Yokohama Tire Safety Information and Warranty Procedures Manual

In effect for tires sold August 1, 2020 and later

YOKOHAMA®

INTRODUCTION

Yokohama has produced this manual to provide its dealers with information needed to determine the warrantability of Yokohama tires submitted for adjustment, and to ensure timely warranty claim processing. These materials will help you better understand Yokohama products and procedures, and assist in the handling of related issues. We hope you'll find this manual an informative, easy-to-use guide for your business.

⚠ WARNING

Tire changing can be dangerous, and should be done only by trained persons using proper tools and procedures. Failure to comply with proper procedures may result in incorrect positioning of the tire, tube or wheel assembly, causing serious physical injury or death.

Yokohama has prepared these warnings as a general reference that outlines procedures established by the U.S. Tire Manufacturers Association (USTMA). Details relating to these procedures can and should be obtained by contacting the USTMA directly.*

- Always read and understand any manufacturer's warning contained in customer literature or molded on the tire sidewall.
- Always wear adequate eye protection at all times while mounting, dismounting or repairing tires.
- Never mount or use damaged tires, tubes or wheel assemblies.
- Always be certain tires are mounted on the correct size and type of wheel assembly, and that the intended application is correct.
- Always replace a tire on a wheel assembly with another tire of exactly the same wheel assembly diameter, designation and suffix letters. Wheel assemblies of different diameters and tapers cannot be interchanged.
- Always be certain to mount tires only on approved wheel assembly widths.
- Always inflate tires in a safety cage if a mounting machine does not have a positive lock-down device. Use an extension hose with gauge and clip-on chuck so that operator may stand aside during inflation.
- Never inflate tires beyond 40 pounds per square inch (psi) to seat beads.
- Never stand, reach or lean over a tire/wheel assembly during inflation.
- Never install a tube in a tubeless tire.
- Always deflate tires completely by removing the valve core before removal of a tire/wheel assembly from a vehicle or disassembly of components. Do not stand, lean or reach over the assembly during deflation.
- Never repair tires worn below 2/32" (1.6mm) (legal wear out) tread depth.
- Never attempt to repair tires with tread punctures larger than 1/4"in diameter or any sidewall punctures.
- Never install an inner tube as a substitute for a proper repair.
- Never perform repairs using other than industry-approved methods.
- Always remove tires from wheel assemblies for inspection prior to repairing.
- Always refer to separate Yokohama Technical Service Bulletins for fitment and balancing guidelines on particular product classifications.

* U.S. Tire Manufacturers Association
1400 K Street, NW, Suite 900
Washington, DC 20005
Telephone: 1-202-682-4800
www.ustires.org

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YOKOHAMA'S PHILOSOPHY OF CUSTOMER SATISFACTION

Yokohama proudly manufactures what are considered to be among the finest tires in the world. However, as in any business, customers will occasionally return products they have purchased. Regardless of the reason, how the dealer responds to a customer's problem determines whether the customer will remain a customer. This is the reason Yokohama has established guidelines for the fair and positive handling of warranty claims and customer problems. We believe our customers should receive the same respect and enthusiasm when returning for warranty service as when they originally purchased our product.

First, obtain as much information as possible from the customer. Allow them to tell you their entire story. Then, because the exact cause of the problem must be determined, thoroughly inspect the tire, including dismounting the tire, if necessary. The more thorough your inspection, the more confidence the customer will have in your level of expertise. Remember, this is an era of better educated consumers who are frequently reminded by the news media, internet and consumer organizations of consumers' legal rights.

After identifying the problem, explain the reason to the customer in simple, direct terms. If your inspection reveals a problem covered under the Yokohama warranty, properly complete the appropriate Yokohama claim form and follow established warranty claim procedures. Strict adherence to these procedures will ensure timely processing of warranty credits.

If the problem is non-warrantable (road hazard, misalignment, lack of maintenance, etc.), explain the cause of the problem in a courteous and understanding manner. Customers treated fairly and professionally will remain customers, regardless of the outcome.

The most successful approach to providing warranty service is to establish a complaint handling system. Determine who is responsible for handling customer complaints and where the work will take place. Post this information in your showroom for reference.

One final thought: customer satisfaction does not stop with the sale of the product. By offering customers fast, friendly, knowledgeable service, you can practically be assured the customer will return to you. As a result, both you and Yokohama will continue to have satisfied customers.

TIRE REGISTRATION REQUIREMENTS

The National Traffic and Motor Vehicle Safety Act 49CFR 574.7 requires that all tire dealers who sell tires must provide the tire purchaser with a pre-addressed tire registration card at the time of sale (example below). It is the dealer's responsibility to complete the Department of Transportation (D.O.T.) tire identification number, dealer's business name, and dealer's business address on the registration card.

Yokohama dealers selling to any other dealers are required to supply a sufficient number of registration cards to those dealers for use when selling to their customers. Tire registration cards can be ordered from Yokohama through the Marketing Materials Website, which can be accessed through your Dealer Services Website portal.

Yokohama has made this registration process even easier by adding a "tire registration" feature on its consumer website. Recognizing the importance of the tire registration, Yokohama offers this online option to the mail-in card. Consumers can go to eco.yokohamatire.com/TireRegistration to register their tires online.

The National Highway Traffic Safety Administration (NHTSA) has established a hotline to help promote tire registration and consumer rights 1-888-327-4236.

IMPORTANT – In case of a recall, we can reach you only if we have your name and address. You MUST send in this card or register online at **http://eco.yokohamatire.com/TireRegistration** to be on our recall list. **Do it today!**

OMB Control No. 2127-0050

CUSTOMER FIRST NAME

CUSTOMER LAST NAME

CUSTOMER ADDRESS

CITY

STATE ZIP CODE

SHADED AREAS MUST BE FILLED IN BY SELLER

To Mail: Affix Postcard Stamp to Reverse Side

Register ONLY tire brand printed below.

YOKOHAMA

Date of Sale (MM/DD/YY)

SELLER COMPLETE

(Can be rubber stamped)

SELLER'S NAME

SELLER'S ADDRESS

CITY STATE ZIP CODE

TIRE IDENTIFICATION NUMBERS

(SELLER COMPLETE)

QTY	1	2	3	4	5	6	7	8	9	10	11	12	13

PRIVACY POLICY - US Federal law requires Yokohama to maintain contact information of consumers that purchase and register tires produced by Yokohama. CNW-0050-1219
This information will be used to contact owners in the unlikely event of a recall. For more information on Yokohama's privacy policy, visit https://yokohamatire.com/privacy-policy.

To Mail: Place Postcard Stamp Here

YOKOHAMA

YOKOHAMA TIRE CORPORATION
1 MACARTHUR PL STE 800
SANTA ANA, CA 92707-5948

YOKOHAMA SAFETY INFORMATION FOR CONSUMER TIRES

(FOR REPLACEMENT AND OE PASSENGER, LIGHT TRUCK, TEMPORARY SPARE AND HIGH PERFORMANCE TIRES.)

⚠WARNING

PROPERTY DAMAGE, SERIOUS PERSONAL INJURY OR DEATH MAY RESULT FROM:

- **Tire failure due to underinflation, overinflation, or overloading** – Always follow owner's manual or tire placard in vehicle.
- **Explosion of the tire/rim assembly due to improper mounting** – only specially trained persons should mount tires.
- **Failure to mount tires on approved rims of exactly the same diameter.**
- **Tire failure due to impact damage/improper inflation** – inspect tires frequently for signs of damage, irregular wear and air loss.
- **Tire failure due to improper repairs** – see U.S. Tire Manufacturers Association (USTMA) established repair procedures at www.ustires.org.
- **Tire failure due to excessive tire spinning.**

IMPORTANT SAFETY INFORMATION

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. Tire failure may create a risk of property damage and serious or fatal injury. For your safety, please follow the instructions below.

Tire Inspection

- **Monthly inspections by owner.** At least once a month, inspect your tires, including your spare tire, consisting of an inflation check, tread depth check and a visual search for damage from road hazards, such as scrapes, bulges, cuts, nails, irregular wear, etc. Inspect your tires 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 damaged tire.
- **Annual inspections by a qualified tire service professional.** At least once a year, have your tires inspected by a qualified tire service professional to determine whether your tires can continue in service.

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 wear out. 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. While the minimum allowable tread depth is 2/32", tires may lose sufficient wet and snow traction before reaching 2/32 inch (1.6 mm). The vehicle owner must determine if tires should be replaced prior to reaching 2/32" tread depth based on the conditions under which the vehicle is operating. A visual tire inspection, therefore, becomes more crucial as the tires wear out.

If you detect irregular tire wear or vibration, your vehicle may be out of alignment or your tire/wheel assembly may be out of balance. These conditions shorten the life of your tires and may adversely affect the handling characteristics of your vehicle, which could be dangerous. Tires which have been run underinflated will show more wear on the shoulders than in the center of the tread. If you have any unusual tire wear, performance or ride quality, take your vehicle to a qualified tire service professional.

Tire Replacement

Yokohama recommends tire replacement in full sets of the same size, tread design, construction, load index and speed rating. If the decision is made to only apply two new tires, the new tires should be installed on the rear position. To maintain vehicle dynamics and load carrying capacity, replacement tires must always have a load index and speed rating that equals or exceeds that of the original equipment tires of the vehicle. Driving your vehicle with an improper mix of tire sizes, constructions and speed ratings can be dangerous. Your vehicle's handling characteristics can be adversely affected. Before replacing tires, always consult and follow the vehicle owner's manual or an authorized Yokohama dealer for proper tire replacement.

Tire changing can be dangerous and should be done using proper tools and procedures. Always use approved tire/rim combinations for rim diameter, width and contour. Always replace a tire on a rim with another tire of exactly the same rim diameter designation.

When changing between P-metric, Euro-metric, LT-metric and flotation sizes, both inflation pressure and load carrying capacity adjustments may be required. Consult your tire service professional.

Proper Inflation

Proper inflation is necessary for tire safety, performance, maximum tread life and best fuel economy. Always keep tires inflated at the pressure specified by the vehicle manufacturer. Tire pressures must be checked at least once a month and before long trips, when tires are cold (before operation, cool to the touch). Use an accurate tire gauge to check pressure since it is not possible to tell an underinflated tire just by looking at it. Do not reduce pressure when a 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. If your vehicle is equipped with a tire pressure monitoring system (TPMS), it does not replace your manual monthly inflation checks

- **Inflation Pressure for Off-Road Use**: Inflation pressures for tires used in most off-road situations should be the same as those for highway driving. Off-road driving, especially at low inflation pressure, increases the risk of damaging the structure of the tires due to impacts. Reducing inflation pressure to increase off-road traction can result in over deflection, excessive heat buildup and ultimately tire failure. If a lower inflation pressure is used to gain additional flotation/traction at low speeds, the tires must be re-inflated before resuming driving on the highway or at higher speeds, whether on-or off-road.
- **Inflation Pressure for LT Tires on Heavy-Duty Vehicles:** Vehicle manufactures utilize load range D and E LT tires to achieve the high load capacities of which heavy duty vehicles are capable. Reducing inflation pressure from that specified by the manufacturer reduces load capacity and changes handling characteristics which can be dangerous. Yokohama always recommends for drivers to follow the placard pressures. If a driver reduces tire inflation pressure, they are solely responsible to ensure that the load capacity of the tires is not exceeded and the vehicle is capable of operating safely.

⚠WARNING

Underinflation and/or overloading of a tire causes excessive heat build-up and internal structural damage. Overinflation makes it more likely for tires to be cut, punctured or broken by sudden impact. These conditions may cause a tire failure, including a tread/belt separation, even at a later date, which can lead to an accident and serious personal injury or death.

Tire Loading

Never exceed the maximum vehicle load limit listed on the vehicle placard or in the owner's manual. Never exceed the load carrying limits molded into the tire's sidewall. Maximum load can only be carried at the maximum cold inflation pressure indicated on the tire's sidewall. Overloading can cause excessive heat buildup, internal structural damage and may cause tire failure.

Speed

Regardless of the speed capability of your tires, never exceed lawful speeds or speeds dictated by driving conditions. Exceeding a tire's speed capacity could cause overheating and sudden tire failure.

Road Hazards

Objects on the road that could damage your tires should be safely avoided. These objects include: potholes, glass, metal, rocks, wood debris, curbs and the like. Damage from impact can occur to the inner portions of your tire without being visible to the outside and can result in tire failure. If you suspect a tire has been damaged, immediately replace it with a properly inflated spare tire, and have the damaged tire removed from the rim and inspected both inside and out by a qualified tire technician.

⚠WARNING

Safely avoid road hazards, including, potholes, curbs and objects on the road. This may cause a tire failure, including a tread/belt separation, even at a later date, which can lead to an accident and serious personal injury or death.

Tire Spinning

Do not allow the reading on the speedometer to exceed 35 mph if tires are spinning because the vehicle becomes stuck in mud, snow, ice, etc. When only one tire on an axle is spinning, its speed can be double what is indicated on the speedometer and can quickly exceed the capability of the tire.

Never allow anyone to 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, serious personal injury or death to you or a bystander.

Recommended Tire Rotation

Front and rear tires perform differently and, consequently, Yokohama recommends tire rotation to ensure even wear and lengthen tread life. Rotate your tires according to the vehicle manufacturer's recommendation in your owner's manual. In the absence of the vehicle manufacturer's instruction, Yokohama recommends that its tires be rotated every 5,000 miles for normal applications. If your vehicle has a matching full-size spare tire, it is recommended that it be included in the tire rotation. After the tires are rotated, make sure they are inflated to the pressure specified by the vehicle manufacturer.

Tire Service Life

Follow your vehicle manufacturer's recommendations for tire service life. For a tire in use for five or more years, including your spare tire, Yokohama recommends an inspection by a qualified tire service professional at least once a year to determine whether the tire can continue in service. In the absence of instructions from your vehicle manufacturer regarding tire service life, Yokohama recommends the replacement and disposal of all passenger and light truck tires whose D.O.T. production date is 10 or more years old, even if the tire appears to be undamaged and has not reached its tread wear limits. To locate the D.O.T. number, refer to the tire sidewall where the D.O.T. number will appear. D.O.T. numbers are coded, as follows:

D.O.T. CCFCXYZ1915

Production Date (represents week & year tire was made): 1915 = Tire was made 19th week of 2015. More information can be found at: www.yokohamatire.com/tires-101/how-to-read-a-sidewall-1/dot-marking

Repair & Maintenance

All passenger and light truck tires require regular maintenance to assure safe operation and maximum service lifetime. Tire repairs should only be completed by a qualified tire service professional. Improper repairs are dangerous and may cause a tire to fail. Yokohama endorses all service guidelines defined by the U.S. Tire Manufacturers Association. Visit www.ustires.org or call 202-682-4800 for their service publications. Yokohama does not allow repair of injury to temporary spare tires and Yokohama ZPS runflat tires.

⚠WARNING

VIBRATION/RIDE DISTURBANCE

Many tire failures are preceded by vibrations, bumps, bulges, or irregular wear. If while driving your vehicle you experience any unusual vibration, pull, ride disturbance or noise, DO NOT continue to drive. Pull over as soon as possible and inspect your tires. A tire failure may lead to loss of control, which may create a risk of serious personal injury or death.

If the vehicle experiences a sudden vibration, ride disturbance or tire failure and/or there is a possibility the tires and/or vehicle have been damaged, gradually reduce speed. DO NOT ABRUPTLY BRAKE OR TURN. Drive with caution until you can safely pull off the road. Stop and inspect the tire. If the tire is underinflated or damaged, deflate and replace it with a good spare tire. If a cause cannot be detected, the vehicle should be towed to the nearest vehicle or tire dealer for an inspection.

Proper Storage

Tires should be stored indoors in a cool dry place where water cannot collect inside the tires. Do not store in areas that are wet, humid, oily, greasy or in direct sunlight. Do not store in the same area as an electric motor or other ozone generating source. If tires are not stored properly, not only will there be a deterioration in their appearance, there may be a loss in performance and compound integrity that can lead to tire failure.

Temporary Spare

- The Yokohama high pressure spare tire is designed for temporary use only.
- Speed must not exceed 50 mph (80 km/h) for non-speed-rated temporary spare tires.
- Check the tire's cold inflation pressure monthly and maintain at 60 psi (4.2 kg/cm2) even when not in use. Do not inflate over 60 psi.
- A tread life of up to 3,000 miles (4,800 km) can be expected depending on road conditions and your driving habits. To conserve tire tread life, the spare should be returned to the trunk as soon as the standard tire can be repaired or replaced.
- Because the Yokohama high pressure spare tire was specifically designed for your car, it should not be used on any other vehicle.
- Do not use snow chains on your Yokohama high pressure spare. This could cause damage to your vehicle.
- When the tread wear indicator appears on the tire, replace it only with the same type spare tire.
- The Yokohama high pressure spare tire should not be used with any other rim nor should standard tires, wheel covers, or trim rings be used on the Yokohama high pressure spare tire rim on which the Yokohama high pressure spare tire was originally installed.

Winter/Snow Tires
Winter tires should always be installed on every wheel position. Winter tires on only one axle can lead to unpredictable handling. Many Yokohama winter tires have a snow wear tread indicator at 50% of the total tread depth. This bar is intended as a reminder that deep snow performance may diminish at that level of wear. Never reduce tire pressures in an attempt to increase traction on snow or ice. Slow down and drive carefully in adverse winter driving conditions.

ZPS (Zero Pressure System) Runflat Tires
Yokohama ZPS runflat tires include special technology to allow the tire to operate at reduced speeds and distances with zero inflation pressure when your vehicle is equipped with a Tire Pressure Monitoring System (TPMS). When the TPMS alerts the driver that a tire has lost air pressure, Yokohama recommends the slowest safe speed and the shortest distance to a service facility. In no case should the driver exceed 50 mph or 50 miles. Yokohama ZPS runflat tires are not to be repaired following a puncture or other tire disablement. Never mix ZPS runflat tires with tires that do not have runflat technology. Never mix runflat tires of different brands or technology.

Tire Registration
Registration of your tires is an important safety precaution since it enables the manufacturer to notify you in the event of a recall. Fill out and return the Yokohama registration card provided by your dealer, or register your tires at eco.yokohamatire.com/TireRegistration/

CLOSING:
Failure to follow any of the recommended precautions can lead to erratic vehicle behavior, tire damage and/or tire failure, including tread/belt separation, and may create a risk of property damage and serious or fatal injury.

If you suspect any damage to your tires or wheels, contact your local Yokohama tire retailer or contact Yokohama.

Yokohama Tire Corporation
Consumer Affairs Assistance
(800) 722-9888
www.yokohamatire.com

YOKOHAMA SAFETY INFORMATION FOR COMMERCIAL TIRES

(FOR USA REPLACEMENT AND ORIGINAL EQUIPMENT TRUCK/BUS TIRES)

⚠WARNING

PROPERTY DAMAGE, SERIOUS PERSONAL INJURY OR DEATH MAY RESULT FROM:

- **Tire failure due to underinflation, overinflation, or overloading** – Always follow vehicle owner's manual, vehicle tire placard or certification label.
- **Explosion of the tire/rim assembly due to improper mounting** – Only specially trained persons should mount tires. See OSHA Demounting & Mounting Procedures at www.osha.gov.
- **Failure to mount tires on approved rims of exactly the same diameter.**
- **Failure to deflate single or dual assemblies completely before demounting.**
- **Tire failure due to impact damage/improper inflation** – Inspect tires frequently for signs of damage, irregular wear and air loss.
- **Tire failure due to improper repairs** – See U.S. Tire Manufacturers Association (USTMA) established repair procedures at www.ustires.org.
- **Tire failure due to excessive tire spinning.**
- **See USTMA's Care and Service of Commercial Truck & Bus Tires at www.ustires.org.**

IMPORTANT SAFETY INFORMATION

Any tire, no matter how well constructed, may fail due to improper maintenance or service factors. Tire failure may create a risk of property damage and serious or fatal injury. For your safety, please follow the instructions below.

Proper Inflation

The inflation pressure in all tires, including the spare tire and inside duals, should be checked with an accurate tire gauge when the tires are cold on a frequent basis, such as daily during continual service as required by the Department of Transportation. This includes vehicles with a Tire Pressure Monitoring System (TPMS). Do not reduce pressure when tires are hot from driving. Any tire that continually requires reinflation is a serious safety risk. Use metal valve caps on each tire to ensure a complete air seal during operation and to keep out dirt and moisture.

Manufacturers of trucks and buses specify tire inflation pressure for each axle on the vehicle tire placard, certification label or in the service manual. Do not exceed the inflation pressure on the tire sidewall.

In general, tires perform best when inflated to match vehicle and axle loads. Steer tires often require maximum inflation pressure to carry the steer axle load, while trailer tires should be set at pressure corresponding to actual tire loading. Refer to the Yokohama Tire Pressure Inflation Calculator at
yokohamatruck.com/tire-tools/inflation-pressure-calculator

⚠WARNING

DRIVING ON TIRES WITH IMPROPER INFLATION IS DANGEROUS.

- Underinflation causes excessive heat buildup and internal structural damage.
- Overinflation makes it more likely for tires to be cut, punctured or broken by sudden impact.

These situations can cause a tire failure, including a tread/belt separation, even at a later date, which can lead to an accident and serious personal injury or death. Any truck tire known or suspected to have run at 80% or less of normal operating inflation pressure could possibly have permanent structural damage and should be considered a flat tire.

Regular Tire Inspection

In addition to maintaining proper inflation, regularly inspect the tire tread and sidewalls for irregular tread wear, adequate tread depth, cracking, scrapes, bulges, cuts, snags, foreign objects or other damage resulting from use. It is recommended that tires, including the spare, be periodically inspected by a tire service professional during routine preventative maintenance intervals.

Driving on damaged tires is dangerous. Impact can damage the inner portions of your tire without being visible on the outside. If you suspect that possible impact damage may have occurred, have a qualified tire service professional inspect the inner surface of your tire immediately to avoid possible sudden failure. Tires with excessive cracking on the tread or sidewall(s) should be removed from service. This is typically caused by underinflation, overloading, improper storage and/or improper long-term parking.

If you detect irregular tire wear or vibration, your vehicle may be out of alignment or your tire/wheel assembly may be out of balance. These conditions shorten the life of your tires and may adversely affect the handling characteristics of your vehicle, which could be dangerous. Tires which have been run underinflated will show more wear on the shoulders than in the center of the tread. (Refer to ATA TMC's Radial Tire Conditions Analysis Guide, Radial Tire & Disc Wheel Service Manual and User Guide to Wheels and Rims.)

⚠WARNING

INFLATING AN UNSECURED TIRE IS DANGEROUS, AS IT COULD BURST WITH EXPLOSIVE FORCE RESULTING IN SERIOUS PERSONAL INJURY OR DEATH.

- Never adjust the inflation pressure of a truck tire unless it is placed in a safety cage, or is secured to a vehicle or a tire mounting machine.
- Never stand or lean over the tire or in front of the valve when inflating.
- Never reinflate a truck tire that has been run at very low inflation pressure (i.e. 80% or less of normal operating pressure) without a complete inspection of the entire tire by a qualified tire service professional, including interior and exterior.
  See OSHA Demounting and Mounting Procedures at www.osha.gov/publications.

Tire Loading

To avoid overloading tires, maintain the proper inflation pressure and never exceed the vehicle's load capacity, Gross Axle Weight Rating (GAWR) or the Gross Vehicle Weight Rating (GVWR) of your vehicle. The vehicle must also be distributed so that no individual axle, tire or dual assembly is overloaded. Never exceed the maximum load rating stamped on the sidewall of your tire, and never exceed the maximum load or inflation pressure capacity of the rim or wheel assembly. Consult the vehicle tire information placard, certification label and owner's manual for the recommended vehicle load limits and loading requirements.

⚠WARNING

DRIVING YOUR VEHICLE IN AN OVERLOADED CONDITION IS DANGEROUS.

- Overloading causes excessive heat build-up and internal structural damage. This may cause a tire failure, including a tread/belt separation, even at a later date, which can lead to an accident and serious personal injury or death.

ZIPPER RUPTURES IN STEEL CORD RADIAL TRUCK & BUS TIRES

- Any steel cord radial truck & bus tire operating underinflated and/or overloaded must be approached with caution. Permanent damage due to operating the tire underinflated and/or overloaded cannot always be detected, although the tire could have permanent sidewall structural damage (steel cord fatigue).
- Ply cords weakened by underinflation and/or overloading may break one after another, until a rupture occurs in the upper sidewall with accompanying instantaneous air loss and explosive force. This can result in serious injury or death.
- For inspection procedures, see USTMA's TISB, Vol. 33 No. 5; www.ustires.org.

Tire Replacement

For vehicles with GVWR in excess of 10,000 lbs. (4,536 kg), federal regulations require that tires on the front axle should be removed when worn to 4/32" (3.2 mm) tread depth. For non-steer tires, replace tires when worn to 2/32" (1.6 mm) tread depth remaining anywhere on the tread face. Replacement tires should be the same as the OE size designation, or approved options, as recommended by the vehicle manufacturer.

Always use approved tire/rim combinations for rim diameter, width and contour. Always replace a tire on a rim with another tire of exactly the same rim diameter designation a Gross Vehicle Weight Rating (GVWR) over 10,000 pounds.

⚠WARNING

- Tire mounting and tire and wheel servicing can be dangerous and must be done only by trained personnel using proper tools and procedures, as specified by the U.S. Tire Manufacturers Association at www.ustires.org and OSHA Demounting & Mounting Procedures at www.osha.gov. Failure to comply with these procedures may result in faulty positioning of the tire and/or rim parts and cause the assembly to burst with explosive force sufficient to cause serious personal injury or death.

Tire Mixing
Driving your vehicle with an improper mix of tires can be dangerous. Never mix different tire sizes or construction types on the same axle. Your vehicle's handling characteristics can be seriously affected. Consult your vehicle's owner's manual and a qualified service professional for proper tire replacement.

Proper Matching and Spacing of Duals
Paired tires should be of the same size designation, same construction and tread design, and as close as possible to the same outside diameter. Mismatching duals forces the larger diameter tire to carry an overload, causing it to overdeflect and overheat. The smaller diameter tire, lacking proper road contact, wears faster and irregularly. Tire damage, such as tread or ply separation, tire body breaks and blowouts, can develop from mismatched duals. Proper spacing precludes tire rubbing and excessive heat generation.

Retreaded, Regrooved or Reinforcement-Repaired Tires on Steer Axles
- Comply with the Federal Motor Carrier Safety Administration (FMCSA) and National Highway Traffic Safety Administration (NHTSA) regulations restricting the use of reinforcement-repaired tires and regrooved tires on steer axles of commercial vehicles.
- Comply with FMCSA regulations prohibiting the use of retreaded or regrooved tires on steer axles of buses.
- Yokohama recommends that original tread tires be used on steer axles of buses and highway trucks with a Gross Vehicle Weight Rating (GVWR) over 10,000 pounds.

Repair & Maintenance
All commercial truck and bus tires require regular maintenance to assure safe operation and maximum service lifetime. Tire repairs should only be completed by a qualified tire service professional. Improperly repaired and/or retreaded tires are dangerous and can cause tire failure, property damage and serious personal injury. Yokohama endorses all service guidelines defined by the U.S. Tire Manufacturers Association, Care & Service of Commercial Truck & Bus Tires.
Visit www.ustires.org

Speed
Regardless of the speed capability of your tires, never exceed lawful speeds or speeds dictated by driving conditions. Exceeding a tire's speed capacity could cause overheating and sudden tire failure.

Tire Spinning
- Do not allow the reading on the speedometer to exceed 35 mph if tires are spinning because the vehicle becomes stuck in mud, snow, ice, etc. When only one tire on an axle is spinning, its speed can be up to four times what is indicated on the speedometer and can quickly exceed the capability of the tire.
- Never allow anyone to stand near a spinning tire. Speed and force can cause a tire to rupture and explode and may cause property damage, serious personal injury or death to you or a bystander.

Tire Service Life for Commercial Truck & Bus Tires

It is important to have tires in good operating condition, thus tires may need to be replaced because of service conditions long before the tread is worn out. To determine if tires, including the spare, should remain in service, it is recommended that they be periodically inspected by a tire service professional during routine preventative maintenance intervals. Follow the vehicle manufacturers' specific recommendations, if any, regarding tire service life and replacement. Refer to USTMA's Care & Service of Commercial Truck & Bus Tires at www.ustires.org.

Tire Registration

Registration of your tires is an important safety precaution since it enables the manufacturer to notify you in the event of a recall. Fill out and return the Yokohama registration card provided by your dealer, or register your tires at eco.yokohamatire.com/TireRegistration/.

Proper Storage

- Store tires indoors in a cool dry place where water cannot collect inside the tires.
- Store tires raised off a storage area's floor surface to minimize exposure to moisture or damage.
- Avoid contact with petroleum-based products and/or other volatile solvents or substances.
- Store tires away from electric motors, battery chargers, generators, welding equipment or other ozone generating sources.
- If tires are not stored properly, not only will there be a deterioration in their appearance, there may be a loss in performance and compound integrity that can lead to tire failure.
- If outdoor storage is necessary, follow the USTMA guidelines.

CLOSING:

Failure to follow any of the recommended precautions can lead to erratic vehicle behavior, tire damage and/or tire failure, including tread/belt separation, and may create a risk of property damage and serious or fatal injury.

If you suspect any damage to your tires or wheels, contact your local Yokohama tire retailer or contact Yokohama.

Yokohama Tire Corporation
Commercial Customer Service
800.423.4544, ext. 2, opt. 2
www.yokohamatruck.com

GENERAL INFORMATION ABOUT WARRANTIES

In these consumer-oriented times, products are often purchased based upon warranties covering those products. Yet warranties in general are confusing to most customers and misunderstood by many. The following explanations will be helpful to you and your customers in understanding Yokohama's warranty policies.

In the United States, product warranties are governed by both federal and state regulations. In 1975, Congress passed and put into law the Magnusson-Moss Act that governs written warranties for consumer products selling at retail for $15.00 or more. The Uniform Commercial Code, adopted wholly or in part by most states, covers implied warranties that are either oral or written. In addition, most states have laws and regulations protecting consumer rights which vary from state to state. You should be familiar with those statutes that cover your products and marketplace.

WHAT IS A WARRANTY?

Simply stated, a warranty is a promise made by a manufacturer and/or dealer to a customer covering a product. The two basic types are as follows:

1. **Implied Warranty**
   An implied warranty is a promise about a product before or at the time of sale. This type of warranty is a promise that the product is in good condition and ready for its intended, designed use (Warranty of Merchantability and Fitness).

2. **Express Warranty**
   An express warranty is an explicit statement or promise covering the product that may be oral or written. Further, the express warranty may be a (a) full or (b) limited warranty.

   a) A full warranty is a promise that a product will be repaired or replaced at no cost to the customer within a specified period of time, and that the original cost will be refunded to the owner if the product cannot be repaired or replaced within the specified period. There are other stipulations that apply to this warranty not noted here.

   b) A limited warranty has stricter criteria than the full warranty, hence the term "limited warranty." The limitations particularly apply to specific requirements for payment of replacement costs, returning the product to a repair or service location, exclusions for geographic coverage or non-transferability of warranty.

Legal Obligations for Dealerships

The Magnusson-Moss Act governs written warranties and obligates the retailer to make written warranties for products costing more than $15.00 available to customers prior to purchase. Additionally, a copy of the applicable warranty must accompany the product at the time of purchase.

Yokohama recommends that warranties be displayed with their products in the showroom. An alternative would be to prominently post a sign indicating that warranties are available to the customer upon request.

Dealerships that are wholesaling or have associate dealerships should recognize the requirement to supply these companies with warranty information so they will be in legal compliance.

Warranty information can be ordered through the Marketing Materials Website, which can be accessed through your Dealer Services Website portal, or by emailing: marketing.materials@yokohamatire.com

Warranty For Tires Distributed By Yokohama Tire Corporation Outside the USA

Yokohama Tire Corporation also distributes tires for sale in Mexico and the Caribbean. Warranty claim procedures and policy are different for Mexico and the Caribbean from those that apply in the USA. This manual only defines procedure and policy for tires sold and installed on vehicles operated in the USA. For a copy of the procedures and policy that apply to Mexico and the Caribbean, please contact our Consumer Affairs department at 1-800-722-9888.

YOKOHAMA WARRANTY STATEMENTS

STANDARD LIMITED WARRANTY FOR ORIGINAL EQUIPMENT PASSENGER CAR, LIGHT TRUCK AND TEMPORARY SPARE 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 D.O.T. 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 (80Km/h).
- Tires worn out [2/32" (1.6mm) or less of tread remaining].
- Tires that have been retreaded.
- Tires transferred from the vehicle on which they were originally installed.
- Tires on vehicles registered or operated outside the United States.
- Improper storage.

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:

a) Passenger car and light truck tires (other than temporary spare tires).

When a tire becomes unserviceable during the first 2/32" (1.6mm) 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 prorated 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 treadwear indicator bars molded at 2/32" (1.6mm) 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.

b) Temporary Spare Tires

When the original tread of a Yokohama temporary spare tire, used in temporary highway service on the vehicle on which it was originally installed, is worn not more than 1/32" (0.8mm), 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" (0.8mm), but less than 2/32" (1.6mm), 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.

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.

This warranty gives the customer specific legal rights. The customer may also have other rights which may vary from state to state. The customer is advised to determine those rights for their local area and exercise them as required or deemed appropriate.

Yokohama's Obligations

Replacements qualifying under the warranty will be made by an authorized Yokohama dealer.

Customer's Obligations

The customer must present the claim tire, together with the vehicle on which it was used, to an authorized Yokohama 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 services such as mounting, balancing, tire rotation and alignment, unless specifically included in the applicable warranty.

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

STANDARD LIMITED WARRANTY FOR REPLACEMENT PASSENGER CAR, LIGHT TRUCK AND TEMPORARY SPARE TIRES

This limited warranty/adjustment policy provides for tire replacement under specified conditions. This policy applies to tires used in normal highway service (commercial applications excluded) 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 replacement passenger car, light truck and temporary spare tire bearing the Yokohama brand name and complete D.O.T. serial identification number and operated during normal highway use (commercial applications excluded) in the United States. These tires are covered by this warranty for the life of the original usable tread depth [the original tread depth down to the level of treadwear indicator bars molded at 2/32" (1.6mm) or for 60 months from the date of purchase (proof of purchase required) or 72 months from the date of manufacture (if no proof of purchase available), whichever comes first.] This warranty applies only to the original tire purchaser, and is not transferable to any other party. This time period does not represent the expected service life for tires covered by this warranty.

What is Not Warranted

Tires that have become unserviceable for the following reasons:

- Road hazard injuries or damages caused by obstacles or debris, such as cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.
- Improper repairs or repairs that have failed.
- Improper inflation or other maintenance abuses.
- Improper application of tire size and/or specification.
- Improper mounting/dismounting procedures or tire/wheel assembly imbalance.
- Mechanical irregularities in the vehicle or wheel, such as bent wheel assemblies, misalignment, worn or faulty components.
- Weather checking/cracking or failures resulting from these conditions on tires purchased more than four years (48 months) prior to a warranty claim. If proof of purchase is not provided, the D.O.T. serial number is used.
- Accident, corrosion, vandalism, fire or damages caused by nature.

Additional Exclusions

- Tires that have had material added after leaving a Yokohama manufacturing plant, such as fillers, sealants, balancing substances or materials of any kind. Additionally, tires that have had external tire treatments which include but are not limited to: tread siping, shaving, carving, regrooving, white sidewall inlay or applying materials or treatments to the tread surface. If the material or treatment is the cause of a failure, vibration, or ride disturbance the tire will not be accepted for warranty, or mileage warranty credit.
- Tires submitted for ride disturbance complaints with more than 1/32" (0.8mm) treadwear or 12 months from date of purchase, whichever occurs first.
- Tires on vehicles registered or operated outside of the United States.
- Tires not sold in the United States by the Yokohama Tire Corporation.
- Tires branded by Yokohama to note special classification at time of purchase, such as "NA" (non-adjustable), or tires altered by notching or buffing.
- Tires used on vehicles in racing or special applications.
- Improper storage.

What is Warranted

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

ADJUSTMENT POLICY

Passenger Car and Light Truck Tires (Other than Temporary Spare Tires)

When the original usable tread is worn 2/32" (1.6mm) or less and a warrantable condition is found, the tire 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 and a warrantable condition is found, the customer must pay for the cost of a new comparable Yokohama passenger or light truck tire on a prorated basis. The dealer shall determine this cost by multiplying the percentage of usable tread worn by the dealer's current retail selling price of that tire at the time of warranty replacement. The cost of mounting, balancing and any other service charges or applicable taxes are payable by the customer.

Passenger Car Tires Mounted on Light Trucks

Yokohama Tire Corporation's warranty policy provides coverage for all tires installed on light trucks, minivans or like designs that have or had passenger tires installed as original equipment by the vehicle manufacturer, when the Yokohama replacement tire is equal to or greater in load index and speed rating (if applicable) of the originally installed tire. Operation other than described above will be denied coverage under all terms of the Yokohama Standard Limited Warranty for Passenger Car and Light Truck Tires.

Temporary Spare Tires

When the original tread of a Yokohama temporary spare tire used in temporary highway service on the vehicle on which it was originally installed is worn less than 1/32" (0.8mm), 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" (0.8mm), but less than 2/32" (1.6mm), will be replaced and the customer charged 50% of the dealer's current retail selling price of the tire. The cost of mounting, balancing, and any other service charges are payable by the customer.

TIRES COVERED BY 30-DAY TRIAL WARRANTY

Eligible Tires

Yokohama's Performance Promise 30-Day Trial applies to the original purchaser of a set of four eligible tires bearing the D.O.T. serial identification number, purchased as replacement tires in the United States and operated in normal highway use (commercial use excluded) in the United States.

Eligible tires must be used on the vehicle on which they were originally installed, in conformance to the vehicle manufacturer's recommendation.

This trial offer applies to tires on vehicles registered and operated in the United States only.

Visit yokohamatire.com/tires to check for tire eligibility.

The 30-Day Trial Offer

If for any reason, other than those outlined in this policy, the customer is not satisfied with their new set of Yokohama tires, within 30 days from date of purchase, eligible tires may be returned for a full refund. Refund will include the mounting and balancing fees and applicable taxes.

Returning Tires During the Trial Period

The customer has 30 days from the date of purchase to return tires to the Yokohama tire dealer from which they were purchased and must present the original sales invoice. Original sales invoice and completed '30-Day Performance Promise Return Survey' must be attached to Yokohama Claim for full refund. The 30-Day Performance Promise Return Survey form can be accessed through your Dealer Services Website portal under the Program Information tab.

Refund Exclusions

Tires are not eligible for a refund if:

- There is a road hazard or injury such as: damage caused by obstacles or debris, cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.
- There is damage or failure resulting from improper operation or maintenance such as: operating while flat or severely under-inflated, improper application of tire size and/or specification, improper mounting/dismounting procedures or tire/wheel assembly balance; load, speed and inflation practices causing excessive operational temperatures that exceed tires' capabilities, damage caused by tire repair.
- There is damage or failure resulting from: a damaged rim or chain damage, wheel alignment or brake problems, mechanical irregularities in the vehicle or wheel, negligence, misuse and abusive driving (including but not limited to spinning, racing or accident damage).
- The tires have more than a 1/32" (0.8mm) treadwear.

General Exclusions

The trial offer applies only to the original purchased set of four tires.

Tires are not eligible for a refund if:

- Tires have been used in motorsports activities or competitive events.
- Tires have been transferred from the vehicle on which they were originally installed.

No Yokohama dealer or employee has the authority to make promises, agreements or representations on behalf of Yokohama, other than as stated in this 30-Day Trial policy.

Please refer to the Yokohama Standard Limited Warranty brochure for complete warranty coverage.

The 30-Day Performance Promise Return Survey, as shown below, can be accessed through your Dealer Services Website portal under the Program Information tab

YOKOHAMA 30-DAY PERFORMANCE PROMISE SATISFACTION FEEDBACK SURVEY

In order to continuously improve our products, Yokohama needs your assistance by completing this short survey concerning your recently purchased set of Yokohama tires.

1. **Required For Credit:** Vehicle Information.

Vehicle Make _____ Vehicle Model _____

Vehicle Year _____

2. **Required For Credit:** Please explain why you decided to return your tires, especially what was not satisfactory.

_____

_____

_____

_____

_____

3. **Required For Credit:** Please describe what tire you selected as a replacement.

Tire Brand _____ Tire Model _____ Tire Size _____

4. Please rate from 1 to 5 your satisfaction with the tires you returned. 5 = Totally Satisfied, 1 = Not At All Satisfied

____ Tread Appearance	____ Sidewall Appearance	____ Ice Traction
____ Dry Traction	____ Wet Traction	____ Ride Comfort (Noise)
____ Steering Response	____ Steering Pull	____ Steering Wander (Tracking Road Grooves/Ruts)
____ Ride Comfort (Vibration)	____ Ride Comfort (Road Isolation)	
____ 30-Day Trial Guarantee	____ Snow Traction	

Thank you for completing Yokohama's 30-Day Performance Promise Survey.

Dealer Instructions:

Return this form along with your Yokohama claim form and the customer's original sales invoice. Claims received without this form may be deemed ineligible for processing.

Yokohama Claim Form Number _____

YOKOHAMA®

LIMITED MILEAGE WARRANTY FOR STEEL-BELTED PASSENGER CAR RADIALS AND LIGHT TRUCK TIRES

In addition to the Standard Limited Warranty coverage, some Yokohama steel-belted radial tires purchased in the continental United States as replacement tires only are warranted for treadwear during a limit of five years (60 months) from the installation date. This warranty excludes Yokohama snow tires, and passenger tires mounted on vans, pickup trucks or any other utility vehicle used in commercial applications, except as provided by specific warranties. Passenger tires installed as original equipment are not covered by this warranty.

ADJUSTMENT POLICY

If within 60 months from the date of mounting, the tire wears down to the treadwear indicator bars 2/32" (1.6mm) and the tire has not delivered the warranted miles of normal passenger car highway use (commercial applications excluded), Yokohama will provide credit for unused service toward the replacement of a new comparable Yokohama steel-belted radial tire. The customer will be charged a percentage of the warranted miles received, (reference mileage proration table on page 20) multiplied by the dealer's current retail selling price of the tire at the time of adjustment. Other charges for taxes and dealer services of mounting, balancing, rotation and any others are payable by the customer. This time period does not represent the expected service life for tires covered by this warranty.

Warranty Eligibility

For mileage warranties by product line, please visit www.yokohamatire.com. Eligible tires must be on the vehicle on which they were originally installed, in conformance with the vehicle manufacturer's recommendations. Note: For staggered fitment applications (different tire sizes on front and rear axles), which cannot be rotated, the mileage warranty for the rear tires will be half of the warranty specified in Yokohama literature. This mileage warranty applies to all replacement tires listed, bearing the Yokohama brand name and complete D.O.T. serial number and operated in the United States.

Replacement Product Only

25,000 Mile Warranty:
ADVAN Apex V601

45,000 Mile Warranty:
GEOLANDAR X-AT

50,000 Mile Warranty:
GEOLANDAR A/T G015 (LT-metric and High Flotation sizes)
GEOLANDAR H/T G056 (LT-metric sizes)
GEOLANDAR X-CV
YK-HTX (LT-metric sizes)

55,000 Mile Warranty:
ADVAN Sport A/S+

60,000 Mile Warranty:
GEOLANDAR A/T G015 (P-metric and Euro-metric sizes)
YK740 GTX
YK-HTX (285/44R22)

65,000 Mile Warranty:
AVID Ascend GT
AVID Touring-S
GEOLANDAR CV G058
GEOLANDAR G055

70,000 Mile Warranty:
GEOLANDAR H/T G056 (P-metric sizes)
YK-HTX (P-metric sizes)

75,000 Mile Warranty:
Tornante (H- and V-speed rated sizes)

85,000 Mile Warranty:
Ascend LX
Tornante (T-speed rated sizes)

Yokohama's Obligations

Replacements qualifying under the warranty must be made by an authorized Yokohama dealer.

Dealer's Obligation

To process mileage proration adjustment(s) for the customer, the tire dealer must validate the mileage received on the claim tire(s), versus the mileage warranted and certify this information on the claim form to Yokohama and attach proof of rotation documents to the claim form.

Customer's Obligations

The customer must present the claim tire to an authorized Yokohama retail tire dealer in the United States. To obtain mileage prorated adjustments, the customer needs to provide proof of original purchase for the claim tire(s) that states the vehicle mileage at the time of the original installation. Additionally, the customer must provide proof that the tires have been rotated every 5,000 miles.

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.

This warranty gives the customer specific legal rights. The customer may also have other rights which may vary from state to state. The customer is advised to determine those rights for their local area and exercise them as required or deemed appropriate.

WARRANTY CLAIMS FOR RIDE QUALITY CONDITIONS

For ride quality claim requests, less than 1/32" (0.8mm) tread wear or 12 months from date of purchase, please make sure you record the end user information, vehicle information, tire information and mileage received in the designated place on the claim form. If the tire is covered by a 30-Day Trial warranty provision, and ride quality is the customer's concern, please submit the tire as a ride quality claim request and also follow the guidelines below.

- Under "Reason for Removal," please tell us the customer's primary concern. A few examples of customer ride quality comments are listed below.

  a. Vibration: floor, seat, steering wheel
  Write "Ride - Vibration"

  b. Pulling: vehicle tracking left or right
  Write "Ride - Pull"

  c. Handling: response to steering input
  Write "Ride - Handling"

  d. Comfort: isolation of road irregularities
  Write "Ride - Comfort"

  e. Noise: sound level
  Write "Ride - Noise"

- In all cases, diagnostic action must be performed to assure vehicle and wheel factors are correct. If you decide a tire is to be submitted for warranty consideration, please submit only the tire in question after your investigation. Record what tire condition your investigation has defined. Examples: radial run-out "RRO", lateral run-out "LRO", dynamic balance "DB", radial force "RF", or lateral force "LF" if you use a machine with this simulation feature.
- Yokohama inspects and tests tires submitted and issues the appropriate credit based on the finding of allowed warrantable tire conditions. When submitting tires for ride related conditions, only submit the tire that is suspect. Do not return all 4 tires from one vehicle.
- As with all warranty claims, when we do not grant a warranty credit, we will return the tire freight collect if you have so indicated on the claim form.
- If you need assistance in investigating ride claims, please read the technical bulletins on this subject on the Yokohama Tire Corporation website at www.yokohamatire.com (click on Dealers & Fleets).

STANDARD LIMITED WARRANTY FOR TRUCK/ BUS TIRES

This limited warranty/adjustment policy provides for tire replacement under certain specified conditions. This policy applies to 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 truck/bus and light truck commercial (LTC) tire bearing the Yokohama brand name and complete D.O.T. serial identification number and operated in normal highway use in the United States. Eligible tires must be on the vehicle on which they were originally installed, in conformance with the vehicle manufacturer's recommendations. This warranty applies only to the original tire purchaser, and is not transferable to any other party. Tires are covered by this warranty for the life of the original usable tread down to the tread depth indicators molded at 2/32" (1.6mm), not to exceed 5 years (60 months) from date of purchase or date of manufacture if proof of purchase is not made available.

What is Not Warranted

Tires that have become unserviceable for the following reasons:

- Road hazard injuries or damage 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.
- Improper application of tire size and/or specification.
- Improper mounting/dismounting procedures or tire/ wheel assembly balance.
- Mechanical irregularities in the vehicle or wheel, such as bent wheel assemblies, misalignment, worn or faulty components.
- Weather checking/cracking or failures resulting from these conditions on tires purchased more than four years (48 months) prior to a warranty claim. If proof of purchase is not provided, the D.O.T. serial number is used.
- Accident, corrosion, vandalism, fire or damages caused by nature.

Additional Exclusions

- Tires that have had material added after leaving a Yokohama manufacturing plant, such as fillers, sealants, balancing substances or materials of any kind. Additionally, tires that have had external tire treatments which include but are not limited to: tread siping, shaving, carving, regrooving, white sidewall inlay or applying materials or treatments to the tread surface. If the material or treatment is the cause of a failure, vibration, or ride disturbance the tire will not be accepted for warranty, or mileage warranty credit.
- Tires submitted for ride disturbance complaints after 2/32" (1.6mm) of treadwear or 12 months from date of purchase.
- Tires on vehicles registered or operated outside of the United States. (Refer to applicable Yokohama warranty policies for country of operation.)
- Tires not sold in the United States by Yokohama Tire Corporation.
- Tires branded by Yokohama to note special classification at time of purchase, such as "NA" (non-adjustable) or tires altered by notching or buffing.
- Improper storage.

What is Warranted

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

ADJUSTMENT POLICY

No Charge Adjustment

A Yokohama tire accepted for warranty credit during the first 2/32" (1.6mm) of treadwear or 12 months from date of purchase, whichever occurs first, will be replaced on a no-charge basis. During this wear period, tires will be mounted and balanced free of charge. Federal Excise Tax (FET) will not be collected on a no-charge adjustment. Other service charges, such as tire rotation and wheel alignment are payable by the customer.

Pro-rated Adjustment

For all other warrantable conditions, a Yokohama tire will be replaced on a pro-rated basis. The customer will receive credit toward the purchase of the new tire by multiplying the percentage of the tread depth remaining by the dealer's current selling price of the new comparable Yokohama tire at the time of replacement service, but never less than the casing credit listed in the Special Casing Warranty. The customer pays full Federal Excise Tax (FET) applicable to the comparable new Yokohama tire plus all mounting, balancing and other service charges.

Yokohama's Obligations

Replacements qualifying under the warranty must be made by an authorized Yokohama dealer.

Customer's Obligations

The customer must present the claim tire to an authorized Yokohama dealer in the United States.

Tires receiving warranty credit become property of Yokohama Tire Corporation.

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 exclusions or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply. This warranty gives the customer legal rights that may vary from state to state. The customer is advised to determine those rights for his/her local area and exercise them as required or deemed appropriate.

SPECIAL CASING WARRANTY

ELIGIBILITY

This policy applies to tires displaying warrantable conditions when used in appropriate service as defined in the Yokohama Commercial Sales and Reference Guide and which meet the following criteria.

- Tires must be or have been retreaded in a manner consistent with standard industry practice.
- Tires submitted for hidden conditions must be or have been using non-destructive tire casing analyzer prior to any retreading, and be so identified.

Truck tires designated by Yokohama as approved for and used in on/off highway applications are eligible for warranty consideration if they display warrantable conditions.

What is Warranted and For How Long

Prior to the retreading process, Yokohama radial truck/bus tires are covered by all provisions of the Yokohama Standard Limited Warranty for Truck and Bus Tires. After the first retreading has been applied on the qualified tire, an additional special casing warranty applies. If a qualified tire becomes unserviceable due to a warrantable condition, the customer will be given a casing credit, as indicated in the chart below. The retread life is defined as beginning with the installation of the new retread stock and ending after buffing for subsequent retread.

Seven Year, Unlimited Retread Warranty credit amounts for 101ZL Spec-2, 104ZR*, 104ZR Spec-2, 703ZL, 709ZL, 712L, 715R, BluEarth 109L

*Excludes 104ZR 19.5 sizes

Size	Inspection Prior to 1st Retread	All Subsequent Retreads
All Sizes (except 17.5 and 19.5)	$130.00	$110.00

Six Year, Unlimited Retread Warranty credit amounts for 108R

Size	Inspection Prior to 1st Retread	All Subsequent Retreads
All Sizes (except 17.5 and 19.5)	$110.00	$90.00

Six Year, Three Retread Warranty credit amounts for Yokohama Ultra Wide Base Tires
Ultra Wide Base tires include 114R UWB, 902L UWB, BluEarth 109L UWB, BluEarth 709L UWB, RY407 UWB

Size	Inspection Prior to 1st Retread	1st Retread	2nd Retread	3rd Retread
All Sizes (except 17.5 and 19.5)	$150.00	$120.00	$80.00	$80.00

Six Year, Unlimited Retread Warranty credit amounts

Size	Inspection Prior to 1st Retread/ 1st Retread	2nd Retread	3rd Retread	All Subsequent Retreads
MY627W Spec-2-PART# 62702	$110.00	$90.00	$70.00	$40.00
All 17.5 and 19.5 sizes	$100.00	$75.00	$50.00	$25.00

Six Year, Three Retread Warranty credit amounts for all other Yokohama Truck/Bus Tires

Size	Inspection Prior to 1st Retread	1st Retread	2nd Retread	3rd Retread
All Sizes (except 17.5 and 19.5)	$110.00	$90.00	$70.00	$40.00

If a warrantable condition is found during the inspection or buffing process, the casing warranty credit will be paid at the amount of the next retread life.

What is Not Covered

- Casings retreaded more times than provided by the warranty statement in the chart.
- Casings damaged by road hazard injuries or damages caused by obstacles or debris such as cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions, or impact breaks.
- Casings damaged by improper repairs or repairs that have failed.
- Casings damaged by improper inflation or other maintenance abuses.
- Casings damaged by continued operation while flat or severely underinflated.
- Casings damaged by improper application of tire size and/or specification.
- Casings damaged by improper mounting/dismounting procedures or tire/wheel assembly imbalance.
- Casings damaged by accident, corrosion, vandalism, fire, or nature.
- Casings damaged by use of aftermarket tire additives, such as fillers, sealants, or balancing substances.
- Casings damaged by improper retreading or defective retread materials.
- Casings that cannot be retreaded because of excessive treadwear or buffing.
- Casings not retreaded in a manner consistent with standard industry practice.
- Tires covered by Yokohama Standard Limited Warranty.
- Tires branded by Yokohama to note special classifications at time of purchase, such as "NA" (non-adjustable), or tires altered by notching or buffing.
- Tires on vehicles registered or operated outside the United States. (Refer to applicable Yokohama warranty policies for country of operation.)
- Tires not sold in the United States by Yokohama Tire Corporation.

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. Yokohama Tire Corporation reserves the right to change warranty provisions at anytime without obligation. All obligations or liabilities for loss of time, inconvenience, 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 and exclusions may not apply. This warranty gives the customer legal rights that may vary from state to state. The customer is advised to determine those rights for their local area and exercise them as required or deemed appropriate.

Customer's Obligations

The customer must present the claim tire to an authorized Yokohama dealer. 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 cost of mounting, balancing, and any other service charges or applicable taxes are also payable by the customer.

Corporate Headquarters
1 MacArthur Place, Suite 800
Santa Ana, CA 92707
1-800-423-4544

Commercial Customer Service
For Dealer Orders Call:
1.800.423.4544, ext. 2, opt. 2
Dealer Fax Orders:
1-800-455-9656
Consumer Affairs
1-800-722-9888

Remember to have your customer register new Yokohama tires either online at yokohamatire.com or by mail. Mail-in registration cards can be ordered from Yokohama through the Marketing Materials Website, which can be accessed through your Dealer Services Website portal.

CALCULATING TREADWEAR PRORATIONS

HOW TO MAKE A TREADWEAR PRORATION ADJUSTMENT

1. Make certain the tire condition is warrantable and the treadwear proration coincides with its appropriate warranty.
2. Use a tread depth gauge calibrated in 32nds of an inch to measure the remaining tread depth using the Yokohama recommended tread depth measuring points. Do not measure an area with the tread-wear indicator bar. Refer to section titled "Tread Depth Measuring Points" on page 31 for measurement guide.
3. The table below shows percentage of wear per tread depth measurement. This table helps you calculate prorated adjustment prices for Yokohama tires with 3/32" (2.4mm) or more remaining tread. Credit will be issued only on warrantable tires with 3/32" (2.4mm) or more remaining tread (except for temporary spare tire).
4. Read across the top and stop at the appropriate "Original Tread Depth" column. Move down until you reach the horizontal line indicating the actual remaining tread depth of the tire. That number represents the percentage of wear the tire has delivered to the customer.
5. Now multiply the percentage of wear by your current retail selling price to compute the customer's replacement tire buying price.

The D.O.T. has established a protective passenger tire safety requirement. The last 2/32" (1.6mm) of tread depth is not calculated, although the user does not relinquish that amount of tread when applying a prorated adjustment. Yokohama molds multiple 2/32" (1.6mm) tread depth indicator bars or bands, across the tread of all passenger car tires. When these bars become visible, the amount of usable tire tread has worn out and the tire should be replaced.

TREADWEAR PRORATION TABLE

Remaining Tread Depth in 1/32"	Original Tread Depth in 1/32"																											
	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32
3	67	75	80	83	86	88	89	90	91	92	92	93	93	94	94	94	95	95	95	95	96	96	96	96	96	96	97	97
4	33	50	60	67	71	75	78	80	82	83	85	86	87	88	88	89	89	90	90	91	91	92	92	92	93	93	93	93
5	0	26	40	50	57	63	67	70	73	75	77	79	80	81	82	83	84	85	86	86	87	88	88	88	89	89	90	90
6		0	20	33	43	50	56	60	64	67	69	71	73	75	76	78	79	80	81	82	83	83	84	85	85	86	86	87
7			0	17	29	38	44	50	55	58	62	64	67	69	71	72	74	75	76	77	78	79	80	81	81	82	83	83
8				0	14	25	33	40	45	50	54	57	60	63	65	67	68	70	71	73	74	75	76	77	78	79	79	80
9					0	13	22	30	36	42	46	50	53	56	59	61	63	65	67	68	70	71	72	73	74	75	76	77
10						0	11	20	27	33	38	43	47	50	53	56	58	60	62	64	65	67	68	69	70	71	72	73
11							0	10	18	25	31	36	40	44	47	50	53	55	57	59	61	63	64	65	67	68	69	70
12								0	9	17	23	29	33	38	41	44	47	50	52	55	57	58	60	62	63	64	66	67
13									0	8	15	21	27	31	35	39	42	45	48	50	52	54	56	58	59	61	62	63
14										0	8	14	20	25	29	33	37	40	43	45	48	50	52	54	56	57	59	60
15											0	7	13	19	24	28	32	35	38	41	43	46	48	50	52	54	55	57
16												0	7	13	18	22	26	30	33	36	39	42	44	46	48	50	52	53
17													0	6	12	17	21	25	29	32	35	38	40	42	44	46	48	50
18														0	6	11	16	20	24	27	30	33	36	38	41	43	45	47
19															0	6	11	15	19	23	26	29	32	35	37	39	41	43
20																0	5	10	14	18	22	25	28	31	33	36	38	40
21																	0	5	10	14	17	21	24	27	30	32	34	37
22																		0	5	9	13	17	20	23	26	29	31	33
23																			0	5	9	13	16	19	22	25	28	30
24																				0	4	8	12	15	19	21	24	27
25																					0	4	8	12	15	18	21	23
26																						0	4	8	11	14	17	20
27																							0	4	7	11	14	17
28																								0	4	7	10	13
29																									0	4	7	10
30																										0	3	7
31																											0	3
32																												0

CALCULATING MILEAGE PRORATIONS

HOW TO MAKE A MILEAGE PRORATION ADJUSTMENT

1. Obtain the mileage at time of original installation and proof of tire rotation record from the tire owner. These are required to qualify for a mileage warranty adjustment. If the customer does not present mileage validations and tire rotation records, they will not receive a mileage adjustment. For staggered fitment applications (different size tires on front and rear axles), which cannot be rotated, the mileage warranty for the rear tires will be half of the mileage specified in Yokohama literature.
2. Make certain the tire line is eligible for mileage consideration and the total warranty mileage is in accordance with the stated warranty covering the tire.
3. Compare the odometer mileage against the mileage validation to determine the tire's actual mileage used.
4. In the Mileage Proration Table below, look across the "Mileage Received" row to the applicable "Warrantable Miles" column for the percent to charge for a replacement tire.
5. Multiply the percent number by your current retail selling price to compute the replacement price of a new tire to the customer. Warrantable miles are defined for service mileage to wear out at 2/32" (1.6mm) remaining tread depth. Accordingly, credit will be reduced if remaining tread depth exceeds 2/32" (1.6mm).

MILEAGE PRORATION TABLE

Mileage Received	Warrantable Miles								
	40,000	45,000	50,000	60,000	65,000	70,000	75,000	80,000	85,000
1,000	3%	2%	2%	2%	2%	1%	1%	1%	1%
2,000	5%	4%	4%	3%	3%	3%	3%	3%	2%
3,000	8%	7%	6%	5%	5%	4%	4%	4%	4%
4,000	10%	9%	8%	7%	6%	6%	5%	5%	5%
5,000	13%	11%	10%	8%	8%	7%	7%	6%	6%
6,000	15%	13%	12%	10%	9%	9%	8%	8%	7%
7,000	18%	16%	14%	12%	11%	10%	9%	9%	8%
8,000	20%	18%	16%	13%	12%	11%	11%	10%	9%
9,000	23%	20%	18%	15%	14%	13%	12%	11%	11%
10,000	25%	22%	20%	17%	15%	14%	13%	13%	12%
11,000	28%	24%	22%	18%	17%	16%	15%	14%	13%
12,000	30%	27%	24%	20%	18%	17%	16%	15%	14%
13,000	33%	29%	26%	22%	20%	19%	17%	16%	15%
14,000	35%	31%	28%	23%	22%	20%	19%	18%	16%
15,000	38%	33%	30%	25%	23%	21%	20%	19%	18%
16,000	40%	36%	32%	27%	25%	23%	21%	20%	19%
17,000	43%	38%	34%	28%	26%	24%	23%	21%	20%
18,000	45%	40%	36%	30%	28%	26%	24%	23%	21%
19,000	48%	42%	38%	32%	29%	27%	25%	24%	22%
20,000	50%	44%	40%	33%	31%	29%	27%	25%	24%
21,000	53%	47%	42%	35%	32%	30%	28%	26%	25%
22,000	55%	49%	44%	37%	34%	31%	29%	28%	26%
23,000	58%	51%	46%	38%	35%	33%	31%	29%	27%
24,000	60%	53%	48%	40%	37%	34%	32%	30%	28%
25,000	63%	56%	50%	42%	38%	36%	33%	31%	29%
26,000	65%	58%	52%	43%	40%	37%	35%	33%	31%
27,000	68%	60%	54%	45%	42%	39%	36%	34%	32%
28,000	70%	62%	56%	47%	43%	40%	37%	35%	33%
29,000	73%	64%	58%	48%	45%	41%	39%	36%	34%
30,000	75%	67%	60%	50%	46%	43%	40%	38%	35%
31,000	78%	69%	62%	52%	48%	44%	41%	39%	36%
32,000	80%	71%	64%	53%	49%	46%	43%	40%	38%
33,000	83%	73%	66%	55%	51%	47%	44%	41%	39%
34,000	85%	76%	68%	57%	52%	49%	45%	43%	40%
35,000	88%	78%	70%	58%	54%	50%	47%	44%	41%
36,000	90%	80%	72%	60%	55%	51%	48%	45%	42%
37,000	93%	82%	74%	62%	57%	53%	49%	46%	44%
38,000	95%	84%	76%	63%	58%	54%	51%	48%	45%
39,000	98%	87%	78%	65%	60%	56%	52%	49%	46%
40,000	100%	89%	80%	67%	62%	57%	53%	50%	47%

Mileage Received	Warrantable Miles								
	40,000	45,000	50,000	60,000	65,000	70,000	75,000	80,000	85,000
41,000	N/A	91%	82%	68%	63%	59%	55%	51%	48%
42,000		93%	84%	70%	65%	60%	56%	53%	49%
43,000		96%	86%	72%	66%	61%	57%	54%	51%
44,000		98%	88%	73%	68%	63%	59%	55%	52%
45,000		100%	90%	75%	69%	64%	60%	56%	53%
46,000		N/A	92%	77%	71%	66%	61%	58%	54%
47,000			94%	78%	72%	67%	63%	59%	55%
48,000			96%	80%	74%	69%	64%	60%	56%
49,000			98%	82%	75%	70%	65%	61%	58%
50,000			100%	83%	77%	71%	67%	63%	59%
51,000			N/A	85%	78%	73%	68%	64%	60%
52,000				87%	80%	74%	69%	65%	61%
53,000				88%	82%	76%	71%	66%	62%
54,000				90%	83%	77%	72%	68%	64%
55,000				92%	85%	79%	73%	69%	65%
56,000				93%	86%	80%	75%	70%	66%
57,000				95%	88%	81%	76%	71%	67%
58,000				97%	89%	83%	77%	73%	68%
59,000				98%	91%	84%	79%	74%	69%
60,000				100%	92%	86%	80%	75%	71%
61,000				N/A	94%	87%	81%	76%	72%
62,000					95%	89%	83%	78%	73%
63,000					97%	90%	84%	79%	74%
64,000					98%	91%	85%	80%	75%
65,000					100%	93%	87%	81%	76%
66,000					N/A	94%	88%	83%	78%
67,000						96%	89%	84%	79%
68,000						97%	91%	85%	80%
69,000						99%	92%	86%	81%
70,000						100%	93%	88%	82%
71,000						N/A	95%	89%	84%
72,000							96%	90%	85%
73,000							97%	91%	86%
74,000							99%	93%	87%
75,000							100%	94%	88%
76,000							N/A	95%	89%
77,000								96%	91%
78,000								98%	92%
79,000								99%	93%
80,000								100%	94%
81,000								N/A	95%
82,000									96%
83,000									98%
84,000									99%
85,000									100%

STAGGERED FITMENT - MILEAGE PRORATION TABLE

For staggered fitment applications (different tires sizes on front and rear axles), which cannot be rotated, the mileage warranty for the rear tires will be half of the warranty specified in Yokohama literature.

Mileage Warranty 1/2 Credit	35,000 (17,500)	40,000 (20,000)	45,000 (22,500)	50,000 (25,000)	60,000 (30,000)	65,000 (32,500)	70,000 (35,000)	75,000 (37,500)	80,000 (40,000)	85,000 (42,500)
1,000	6%	5%	4%	4%	3%	3%	3%	3%	3%	2%
2,000	11%	10%	9%	8%	7%	6%	6%	5%	5%	5%
3,000	17%	15%	13%	12%	10%	9%	9%	8%	8%	7%
4,000	23%	20%	18%	16%	13%	12%	11%	11%	10%	9%
5,000	29%	25%	22%	20%	17%	15%	14%	13%	13%	12%
6,000	34%	30%	27%	24%	20%	18%	17%	16%	15%	14%
7,000	40%	35%	31%	28%	23%	22%	20%	19%	18%	16%
8,000	46%	40%	36%	32%	27%	25%	23%	21%	20%	19%
9,000	51%	45%	40%	36%	30%	28%	26%	24%	23%	21%
10,000	57%	50%	44%	40%	33%	31%	29%	27%	25%	24%
11,000	63%	55%	49%	44%	37%	34%	31%	29%	28%	26%
12,000	69%	60%	53%	48%	40%	37%	34%	32%	30%	28%
13,000	74%	65%	58%	52%	43%	40%	37%	35%	33%	31%
14,000	80%	70%	62%	56%	47%	43%	40%	37%	35%	33%
15,000	86%	75%	67%	60%	50%	46%	43%	40%	38%	35%
16,000	91%	80%	71%	64%	53%	49%	46%	43%	40%	38%
17,000	97%	85%	76%	68%	57%	52%	49%	45%	43%	40%
18,000	N/A	90%	80%	72%	60%	55%	51%	48%	45%	42%
19,000		95%	84%	76%	63%	58%	54%	51%	48%	45%
20,000		100%	89%	80%	67%	62%	57%	53%	50%	47%
21,000		N/A	93%	84%	70%	65%	60%	56%	53%	49%
22,000			98%	88%	73%	68%	63%	59%	55%	52%
23,000			N/A	92%	77%	71%	66%	61%	58%	54%
24,000				96%	80%	74%	69%	64%	60%	56%
25,000				100%	83%	77%	71%	67%	63%	59%
26,000				N/A	87%	80%	74%	69%	65%	61%
27,000					90%	83%	77%	72%	68%	64%
28,000					93%	86%	80%	75%	70%	66%
29,000					97%	89%	83%	77%	73%	68%
30,000					100%	92%	86%	80%	75%	71%
31,000					N/A	95%	89%	83%	78%	73%
32,000						98%	91%	85%	80%	75%
33,000						N/A	94%	88%	83%	78%
34,000							97%	91%	85%	80%
35,000							N/A	93%	88%	82%
36,000								96%	90%	85%
37,000								99%	93%	87%
38,000								N/A	95%	89%
39,000									98%	92%
40,000									100%	94%
41,000									N/A	96%
42,000										99%
43,000										N/A

TREAD DEPTH MEASURING POINTS

For original tread depth information, please reference the Yokohama Consumer Data Book or the Yokohama Commercial Sales and Reference Guide.

PASSENGER CAR

Rib

All-Season

HIGH-PERFORMANCE

High-Performance

All-Season

LIGHT TRUCK

Rib

All-Season

Traction

TRUCK/BUS

Rib

Traction

CLAIM FORM INSTRUCTIONS

The Yokohama Standard Warranty Claim Form must be properly completed by both the dealer and customer. Be certain to provide all required information as listed below to avoid delays in processing warranty credits.

1. Detach tire identification stickers from back of claim form by tearing along perforated line. See note.
2. Check box if tire(s) determined non-adjustable by Yokohama is to be returned to the dealer freight collect.
3. Print Yokohama dealer name and address.
4. Print Yokohama dealer account number.
5. Provide claim date.
6. Provide Associate Dealer name or National Account name and address (if applicable).
7. Print National Account number (if applicable).
8. Print end user name, address, phone number and email address.
9. Is tire Original Equipment? Check Yes or No.
10. Print vehicle year, make and model.
11. Print vehicle mileage.
12. Add the date vehicle purchased.
13. Provide Vehicle Identification Number (if claim tire(s) is original equipment).
14. Complete section for mileage warranty claim including proof of rotation.
15. Fill-in tire(s) size, ply rating and tread pattern.
16. Print Department of Transportation serial number.
17. Print remaining tread depth (in 32nds of an inch).
18. Print brief explanation of why tire(s) was removed from service.
19. Check position of claim tire(s) and indicate line item number from below.
20. Have customer sign and date. This is required in order to process claim.

NOTE: Affix corresponding tire identification sticker(s) to the tread portion of claim tire(s). For example, a sticker numbered G123456-1 would be placed on the tire listed as line item #1 on claim form number G123456. Sticker number G123456-2 would be placed on the tire listed as line item #2, and so on.

YOKOHAMA

YOKOHAMA TIRE CORPORATION
YOKOHAMA TIRE TECHNICAL CENTER • 10414 BAILEY RD • CORNELIUS, NC 28031
CONSUMER AFFAIRS (800)722-9888

STANDARD WARRANTY CLAIM FORM

CLAIM ADJUSTMENT NO. G547751

G547751

NOTE: DEALER MUST COMPLETE ALL NON-SHADED AREAS. SHADED AREAS ARE FOR YOKOHAMA USE ONLY.

DEALER NAME	ASSOCIATE DEALER OR NATIONAL ACCOUNT NAME	CUSTOMER NAME END USER
STREET ADDRESS 3	STREET ADDRESS 6	STREET ADDRESS 8
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
YOKOHAMA DEALER NUMBER 4 / CLAIM DATE MO / YEAR 5	NATIONAL ACCOUNT NUMBER (IF APPLICABLE) 7	PHONE NUMBER
		E-MAIL ADDRESS

ORIGINAL EQUIPMENT 9 ☐ YES ☐ NO | VEHICLE 10 | MAKE | MODEL

VEHICLE MILEAGE 11 | DATE VEHICLE PURCHASED (IF O.E.) 12

VEHICLE IDENTIFICATION NUMBER (V.I.N.) 13

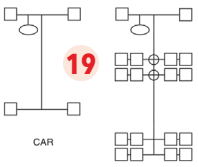
COMPLETE FOR MILEAGE CLAIMS ONLY (Attach mileage certificate(s))

ODOMETER AT TIRE REMOVAL 14

ODOMETER AT TIRE INSTALLATION

TOTAL MILEAGE RECEIVED

POSITION OF CLAIM TIRE(S)
(Please check and indicate item number)



PRIVACY POLICY
Yokohama is committed to your privacy. You can learn more about how we use your information to process warranty by visiting us online at https://www.yokohamatire.com/privacy-policy.

NOTICE TO DEALER
If claim is disallowed, the product will be scrapped unless the box below is checked.

☐ RETURN FREIGHT COLL 2

CUSTOMER NOTICE – Read Carefully Before Signing
I hereby certify that to the best of my knowledge the foregoing statements are correct, that I am the owner of the product presented for claim and that the product described was not involved in any accident, personal injury, consequential damage or other loss. I accept credit in lieu of further claim. I understand that the tires(s), detailed on this claim, become the property of Yokohama Tire Corporation.

20
CUSTOMER SIGNATURE DATE

ITEM	PART NUMBER	SIZE / DESCRIPTION	DOT SERIAL NUMBER	RTD (/32")	REASON FOR REMOVAL	REJ	B	WARRANTY CODE	ADJUSTMENT CODE	CASING G	CASING B	CASING S	TIMES RETREADED	RUBBER REFUND	HANDLING	CB
1																
2		15	16	17	18											
3																
4																
5																

PLACE OF INSPECTION	W	D	U	YTC TECHNICAL SERVICES REPRESENTATIVE DATE	YTC CORPORATE APPROVAL DATE

CPW-0091-1220 YTC CORPORATE

WARRANTY CLAIM PROCESSING PROCEDURES

1. With the exception of "L" and "LL" mining and construction tires, all warrantable tires should be shipped to the Yokohama Service Center that services your dealer location. Warrantable tires should be shipped freight collect as follows:

- 750 pounds is the minimum weight to qualify for a return. Returns may be made at any time after reaching 750 pounds.
- If the minimum weight cannot be reached, you may return all accumulated warranty claim tires within 45 days from the date of the previous claim tire return.
- Contact the Yokohama Service Center for shipment authorization and directions as to the proper carrier for transportation of your shipment. This authorization is fundamental to the shipment being received freight collect.
- Place the white original and field engineer copy in an envelope, properly addressed to the appropriate Yokohama Service Center location, and noted as a separate item on the Bill of Lading. The weight of the envelope reflected on the Bill of Lading is one pound. This envelope is to be securely attached to the tread of one of the claim tires by using tape. Do not give the envelope to the truck driver.
- The accompanying claim forms MUST be completed in accordance with the Claim Form Instructions as listed on page 32. All forms must bear the customer's signature. Remember, claim forms completed improperly will be returned to the dealer.
- Bills of Lading for adjustment tires must read as follows (example):

QTY	DESCRIPTION	WEIGHT
15	Scrap Tires, Class 50	(actual weight)
1	Adjustment Tire Claim Forms (Envelope)	1lb.

- A freight rate of Class 50, Scrap Pneumatic Rubber Tires, is to be used without exception, unless authorized by the Service Center Manager. Any difference in the agreed upon prepaid freight amounts shall be charged back to the sending party.

  Note: This processing procedure covers warrantable tires only. Yokohama reserves the right to either return non-warranted tires to the dealer on a freight-collect basis, or charge back to the dealer the actual expense incurred by Yokohama in handling, freight, and disposal of non-warranted tires.

2. Warranty credits will be issued by credit memo to authorized Yokohama dealers and National Accounts.
3. Fill out the claim forms clearly and completely.
4. Affix corresponding tire identification stickers to the tread portion of claim tires. For example, a sticker numbered G123456-1 would be placed on the tire listed as line item #1 on claim form number G123456. Sticker number G123456-2 would be placed on the tire listed as line item #2, and so on. Claim tires are to have the damaged/ warrantable area clearly marked in white or yellow tire crayon.

DEALER ALLOWANCES FOR WARRANTY CLAIMS

On all approved tire warranty claims, we will credit the dealer a handling allowance as follows:

1. **Passenger Car Tires:**
   For handling allowance during the first 2/32" (1.6mm) of treadwear, $18.00 per tire, after 2/32" (1.6mm) of treadwear, $9.00 per tire. For original equipment tire(s) adjusted by an associate dealer of an authorized YTC dealer, Yokohama will pass an additional $18.00 allowance for the first 2/32" (1.6mm) treadwear, or a $9.00 allowance after 2/32" (1.6mm) treadwear. The Associate Dealer handling allowance will not be issued unless the Associate Dealer is clearly identified on the claim form and appears on a list of Associate Dealers previously provided by the authorized YTC dealer. For mileage allowance: During the first 10,000 miles, $18.00 per tire. After 10,000 miles, $9.00 per tire.

2. **Light Truck (LTC/LTR) and Truck/Bus Tires:**
   $9.00 per tire during the original tread life (excluding tires that have been retreaded or that are being turned in for a casing allowance).

WARRANTY CLAIM ADJUSTMENT BASE PRICES

1. **Passenger Car, Light Truck and Truck/Bus:**

   Current dealer buying price (less quarterly discounts) for the same tire size and type.

2. **Special Ordering Procedure for Adjustment Purposes (if dealer has no stock on hand):**

   When ordering passenger tires for warranty replacement purposes, please contact the Customer Service department at 1-800-423-4544. These orders are handled separately from your stocking orders and require that you provide the Yokohama Standard Warranty Claim Form number used in the transaction. Dealers may order up to 4 units per this transaction type.

Shipment of warranty replacement tires will be, under normal circumstances, via United Parcel Service with prepaid freight. Special circumstance shipping priorities (i.e. overnight, 2nd day service) must be established at the same time the order is placed. Unless specified, tires will be shipped by normal ground service.

Priority 1 (overnight) and Priority 2 (2nd day) services are only allowed when U.P.S. ground service cannot provide delivery within a 3-day period from the date of shipment. It is important for the tire dealer to establish with Dealer Services the probable shipment date immediately following order acceptance to preclude tire reception difficulties.

In the markets which have a high concentration of Japanese imported automobiles, dealers may desire to inventory original equipment tires to handle sales and warranty claim requirements. Yokohama's inventories are closely monitored to ensure that local warehouses have sufficient stock to quickly handle customer and dealer needs.

Please contact our Consumer Affairs department at 1-800-722-9888, if you need assistance in handling any original equipment questions.

ASSISTING ORIGINAL EQUIPMENT CUSTOMERS

In recent years, Yokohama has a significant presence as an original equipment provider to the automotive industry. Consequently, servicing Yokohama Original Equipment customers can aid your business.

By giving our Yokohama tire owners first-rate attention and service, they will return for future purchases and recommend Yokohama tires to their friends. Remember, friendly service is your biggest asset – especially in a time when customers consider reliable tire and auto centers difficult to find.

Original Equipment customers receive our tires as part of a package. Customers then judge us and the merits of their new car, in part by road handling and performance. It is important to replace Yokohama Original Equipment tires with the exact same tire, because the tires were engineered for that vehicle and affect the way it "feels."

When servicing a Yokohama customer, listen attentively to the customer's explanation regarding the condition of the tire. Then, closely examine the external condition of the tire. Remove the tire from the rim, if necessary. Ask the customer questions regarding the vehicle's maintenance history, tire-rotation dates and any recent sudden stops.

If you need technical assistance during a Yokohama tire inspection call: CONSUMER AFFAIRS DEPARTMENT at 1-800-722-9888 Monday through Friday, 8:00 AM – 6:00 PM ET.

TIRE WARRANTY CLAIMS

For warrantable conditions, replace the tire and complete the Yokohama Standard Warranty Claim Form. For non-warrantable conditions, clearly and simply explain the situation to the customer.

There are times when the customer is apt to challenge your decision, and at this time the customer needs to know that your tire dealership is interested in customer satisfaction.

Please take a moment to contact our Consumer Affairs department for review, assistance or redirection with the customer's concerns in mind. Customers whose problems are handled in an expeditious manner are more likely to believe in your sincerity and service capability.

If for any reason your attempts to satisfy a customer fail, and there is a need to specially handle a tire delivery, please contact Yokohama Consumer Affairs at 1-800-722-9888 Monday to Friday, 8:00 AM – 6:00 PM ET. A Consumer Affairs Agent will consider all of the information and, without invalidating the Yokohama written warranty, make every reasonable effort to satisfy the customer. The intentions of Yokohama are to support our customers and dealers, while meeting their high expectations for quality service and innovation.

Ordering Yokohama Original Equipment Tires

Tell our Dealer Service Representative that you would like to order a tire for an "original equipment adjustment" or for "original equipment replacement." Your order will receive priority, and will be shipped within 24 hours. For your convenience, and to assure 100% accuracy, use your fax machine.

Consumer Affairs:
1-800-722-9888 Monday through Friday
8:00 AM – 6:00 PM ET

Dealer Services telephone:
1-800-423-4544, Monday through Friday

Dealer Services fax:
1-800-400-9656

TIRE BALANCING RECOMMENDATIONS

With advancements in technology, today's tire and rim fitments require special attention. Fitments for special tire and wheel assemblies have improved new automobile handling and have enhanced their appearance. By design, radial construction and a low-profile design increase a vehicle's ride sensitivity. These wheel and tire fitments make proper tire balancing critical for a proper vehicle ride. Consequently, a suspected out-of-round tire may actually be improperly balanced. Because of this, Yokohama customers with ride complaints, especially ones with original equipment tires, should be serviced in the following manner:

Before starting these procedures, carefully check the overall condition of each tire, eliminating the possibility of a mechanically-induced problem or some type of road hazard. There are several key factors for you to properly diagnose and fix this problem.

⚠WARNING

- Always wear adequate eye protection at all times while mounting, dismounting or repairing tires.
- Always deflate tires completely by removing the valve core before removing a tire/wheel assembly from a vehicle or disassembly of components. Do not stand, lean or reach over the assembly during deflation.
- Always inflate tires in a safety cage if a mounting machine does not have a positive lock-down device. Use an extension hose with gauge and clip-on chuck so that operator may stand aside during inflation.
- Never stand, reach or lean over a tire/wheel assembly during inflation.
- Never inflate tires beyond 40 pounds per square inch to seat beads.

Balance

- The equipment used to balance a wheel and tire assembly must be accurate, well calibrated, and professionally operated. If the balancer tolerance is not within 1/8 oz. (3.5 grams) or less, it must be calibrated.
- When performing weight match mounting, the yellow mark on the tire indicating the point of lightest weight, should be aligned with the valve stem on the wheel assembly. After match mounting the tire/wheel assembly can balanced.

Tire/Wheel Assembly Fit

- Before mounting the new tire, be certain the rim is clean in the tire bead area. If necessary, scrape or clean this area to ensure a proper fit and seal.
- During inflation, the tire must slide into position uniformly on the rim. Lubricate the bead area of the tire and wheel to ease fitment.
- After inflation, visually check the rim edge distance to the tire rim edge line. The rim edge line is generally two small, raised parallel lines running circumferentially, close to the edge of the outer diameter of the wheel.

Front-End Alignment

- Low speed oscillation or vibration can be caused if the front end is out of alignment. Be certain that proper alignment is not overlooked at the initial stage of inspection.

Inflation Pressure

- Tire inflation should match the recommended pressure level as specified in the owner's manual or on the sticker located in the driver's side door jamb.

DEALER ADVICE FOR CUSTOMERS

All tires require owner maintenance, regardless of how well they are 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, provided these practices are followed. Yokohama suggests that dealers provide the following guidance to all tire customers.

PASSENGER CAR AND LIGHT TRUCK CUSTOMER ADVICE

Proper Inflation

Advise customers to check tire inflation pressures monthly when the tires are cold (before operation, cool to the touch), and before extended operation. Inflation pressures should be determined and maintained in accordance with vehicle manufacturer recommendations.

Regular Tire Inspection

Yokohama recommends the following for a tire in use (a tire that has been mounted on a rim and installed on a vehicle):

- Periodic inspections by the owner. It is the owner's responsibility to conduct regular inspections because tires can experience damage or wear, requiring replacement. These inspections should include inflation check, tread depth check, and a visual search for damage from road hazards or under-inflation. When an owner suspects that a tire has been subjected to a road hazard or under-inflation, a qualified tire service professional should be consulted to determine whether the tire should be replaced. Any tire worn to its tread indicators should be replaced.
- Annual inspection by a qualified tire service professional. A tire in use for five or more years should also be inspected by a qualified tire service professional at least once a year to determine whether it can continue in service.

Vehicle Maintenance

Proper vehicle maintenance is essential for good tire mileage and safety. Advise customers that misalignment, worn or faulty suspension components, etc. will cause uneven and premature treadwear.

Tire Rotation

Advise customers to rotate their tires in accordance with vehicle owner's manual recommendations to ensure even treadwear and optimum tread life. Yokohama recommends that its tires be rotated at 5,000 mile intervals.

Tire Replacement

Recommendations of a particular vehicle manufacturer for tire replacement may be found in the following: owner's manual for the particular vehicle; on the vehicle tire information placard; or on the vehicle information placard for the particular vehicle. These recommendations may differ from those of Yokohama, but the owner should follow the vehicle manufacturer's recommendations for tire replacement.

In the absence of recommendation from a particular vehicle manufacturer, Yokohama recommends the replacement and disposal of all passenger and light truck tires whose D.O.T. production date is 10 or more years old. To locate the D.O.T. number, refer to the tire sidewall where the D.O.T. number will appear. D.O.T. numbers are coded; the illustration below explains the significance of the code.

Production Date (represents week & year tire was made): 1908 = Tire was made 19th week of 2008
More information can be found at:
yokohamatire.com/dealers-fleets

Tire Spinning

Instruct customers to avoid tire spinning when stuck on ice, snow, mud or wet grass. Excessive speed on a free-running tire can cause it to explode from extreme centrifugal force. Never exceed the 35 mph point indicated on the speedometer. Customers should never allow anyone to stand near, directly ahead or directly behind a spinning tire.

Good Driving Habits

Encourage customers to cultivate good driving habits by practicing the following:

- Observe posted speed limits.
- Avoid fast stops and starts.
- Safely avoid potholes and objects on the road.
- Do not drive over curbs or scuff curbs when parking.

Storage Tips

The storage of tires, especially radial tires, requires particular care. If tires are not stored properly, not only will there be a deterioration in their appearance, there may be a loss in performance and compound integrity.

Considerations / Inspections

The tire tread and sidewalls are constructed from compounds that resist deterioration caused by sunlight, ozone, and extreme temperatures. Nevertheless, stored tires should be protected against these and other potentially damaging conditions. The longer the storage period, the greater exposure there is to potential damage; so it is always advisable to use the tires that have been in storage the longest.

Store tires in an area that is clean, cool, dark, and well ventilated, but with a minimum of circulating air. Avoid areas that are wet, humid, oily, greasy, or in direct sunlight. Do not store in the same area as an electric motor or other ozone generating source. If there is a question, check the ozone level to be sure it does not exceed 0.08 ppm.

Do not store tires directly on black asphalt or other heat-absorbent surfaces. Avoid storage adjacent to highly reflective surfaces.

As a rule, tires should be stored in an upright position to prevent distortion or disfiguration and to make mounting work easier. If it is necessary to store tires in a horizontal position, be sure to stack passenger car and light truck radial tires no higher than 3′ (1m), bias ply tires no higher than 6-1/2′ (2m), and radial truck tires no higher than 5′ (1.5m).

When storing tires that have been inflated, deflate to fifty percent of the normal pressure. Keep valve caps in place.

Whitewall Tires

Store unwrapped whitewall tires with the white side-walls facing each other to avoid staining them through contact with the black rubber of the other tires.

High Performance/Racing Tires

The specialized rubber compounds used in these tires are extremely sensitive to the temperatures in storage environments. For this reason be sure to store them in an area that is not subject to extremes of heat or cold. Failure to store tires at approved temperatures can cause changes to the compound properties that may cause the tread and sidewall to crack or harden, or other damage. Such damage prohibits optimal use of the tire and in severe cases could cause and accident or injury. Therefore, Yokohama Tire Corporation recommends ensuring a storage temperature of between 40 and 70 degrees Fahrenheit, and under no circumstances less than 32 degrees Fahrenheit, for all of our high performance and racing tires.

MEDIUM AND HEAVY-DUTY TRUCK/BUS CUSTOMER ADVICE

Proper Inflation

Check tire inflation pressures before each trip when tires are cool, but never less than once a week. Inflate tires to the recommended Tire and Rim Association (TRA) inflation pressures required for the maximum load to be carried. For sustained high-speed driving, inflation pressures should be increased 10 psi over normal recommended levels in accordance with the Load and Inflation Table footnotes. Use metal valve caps on each tire to ensure a complete air seal during operation and to keep out dirt and moisture.

Regular Tire Inspection

Visually inspect tires regularly for cracks, bulges, cuts or penetrations. Abnormal conditions should be referred to a Yokohama dealer for repair or replacement.

Vehicle Maintenance

Proper vehicle maintenance is essential for good tire mileage and safety. Advise customers that misalignment, worn or faulty suspension components, etc. will cause uneven and premature treadwear. If these conditions are evident, customers should consult the vehicle dealer, or visit a Yokohama dealer.

Tire Replacement

Steer tires on medium and heavy-duty truck tires must be replaced when the tread is worn down to 4/32" (3.2mm). It is very advisable that tires be removed at this depth, so that the tires can be retreaded.

Retreaded or Reinforcement-Repaired Tires on Steer Axles

Yokohama recommends that original tread tires be used on steer axles of highway trucks with a Gross Vehicle Weight Rating (GVWR) over 10,000 pounds.

Federal Motor Carrier Safety Regulations specify that no bus shall be operated with regrooved or retreaded tires on steer axles.

Good Driving Habits

Cultivate good driving habits by practicing the following:

- Observe posted speed limits.
- Avoid fast stops and starts.
- Safely avoid potholes and objects on the road.
- Do not drive over curbs, or scuff curbs when parking.

TIRE SERVICE AND REPLACEMENT RECOMMENDATIONS REPAIR OF SPEED RATED TIRES, RUNFLAT TIRES

All passenger and light truck tires require regular maintenance to assure safe operation and maximum service lifetime. Yokohama endorses all service guidelines defined by the U.S. Tire Manufacturers Association, visit www.ustires.org or call 1-202-682-4800 for their service publications. In some special cases further service recommendations are required for Yokohama tires.

⚠WARNING

- Always wear adequate eye protection at all times while mounting, dismounting or repairing tires.
- Always deflate tires completely by removing the valve core before removing a tire/wheel assembly from a vehicle or disassembly of components. Do not stand, lean or reach over the assembly during deflation.
- Always inflate tires in a safety cage if a mounting machine does not have a positive lock-down device. Use an extension hose with gauge and clip-on chuck so that operator may stand aside during inflation.
- Never stand, reach or lean over a tire/wheel assembly during inflation.
- Never inflate tires beyond 40 pounds per square inch to seat beads.

Repair of Speed-Rated Tires

Because the tire manufacturer cannot monitor the quality of the repairs for speed-rated tires, once such a tire is repaired for any reason, that area ultimately diminishes the tire's designated speed rating. Although the warranty will cover warrantable conditions unrelated to the repair area, the tire no longer is representative of its original manufactured condition because it has been altered. As a result, the speed rating of the tire is void after repairs have been performed. The tire is capable of running normal highway speeds if repairs are made correctly. Punctures and nail holes up to 1/4" diameter which are confined to the tread area may be repaired permanently only from the inside of the tire. NEVER REPAIR TIRES WORN BELOW 2/32" (1.6mm) TREAD DEPTH.

This graphic indicates that puncture repairs are limited to the tread area as generally depicted in the graphic. DO NOT make repairs where the injury damage extends into the shoulder/belt edge area OR where the injury extends at an angle into the shoulder area. If there is any question that the injury extends into the shoulder/belt edge area, then the tire must be scrapped.

Always read, understand and follow the USTMA wall chart "Puncture Repair Procedures for Passenger and Light Truck Tires" which covers the proper repair procedures for passenger and light truck tires through Load Range "E." Never repair a tire with an injury that is greater than 1/4" (6mm) in diameter. Do not repair an injury outside the puncture repair area as shown on page 31.

The basic principles for proper puncture repair:

- Remove the tire for inspection and repair;
- Prepare the injured area;
- Fill the injury with a suitable, vulcanizing material or rubber stem that must fill the injury and keep moisture out;
- Seal the inner liner with a patch to prevent loss of inflation and keep moisture out; and,
- Re-inspect the finished repair.

Refer to the USTMA wall chart for complete step-by-step procedures, visit www.ustires.org or call 1-202-682-4800.

Some Yokohama Tire Corporation products require additional considerations before performing any tire repairs.

- ADVAN Sport ZPS
- AVID ENVigor ZPS

Refer to the Runflat tire service guidelines for more information.

Replacement Guidelines for Speed-Rated Tires

When replacing a tire designated with a speed rating, the new tire's speed rating should be equal or higher than the speed rating of the previous tire. This rule is to avoid conflicting tire speed capabilities and the possibility of misapplication, particularly because one tire may be constructed to perform under a higher speed than another.

Runflat Tires

Yokohama ZPS runflat tires are not to be repaired following a puncture or other tire disablement. ZPS runflat tires are covered by the Yokohama standard limited warranty that provides for tire replacement under specified conditions. Your ZPS tire will be replaced on a prorated basis based on remaining tread depth when the tire has been injured due to a tread area puncture within the repairable area and limits defined by the U.S. Tire Manufacturers Association. Never mix runflat tires with tires that do not have runflat technology. Never mix runflat tires of different brands or technology. Information regarding these products and special handling can be found at: www.yokohamatire.com/tires-101/tech-service-bulletins

Temporary Spare Repair

Yokohama does not allow repair of injuries to temporary spare tires.

DAMAGE/INJURY CLAIMS AND DISCONTINUED TIRE REPLACEMENT

Damage/Injury Claims

If a tire is removed from service and allegedly caused vehicle damage or personal injury, the subject tire could become part of a product liability claim.

Do Not Provide Warranty Service for a Tire Associated with Damages or Injuries. Gather basic information including the name, address and phone number of the customer, the size and model of the tire and the nature of the damages or injuries that occurred. Ask the customer to retain the tire and contact our Consumer Affairs department at 1-800-722-9888, Monday through Friday from 8:00 AM – 6:00 PM ET.

Discontinued Tires

Due to product line changes, consumers may present discontinued tires for warranty adjustment and the exact replacement tire may not be available. In these cases, a suitable replacement tire will be a Yokohama tire in the same size, speed rating and performance category. Questions about the suitability of replacement tires should be directed to the Yokohama Consumer Affairs department at 1-800-722-9888. The Consumer Affairs department is available Monday through Friday from 8:00 AM – 6:00 PM ET.

Tread Act Reporting

According to the requirements stated in the Federal Regulation 49CFR 579.26, Yokohama Tire Corporation is required to report quarterly, all warranty claim information to the National Highway Traffic Safety Administration.

RETURNING NEW UNSALEABLE OR FREIGHT DAMAGED TIRES

OPTION I

Discovered Damage Upon Receipt

1. Receiving dealer must inspect shipment as received; refuse and return any damaged product with freight carrier and indicate damages on freight bill or Bill of Lading.
2. Notify YTC Customer Service Representative of damaged goods and place reorders.
3. Return copies of freight damage claim or marked Bill of Lading to Yokohama Tire Corporation (YTC) and YTC will credit your account the full purchase price of the involved product and send new replacement merchandise. YTC will settle the claim with the involved freight carrier.

OPTION II

Concealed Damage

1. Receiving dealer must determine the product is damaged within 15 days of the receipt of the shipment. Dealer must describe the shipping damages on a copy of the freight bill or on a copy of the bill of lading and provide this documentation to a YTC Customer Service Representative.
2. Dealer must return the damaged merchandise to a location specified by their YTC Customer Service Representative along with copies of the supporting documentation.
3. Once the notification and documentation are received by YTC, a credit will be issued to the dealer for the full purchase price of the damaged merchandise and replacement merchandise will be sent to the dealership. YTC will settle the claim with the freight carrier direct. If the concealed damage is found after the 15-day period, the claim will be settled with the freight carrier as described but the credit to the dealership will be reduced by 33% which represents the dealer portion of the damage cost. YTC and the freight carrier will each assume 1/3 cost according to current Interstate Commerce Commission (ICC) regulations governing freight.

OPTION III

File The Claim Directly With The Carrier

As always the dealer has the right to file a freight damage claim directly with the carrier that has delivered the damaged merchandise. In this case the dealer completes whatever claim documentation that the carrier requests and follows the claim payment with the carrier directly.

The above policies are effective September 1, 2002. Tires received in our Warranty Service Centers exhibiting shipping damage/bent bead conditions after the above date will not receive credit under our normal warranty process. All shipping damage claims must be processed by filing a claim with the responsible carrier. Should you require assistance in filing a claim please contact the Yokohama Transportation Department at transportation@yokohamatire.com or call 1-800-423-4544 ext 3957. Following these procedures will protect you from receiving damaged product into your inventory, ensure a more effective claim filing process and will hold the responsible carrier liable for payment of any damage costs. YTC will also be able to choose the most reliable, consistent, and customer-driven carriers to insure first class service to our dealers and customers.

Should you have any questions or require additional assistance concerning this process, please call the number below that corresponds to your product type.

PCR/LTR Products

Yokohama Tire Corp.
Customer Service Department
1 MacArthur Place, Suite 800
Santa Ana, CA 92707
800.423.4544, ext. 2, opt. 1

TBS Products

Yokohama Tire Corp.
Commercial Customer Service
1 MacArthur Place, Suite 800
Santa Ana, CA 92707
800.423.4544, ext. 2, opt. 2

YOKOHAMA DESIGNATED SERVICE CENTER

Columbus, Ohio
5925 Opus Drive
Groveport, OH, 43125

Shipment Authorization
1-800-423-4544 ext. 4401

If you require additional assistance, contact your Account Manager or contact:

Consumer Affairs Department
1-800-722-9888 (8:00 AM - 6:00 PM ET)

Yokohama Tire Technical Center
10414 Bailey Rd
Cornelius, NC 28031

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