

TIRE WARRANTY INFORMATION

STANDARD LIMITED WARRANTY

Passenger Car Tires

High Performance Tires

Light Truck Tires

Temporary Spare Tires

Truck and Bus Tires

Off-the-Road Tires
(Mining/Construction)



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 wearout 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 transferrable 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 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 and external tire treatments or materials of any kind. If the added material is the cause of a failure, a tire will not be accepted for warranty credit.
- Tires submitted for ride disturbance complaints with more than 2/32" (1.6mm) treadwear.
- 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 size, ply rating, load range, 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.

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, 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. 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.

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 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.

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 tires(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 tires(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 6,000 to 8,000 miles.

Standard Limited Warranty For Replacement 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 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 transferrable 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). The tread is worn out when those indicators are at the same level as the worn tread.

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 damage caused by nature.
- Use of aftermarket tire additives, such as fillers, sealants, balancing substances and external tire treatments or materials of any kind, where the added materials are the cause of a failure.

Additional Exclusions

- Tires submitted for ride disturbance complaints after 2/32" (1.6mm) of treadwear.
- Tires on vehicles registered or operated outside of the United States.
- 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 due to a ride disturbance complaint only, 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. 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.

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.

Standard Limited Warranty For Off-the-Road Tires (Mining/Construction)

This limited warranty/adjustment policy provides for tire replacement under specified conditions. This policy applies to Off-the-Road Tires (Mining/Construction) tires used in normal 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 Off-the-Road Tires (Mining/Construction) tire bearing the Yokohama brand name and complete serial identification number and operated in normal 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 transferrable to any other party. Tires are covered by this warranty for the life of the original usable tread down to 0/32" (0mm) remaining, not to exceed 5 years (60 months) from date of purchase. 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 to the tire by obstacles and debris, such as cuts, punctures (whether repairable or not), snags, bruises, tears or impact breaks.
- Improper inflation or other maintenance abuses.
- Improper mounting/dismounting procedures.
- Mechanical irregularities in the vehicle or wheel, such as bent wheel assemblies, misalignment, worn or faulty components.
- Accident, corrosion, vandalism, fire or damages caused by nature.
- Equipment and handling injuries or damages.
- Tires that have been foam-filled or filled with a substance intended to replace air as an inflation medium.
- Misapplication, misuse, negligence, wheel or chain damage.

Additional Exclusions

- Tires not sold in the United States by Yokohama Tire Corporation.
- Tires presented for age- or weather-related damage that have been in service in excess of 5 years (60 months).
- Tires purchased more than 5 years (60 months) prior to presentation for warranty claim. Proof of purchase date is required; if not, date of manufacture will be used.
- Earthmover haulage or scraper tires operating in excess of the rated Ton-Mile-Per-Hour (TMPH) or Ton-Kilometer-Per-Hour (TKPH) factor.
- Earthmover loader tires operated in excess of the rated Work Capacity Factor (WCF).
- Tires operated with "O" rings not approved for use with Grader and Earthmover tires.
- Tires that have been retreaded.
- Tires that have been modified after leaving the factory (added buttress shoulders, regrooving, relugging, etc.).
- 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

The customer will receive credit toward the purchase of a comparable new Yokohama tire according to the following formulas:

- OTR (Off-the-Road) tires, excluding loader tires: Multiply the percent of tread depth remaining by original buying price.
- OTR tires, loader tires only: Use the lesser of the following tread depth and warranty period calculations:
 1. Multiply the percent of tread depth by original buying price.
 2. Multiply the percent of tire warranty period remaining by original buying price.

The customer pays full Federal, State, and local taxes applicable to the comparable new Yokohama tire, plus all mounting, balancing and other service charges. Tires are covered by this warranty for the life of the original usable tread down to 0/32" (0mm) remaining, not to exceed 5 years (60 months) from date of purchase.

Yokohama's Obligations

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

Customer's Obligations

The customer must present the warranty claim to an authorized Yokohama OTR tire dealer. If necessary, the tire dealer will request an on-site warranty tire inspection by a Yokohama service representative.

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 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.



For Consumer Affairs Assistance:
(800) 722-9888
www.yokohamatire.com

Corporate Headquarters
Fullerton, California
P.O. Box 4550
Fullerton, CA 92834-4550
601 S. Acacia Avenue
Fullerton, CA 92831

(714) 870-3800
(800) 423-4544

Yokohama Tire Rotation Service Record

DATE OF INSTALLATION/ ROTATION	ODOMETER READING	DEALER NAME AND ADDRESS	DEALER SIGNATURE	PSI (FRONT)	PSI (REAR)

Yokohama Tire Corporation
Consumer Affairs

P.O. Box 4550, Fullerton, CA 92834-4550
(800) 722-9888

For mileage warranty consideration, proof of original purchase for the claim tire(s) stating the vehicle mileage at the time of the original installation must be provided. Tires must also be rotated every 6,000 to 8,000 miles. This Mileage Warranty Booklet (M-060) may be used as proof if proper records are captured above. I hereby certify the installation and rotation services itemized above were performed as indicated and that I am the original purchaser of the tires.

CUSTOMER SIGNATURE _____ DATE _____

YOKOHAMA'S PERFORMANCE PROMISE 30-DAY TRIAL



**Purchase any of these select
Yokohama tires for your vehicle
and let us know what you think.**

Yokohama's Performance Promise means you'll be happy with your new tires. If, within 30 days*, you're not satisfied with their performance, just return the tires along with your original sales receipt, to the place of purchase. Yokohama will refund your purchase price in full.

*See dealer for details.



S.drive



AVID ENVigor



AVID Ascend



AVID TOURING-S



GEOLANDAR H/T-S



GEOLANDAR A/T-S



GEOLANDAR M/T+

ELIGIBLE TIRES

Yokohama's Performance Promise 30-Day Trial applies to the original purchaser of a set of four Yokohama brand S.drive, AVID ENVigor, AVID Ascend, AVID Touring-S, Geolandar H/T-S, Geolandar A/T-S and Geolandar M/T+ tires bearing the Yokohama brand name and complete 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.

THE 30-DAY TRIAL OFFER

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

RETURNING YOUR TIRES DURING THE TRIAL PERIOD

You have 30 days from the date of purchase to return your 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.

(30-Day Performance Promise Return Survey forms are available through your Yokohama dealer and at www.yokohamatire.com/tires_101/warranty)

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: 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.



For Consumer Affairs Assistance:
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