

# DUNLOP® MEDIUM TRUCK TIRE MANUFACTURER'S LIMITED WARRANTY

United States and Canada

## LIMITED WARRANTY

### WHO IS ELIGIBLE FOR WARRANTY COVERAGE?

You are eligible for the benefits of this limited warranty if you meet all of the following criteria:

- You are the owner or authorized agent of the owner of new Dunlop® medium radial truck tires.
- Your tires bear Department of Transportation (DOT) prescribed tire identification numbers and are not branded "NA" (Not Adjustable).
- Your Dunlop medium radial truck 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 May 1, 2011.

### WHAT IS COVERED AND FOR HOW LONG?

**1. FREE TIRE REPLACEMENT** – Dunlop medium radial truck tires covered by this warranty that become unserviceable due to a covered warranty condition during the first 2/32" (inch) treadwear or 12 months from date of purchase, whichever comes first, will be replaced with a comparable new Dunlop tire without charge. You pay only for the mounting and balancing. (Without proof of purchase, date of manufacture will be used to determine eligibility.)

**2. PRORATED TIRE REPLACEMENT** – Tires worn beyond the first 2/32" (inch) treadwear that become unserviceable due to a covered warranty condition will be replaced on a prorated basis. You are responsible for mounting, balancing, any additional services you order at the time of adjustment, as well as any taxes and government-mandated charges.

### HOW WILL THE PRORATED CHARGES BE CALCULATED?

The replacement price will be calculated by multiplying the current Dunlop advertised selling price at the adjustment location by the percentage of usable original tread that has been worn off at the time of adjustment. You pay for mounting, balancing, an amount equal to the full current Federal Excise Tax (FET - U.S. only), any other applicable taxes for the comparable new Dunlop replacement tire and any government-mandated charges.

### EXAMPLE:

If your disabled tire had an original 16/32" (inch) of usable tread depth and is worn to 8/32" (inch) of usable tread, you have used 50% and therefore must pay 50% of the advertised selling price of a comparable tire, plus an amount equal to the full current Federal Excise Tax (U.S. only) applicable to the comparable new replacement tire at the time of adjustment. If the price of the comparable tire is \$400.00, the cost to LIMITED WARRANTY you would be \$200.00, plus Federal Excise Tax (U.S. only), mounting, balancing, any other applicable taxes and government-mandated charges.

$$\frac{\text{Amount of Tread Used}}{\text{Original Tread}} \times \text{Value Of Comparable Tire} = \text{Prorated Price Of New Retread Tire}$$

Plus FET [U.S. only], other applicable taxes, government-mandated charges, and mounting and balancing.)

### WHAT IS A COMPARABLE TIRE?

A "comparable" new Dunlop medium radial tire may be either the same line of tire or, in the event that the same tire is not available, a tire of the same basic construction and quality 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 Dunlop warranty in effect at the time of replacement.

### WHAT IS NOT COVERED UNDER THIS LIMITED WARRANTY?

- Wear conditions or tire damage due to: road hazards (including punctures, cuts, snags, impact breaks, etc.), wreck, collision, fire, fast wear, irregular wear, heel and toe wear, or other wear conditions.
- Damage due to improper inflation, overloading, high-speed spinup, misapplication, misuse, negligence, racing, chain damage, or improper mounting or demounting.
- Damage due to mechanical condition of the vehicle.
- Chip/chunk conditions on tires intended for highway service.
- Ride disturbance after the first 2/32" (inch) treadwear or due to damaged wheels or any vehicle condition.
- Any tire intentionally altered after leaving a factory producing Dunlop tires to change its appearance (example: white inlay on a black tire).
- Tires with weather cracking which were purchased more than four (4) years prior to presentation for adjustment. If you have no proof of purchase date, tires manufactured four (4) or more years prior to presentation are not covered.
- Material added to a tire after leaving a factory producing Dunlop tires: (example: tire fillers, sealants or balancing substances). If the added material is the cause of the tire being removed from service, the tire will not be adjusted.
- Tires removed from service due to improper repairs.
- Loss of time, inconvenience, loss of use of vehicle, incidental or consequential damage.

**NOTE:** Some States Or Provinces Do Not Allow The Exclusion Or Limitation Of Incidental Or Consequential Damages, So The Above Limitations Or Exclusions May Not Apply To You.

This Limited Warranty Is Applicable Only In The United States And Canada.

### WHAT IS THE PREMIUM RADIAL MEDIUM TRUCK TIRE CASING PROVISION?

Dunlop Premium Casings			
SP193 FM	SP384 FM	SP456 FM	SP464

Dunlop premium casings in sizes 11R22.5, 11R24.5, 285/75R24.5 or 295/75R22.5, casings will be warranted for covered conditions through the first retread for a period of six (6) years from the date of the casing DOT serial number or proof of purchase if available.



If retreaded by a Goodyear Authorized Retreader, these premium casings will be warranted for covered conditions for an unlimited number of retreads for a period of six (6) years from the date of the casing DOT serial number or proof of purchase, if available.

Casing credit is based on local currencies in the country where the adjustment takes place. Casing allowances are \$100.00 for both U.S. and Canada.

### WHAT IS THE RADIAL MEDIUM TRUCK TIRE CASING PROVISION?

All other Dunlop medium radial truck tires will be warranted for covered conditions through the first retread for a period of four (4) years from the date of the casing DOT serial number or proof of purchase, if available.

If retreaded by a Goodyear® Authorized Retreader, casings will be warranted for covered conditions for an unlimited number of retreads for a period of four (4) years from the date of the casing DOT serial number or proof of purchase, if available.

Casing values are based on the predetermined casing value at the time of adjustment. See your servicing dealer for these values.

### HOW DO YOU KNOW WHEN YOUR TIRES WERE MANUFACTURED?

Tires with a DOT number ending with 1811 or greater were manufactured after 5/1/2011 (1811 refers to the first week of May, 2011). These tires are covered under the provisions of this warranty coverage.

### WHEN DOES THE WARRANTY END?

Premium Radial Medium Truck tires have delivered their full original tread life and the new tire coverage of this warranty ends when the treadwear indicators become visible, or six (6) years from the date of original tire manufacture or new tire purchase date (whichever occurs first). Without proof of purchase, date of manufacture will be used to determine eligibility. Casings may continue to be warranted beyond the new tire coverage. Please refer to the "WHAT IS THE PREMIUM RADIAL MEDIUM TRUCK TIRE CASING PROVISION?" section for warranty details on casings.

All other Dunlop medium radial truck tires have delivered the full original tread life and the new tire coverage of this warranty ends when the treadwear indicators become visible, or four (4) years from the date of original tire manufacture or new tire purchase date (whichever occurs first). Without proof of purchase, date of manufacture will be used to determine eligibility. Casings may continue to be warranted beyond the new tire coverage. Please refer to the "WHAT IS THE RADIAL MEDIUM TRUCK TIRE CASING PROVISION?" section for warranty details on casings.

### HOW DO YOU OBTAIN AN ADJUSTMENT?

**A.** You must present the tire to be adjusted to an Authorized Dunlop Commercial Tire Retailer. Please consult your telephone directory for locations. 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 or any additional service you order at the time of adjustment.

**C.** No claim will be recognized unless submitted on a Dunlop claim form (supplied by a Dunlop Commercial Tire Retailer) completely filled out and signed by you, the owner of the tire presented for adjustment, or your authorized agent.

### WHAT ARE YOUR LEGAL RIGHTS?

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

**DISCLAIMER:** THIS WARRANTY IS IN LIEU OF, AND GOODYEAR/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 GOODYEAR/DUNLOP OR SHALL BE IMPLIED BY LAW.

**LIMITATION OF DAMAGES:** IN NO EVENT AND UNDER NO CIRCUMSTANCE SHALL GOODYEAR/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.

**NOTE:** 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.



### SAFETY 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.goodyeartrucktires.com](http://www.goodyeartrucktires.com) for information on proper repair procedures.
- **EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING.** Only specially trained people should mount tires. When mounting tires, use a safety cage and clip-on extension air hose to inflate.
- **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 (56 kph), as indicated on the speedometer.
- **EXCESSIVE WHEEL SPINNING.** This can also result in tire disintegration or axle failure.

### FOR SERVICE ASSISTANCE OR INFORMATION:

1. First contact the nearest Authorized Dunlop Commercial Tire Retailer.
2. If additional assistance is required:

- **In the U.S., write to –**  
Dunlop Customer Assistance Center  
Department 728  
200 Innovation Way  
Akron, OH 44316
- **In Canada, write to –**  
Dunlop Customer Assistance Center  
450 Kipling Avenue  
Toronto, Ont. M8Z 5E1

