

1. Look in the Yellow Pages under Tire Dealers – New.
2. Go to [www.goodyear.com](http://www.goodyear.com) for U.S. or [www.goodyear.ca](http://www.goodyear.ca) for Canada. For Dunlop tires, go to [www.dunloptires.com](http://www.dunloptires.com) for U.S. & Canada.

If additional assistance is required, call the Customer Assistance Center at 1-800-321-2136 for U.S. or 1-800-387-3288 for Canada.

Or write to:

Customer Assistance Center

Dept 728

200 Innovation Way

Akron, OH 44316-0001

# HANKOOK TIRE - LIMITED WARRANTY

FOR ORIGINAL EQUIPMENT PASSENGER CAR AND LIGHT TRUCK TIRES (INCLUDING TEMPORARY TIRE)

## 1. WHAT IS COVERED AND FOR HOW LONG

Hankook warrants that a tire manufactured by Hankook and equipped originally on the vehicle is free from defects in materials or workmanship in normal use for the life of the original usable tread. The life of the original usable tread ends when the tire tread has been worn down with only 2/32nds of an inch (1.6 mm) remaining, at which point the tire is considered to be fully worn out.

### PASSENGER CAR AND LIGHT TRUCK TIRES

#### A. Free replacement

If Hankook Radial Passenger & Light Truck Tires fail as a result of defect in material and/or workmanship within the First 25% of treadwear, the tire will be replaced with a new, comparable Hankook tire at no charge including mounting and balancing charges.

#### B. Prorated replacement

Tires not qualifying for free replacement will be allowed a credit toward purchase of a new, comparable Hankook Tire Based upon the amount of tread actually worn. The cost of mounting, balancing and any other service charges of Applicable taxes shall be paid by the user. Otherwise adjustment for compensation will be made on a prorated basis calculated by multiplying the actual dealer selling price by the percentage of remaining usable tread depth.

### HANKOOK TEMPORARY TIRE

A. A Temporary tire weighs less and provides more trunk storage space than a conventional tire. To conserve tire tread life, temporary tire should be returned to the trunk as soon as it is convenient to have your standard tire repaired or replaced.

B. If Hankook Temporary Tire fails as a result of defect in materials and/or workmanship during the first 50% of usable treadwear, the tire will be replaced with a new, comparable tire at no charge including mounting charge. No adjustment will be made for tires that are worn more than 50%.

# HANKOOK TIRE - LIMITED WARRANTY

## WHAT IS NOT COVERED BY THE WARRANTY

### NON ADJUSTABLE CONDITIONS

A. Irregular wear or tire damage due to:

- Road hazards such as punctures, cuts, snags, scuffs, carcass bruises or impact breaks.
- Fire, wreck or collision.
- Improper inflation, overloading, high speed spinning, improper mounting or demounting, running flat, racing, vandalism, willful damage or abuse.
- Misalignment, wheel imbalance, defective brakes or shock absorber, use of tire chains.
- Any tire which has failed as a result of adding materials (e.g. tire fillers, sealant, or balancing substances).
- Mechanical failure or design of vehicle.

B. Tires fitted to anything other than the original vehicles.

C. Tire worn beyond treadwear indicator ( $\frac{2}{32}$ nds of an inch [1.6 mm] of tread remaining).

D. Tire presented by other than the actual owner-user.

E. Tire branded "NA" (meaning no adjustment) or "blem" (meaning blemished).

F. Loss of time inconvenience, loss of use of the vehicle or consequential damage.

G. Ride disturbance caused by damaged wheels or after free-replacement conditions.

H. Tire with weather cracking which was purchased more than four years prior to presentation for adjustment.

### GENERAL EXCLUSIONS

A. No Hankook Tire employee, retailer or dealer has the authority to make any warranty, representation, promise or agreement on behalf of Hankook Tire except as stated in this policy.

B. Tires used in racing related activities or competitive events are not covered by this warranty.

C. Limitation of remedy: to the extent permitted by law, Hancock disclaims liability for all consequential and incidental damages. Some provinces and states do not allow the exclusion or limitation of incidental

## **HANKOOK TIRE - LIMITED WARRANTY**

or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have the rights which vary from province in Canada, and from state to state in the U.S.A.

### **3. HANKOOK'S OBLIGATIONS**

Replacement qualifying under this warranty will be made by a participating Hankook Dealer or a participating Car Dealer.

### **4. OWNER'S OBLIGATIONS**

A. You must present the tire to a participating Hankook Dealer or a participating Car Dealer.

B. For free replacement, a proof of purchase date such as car dealer invoice should be presented.

C. No claim will be recognized unless submitted on a Hankook claim form completely filled out and signed by the owner or a participating Hankook dealer or Car Dealer.

### **5. SAFETY MAINTENANCE INFORMATION**

Improper tire mounting and inflation, overloading procedures may cause serious personal injury or property damage. We strongly recommend you read and follow all safety information contained in the tire safety information section contained in this booklet, the placard in the vehicle or the Owner's Manual.

#### **HANKOOK U.S.A. CORPORATE HEADQUARTERS**

1450 Valley Road, Wayne, New Jersey 07470

(973) 633-9000

Toll Free (877) 740-7000

[www.hankooktireusa.com](http://www.hankooktireusa.com)

#### **WEST REGIONAL OFFICE**

11555 Arrow Route, Suite 105, Rancho Cucamonga, CA 91730

(909) 481-9800

Toll Free (800) 426-8252

[www.hankooktireusa.com](http://www.hankooktireusa.com)

#### **CANADA CORPORATE HEADQUARTERS**

30 Resolution Drive

Brampton, Ontario L6W 0A3

(905) 463-9802

Toll Free (800) 843-7709

[www.hankooktire.ca](http://www.hankooktire.ca)

**MAXXIS TIRES LIMITED WARRANTY**

This Limited Warranty applies only to Maxxis brand radial tires installed as original equipment on new passenger cars and light trucks, and to Maxxis brand temporary spare tires included with new passenger cars and light trucks.

The Maxxis brand tires to which this Limited Warranty applies are referred to in this Limited Warranty as Tire or Tires. New passenger cars and light trucks are referred to as a Vehicle. Maxxis-authorized dealers that accept warranty claims are referred to as Maxxis Dealers. Vehicle Manufacturer authorized dealers that accept warranty claims are referred to as Vehicle Manufacturer Dealers.

**Notice: Any implied warranty or condition, whether statutory or otherwise, including that of merchantability or fitness for a particular purpose, is limited to the duration of this written Limited Warranty. Maxxis is not responsible for loss of time, inconvenience, loss of use of vehicle, and/or costs of towing or transportation, or any other consequential, incidental or indirect damages. Some States (or Provinces) do not allow limitations on how long an implied warranty or condition lasts, so the above limitation may not apply to you. Some States (or Provinces) do not allow the exclusion or limitation of incidental or consequential damages, so these limitations or exclusions may not apply to you.**

**ELIGIBILITY FOR LIMITED WARRANTY**

In order for the Tire or Tires to be covered by this Limited Warranty, all of the following conditions must be met:

- The Tire was installed or supplied as original equipment on a new Vehicle.
- The Tire bears the prescribed tire identification number, as applicable.
- The Tire has been used only on the Vehicle on which it was originally installed or supplied, and the installation was in accordance with Vehicle manufacturer's and/or Maxxis' recommendations.
- The Tire has been properly cared for, and reasonable and necessary maintenance has been performed, in accordance with the Vehicle Owner's Manual and/or this Limited Warranty.
- The Tire has been operated only under normal service conditions.
- The Tire's owner resides in the United States or Canada.



# MAXXIS

## WHAT IS WARRANTED AND FOR HOW LONG

- Failures, defects, and malfunctions due to defective materials and/or defective workmanship.
- Ride problems, vibration problems, and/or out-of-round Tires, if the Tire is within the first 1/32nd of an inch (0.8 mm) of tread depth.
- Within 60 months from the date of your purchase of the new Vehicle, or at least 2/32nds of an inch (1.6 mm) of tread depth remaining on the Tire, whichever comes first, except if the Tire is a temporary spare tire, in which case the tire must be within the first 1/32nd of an inch (0.8 mm) of tread depth.

## WHAT IS NOT COVERED BY THIS LIMITED WARRANTY POLICY

- Tire failure, defect, malfunction or damage resulting from improper operation or maintenance such as, but not limited to, overloading, excessive speed and inflation practices causing excessive operational temperatures that exceed specifications, misapplication, tire/wheel imbalance, vandalism, use of puncture sealants and/or chemical corrosion.
- Road hazards, including but not limited to cuts, snags, punctures, bruises, impact brakes, tire plugs, and/or any other damage caused by tire repair.
- Ride problems, vibration problems, and/or out-of-round Tires, if Maxxis determines the problem is not the result of a defect covered under this Limited Warranty, regardless of the tread depth of the Tire.
- Irregular treadwear resulting from improper wheel alignment, under or over inflation, tire abuse (such as spinning), improper mounting or dismounting, vehicle mechanical problems (such as faulty, worn or malfunctioning brakes and/or suspension), damaged wheels, tire truing, snow/ice chain usage, flat spots caused by braking, or Tires involved in accidents.
- Tire alterations such as, but not limited to, bead or sidewall decorative material and/or adding a white inlay (whitewall) to the tire.
- Failure, defect, malfunction or damage to Tires used on vehicles engaged in racing or special applications, such as police pursuit.
- Claims made by persons other than the original consumer purchaser.

## LIMITATION OF WARRANTY

- **Any implied warranty or condition, whether statutory or otherwise, including that of merchantability or fitness for a particular purpose, is limited to the duration of this written Limited Warranty.**

- **Maxxis is not responsible for loss of time, inconvenience, loss of use of vehicle, and/or costs of towing or transportation, or any other consequential, incidental or indirect damages.**
- Some States (or Provinces) do not allow limitations on how long an implied warranty or condition lasts, so the above limitation may not apply to you. Some States (or Provinces) do not allow the exclusion or limitation of incidental or consequential damages, so these limitations or exclusions may not apply to you.
- This Limited Warranty is only applicable in the United States and Canada.
- This Limited Warranty is not intended as a representation that a tire failure cannot occur.
- This Limited Warranty is the entire warranty given by Maxxis, and Maxxis' complete obligation with respect to the Tires is stated in this Limited Warranty. No one has the authority to imply, suggest, agree, represent, warrant, or promise contrary to the terms of this Limited Warranty.
- This Limited Warranty gives you specific legal rights and you may also have other rights which vary from State to State or Province to Province.

## **REPLACEMENT OF TIRES**

- If you make a warranty claim in accordance with this Limited Warranty, and the Tire\* is within the first 25% of original, usable tread, or the warranty claim is made 12 months from the date of your purchase of the new Vehicle (whichever comes first), the Tire will be promptly replaced with a comparable tire, without charge to you (Free Replacement).
  - \* If your warranty claim is with respect to a temporary spare tire, the tire must be within the first 1/32nd of an inch (0.8 mm) of tread depth, and the warranty claim does not have to be made within 12 months from the date of purchase.
- During the Free Replacement period, mounting and balancing are free of charge.
- After the Free Replacement period and Vehicle Manufacturer's warranty period, the credit of the Tire will be calculated on a prorated basis.
- Remaining usable tread is computed as a percentage of the original, usable tread. The credit amount will be calculated by multiplying the Tire's market retail price at the time of the warranty claim by the remaining usable tread.

## MAXXIS

- Original, usable tread does not include the last 2/32nds of an inch (1.6 mm) of tread depth.
- You are responsible for payment of labor costs of mounting and balancing and applicable taxes, charges for services that you request but that are not covered by this Limited Warranty, and any shipping expenses after the Free Replacement period.
- A “comparable tire” may either be a new Maxxis brand tire of the same line as the Tire, or if the Tire is out of production or unavailable, a new Maxxis brand tire of the same basic construction and quality, with different sidewall or treadwear configuration. If the same tire or a comparable new Maxxis tire is available, and you request a higher-priced tire as a replacement, the difference in price will be paid by you.

### WARRANTY CLAIM PROCEDURE

- You must present the Tire to a Vehicle Manufacturer Dealer or a Maxxis Dealer.
- You must present proof of the date of your purchase of the Vehicle (car dealer invoice). If you do not present this proof, the warranty claim will be considered only if the Tire is within five years of its date of manufacture.
- You must present the Tire that is the subject of the warranty claim and all service and maintenance records required by this Limited Warranty.
- If there is no Maxxis Dealer or Vehicle Manufacturer Dealer near you, call the Maxxis Technology Center at 1-866-509-7067.

### SAFETY MAINTENANCE INFORMATION

**Improper tire mounting and inflation and overloading may cause serious injury or property damage. Maxxis recommends that you read and follow all safety information contained in the tire safety information section of this booklet, vehicle placard in the Vehicle and/or the Vehicle Owner’s Manual. Information regarding safety and maintenance also can be found on the sidewall of the Tire.**

Please also comply with the following:

- Check air pressure every month when tires are “cold.” Use an accurate tire air pressure gauge. Do not reduce pressure when tires are hot. Proper inflation is essential. Under inflation produces flexing of the sidewalls and builds up heat to the point that premature tire failure may occur. Over inflation can cause the tire to be more susceptible to impact damage.

- Never overload your tires. The maximum load capacity and maximum inflation pressure are molded into the sidewall of your tire. Overloading builds up excessive heat and can lead to early tire failure.
- Avoid damaging objects (such as chuckholes, glass, rocks and curbs) which may cause internal tire damage. Continued use of a tire that has suffered internal damage, which may not be visible externally, can lead to dangerous tire failure. Determination of internal damage will require dismounting of the tire and examination by trained tire personnel.
- Improper tire mounting and inflation procedures may cause the tire beads to break with explosive force during installation of the tire on the rim. Tire and rim must match in size. Rim parts must match by manufacturer's design. Clean rim. Lubricate rim and beads. Do not exceed the maximum recommended pressure to seat the beads. Only trained tire personnel should mount tires.
- Use of worn-out tires (less than  $\frac{2}{32}$ nds of an inch [1.6 mm] of tread depth) increases the probability of tire failure.
- Excessive speeds create heat buildup in a tire, leading to possible tire failure.
- Maxxis strongly recommends tire rotation every 5,000 to 7,500 miles (8,000 to 12,000 kilometers).
- The Maxxis brand temporary spare tire weighs less than a conventional radial tire. The temporary tire should be used only in emergencies and returned to the trunk as soon as it is convenient to have your standard tire repaired or replaced.

## CONTACT INFORMATION

Any time you see damage to your Tires or wheels, immediately contact a Vehicle Manufacturer Dealer or Maxxis Dealer. If further assistance is required, please contact:

Maxxis International - U.S.A.  
1-866-509-7067

Or write:

Maxxis Technology Center  
480 Old Peachtree Road,  
Suwanee, GA 30024 USA

# MICHELIN

## ABOUT THIS LIMITED WARRANTY

As the original purchaser of a Michelin® passenger or light truck tire, you are covered by all the benefits and conditions (subject to the maintenance recommendations and safety warnings) contained in this booklet. To ensure your understanding of and compliance with the terms and conditions of this warranty, please read it carefully. It is essential that you also read and understand the safety and maintenance recommendations for tires contained in this booklet.

## WHAT'S COVERED AND FOR HOW LONG?

### Workmanship and Materials

Michelin passenger and light truck tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in this warranty guide and your vehicle's owner guide, are covered by this limited warranty against defects in workmanship and materials for the life of the original usable tread, or six years from date of purchase, whichever comes first. At that time, all warranties, express or implied, expire. Replacement will be made in accordance with the terms and conditions described under "How Replacement Charges are Calculated".

### Treadwear - For Tires with Mileage Warranty Coverage

Some Michelin passenger tires are covered by a manufacturer's limited warranty for treadwear. To find information about your mileage warranty coverage please visit: [www.michelinman.com/promise](http://www.michelinman.com/promise).

No tire manufacturer can guarantee you a certain number of miles from a given tire. Driving habits, driving conditions, road conditions, and vehicle maintenance all play a part in the tread life of a tire. If a tire does not reach the warranted mileage, and the owner of the tires has complied with the terms and conditions of the warranty, Michelin will replace the tires as follows.

If, as indicated by your new tire invoice, your Michelin mileage tires wear evenly across the tread, down to the treadwear indicators (2/32nds of an inch [1.6 mm] of tread remaining) before providing the warranted miles of service as indicated by the properly functioning vehicle odometer, they will be replaced with comparable new Michelin passenger tires for a prorated charge based on mileage received. The mileage received will be based on the current vehicle mileage on the odometer compared to the vehicle mileage at the time of new tire installation, which must be listed on the new tire invoice and the Original Owner/Tire Installation Information record.

Tires which wear out evenly before delivering the warranted mileage will be replaced on a prorated basis only if:

1. You are the original purchaser of the tires, you own the vehicle on which they were originally installed, and the tires have been used only on that vehicle;
2. The tires have been rotated and inspected by a participating Michelin tire retailer, and the attached Mounting and Rotation Service Record has been fully completed and signed;
3. The completed Service Record form, Original Owner/Tire Installation Information form, and the Original Invoice are presented to a participating Michelin tire retailer at the time of adjustment claim; and
4. The tires have not become unserviceable due to a condition listed under WHAT IS NOT COVERED.

## The Michelin Promise Plan

Powerful peace of mind. An exciting new plan to provide drivers with even more satisfaction in their Michelin tire purchase. (Applies to Michelin passenger and Light Truck tires purchased on or after March 1, 2011)

### 30 Day Satisfaction Guarantee

- Available on all Michelin passenger and light truck replacement tires. If not 100% satisfied, the consumer can bring the tires and original sales receipt back to the place of purchase within 30 days for a new set of tires. (Some conditions and exclusions apply. See the Michelin Owner's Manual for complete description. **This service does not apply to original equipment tires.**)

### 3 year Flat Tire Changing Assistance-

- In the event of a flat tire, the consumer can simply call 1-888-553-4327 and a qualified service professional will change the tire or provide towing up to 150 miles at no charge. Available 24 hours a day, 365 days a year in the US and Canada. (Some conditions and limitations apply. This service does not cover the repair or replacement cost of the tire (road hazard). **This service is not available for original equipment tires.**)

### Limited Mileage Warranty

- Michelin passenger and light truck tires (replacement and original equipment) are covered by a limited warranty for treadwear. For the mileage warranty associated with a specific tire line, visit [www.michelinman.com/promise](http://www.michelinman.com/promise). (The limited warranty is subject to all conditions and limitations contained in the applicable Michelin Owners Manual under Michelin Passenger and Light Truck tire Limited Warranty.)

# MICHELIN

## WHAT IS NOT COVERED

### Tires which become unserviceable due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact damage, or puncture).
- Incorrect mounting of the tire, tire/wheel imbalance or improper repair.
- Misapplication, improper maintenance, racing, underinflation, overinflation or other abuse.
- Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as wheel misalignment, (a measured tread difference of 2/32nds of an inch (1.6 mm) or more across the tread on the same tire).
- Accident, fire, chemical corrosion, tire alteration, or vandalism.
- Use in commercial applications for treadwear; by this warranty for six years.
- Flat spotting caused by improper storage or brakelock.
- The addition of liquid, solid or gaseous materials other than air, nitrogen or carbon dioxide (for example, waterbase sealers or balancing substances).
- Ozone or weather checking.

## HOW REPLACEMENT CHARGES ARE CALCULATED

### Passenger and Light Truck Tires

A tire which becomes unserviceable due to a condition covered by this workmanship and materials limited warranty will be replaced with a comparable new Michelin tire, free of charge, when 2/32nds of an inch (1.6 mm) or less of the original tread is worn, (or 25% or less, whichever is more beneficial to the user) and within 12 months of the date of purchase. Mounting and balancing of the tire is included. **You pay the cost of any other service charges and applicable taxes.**

When more than 2/32nds of an inch (1.6 mm) of original tread has been worn (or more than 25%, whichever is more beneficial to the user) or after 12 months from date of purchase, you must pay the cost of a comparable new Michelin passenger or light truck replacement tire on a prorated basis. The retailer will determine the charge by multiplying the percentage of the original usable tread worn, by the current selling price at the adjustment location or the price in the current Michelin Base Price List, whichever is lower.

## Treadwear

A tire meeting the conditions for prorated replacement, which wears evenly across the tread, down to the treadwear indicators (2/32nds of an inch (1.6 mm) tread remaining) within six years of the date of purchase, and before delivering the warranted miles of service, will be replaced with a comparable new Michelin tire based on mileage received. The participating Michelin tire retailer will determine the charge by multiplying the percent of mileage received by the current actual selling price at the adjustment location or the price of the tire in the current Michelin Base Price List, whichever is lower. This list is based on a predetermined price intended to fairly represent the actual selling price of the tire. **You pay the cost of the mounting, balancing and any other dealer services and applicable taxes.**

## WHAT THE CONSUMER MUST DO WHEN MAKING A CLAIM

When making a claim under the terms of this limited warranty, you must present your tire(s) to a participating Michelin tire retailer. The vehicle on which the tires were used must be available for inspection.

Personal identification (i.e. driver's license, credit card, etc.) and vehicle registration may be required.

You pay service charges for normal vehicle and tire maintenance.

Also see Conditions and Exclusions on this page pertaining to all limited warranties listed in this booklet.

## CONDITIONS AND EXCLUSIONS

These limited warranties do not provide compensation for loss of time, loss of use of vehicle, inconvenience or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Tires presented for claim remain the property of the consumer and Michelin accepts no responsibility for loss of or damage to tires which are in the custody or control of a Michelin tire retailer for the purpose of inspection for warranty adjustment. Tires accepted for claim become the property of Michelin North America, Inc. (MNA).

**In the event of a disputed claim, the consumer must make the tire available for further inspection.**



# MICHELIN

No Michelin North America (MNA) representative, employee or retailer has the authority to make or imply any representation, promise or agreement, which in any way varies from the terms of this warranty.

These limited warranties apply only in the United States and Canada.

## CONSUMER RIGHTS

This warranty gives the user specific legal rights, and the user may also have other rights which vary from state to state.

## SAFETY MAINTENANCE INFORMATION

Read the tire safety portion of this booklet, the information on the sidewall of your tires, your vehicle owner's guide and vehicle tire information placard for essential safety and maintenance information.

**You should have complete confidence in your new Michelin tires. Still, it's important to register your tires in the event that we need to contact you. For online tire registration, visit [www.michelinman.com/register](http://www.michelinman.com/register).**

When service is required:

1. Contact a participating Michelin tire retailer listed in your local yellow pages.
2. If additional assistance in locating a participating Michelin tire retailer is required, please call the phone number listed for your area. See the *Contact Information* section for this information.

## ARBITRATION CLAUSE

### RESOLUTION OF DISPUTES

ALL CLAIMS ARISING FROM THIS LIMITED WARRANTY OR THE MARKETING, SALE OR PERFORMANCE OF THE PURCHASED PRODUCT AGAINST MICHELIN NORTH AMERICA, INC. AND ITS AGENTS, EMPLOYEES, DEALERS, AFFILIATES, PARENT OR SISTER CORPORATIONS, RELATED CORPORATE ENTITIES, PREDECESSORS, SUCCESSORS OR ASSIGNS (HEREINAFTER COLLECTIVELY "MICHELIN") SHALL BE SUBJECT TO BINDING ARBITRATION. You and Michelin acknowledge your and its right to litigate claims, disputes and controversies arising out of or in connection with this limited warranty or the marketing, sale or performance of the purchased product in court, but prefer to resolve any such claims, disputes and controversies through arbitration and hereby waive the right to litigate such claims, disputes and controversies in court upon election of

arbitration by either party. Therefore, you and Michelin agree that all claims, disputes and controversies between you and Michelin arising out of or in connection with this limited warranty, or any other warranties, express or implied, including a failure of warranty, or any claims arising out of or in connection with the marketing, sale or performance of the purchased product, including but not limited to claims for consumer fraud or brought under any consumer protection statute, but excluding claims for personal injury or property damage, shall be finally resolved solely by arbitration, upon election by either party, according to the formal dispute resolution procedures then in effect of the National Arbitration Forum, or if the National Arbitration Forum is no longer conducting such arbitrations, a successor organization thereto or such other private arbitration service as you and Michelin North America, Inc. shall mutually agree (the actual authority involved, the "Arbitral Body"). The Arbitral Body shall decide the issues submitted in accordance herewith, provided that all substantive questions of law will be determined under the laws of the State in which you purchased the product at issue. You agree that no claim subject to arbitration shall be arbitrated as a class action, or on a class-wide or representative basis, or on behalf of the general public, or on behalf of other persons that may be similarly situated. You agree that you do not have the right to act as a private attorney general, a class representative, or to participate as a member of a class of claimants with any claim subject to arbitration. You further agree that no claim subject to arbitration shall be heard by a jury and that any judgment or award of the Arbitral Body will be final and not subject to judicial review. All arbitrations will be conducted as document hearings. Each party shall bear its own costs arising from and associated with the document hearing with the exception of the arbitrator's fee which will be borne by all parties in equal shares. If either party requests any procedures beyond a document hearing, the requesting party will be responsible for all fees, including filing and administrative fees, above and beyond the fees required for document hearings. Any award of the arbitrator(s) may be entered as a judgment and shall be enforceable in any court of competent jurisdiction. The arbitrators will have no authority to award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. Information about arbitration may be obtained and claims may be filed at any office of the National Arbitration Forum or at P.O. Box 50191, Minneapolis, MN 55405.

# MICHELIN

## CONTACT INFORMATION

If you see any damage to your tires or wheels, contact your local participating Michelin tire retailer listed in the Yellow Pages, or visit our web site listed below for dealer locations. If further assistance is required, contact:

### **IN USA**

1-800-847-3435

**or write:** Michelin North America, Inc.

Attention: Consumer Care Department

Post Office Box 19001 Greenville, SC 29602-9001

**or email:**

[www.michelinman.com](http://www.michelinman.com)

### **IN CANADA**

1-888-871-4444

**or write:** Michelin Return Center.

Attention: Building 698

2863 Granton Road

New Glasgow, NS

B2H 5C6

**or email:**

[www.michelin.ca](http://www.michelin.ca)

**PIRELLI® ORIGINAL EQUIPMENT & REPLACEMENT LIMITED WARRANTY PASSENGER & LIGHT TRUCK TIRES****WHAT IS WARRANTED AND WHO IS ELIGIBLE UNDER THE WARRANTY?**

Pirelli Tire LLC [Pirelli Tire North America (PTNA)], 100 Pirelli Drive, PO Box 700, Rome, GA 30161-7000, warrants to the original purchaser that all Pirelli brand or PTNA private brand Original Equipment and Replacement Passenger and Light Truck radial tires with a complete D.O.T. identification number and branded Pirelli or a PTNA private brand, which are supplied by PTNA, either directly or through an authorized Pirelli Dealer, and which are mounted on passenger cars, vans and light trucks within the U.S.A. and Canada will be free from defects in workmanship and materials.

**WHAT IS THE ADJUSTMENT POLICY AND FOR HOW LONG?**

If a Pirelli tire becomes unserviceable due to workmanship or material anomalies during the initial warranty period, which is one year from the date of original retail purchase of the vehicle or purchase of replacement tires (purchase receipt required) or within the first 2/32nds of an inch (1.6 mm) of the original usable tread, whichever occurs first, the tire will be replaced to the owner at no charge for the tire. If the tire is presented for ride related anomalies the warranty period is one year from the date of original retail purchase of the vehicle or purchase of replacement tires (purchase receipt required) or within the first 2/32nds of an inch (1.6 mm) of the original usable tread, whichever occurs first. The owner must pay for any associated service charges, including mounting and balancing of the tire in both the aforementioned cases.

After the initial warranty period, if a Pirelli tire becomes unserviceable due to workmanship or material anomalies, the owner must pay the cost for a comparable new Pirelli brand or PTNA private brand replacement tire on a prorated basis. The authorized Pirelli Dealer will determine the cost by multiplying the percentage of the original usable tread worn by the current dealer selling price. The owner must pay for any associated service charges, including mounting and balancing of the tire.

A tire has delivered its original usable tread life and is considered 100% worn when the treadwear indicators (2/32nds of an inch [1.6 mm] tread remaining) become visible regardless of age or mileage. Any alleged anomalies shall always be assessed by PTNA technicians or by technicians designated by PTNA.

## **THE PTNA WARRANTY FOR ORIGINAL EQUIPMENT AND REPLACEMENT TIRES APPLIES ONLY IF:**

- You are the original purchaser of the tires and have a copy of the original invoice.
- You are the owner of the vehicle on which the tires were originally installed.

## **ROAD HAZARD POLICY FOR RUN FLAT TIRES ONLY**

If a Run Flat tire becomes unserviceable due to workmanship or materials anomalies or road hazard injury during the initial warranty period, which is one year from the date of original retail purchase of the vehicle or purchase of replacement tires (purchase receipt required) or within the first 2/32nds of an inch (1.6 mm) of the original usable tread, whichever occurs first, the tire will be replaced with the same or comparable tire at no charge for the tire to the owner.

After the initial warranty period, if a Run Flat tire becomes unserviceable due to workmanship or materials anomalies or road hazard injury, the owner must pay the cost of a comparable new Pirelli brand or PTNA private brand replacement tire on a prorated basis. The authorized Pirelli dealer will determine the cost by multiplying the percentage of the original usable tread worn by the current dealer selling price. The owner must pay for any associated service charges, including mounting and balancing of the tire. This Road Hazard Policy is not a warranty. PTNA does not warrant that a Pirelli tire will not fail due to road hazard and does not authorize any person, including authorized Pirelli dealers, to make such a warranty.

## **WHAT IS NOT COVERED BY THE WARRANTY?**

- Passenger tires (Eurometric/P-metric) used on commercial vehicles or used in commercial applications.
- Tires transferred from the vehicle on which they were originally installed.
- Tires on any vehicle registered and normally operated outside the United States of America or Canada.
- Tires which have been recapped, or retreaded, or regrooved.
- Tires used in racing or other competitive events.
- Tires improperly repaired or with repairs not conforming to Rubber Manufacturers Association standards, or with section repairs, or with a self-vulcanizing plug only or patch only.
- Tires which have been modified by the addition or removal of material or any tire intentionally altered to change its appearance.

- Tires injected with liquid balancer or sealant or any other balancing material.
- Tires in which anything other than air or nitrogen has been used as the support medium.
- Tires removed in multiples when only one tire can be claimed, or is suspect of a claim.
- Tires with weather cracking which were purchased more than four years prior to presentation for adjustment. (If no proof of purchase date is available, the warranty will be four years from the DOT date).
- Tire which become unserviceable because of tire operation in excess of tire/wheel manufacturers' specifications and recommendations, including spinning.
- Ride related anomalies after the first 2/32nds of an inch (1.6 mm) of treadwear.
- Tires which are misapplied due to insufficient Speed Rating, Load Index, undersized or oversized tires.
- Tires which become unserviceable because of a mechanical irregularity in the vehicle such as misalignment, defective brakes, defective shock absorbers or struts, or improper rims.
- Tires damaged by fire, chemical corrosion, vandalism, wrecks, chains, theft, run while flat, underinflated, overinflated or abused during servicing.
- Tires affected by flat spotting caused by improper transport or storage.
- Tires which become unserviceable because of road hazard injuries (e.g., nails, glass, metal objects) or other penetrations or snags, bruises or impact damage, except for those Run Flat lines specifically covered by the Pirelli Road Hazard Policy.
- Tires damaged from improper mounting / demounting practices.
- Tire dealer/retailer services (e.g., mounting, dismounting, balancing, studding, tire rotation, or wheel alignment).
- Summer tires which develop cracking due to use in ambient temperatures below 45°F (7.2°C). These include the P Zero Silver, the P Zero Trofeo, the P Zero Corsa system, the P Zero, the P Zero Rosso, the P Zero Nero, the Cinturato P7, the Scorpion Zero Asimmetrico and the Scorpion Verde.
- Mileage warranty on tires fitted as Original Equipment (Pirelli brand tires supplied as original equipment on new vehicles)

## HOW TO MAKE A CLAIM UNDER THIS WARRANTY

The owner, when making a claim under the terms of this warranty, must present the tire along with proof of purchase to any authorized Pirelli Dealer. To locate an authorized Pirelli Dealer in your area, look at the Dealer Locator on the Pirelli web site at [www.us.pirelli.com](http://www.us.pirelli.com)

THIS IS THE ONLY EXPRESS WARRANTY GIVEN BY PTNA, APPLICABLE TO PIRELLI BRAND OR PTNA PRIVATE BRAND ORIGINAL EQUIPMENT OR REPLACEMENT PASSENGER CAR RADIAL AND LIGHT TRUCK RADIAL TIRES. PTNA DOES NOT MAKE ANY OTHER EXPRESS WARRANTY OR ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PTNA DOES NOT AUTHORIZE ANY OTHER PERSON, INCLUDING AUTHORIZED PIRELLI DEALERS OR CAR MANUFACTURERS, OR CAR DEALERS, TO CHANGE THIS WARRANTY OR CREATE ANY OTHER OBLIGATION IN CONNECTION WITH PIRELLI TIRES. PTNA WILL NOT DO ANYTHING OTHER THAN WHAT IS STATED IN THIS WARRANTY IF AN ANOMALY IS FOUND TO EXIST IN A PIRELLI BRAND OR PTNA PRIVATE BRAND ORIGINAL EQUIPMENT OR REPLACEMENT PASSENGER CAR OR LIGHT TRUCK RADIAL TIRE. ALL OTHER REMEDIES ARE EXCLUDED, INCLUDING ANY OBLIGATION OR LIABILITY ON THE PART OF PTNA FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES (SUCH AS A LOSS OF USE OF VEHICLE, LOSS OF TIME OR INCONVENIENCE) ARISING OUT OF AN ANOMALY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

The tires fitted to your vehicle as original equipment were tested and approved by the vehicle manufacturer and the tire manufacturer and take into account all aspects of the vehicle's operation. Changes in the tire size, type or construction should not be made without seeking advice from the vehicle or tire manufacturer or an authorized Pirelli dealer since unapproved tires on your vehicle could adversely affect steering, handling, braking and traction. The tire information (tire size, load index and speed symbol) as found on the vehicle placard or in the owner's manual should always be followed when replacing tires.

Please be aware that it is important that, before fitting the suggested tires, the fitment is allowed by the technical specifications of the vehicle, the vehicle manufacturer and the relevant homologations. Pirelli Tire does not express any view as to the compatibility of the wheel/tire combination with the technical specifications for the chassis and vehicle.

TO MAINTAIN PROPER VEHICLE DYNAMICS AND LOAD CARRYING CAPACITY, REPLACEMENT TIRES MUST ALWAYS HAVE A LOAD INDEX AND SPEED SYMBOL EQUAL TO OR GREATER THAN THOSE FITTED AS ORIGINAL EQUIPMENT. When making plus size fitments, you should consult with the dealer regarding any suspension or braking system modifications which may be recommended for the vehicle.

If further assistance or information is needed, please contact:

**IN THE USA:**

Pirelli Tire North America

Consumer Affairs Group

P.O. Box 529

Portland, TN 37148

Monday through Friday 8:00 AM to 6:00 PM Eastern Standard Time

1-800-747-3554 (option #2) (1-800-PIRELLI)

**IN CANADA:**

Pirelli Tire Inc.

Consumer Affairs Group

1111, boul. Dr. Frederik-Phillips

Suite 506

St.-Laurent, Quebec H4M 2X6

Monday through Friday

8:00 AM to 6:00 PM Eastern Standard Time Eastern Canada

1-800-363-0583

Ontario 1-800-828-2585

Western Canada 1-800-663-0148



# TOYO TIRES LIMITED WARRANTY

## WHAT IS COVERED AND FOR HOW LONG?

This Limited Warranty covers all Toyo brand passenger car, light truck and temporary spare tires installed as original equipment on vehicles that are sold and used within the United States.

## ELIGIBLE TIRES

Your tires are covered under this Limited Warranty if all of the following criteria are met:

- The tire was installed on your vehicle at the factory as an original equipment part.
- You are the original purchaser of the vehicle.
- You have always used the tires with this vehicle.
- The tires have been used for normal street driving.
- The vehicle has not been used for commercial service.
- You properly maintained and used the tire.
- The tires are not subject to an exclusion (See “What is Not Covered?” section).
- You fulfill the warranty claim procedure (See “How to Make a Claim” section).

Eligible Tires are covered under this Limited Warranty for a period of up to five years from the date you purchased your new vehicle. Toyo Tires will replace it with a comparable new Toyo brand tire in the manner explained in the “What Toyo Tires Will Do” section below.

## WHAT IS NOT COVERED?

This Limited Warranty does not cover the following categories of claims:

**Rapid Treadwear:** Original equipment tires are not guaranteed to last a specified number of miles.

Damage from road hazards, (not limited to cuts, snags, bruises, impact breaks, bulges, punctures, stone drills, chips, and scales) fire, theft, or collision.

Conditions arising from improper tire/vehicle maintenance or use, not limited to:

- Irregular or excessive treadwear due to: Incorrect inflation, overloading, vehicle misalignment, failure to rotate tires, and poor or defective mechanical condition of brakes, shocks, and wheels; or other factors attributable to the vehicle or wheel.

## TOYO TIRES LIMITED WARRANTY

- Any tire which has been run with low air pressure or while flat.
- Damage due to abuse, vandalism, tire alteration, tire spinning; racing, or other competitive activities.
- Damage, corrosion, or deterioration from using oil-based chemicals, balancing substances, or flammable gases.
- Damage from improper use of tire chains.

Tires with the DOT identification number removed or rendered illegible.

Improper mounting, balancing or repair, not limited to:

- Improper tire mounting, or tire/wheel assembly imbalance.
- Damage from incorrect mounting or dismounting of the tire, incorrect wheel size, water or other material trapped inside the tire during mounting, or failure to keep the tires balanced.
- Damage resulting from improper repair materials or procedures.

Failure to meet conditions of this Limited Warranty, not limited to:

- Any tire that is not an Eligible Tire.
- Any tire for which mileage and tire rotation records are not available or verifiable.
- Any tire not presented and available for Toyo Tires' inspection.
- Any tire worn beyond the treadwear indicators (less than 2/32nds of an inch [1.6 mm] of remaining tread).
- Uniformity issues after the first 25% of treadwear.

Temporary spare tires that are used at speeds over 50 mph (80.5 km/h).

Nothing in this Limited Warranty is intended to be a representation that tire failures cannot occur.

### WHAT TOYO TIRES WILL DO

For every Eligible Tire, Toyo Tires will do the following:

#### **Regular OE Tires**

1. If less than 25% Worn: Toyo Tires will replace, free of charge, any Eligible Tire when the *original usable tread* is worn by 25% or less, and within five years from the date you purchased the vehicle new. If you cannot provide a copy of the new vehicle registration or vehicle purchase receipt, the manufacture date of the tire, as indicated by the tire DOT code, will be used instead to determine if a tire is within the warranty period. Tire mounting and balancing costs are covered by Toyo Tires. **You are responsible for taxes and all other costs, fees and expenses.**

## TOYO TIRES LIMITED WARRANTY

2. If more than 25% Worn: Toyo Tires will replace any Eligible Tire when the *original usable tread* is worn by more than 25%, and within five years from the date you purchased the vehicle new. If you cannot provide a copy of the new vehicle registration or vehicle purchase receipt, the manufacture date of the tire, as indicated by the tire DOT code, will be used instead to determine if a tire is within the warranty period. **You are responsible for the prorated cost of a replacement tire, mounting and balancing costs, taxes and all other costs, fees and expenses.**

### Temporary Spare Tire

1. If less than 50% Worn: Toyo Tires will replace, free of charge, any Eligible Tire when the *original usable tread* is worn by 50% or less, and within five years from the date you purchased the vehicle new. If you cannot provide a copy of the new vehicle registration or vehicle purchase receipt, the manufacture date of the tire, as indicated by the tire DOT code, will be used instead to determine if the tire is within the warranty period. Tire mounting and balancing costs are covered by Toyo Tires.

**You are responsible for taxes and all other costs, fees and expenses.**

2. If more than 50% Worn: Toyo Tires will replace any Eligible Tire when the *original usable tread* is worn by more than 50%, and within five years from the date you purchased the vehicle new. If you cannot provide a copy of the new vehicle registration or vehicle purchase receipt, the manufacture date of the tire, as indicated by the tire DOT code, will be used instead to determine if the tire is within the warranty period. **You are responsible for the prorated cost of a replacement tire, mounting and balancing costs, taxes and all other costs, fees and expenses.**

The *original usable tread* is determined by measuring the depth on the tread of an identical model of a new Toyo brand tire to the top of the treadwear indicator bars (note: the original usable tread depth will vary by tire model).

The *prorated cost of a replacement tire* is determined as follows:  
[(Original usable tread worn) ÷ (Original usable tread)] x (Actual current dealer selling price).

A *comparable Toyo brand* tire is the same tire, or a tire of the same basic construction and quality, as the original tire, as determined by Toyo Tires.

# TOYO TIRES LIMITED WARRANTY

## HOW TO MAKE A CLAIM

To make a claim under this Limited Warranty, you must:

1. Present your vehicle with the subject tire(s), to an authorized Toyo Tires dealer.
2. Complete and sign the *Toyo Tires Limited Warranty Claim* form provided by the dealer.
3. Keep a copy of the Claim form for your records, and leave the subject tire with the dealer.

Your claim will be administered in accordance with the limited warranty that was in effect when you purchased the vehicle new.

## YOUR LEGAL RIGHTS

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## LIMITATIONS AND EXCLUSIONS

**TOYO TIRES DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES** (e.g., loss of time, loss of use of vehicle, towing charges, road services, cost of rental car, inconveniences, etc.).

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusions may not apply to you.

The terms of this Limited Warranty may not be changed by anyone, including any Toyo Tires employee, representative, or dealer.

Toyo Tires does not warrant any work performed by the dealer, including, but not limited to, their selection, fitment, mounting and balancing, inspection or repair of any tire.

## TIRE SAFETY AND MAINTENANCE INFORMATION

Read and follow all safety information contained in the tire safety information section contained in this booklet, the information on the sidewall on your tires, the vehicle tire information placard and the Owner's Manual.

# TOYO TIRES LIMITED WARRANTY

## CONTACT INFORMATION

If you need assistance, please contact your authorized Toyo Tires retailer. To locate an authorized Toyo Tires dealer, use our dealer locator at [www.toyotires.com](http://www.toyotires.com), or contact Toyo Tires Consumer Relations at:

TOYO TIRE U.S.A. CORP.  
P.O. Box 6052  
Cypress, California 90630-5249  
1-800-442-8696  
(6:30am to 5:00pm Pacific Time)

## ORIGINAL EQUIPMENT TIRES FOR PASSENGER CAR, TEMPORARY SPARE AND LIGHT TRUCK TIRES

This limited warranty provides for tire replacement under certain specified conditions. This policy applies to original equipment tires used in normal highway service displaying warrantable conditions. Tires that become unserviceable or wear out because of neglect or mistreatment are excluded from Yokohama warranty coverage.

### WARRANTY ELIGIBILITY

This warranty applies to every YOKOHAMA original equipment passenger car, light truck, and temporary spare tire bearing the YOKOHAMA brand name and complete DOT serial identification number. Eligible tires must be used on the vehicle on which they were originally equipped in conformance with the vehicle manufacturer's recommendations.

### WHAT IS NOT WARRANTED

Tires that have become unserviceable for the following reasons:

- Road hazard injuries or damages, caused to the tire by obstacles and debris such as cuts, punctures (whether repairable or not), snags, bruises, tears, or impact breaks.
- Improper repairs or repairs that have failed.
- Improper inflation or other maintenance abuses.
- Incorrect mounting of the tire, or tire/wheel imbalance.
- Mechanical irregularities in the vehicle such as wheel misalignment, worn, or faulty parts.
- Accident, corrosion, vandalism, fire, or damage caused by nature.
- Tires used on vehicles in racing or special applications.
- Non-speed-rated temporary spare tires used over 50 mph (80 km/h).
- Tires worn out with 2/32 inch (1.6 mm) or less of tread remaining.
- Tires that have been retreaded.
- Tires transferred from the vehicle on which they were originally installed.
- Improper storage.

# YOKOHAMA

## WHAT IS WARRANTED

Tires that have become unserviceable for reasons other than stated above will be replaced in accordance with this warranty.

**If a warrantable condition is found, tires will be replaced as follows:**

### **Passenger Car and Light Truck Tires (other than temporary spare tires)**

When a tire becomes unserviceable during the first 2/32 inch (1.6 mm) of original usable tread depth or 12 months from date of vehicle purchase, whichever comes first, it will be replaced with a comparable new YOKOHAMA tire free of charge. During this period, tires will be mounted and balanced without charge. Other service charges such as tire rotation, alignment or applicable taxes are payable by the customer.

When a tire has worn past the above specified period for free replacement, the customer must pay for the cost of a new comparable YOKOHAMA passenger car or light truck tire on a pro-rated basis. The dealer shall determine this cost by multiplying the percentage of usable tread worn by the current retail selling price of that tire at the time of warranty replacement. The costs of mounting, balancing and any other service charges or applicable taxes are payable by the customer.

The tire is covered by this warranty for the life of the original usable tread (the original tread depth down to the level of tread wear indicator bars molded at 2/32 inch or 1.6 mm) or for 48 months from the date of vehicle purchase, whichever comes first. This time period does not represent the expected service life for tires covered by this warranty.

### **Temporary Spare Tire**

When the original tread of a YOKOHAMA temporary spare tire used in temporary highway service on the vehicle in which it was originally equipped is worn not more than 1/32 inch or 0.8 mm, the tire will be replaced with a new YOKOHAMA temporary spare tire free of charge, without charge for mounting and balancing the new tire. Additional service charges are payable by the customer. Temporary spare tires worn in excess of 1/32 inch or 0.8 mm but less than 2/32 inch or 1.6 mm, will be replaced and the customer charged 50% of the current retail selling price of the tire. The costs of mounting, balancing and any other service charges are payable by the customer.

**YOKOHAMA'S OBLIGATIONS**

Replacements qualifying under the warranty will be made by an authorized YOKOHAMA retail tire dealer and will be handled quickly. Listings for participating dealers may be found in the yellow pages of your telephone book or at [www.yokohamatire.com](http://www.yokohamatire.com) for US dealers and [www.yokohamatire.ca](http://www.yokohamatire.ca) for Canadian dealers.

**CUSTOMER'S OBLIGATIONS**

The customer must present the claim tire, together with the vehicle on which it was used, to an authorized YOKOHAMA retail tire dealer. Tires replaced on a warranty basis become the property of YOKOHAMA TIRE CORPORATION.

The customer is required to pay the adjusted price of the new tire (dealer's current retail selling price at the time of adjustment less credit allowance) and taxes. The customer is responsible for any payments arising out of dealer service such as mounting, balancing, tire rotation, and alignment UNLESS SPECIALLY INCLUDED IN THE APPLICABLE WARRANTY.

To obtain a free replacement warranty, the customer must present proof of vehicle purchase date either by the new vehicle invoice or license registration.

**LIMITATIONS AND EXCLUSIONS**

All implied warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of this written warranty.

All obligations or liabilities for loss of time, inconvenience, loss of vehicle use or any other incidental or consequential damages are hereby excluded. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply.

**LEGAL RIGHTS**

This warranty gives you specific legal rights. You may also have other rights which may vary from state to state.



# YOKOHAMA

## CONTACT INFORMATION

### IN USA

(800) 722-9888

(available Monday-Friday, 6:00 AM – 4:00 PM PST)

Select #1 for the Yokohama Dealer Locator

(available 24 hours a day, 7 days a week)

Yokohama Tire Corporation

Corporate Headquarters

1 MacArthur Place, Suite 800

Santa Ana, California 92707

(800) 423-4544

**or e-mail:**

**[www.yokohamatire.com](http://www.yokohamatire.com)**

### IN CANADA

Yokohama Tire (Canada) Inc.

Corporate Headquarters

#500 – 9325 200th Street

Langley, B.C. V1M 3A7

**For Canadian Customer Assistance call:**

**(888) YOKOTEL**

**The Yokohama Rubber Co., LTD.**

36-11, Shimbashi 5-Chome

Minato-ku, Tokyo 105-8685, Japan

## **IMPORTANT SAFETY INFORMATION**

All tires require owner maintenance regardless of how well a tire is constructed. Operational damages such as punctures, impact damage, cuts, incorrect inflation, etc., may cause tire failure and subsequent personal injury and/or property damage. Simple operational and maintenance practices, as listed below, will reduce the chances of tire problems.

### **Tire Inspection**

Visually inspect your tires frequently for any tire damage such as scrapes, bulges, cuts, nails, irregular wear, etc. resulting from operation. This must be done immediately after any known or suspected contact with an object in the road, a pothole, road irregularity or after severe braking. Refer these conditions to a reputable tire service center for repair or replacement. Never drive on a tire if such conditions appear.

### **Tire Loading**

Never exceed the maximum vehicle load limit listed on the vehicle placard, tire information label or in the owners manual. Be aware of the load carrying limits molded into the tire's sidewall and do not exceed those limits. Maximum load can only be carried at the maximum cold inflation pressure indicated on the tire's side wall.

### **Speed Limits**

Regardless of the speed capability of your tires, never exceed lawful speeds or speeds dictated by driving conditions.

### **Hazards**

Objects in the road that could damage your tires should be safely avoided. These objects include potholes, glass, metal, rocks, wood debris and the like. Unavoidable contact should prompt a thorough tire inspection.

### **Air Pressure**

Air pressure maintenance is critical to tire service life. Tire pressures must be checked frequently when tires are cold (before operation, cool to the touch) and no less than once per month and before extended operation. Use a tire gauge to check pressure and maintain it per the vehicle manufacturer's recommendations (on vehicle placard or in owner's manual). Do not reduce pressure when tire is hot and do not inflate a cold tire higher than limits molded on the tire's sidewall. Do not overlook spare tire inflation pressure.

# YOKOHAMA

## **Tire Tread**

Tires must be replaced when the depth of the tread reaches 2/32 inch (1.6 mm). YOKOHAMA tires are manufactured with tread wear indicators molded into the tire grooves which indicate tread wearout. As tires wear down to 2/32 inch (1.6mm), and tread depth is reduced, tire traction is reduced during rainfall and winter road conditions. Visual tire inspection therefore becomes more crucial as the tires wear out.

## **Hard Braking**

You must inspect your tires after any hard braking situations or after tires have slid on the pavement. This can cause a flat spot or other damage to the tread of the tire.

## **Spinning**

- Do not allow tires to spin at speeds greater than 35 mph (56 km/h) if vehicle becomes stuck.
- Do not stand behind a spinning tire while attempting to push a vehicle. Speed and force can cause a tire to disintegrate and explode and may cause property damage and/or personal injury.

## **Recommended Tire Rotation**

Front and rear tires perform differently and consequently YOKOHAMA recommends tire rotation to ensure even wear and lengthen tread life. In the absence of the vehicle manufacturer's instruction, YOKOHAMA recommends that its tires be rotated every 7,500 miles (12,000 km) for normal applications.

## SAFETY INFORMATION



**WARNING:** DISREGARDING ANY OF THE SAFETY PRECAUTIONS AND INSTRUCTIONS CONTAINED IN THIS MANUAL MAY RESULT IN TIRE FAILURE OR EXPLOSION CAUSING SERIOUS PERSONAL INJURY OR DEATH.

### **DRIVING ON ANY TIRE THAT DOES NOT HAVE THE CORRECT INFLATION PRESSURE IS DANGEROUS**

Any under inflated tire builds up excessive heat that may result in sudden tire destruction. If tires are supplied as original equipment, refer to the tire decal on the vehicle (check vehicle and/or vehicle owner's manual for decal location) for the recommended operating pressures. For replacement tires, the correct inflation pressure will be provided by your tire retailer; if not, refer to the vehicle decal.

These inflation pressures must be maintained as a minimum. However, do not exceed the maximum pressure rating indicated on the tire sidewall.

### **CHECK THE COLD INFLATION PRESSURES IN ALL YOUR TIRES, INCLUDING THE SPARE, AT LEAST ONCE EACH MONTH**

Failure to maintain correct inflation may result in improper vehicle handling and may cause rapid and irregular tire wear, sudden tire destruction, loss of vehicle control and serious personal injury. Therefore, inflation pressures should be checked at least once each month and always prior to long distance trips. This applies to all tires, including self-sealant types, self-supporting runflat types and other extended mobility tires, which are as susceptible to losing air pressure as any other type of tire, if not properly maintained.

Pressures should be checked when tires are cold, in other words, before they have been driven on. Driving, even for a short distance, causes tires to heat up and air pressure to increase.

#### **Checking pressure when tires are hot:**

If pressures are checked after tires have been driven for more than three minutes or more than 1 mile, (2 km) the tires become hot and the pressures will increase by approximately 4 psi (27.6 kPa). Therefore when the tire pressure is adjusted under these conditions, it should be increased to a gauge reading of 4 psi (27.6 kPa) greater than the recommended cold inflation pressure.

## SAFETY INFORMATION

### For Example Only:

Gauge reading of hot tire: . . . . . 33 psi (230 kPa)

If recommended, cold inflation pressure is: . . . . . 32 psi (220 kPa)

The hot tire pressure is only 1 psi (10 kPa) greater than the recommended cold inflation pressure. Therefore, add 3 psi (20 kPa) more to increase the hot pressure to 4 psi (30 kPa) over the recommended cold inflation pressure.

New hot pressure: . . . . . 36 psi (250 kPa)

### TIRE SPINNING

Do not spin wheels in excess of 35 mph (55 km/h) as indicated on the speedometer. Excessive speed in a free-running, unloaded tire can cause it to “explode” from centrifugal force. The energy released by such an explosion is sufficient to cause serious physical injury or death. Never allow anyone to stand near or behind the spinning tire.

When in mud, sand, snow, ice or other slippery conditions, do not engage in excessive wheel spin. Accelerating the motor excessively, particularly with automatic transmission vehicles, may cause a drive tire that has lost traction to spin beyond its speed capability. This is also true when balancing a drive tire/wheel assembly on the vehicle using the vehicle engine to spin the tire/wheel assembly.

### HIGH SPEED DRIVING CAN BE DANGEROUS

Correct inflation pressure is especially important. However, at high speeds, even with the correct inflation pressure, a road hazard for example is more difficult to avoid and if contact is made, has a greater chance of causing tire damage than at a lower speed. Moreover, driving at high speed reduces the reaction time available to avoid accidents and bring your vehicle to a safe stop.

If you see any damage to a tire or wheel, replace it with the spare at once and visit a participating Tire Retailer.

Exceeding the maximum speeds shown on the following page for each type of tire will cause the tire to build up excessive heat which can cause tire damage that could result in sudden tire destruction and rapid air loss. Failure to control a vehicle when one or more tires experience a sudden air loss can lead to an accident.

**In any case, you should not exceed reasonable speeds as indicated by the legal limits and driving conditions.**

## SAFETY INFORMATION

### SPEED RATINGS

Speed symbols are shown on the sidewall of some tires. The following table shows the maximum speed corresponding to the symbol.

#### SPEED Maximum Speed

Ratings	km/h	mph
M	130	81
N	140	87
P	150	93
Q	160	100
R	170	106
S	180	112
T	190	118
H	210	130
V	240	149
V*	240+	149+
W (ZR**)	270	168
Y (ZR**)	300	186
(ZR**)	300+	186+

\*Some V (or VR) rated tires may have a speed capacity greater than 149 mph (240 km/h). Consult your tire retailer for maximum speed rating if your vehicle capability exceeds this speed.

\*\*Z (or ZR) rated tires are designed to use on cars with maximum speed capabilities in excess of 149 mph (240 km/h). (W and Y speed ratings are sub-categories of Z).

Consult your tire retailer for maximum speed capabilities.

Although a tire may be speed-rated, we do not endorse the operation of any vehicle in an unsafe or unlawful manner. Speed ratings are based on laboratory tests which relate to performance on the road, but are not applicable if tires are underinflated, overloaded, worn out, damaged, altered, improperly repaired, or retreaded. Furthermore, a tire's speed rating does not imply that vehicles can be safely driven at the maximum speed for which the tire is rated, particularly under adverse road and weather conditions or if the vehicle has unusual characteristics.

Highway passenger tires that do not have a speed symbol on the sidewall have a maximum speed rating of 105 mph (170 km/h). Light truck highway tires that do not have a speed symbol on the sidewall of the tire

## SAFETY INFORMATION

have a maximum speed rating of 87 mph (140 km/h). The speed and other ratings of retreaded tires are assigned by the retreader and replace the original manufacturer's ratings.

**IMPORTANT:** In order to maintain the speed capability of the vehicle, replacement tires must have speed ratings equal to or higher than those fitted as original equipment (as indicated on the vehicle tire placard or owner's manual). If tires with lower speed ratings are fitted, the vehicle's handling may be affected and the speed capability of the vehicle will be lowered to the maximum speed capability of the replacement tires as indicated in the table above.

**REMEMBER...** High speed driving can be dangerous and may damage your tires. **AND...** When driving at highway speeds, correct inflation pressure is especially important.

**WINTER/SNOW TIRES** - Winter/snow tires that do not have a speed symbol on the sidewall or tires with Q symbols have a speed rating of 100 mph (160 km/h). Winter tires with a speed symbol have a maximum speed rating in accordance with the symbol.

### **INSPECT YOUR TIRES, DO NOT DRIVE ON A DAMAGED TIRE OR WHEEL**

#### **HAZARDS**

Objects in the road, such as potholes, glass, metal, rocks, wood, debris and the like, can damage a tire and should be safely avoided.

Unavoidable contact with such objects should prompt a thorough tire inspection. Anytime you see any damage to your tires or wheels, replace with the spare at once and immediately visit a tire retailer.

#### **INSPECTION**

When inspecting your tires, including the spare, check the air pressures. If the pressure check indicates that one of your tires has lost pressure of 2 psi (14 kPa) or more, look for signs of penetration, valve leakage or wheel damage that may account for the air loss. A tire damaged by a road hazard may appear undamaged to you on the outside of the tire. If you suspect your tire may be damaged from striking a road hazard (even when no damage is apparent) have the tire inspected by a tire retailer at once.

**Always look for bulges, cracks, cuts, penetrations and abnormal tire wear, particularly on the edges of the tire tread, which may be caused by misalignment or underinflation. If any such damage is found, the tire must be inspected by a tire retailer at once. Use of a damaged tire could result in tire destruction.**

## SAFETY INFORMATION

All tires will wear out faster when subjected to high speeds as well as hard cornering, rapid starts, sudden stops, frequent driving on roads which are in poor condition, and off road use. Roads with holes and rocks or other objects can damage tires and cause misalignment of your vehicle. When driving on such roads, drive carefully and slowly, and before driving again at normal or highway speeds, examine your tires for any damage, such as cuts, bulges, penetrations, unusual wear patterns, etc.

### TIRE TREADWEAR INDICATORS “WEAR BARS”

Most tires contain wear indicators “Wear Bar” in the grooves of the tire tread which show up when only 2/32nds of an inch (1.6 mm) of tread is remaining. At this stage, your tires must be replaced. Tires worn beyond this stage are extremely dangerous.

#### **WARNING: Age**



**WARNING:** Tires degrade over time depending on many factors such as weather, storage conditions, and conditions of use (load, speed, inflation pressure, etc.) the tires experience throughout their lives. In general, tires should be replaced after six years regardless of tread wear. However, heat caused by hot climates or frequent high loading conditions can accelerate the aging process and may require tires to be replaced more frequently.

**You should replace your spare tire when you replace the road tires or after six years due to aging even if it has not been used.**

### **DO NOT OVERLOAD: DRIVING ON ANY OVERLOADED TIRE IS DANGEROUS**

The maximum load rating of your tires is molded on the tire sidewall. Do not exceed this rating. Follow the loading instructions of the manufacturer of your vehicle and this will ensure that your tires are not overloaded. Tires which are loaded beyond their maximum allowable loads for the particular application will build up excessive heat that may result in sudden tire destruction. Do not exceed the gross axle weight rating for any axle on your vehicle.



## SAFETY INFORMATION

### TRAILER TOWING

If you anticipate towing a trailer, you should visit a tire retailer for advice concerning the correct size tire and pressures. Tire size and pressures will depend upon the type and size of trailer and hitch utilized, but in no case must the maximum cold inflation pressure or tire load rating be exceeded. Check the tire decal and the owner's manual supplied by the manufacturer of your vehicle for further recommendations on trailer towing.

### WHEEL ALIGNMENT AND BALANCING ARE IMPORTANT FOR SAFETY AND MAXIMUM MILEAGE FROM YOUR TIRES.

#### CHECK HOW YOUR TIRES ARE WEARING AT LEAST ONCE EACH MONTH

If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or balance. These conditions not only shorten the life of your tires but adversely affect the handling characteristics of your vehicle, which could be dangerous. If you detect irregular wear or vibration, have your alignment and balance checked immediately. Tires which have been run underinflated will show more wear on the shoulders than in the center of the tread.

### TIRE MIXING

For best performance it is recommended that the same size and type of tire be used on all four wheel positions. Before mixing tires of different types in any configuration on any vehicle, be sure to check the vehicle manufacturer's Owner's Manual for its recommendations.

It is especially important to check the vehicle manufacturer's owner's manual when mixing, matching, or replacing tires on 4-wheel drive vehicles, as this may require special precautions.

**NOTE:** Tires which meet the Rubber Manufacturers Association (RMA) definition of snow tires are marked M/S, M+S or M&S. On such tires, this designation is molded into the sidewall. Tires without this notation are not recommended for winter driving.

Tires designated for use in severe winter conditions are marked on at least one sidewall with the letters "M" and "S" plus a pictograph of a mountain with a snowflake on it. It is recommended that winter tires be applied to all four wheel positions. Failure to do so may negatively affect vehicle handling.

## SAFETY INFORMATION

### TIRE ROTATION

To obtain maximum tire wear, it may be necessary to rotate your tires. Refer to your vehicle owner's manual for instructions on tire rotation.

**Note:** Your vehicle may be equipped with a dissimilar spare tire/wheel. A dissimilar spare tire/wheel is defined as a spare tire and/or wheel that is different in brand, size or appearance from the road tires and wheels. If you have a dissimilar spare tire/wheel it is intended for temporary use only and should not be used in a tire rotation.

**Note:** After having your tires rotated, inflation pressure must be checked and adjusted to the vehicle requirements.

Monthly inspection for tire wear is recommended. Your tires should be rotated at the first sign of irregular wear, even if it occurs before the next recommended rotation interval for your vehicle. This is true for all vehicles. When rotating tires with a directional tread pattern, observe the arrows molded on the sidewall which show the direction the tire should turn. Care must be taken to maintain the proper turning direction. As a general rule, whenever only two tires are replaced, the new ones should be put on the rear.

### CUSTOMIZATION OF TIRES, WHEELS, OR SUSPENSION ON SUVS AND LIGHT TRUCKS

Due to their size, weight and higher center of gravity, vehicles such as SUVs and light trucks do not have the same handling characteristics as automobiles. Because of these differing characteristics, failure to operate your SUV/truck in a proper and safe manner can increase the likelihood of vehicle rollover. Modifications to your SUV/truck tire size, tire type, wheels or suspension can change its handling characteristics and further increase the likelihood of vehicle rollover. Whether your SUV/truck has the original equipment configuration for tires, wheels and suspension or whether any of these items have been modified, always drive safely, avoid sudden, sharp turns or lane changes and obey all traffic laws. Failure to do so may result in loss of vehicle control leading to an accident and serious injury or death.

### TIRE ALTERATIONS

Do not make or allow to be made any alterations on your tires. Alterations may prevent proper performance, leading to tire damage which can result in an accident. Tires which become unserviceable due to alterations such as truing, whitewall inlays, addition of balancing or sealant liquids, or the use of tire dressing containing petroleum distillates are excluded from warranty coverage.

## SAFETY INFORMATION

### REPAIRS - WHEREVER POSSIBLE, SEE YOUR TIRE RETAILER AT ONCE

If any tire sustains a puncture, have the tire demounted and thoroughly inspected by a tire retailer for possible damage that may have occurred. A tread area puncture in any passenger or light truck tire can be repaired provided that the puncture hole is not more than 1/4" in diameter, not more than one radial cable per casing ply is damaged, and the tire has not been damaged further by the puncturing object or by running underinflated. Tire punctures consistent with these guidelines should only be repaired by following the Rubber Manufacturers Association (RMA) recommended repair procedures. Plug-only repairs done on-the-wheel are considered improper and therefore, not recommended. Such repairs are not reliable and may cause further damage to the tire.

### STORAGE

Tires contain waxes and emollients to protect their outer surfaces from ozone and weather checking. As the tire rolls and flexes, the waxes and emollients continually migrate to the surface, replenishing this protection throughout the normal use of the tire. Consequently, when tires sit unused for long periods of time (a month or more) their surfaces become dry and more susceptible to ozone and weather checking and the casing becomes susceptible to flat spotting. **For this reason, tires should always be stored in a cool, dry, clean, indoor environment. If storage is for one month or more, eliminate the weight from the tires by raising the vehicle or by removing the tires from the vehicle. Failure to store tires in accordance with these instructions could result in damage to your tires or premature aging of the tires and sudden tire failure.**

When tires are stored, be sure they are placed away from sources of heat and ozone such as direct sunlight, hot pipes and electric generators. Be sure that surfaces on which tires are stored are clean and free from grease, gasoline or other substances, which could deteriorate the rubber. Failure to store tires in accordance with these instructions could result in damage to your tires or premature aging of the tires and sudden tire failure.

## SAFETY INFORMATION

### FOLLOW THESE MOUNTING RECOMMENDATIONS

**Tire changing can be dangerous and must be done by professionally trained persons using proper tools and procedures as specified by the Rubber Manufacturers Association (RMA). Single or dual assemblies must be completely deflated before demounting.**

Your tires should be mounted on wheels of correct size and type and which are in good, clean condition. Wheels that are bent, chipped, rusted (steel wheels) or corroded (alloy wheels) may cause tire damage. The inside of the tire must be free from foreign material. Have your retailer check the wheels before mounting new tires. Mismatched tires and rims can explode during mounting. Also, mismatched tires and rims can result in dangerous tire failure on the road. If a tire is mounted by error on the wrong-sized rim, do not remount it on the proper rim - scrap it. It may have been damaged internally (which is not externally visible) by having been dangerously stretched and could fail on the highway.

**Old valves may leak. When new tubeless tires are mounted, have new valves of the correct type installed. Tubeless tires must only be mounted on wheels designed for tubeless tires i.e., wheels which have safety humps or ledges.**

It is recommended that you have your tires and wheels balanced. Tires and wheels, which are not balanced, may cause steering difficulties, a bumpy ride, and irregular tire wear.

**Be sure that all your valves have suitable valve caps. The valve cap is the primary seal against air loss.**

### TEMPORARY SPARE TIRES

When using any temporary spare tire, be sure to follow the vehicle manufacturer's instructions.

### REMEMBER... TO AVOID DAMAGE TO YOUR TIRES AND POSSIBLE ACCIDENT:

- CHECK TIRE PRESSURE AT LEAST ONCE EACH MONTH WHEN TIRES ARE COLD AND BEFORE LONG TRIPS.
- DO NOT UNDERINFLATE/OVERINFLATE.
- DO NOT OVERLOAD.
- DRIVE AT MODERATE SPEEDS, OBSERVE LEGAL LIMITS.

## SAFETY INFORMATION

- AVOID DRIVING OVER POTHOLES, OBSTACLES, CURBS OR EDGES OF PAVEMENT.
- AVOID EXCESSIVE WHEEL SPINNING.
- IF YOU SEE ANY DAMAGE TO A TIRE, REPLACE WITH THE SPARE AND VISIT ANY AUTHORIZED RETAILER AT ONCE.
- IF YOU HAVE ANY QUESTIONS, CONTACT YOUR AUTHORIZED RETAILER.

**FAILURE TO OBSERVE ANY OF THE RECOMMENDED PRECAUTIONS CONTAINED IN THIS OWNER'S MANUAL CAN LEAD TO ERRATIC VEHICLE BEHAVIOR AND/OR TIRE DAMAGE, POSSIBLY RESULTING IN AN ACCIDENT.**

**If you see any damage to your tires or wheels, contact your local authorized tire retailer or Ford and Lincoln dealer.**



**WARNING:** For safety and good performance, you must take care of your tires.