

TIRE PRESSURE-MONITORING SYSTEM ALERT

Refer to your vehicle Owner’s Manual for more information on what to do if the tire pressure warning system activates.

THE CONVENIENCE (TEMPORARY) SPARE

The Convenience (Temporary) Spare is designed, built and tested to the high engineering standards set by North America’s leading car manufacturers and to Dunlop’s own high standards of quality control. It is designed to take up a minimum of storage space and, at the same time, fulfill the function of a spare tire when needed. The spare is kept in its storage space, fully inflated at 60 psi. To be sure it is always ready for use, the air pressure should be checked on a regular basis.

The Convenience (Temporary) Spare can be used in combination with the original tires on your vehicle. You can expect a tire tread life of up to 3,000 miles (4,800 kilometres), depending on road conditions and your driving habits. To conserve tire tread life, return the spare to the storage area as soon as it is convenient to have the standard tire repaired or replaced.

The Convenience (Temporary) Spare weighs less than a standard tire so it’s easier to handle. It also helps reduce the total car weight, which contributes to fuel economy.

The wheels used with the Convenience (Temporary) Spare are specifically designed for use with high pressure spares and should never be used with any other type of tire.

DON’T ATTEMPT TO MOUNT YOUR OWN TIRES

Serious injury or death may result from explosion of tire/rim assembly due to improper mounting procedures. Follow tire manufacturer’s instructions and match tire diameter to rim diameter. Mount light truck radials on rims approved for radial service. Do not apply bead sealer. This can inhibit bead seating. Lubricate beads and tire rim (including tube or flap) contact surfaces. Lock assembly on mounting machine or place in safety cage. STAND BACK and never exceed 40 psi to seat beads. Never use a volatile substance or a rubber “donut” (also known as a bead expander or “O-Ring”) to aid bead seating. Only specially trained persons should mount tires.

DON’T MIX TIRES OF DIFFERENT SIZES AND TYPES ON THE SAME AXLE

For optimum handling and control, Dunlop® recommends fitment of four (4) tires of the same type and size unless otherwise specified by the vehicle manufacturer.

WARNING:

Before you replace your tires, always consult the vehicle owner’s manual and follow the vehicle manufacturer’s replacement tire recommendations. Vehicle handling may be significantly affected by a change in tire size or type. When selecting tires that are different from the Original Equipment size, see a professional installer in order to make certain that proper clearance, load-carrying capacity and inflation pressure are selected. Never exceed the maximum load capacity and inflation pressure listed on the sidewall of the tire. Always drive safely and obey all traffic laws. Avoid sudden, sharp turns or aggressive lane changes. Failure to follow this warning may result in loss of control of the vehicle, leading to an accident and serious injury or death.

When replacing tires, you must maintain the outside diameter and load-carrying capacity of the Original Equipment tire. Inflation pressure may need to be adjusted to avoid overloading the tire. Consult the Tire & Rim Association Load and Inflation Tables, ETRTO or JATMA standards for correct load and inflation information.

NEVER FIT TIRES TO A VEHICLE THAT HAVE LESS LOAD-CARRYING CAPACITY THAN REQUIRED BY THE ORIGINAL EQUIPMENT MANUFACTURER

Examples: Many vehicles, such as large passenger vans, require Load Range E tires as designated by the vehicle manufacturer. Fitment of a tire with less carrying capacity, such as a Load Range D, is not allowed.

NOTE: Goodyear-manufactured and/or marketed European-Metric and P-Metric passenger tires are interchangeable as long as they have the same section width, same aspect ratio and same rim diameter. **Caution: Never substitute a “Standard Load” (SL) tire for an “Extra Load” (XL) or “Reinforced” tire. If the vehicle was originally equipped with “Extra Load” (XL) or “Reinforced” tires, replace those tires with similar-sized “Extra Load” (XL) or “Reinforced” tires.**

FOLLOW THESE ADDITIONAL GUIDELINES:

When installing only two tires, fit the tires with the deepest tread depth on the rear axle. If radials and non-radials must be fitted to the same vehicle, fit radials on rear axle. Never mix radials and non-radials on the same axle. When fitting winter tires or all-season tires to performance vehicles, always fit in sets of four. It is not recommended to fit tires with different speed ratings. If tires with different speed ratings are installed on a vehicle, they should be installed with like pairs on the same axle. The speed capability of the vehicle will become limited to that of the lowest speed rated tires. Use of lift kits with some vehicle/tire combinations can cause instability. When changing tire sizes, always consult Dealer for optimum rim width and carefully check vehicle/tire clearances.

RETRADED TIRES

Retreaded passenger and light truck tires are not warranted by Dunlop for any reason. Speed ratings and U.S. Department of Transportation test compliance certifications are voided for retreaded tires.

DO MAINTAIN VEHICLE SUSPENSION, WHEEL ALIGNMENT AND BALANCE AND ROTATE YOUR TIRES

Lack of rotation, worn suspension parts, underinflation/overinflation, wheel imbalance and misalignment can cause vibration or irregular tire wear. Rotate your tires according to your vehicle manufacturer’s recommendations or at maximum intervals of 6,000 miles/10,000 km.

FOR ADDITIONAL INFORMATION, SEE THE “BE TIRE SMART/PLAY YOUR PART” BROCHURE PUBLISHED BY THE RUBBER MANUFACTURERS ASSOCIATION (RMA). A COPY OF THIS BROCHURE CAN BE DOWNLOADED FROM THE RMA WEBSITE:

http://www.rma.org/publications/consumer\_tire\_information

HOW TO READ A TIRE D.O.T. SERIAL NUMBER

D.O.T. stands for Department of Transportation, and the number is on the lower sidewall of each tire to show that the tire meets or exceeds the Department of Transportation safety standards.

Understanding Tire D.O.T. Numbers

M6MJEHOR911

12-Digit # = 2000s Production / 11-Digit # = 1990s Production

<b>M6</b>	<b>MJ</b>	<b>EHOR</b>	<b>911</b>
Mrgr. Plant Code	Government Size and Ply Code	Manufacturer Construction Code	Tire Build Date (9th week of 2011)

TIRE SERVICE LIFE

Tires are designed and built to provide many thousands of miles of excellent service. For maximum benefit, tires must be maintained properly to avoid tire damage that may result in removal from service before the tread is worn down to minimum depth.

It is not practical to accurately predict the service life of any specific tire in chronological time since service conditions vary widely. The serviceability of a tire over time is a function of the storage and service conditions (inflation pressure, load, speed, road hazard injury, etc.) to which a tire is subjected. Consumers should not rely solely on the appearance of the tire but should be aware of any change in dynamic performance such as increased air loss, noise or vibration, which could be a sign to remove the tire. Therefore, it is essential to have tires, including spares, inspected regularly (at least monthly) for proper inflation pressure, damage and treadwear.

CHECK YOUR VEHICLE OWNER’S MANUAL (OR YOUR VEHICLE) TO DETERMINE IF IT IS EQUIPPED WITH RUN-FLAT (EXTENDED MOBILITY) TIRES. IF YOUR VEHICLE IS EQUIPPED WITH RUN-FLAT TIRES, THE FOLLOWING APPLIES:

DUNLOP SELF-SUPPORTING TECHNOLOGY (DSST®)

IMPORTANT SAFETY INFORMATION

OPERATIONAL MONITORING

In order for Dunlop Self-Supporting Technology (DSST) to obtain the performance criteria stated within this Limited Warranty, Dunlop DSST tires must use specific parts, such as a low tire pressure-monitoring system authorized by the Original Equipment vehicle manufacturer.

Vehicles with Original Equipment Dunlop DSST tires must be fitted with wheels, tires and tire pressure-monitoring systems as specified by your vehicle manufacturer. For proper wheel, tire and tire pressure monitoring system (TPMS) fitment, please refer to your vehicle Owner’s Manual.

RUN-FLAT TIRE FEATURE:

The DSST tire is a high-performance tire with a remarkable feature: It can operate for limited distances (driven 50 miles [80 km] maximum at speeds up to 50 mph [80 kph]) with very low or even no inflation pressure. This is an important benefit, especially if inflation loss occurs at a location where immediately stopping your vehicle could be hazardous.

Because these tires ride well even without air pressure, your vehicle must be equipped with a system to alert you when a tire has low or no air pressure.

TIRE PRESSURE-MONITORING SYSTEM ALERT

Refer to your vehicle Owner’s Manual for more information on what to do if the tire pressure warning system activates.

WARNING:

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

- Slow your speed. Do not exceed 50 mph (80 kph).
- Avoid hard cornering, hard braking and severe handling maneuvers.

- Avoid potholes and other road hazards.

Remember that when your tires have lost air pressure, your vehicle’s handling capability is reduced, particularly during severe maneuvers.

TO PROLONG TIRE LIFE DURING A SYSTEM ALERT

The DSST tires can be driven up to 50 miles (80 km) at sustained speeds of up to 50 mph (80 kph) at low or zero air pressure. However, the tire may have to be replaced if driven to these limits. To help prolong the life of a tire operating under low-inflation conditions, drive at a speed as far below 50 mph (80 kph) as possible. Also, drive the shortest distance possible before obtaining tire service. Taking these precautions will increase the chance that your tire will be repairable.

SERVICE AFTER A SYSTEM ALERT

To obtain service after operating under low-inflation conditions, contact your DSST service facility. Trained service personnel will inspect your tires to determine if they are in need of repair or replacement. To locate the nearest authorized DSST service facility, call 1-866-DUNLOP1 (1-866-386-5671).

WARNING:

Because of the unique characteristics of DSST tires, the wheels on which they are mounted and your vehicle’s tire pressure-monitoring system, all tire service work other than routine inflation maintenance and external inspections must be performed by service personnel at a DSST service facility.

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

TIRE REPAIR

Like any other Dunlop speed-rated, high-performance tire, the DSST tire may be repaired to correct a puncture in the tread, but PROPER MATERIALS AND PROCEDURES MUST BE USED. Contact a Dunlop Run-Flat service facility for information on proper repairs. For the location of the nearest facility, call 1-866-DUNLOP1 (1-866-386-5671).

WARNING:

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

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

- 1) For assistance in locating the nearest Dunlop Retailer, look in the Yellow Pages under Tire Dealers – New.
- 2) Go to [www.dunloptires.com](http://www.dunloptires.com) for the U.S. or [www.dunlop.ca](http://www.dunlop.ca) for Canada.

IF ADDITIONAL ASSISTANCE IS REQUIRED:

Call the Customer Assistance Center at 1-800-321-2136 for the U.S. or 1-800-387-3288 for Canada, email: [goodyear\\_cr@goodyear.com](mailto:goodyear_cr@goodyear.com) or write: Customer Assistance Center Dept 728 200 Innovation Way Akron, OH 44316-0001

SIX MONTH – 6,000 MILE/ 10,000 KILOMETRE ROTATION RECORD		
ODOMETER READING AT 1st ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 2nd ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 3rd ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 4th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 5th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 6th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 7th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 8th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 9th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 10th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 11th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 12th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 13th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 14th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 15th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 16th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 17th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 18th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE



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# LIMITED WARRANTY, TIRE CARE AND MAINTENANCE GUIDE

## Highway Auto Tires Light Truck Tires



## DUNLOP® LIMITED WARRANTY

### HIGHWAY AUTO AND LIGHT TRUCK REPLACEMENT AND ADJUSTMENT POLICY

#### WHO IS ELIGIBLE?

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

- You are the owner or authorized agent of the owner of new Dunlop highway auto or light truck tires
- Your tires bear Department of Transportation prescribed tire identification numbers

- Your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer's or Dunlop's recommendations

- Your tires were purchased on or after March 1, 2015

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

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

##### FREE TIRE REPLACEMENT

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

##### TEMPORARY SPARE TIRES

Any Dunlop temporary spare tire removed from service due to a covered warranty condition during the first 50% of usable tread (1/32") will be replaced with a comparable new Dunlop temporary spare tire at no charge, including mounting.

##### PRORATED ADJUSTMENT

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

#### HOW WILL PRORATED CHARGES BE CALCULATED?

Replacement price will be calculated by multiplying the tire's advertised retail selling price at the time of adjustment by the percentage of usable original tread that has been worn off. You pay for mounting and balancing, and an amount equal to the current Federal Excise Tax (F.E.T. – U.S. only) and any other applicable taxes and government-mandated charges.

**Example:** If your disabled tire had an original 8/32" of usable tread and is worn to 4/32" usable tread remaining, you have used 50% and therefore must pay 50% of the advertised retail selling price of the comparable tire.

In addition, you must pay an amount equal to the full current F.E.T. (U.S. only) or any other applicable taxes and government-mandated charges for the comparable new replacement tire at the time of adjustment. If the price of the new comparable tire is \$130.00, the cost to you would be \$65.00 plus F.E.T. (U.S. only) plus any other applicable taxes and government-mandated charges.

#### WHAT IS A COMPARABLE TIRE?

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

##### ADDITIONAL PROVISIONS

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

##### LIMITATIONS

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

## DUNLOP TREAD LIFE LIMITED WARRANTY

In addition to the provisions of the limited warranty for covered warranty conditions, any new Dunlop replacement tire listed below is warranted against treadwear wear-out based on the following table for up to six (6) years or the mileage indicated, whichever occurs first:

Tire	U.S. Miles	Canada Kilometres
Signature HP™	45,000	75,000
SP Sport® Signature™ H-Rated	60,000	95,000
SP Sport Signature V-Rated	60,000	95,000
Signature II™	65,000	105,000
Signature CS™	60,000	95,000
Grandtrek® AT20™	60,000	95,000
Rover H/T™ P-Metric Sizes	60,000	95,000
Rover H/T LT Sizes	45,000	75,000

#### HOW WILL TREAD LIFE LIMITED WARRANTY CHARGES BE CALCULATED?

Driving habits, road conditions, driving conditions and vehicle maintenance are all factors that contribute to tire wear. If your tires do not reach the miles/kilometres listed in the Tread Life table and meet with all the terms of the Tread Life warranty (read below), the tires will be replaced as follows:

If the tread wears evenly down to the treadwear indicators (worn to 2/32") before delivering the warranted mileage, the tire will be replaced on a prorated basis, provided the original invoice is presented showing the vehicle mileage when the tires were originally installed.

**Example:** If your tire has a Tread Life Limited Warranty of 80,000 miles (130,000 kilometres) and delivers 56,000 miles (91,000 kilometres) prior to wear-out (down to 2/32"), the tire will be replaced for 70% of the advertised selling price of the comparable tire at the time of adjustment. If the price of the new comparable tire is \$130, the cost to you would be \$91, plus any additional charges such as mounting, balancing and any other applicable taxes and government-mandated charges.

The Tread Life Limited Warranty applies only if you are the original purchaser and the tires have been used only on the vehicle on which they were originally installed, according to Dunlop's or the vehicle manufacturer's recommendations.

#### However, the Tread Life Limited Warranty does not apply to:

- Tires used in commercial applications including, but not limited to, police, taxi service, national account, government and contract sales.

- Tires supplied as original equipment.

- Tires that are installed on any vehicle other than the vehicle on which they were originally installed.

- Tires that, after leaving the producing factory, have had the tread pattern altered in any manner such as, but not limited to, siping, carving, shaving or having any material applied to the tread surface.

You must retain your original tire purchase invoice (see B. under Owner's Obligations) for tread life limited warranty consideration.

##### OWNER'S OBLIGATIONS:

- A. You must rotate your tires in accordance with the prescribed rotation patterns as recommended by either the vehicle manufacturer or Dunlop.

- B. When making a claim under the Tread Life Limited Warranty, you must present your original tire purchase invoice which shows the tire description, mileage and the date the tire(s) were installed.

- C. You must present the tire to be adjusted to a Dunlop Retailer. Tires replaced as an adjustment become the property of The Goodyear Tire & Rubber Company or Goodyear Canada, Inc.

- D. You must pay any other applicable taxes and government-mandated charges for any additional service you order at the time of adjustment relating to any unique applications requiring mounting, demounting or balancing.

- E. No claim will be recognized unless submitted on a Goodyear claim form (supplied by a Dunlop Retailer) completely filled out and where you, the owner, or your authorized agent presented the tire for adjustment.

#### WHAT IS NOT COVERED BY THIS WARRANTY?

##### This limited warranty does not cover the following:

- Tires submitted for ride disturbance complaints that are worn beyond the first two thirty-seconds of an inch (2/32") tread depth or tires submitted for ride disturbance due to damaged wheels or any vehicle condition.

- Dunlop does not warrant or give credit in any adjustment transaction for any kind of material added to a tire (e.g., tire fillers, sealants, balancing substances) after the tire leaves a factory producing Dunlop tires, nor will it adjust any tire that has failed as a result of adding such material.

- Irregular wear or damage due to mechanical condition of the vehicle, improper inflation, overloading, high speed spin-up, misapplication, misuse, negligence, racing, use of tire chains, improper mounting or demounting, improper repair, wreck, collision or fire.

- Road hazards (includes, but is not limited to, punctures, cuts, snags, impact breaks, etc.).

- Any tire that, after leaving a factory producing Dunlop tires, has been intentionally altered to change its appearance (e.g., white inlay on a black tire or regrooved).

- Tires with weather-cracking that were purchased more than four (4) years prior to presentation for adjustment or, if purchase date cannot be verified, manufactured more than four years prior to presentation for adjustment.

- Temporary spare tires used on vehicles used in racing and on passenger cars in special applications such as police pursuit service.

- Tires removed from service due to improper repairs.

- Cosmetic weather checking.

- Low tire pressure-monitoring system – refer to vehicle manufacturer's warranty.

- Ultra high-performance summer tires are not recommended for winter use, and tread or shoulder cracking on those tires resulting from winter use will not be covered under our warranty.

#### WHAT ARE YOUR LEGAL RIGHTS?

No Representative or Dealer has authority to make any representation, promise or agreement on behalf of Dunlop, except as stated herein. Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. Under no circumstances is this warranty a representation that a tire failure cannot occur.

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

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

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

#### HOW DO YOU OBTAIN AN ADJUSTMENT?

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

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

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

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

#### ⚠ WARNING:

Property damage, serious injury or death may result from:

- **TIRE FAILURE DUE TO UNDERINFLATION/OVERLOADING/ MISAPPLICATION.** Follow the vehicle Owner's Manual or tire placard in vehicle.

- **TIRE FAILURE DUE TO IMPACT DAMAGE/IMPROPER MAINTENANCE.** Tires should be inspected regularly by a qualified technician for signs of damage, such as punctures or impacts.

- **TIRE FAILURE DUE TO IMPROPER REPAIRS.** See Rubber Manufacturers Association (RMA) established repair procedures at [www.rma.org](http://www.rma.org) and/or go to [www.Dunlop.com](http://www.Dunlop.com) for information on proper repair procedures.

- **EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING.** Only specially trained persons should mount tires.

- **FAILURE TO MOUNT RADIAL TIRES ON APPROVED RIMS.**

- **FAILURE TO DEFLATE SINGLE OR DUAL ASSEMBLIES COMPLETELY BEFORE DEMOUNTING.**

- **TIRE SPINNING.** On slippery surfaces such as snow, mud, ice, etc., do not spin tires in excess of 35 mph (55 kph), as indicated on the speedometer.

- **EXCESSIVE WHEEL SPINNING.** This can also result in tire disintegration or axle failure.

#### ⚠ WARNING:

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

## TIRE CARE AND MAINTENANCE GUIDE

The easiest way to help ensure satisfactory mileage and performance from your Dunlop tires is to give them a simple but frequent (at least monthly) inspection for proper inflation, even treadwear and the presence of any damage.

#### DO MAINTAIN PROPER INFLATION PRESSURE IN YOUR TIRES

Proper inflation pressure is necessary for optimum tire performance, safety and fuel economy. Check inflation pressures at least once a month and before long trips. Use an accurate tire pressure gauge. Always check pressures when the tires are cold (when the vehicle has been driven less than one mile). If you must check inflation when the tires are hot, add 4 psi (27 kPa) to the recommended cold inflation pressure. It is difficult to tell just by looking at radial tires whether they are underinflated.\*

Furthermore, when operating a vehicle equipped with radial tires, it is difficult to notice when a tire has gone flat or nearly flat since the "feel" of the vehicle does not change significantly.

**\*Evidence of air loss or repeated underinflation always requires expert inspection to determine the source of leakage and tire removal to determine repairability.** To avoid injury, NEVER attempt to reinflate a tire that has been run severely underinflated.

Progressive air loss may result from punctures, cuts, curbing, impacts or partial bead unseating. Some fitment causes for air loss are (1) incomplete bead seating, (2) bead tearing caused by a machine tool due to insufficient lubrication or improper adjustment. Leaking valve core or rubber valve components should be replaced when problems are detected and whenever tires are replaced.

**Always maintain inflation pressure at the level recommended by the vehicle manufacturer as shown on the vehicle placard, vehicle certification label or in the vehicle Owner's Manual:**

Underinflation is the leading cause of tire failure and may result in severe cracking, component separation or "blowout." It reduces tire load capacity, allows excessive sidewall flexing and increases rolling resistance, resulting in heat and mechanical damage. Maintaining proper inflation pressure is the single most important thing you can do to promote tire durability and maximize tread life. Overinflation increases stiffness, which may deteriorate ride and generate unwanted vibration. Overinflation also increases the chances of impact damage.

#### DON'T OVERLOAD YOUR VEHICLE

Check your vehicle Owner's Manual to determine the load limits. Overloading your vehicle places stress on your tires and other critical vehicle components. Overloading a vehicle can cause poor handling or increased fuel consumption and may cause tire failure. Overloading your tires can result in severe cracking, component separation or "blowout."

Never fit your vehicle with new tires that have less load capacity than shown on the vehicle tire placard and remember that optimum rim width is important for proper tire load distribution and function. The maximum load capacity stamped on the sidewalls of P-Metric and European Metric tires is reduced by 10% when used on a light truck, utility vehicle or trailer. Never fit P-Metric or European Metric tires to light trucks that specify LT-type replacement tires.

#### DON'T SPIN YOUR TIRES EXCESSIVELY

Avoid excessive tire spinning when your vehicle is stuck in snow, ice, mud or sand. The centrifugal forces generated by a free-spinning tire/wheel assembly may cause sudden tire explosion, resulting in vehicle damage and/or serious personal injury to you or a bystander. Never exceed 35 mph/55 kph, as indicated on your speedometer. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand near or behind a tire spinning at high speeds, for example, while attempting to push a vehicle that is stuck or when an on-the-car spin balance machine is in use.

#### DO CHECK YOUR TIRES FOR WEAR

Always remove tires from service when they reach two thirty-seconds of an inch (2/32") remaining tread depth. All new tires have treadwear indicators which appear as smooth banks in the tread grooves when they wear to the two thirty-seconds of an inch (2/32") level. Many wet-weather accidents result from skidding on bald or nearly bald tires. Excessively worn tires are also more susceptible to penetrations.

#### DO CHECK YOUR TIRES FOR DAMAGE

Frequent (at least monthly) inspection of your tires for signs of damage and their general condition is important for safety. If you have any questions, have your tire Dealer inspect them. Impacts, penetrations, cracks, knots, bulges or air loss always require tire removal and expert inspection. Never perform a temporary repair or use an inner tube as a substitute for a proper repair. Only qualified persons should repair tires.

#### PROPER TIRE REPAIR

NOTE: Dunlop does not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer and should be made in accordance with established Rubber Manufacturers Association (RMA) procedures.





**DUNLOP®  
ROADSIDE ASSISTANCE**

**Eligible Tires Include:**

Signature HP™  
SP Sport® Signature™  
Signature CS™  
Grandtrek® AT20™

**The Confidence of  
24-Hour Roadside Assistance**

In the event of a flat tire on one of the eligible tire lines above, call the number below and a qualified service professional will replace your flat tire for you with your inflated spare. Please reference program code below. For all other product or customer service inquiries, contact your Dealer.

If you do not carry an inflated spare and towing and/or other service is necessary, you will be solely responsible for any charges incurred. The service professional will ask to see this card.

**1-800-999-9460 | dunloptires.com**

Program code: 690054

Name of Purchaser: \_\_\_\_\_

V.I.N.: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_



**DUNLOP® TIRES:  
THE CONFIDENCE OF 24-HOUR  
ROADSIDE ASSISTANCE**

Your Dunlop tire purchase gives you the confidence that comes with Dunlop's 24-Hour Roadside Assistance.

In addition to the performance, traction and comfort afforded by our tires, Dunlop also offers the added value of emergency Roadside Assistance for flat tire-related problems. It's a service we hope you'll never need, but it's easy to use if you do. Here's how it works:

- Completely fill out this card with your date of purchase and V.I.N. before you leave your Dunlop tire retailer. Store this card and receipt in your vehicle with other important documents, where it will be immediately accessible in the event of an emergency.
- This Roadside Assistance service is in effect for twenty-four (24) months from the date of the original purchase. It is only good for the first owner of the Dunlop tires indicated on the front of this card as long as they are properly fitted to the same original vehicle for which they were purchased.
- In the event of a flat tire, regardless of where you are in the United States or Canada, simply call the nationwide toll-free number on this card. A qualified service professional will promptly be dispatched to your location to change your flat tire with your inflated spare at no charge. **Theft, vandalism and accident-related incidents are not covered.**
- No payment for this tire changing service is required. That means there will not be any outlay of funds or forms to file for reimbursement later except as described below.
- Simply show this Roadside Assistance card when requested and sign as directed. The Dunlop Roadside Assistance representative will be happy to provide the covered service free of charge.
- If your Dunlop tire needs replacing but your vehicle must be towed because no serviceable spare tire is available, the cost of such additional services is the sole responsibility of the Dunlop tire owner.

The traction, consistent treadwear, and wet and dry performance that are the hallmarks of Dunlop tires are now enhanced by complimentary Roadside Assistance. The extra confidence this provides is exactly the kind of superior value you can expect from Dunlop.

**1-800-999-9460 | dunloptires.com**





# DUNLOP 30-DAY PLEDGE

## 30 Days To Decide

The Dunlop 30-Day pledge gives your customers 30 days behind the wheel to determine if their Dunlop tires are the right fit for their driving style. If they aren't 100% satisfied, they can simply exchange their eligible tires for another set of Dunlop tires within 30 days of purchase. Certain limitations apply.

## Choose With Confidence

The Dunlop 30-Day Pledge will give your customers confidence in their tire purchase. If they are not fully satisfied with the performance of their eligible tires, the Retailer will remove and replace the tires and mount and balance the replacements at no cost to the customer.

Creating confidence is a powerful way for you to close sales with customers who are having trouble making the purchase decision. Tell them about the Dunlop 30-Day Pledge so they can feel more comfortable about buying a set of tires. You'll help create more satisfied customers and add more tire sales to your bottom line.

## Eligible Tire Lines:

- Signature II™
- Direzza® DZ102
- Signature HP™



## Limitations and Requirements

- Tires must be returned undamaged. Tires that are damaged due to misuse, road hazards, mechanical problems related to the vehicle, use in any racing-related activities or competitive events, or tires that are removed from the original vehicle are excluded from this trial period and exchanges do not apply.
- If the exchange is for a more expensive tire, the customer pays the difference (including sales tax). Likewise, if the exchange is for a less expensive tire, the customer must be refunded the difference. Mounting and balancing are included.
- Exchanges are for another Dunlop tire.
- Only the tires originally purchased are covered. The replacement tires are not covered by the 30-Day Pledge.
- Customer must return to the location that sold the tires for the exchange.
- Customer must present the original sales receipt.

## Claim Processing Instructions for Dealers

- Mark the removal reason on the product adjustment claim form as "30-Day Test Drive Program." If you use GBMS to input your adjustments, enter condition code GG followed by a space and "30-Day Test Drive Program" for the tire condition.
- IMPORTANT: Record the date of the original tire purchase on the claim form.
- Return the tires to your designated Product Services Center with your next shipment of adjustment tires.
- For complete claim processing instructions, refer to Product Service Bulletin "Dunlop 30-Day Pledge Claim Procedures" on Tire-HQ™.
- If you have questions, contact the Dunlop Customer Assistance Center at 1-800-321-2136 U.S., 1-800-387-3288 Canada.