

# LIMITED WARRANTY

FOR ORIGINAL EQUIPMENT PASSENGER CAR TIRE AND TEMPORARY TIRE

## 1. WHAT IS COVERED AND FOR HOW LONG

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

### PASSENGER CAR RADIAL TIRE

#### A. Free replacement

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

#### B. Pro-rata replacement

Tires not qualifying for free replacement will be allowed a credit towards purchase of a new, comparable Hankook Tire based upon the amount of tread actually worn. The cost of mounting, balancing and any other service charges or applicable taxes should be paid by the user. Otherwise adjustment for compensation will be made on a pro-rata basis calculated by multiplying the actual current dealer selling price by the percentage of remaining usable tread depth.

### HANKOOK TEMPORARY SPARE

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

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

## 2. WHAT IS NOT COVERED BY THE WARRANTY

### NON ADJUSTABLE CONDITIONS

#### A. Irregular wear or tire damage due to:

- Road hazards such as punctures, cuts, snags, scuffs, carcass bruised or impact breaks.
- Fire, wreck or collision.

- Improper inflation, overloading, high speed spinning, improper mounting or demounting, running flat, off-road use, racing, vandalism, willful damage or abuse.
  - Misalignment, wheel imbalance, defective brakes or shock absorber, use of tire chains.
  - Any tire which has failed as a result of adding materials (e.g. tire fillers, sealant, or balancing substances)
- B. Tires fitted to anything other than the original vehicles.
  - C. Tire worn beyond treadwear indicator (2/32nds inch or 1.6mm tread remaining)
  - D. Tire presented by other than actual owner-user.
  - E. Tire branded “NA” (meaning no adjustment) or “blem” (meaning blemished)
  - F. Loss of time inconvenience, loss of use of the vehicle or consequential damage.
  - G. Ride disturbance caused by damaged wheels or after free-replacement conditions.
  - H. Tire with weather cracking which were purchased more than four years prior to presentation for adjustment.

## **GENERAL EXCLUSIONS**

- A. No Hankook Tire employee, retailer or dealer has the authority to make any warranty, representation, promise or agreement on behalf of Hankook Tire except as stated in this policy.
- B. Tires used in racing related activities or competitive events are not covered by this warranty.
- C. Limitation of remedy: to the extent permitted by the law, Hankook disclaims liability for all consequential and incidental damages. Some provinces and states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have the rights which vary from province to province in Canada, and from state to state in the U.S.A..

## **3. HANKOOK OBLIGATIONS**

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

## **4. OWNERS OBLIGATIONS**

- A. You must present the tire to a participating Hankook Dealer or a Participating Car Dealer.
- B. For free replacement, a proof of purchase date such as a car dealer invoice should be presented.
- C. No claim will be recognized unless submitted on a Hankook claim form completely filled out and signed by the owner or a participating Hankook Dealer and Car Dealer.

## **WARNING FOR YOUR SAFETY**

- **TIRE DEMOUNTING AND MOUNTING**

Improper tire mounting and inflation procedures may cause tire beads to break with explosive force during installation of the tire on the rim, causing personal injury and property damage. Follow the Rubber Manufacturers Association installation and safety procedure for mounting and inflating tires. Tire and rim must match in size. Rim parts must match by manufacturer's design. Clean rim. Lubricate rim and bead. Do not exceed the maximum recommended tire pressure to seat beads on rim. Use remote control inflation equipment and inflation cage.

NOTE: Never inflate over 40psi to seat beads. Mount radial ply tires only on rims designated by wheel manufacturer as suitable for radial tire. Only specially trained persons shall mount tires.

- **AIR PRESSURE**

Check the pressure in your tires, including your spare, at least monthly, and always before and during extended driving, when tires are cold (at least 3 hours after the vehicle has been stopped and before it is driven more than two kilometers). Do not reduce pressure when tires are hot, use an accurate air pressure gauge to check pressure and maintain it at the level recommended on the vehicle tire placard or in the Owner's Manual. Underinflation produces extreme flexing of sidewalls and builds up heat to the point that premature tire failure may occur. Overinflation can cause the tires to be more susceptible to impact damage. Cold tire pressures, however, should never be higher than the limit molded on the sidewall.

- **LOAD LIMITS**

Never exceed the load-carrying limits molded onto the sidewall of your tires or the maximum vehicle load limit as shown on the vehicle tire placard, whichever is less. Overloading builds up excessive heat in the tire and leads to early and/or sudden failure.

- **HAZARDS**

Avoid running over objects (e.g. chuckholes, rocks, curbs, metal, glass, etc.) which may possibly cause internal tire damage. Continued use of a tire that has suffered internal damage (which may not be externally visible) can lead to dangerous tire failure. Determination of suspected internal damage requires demounting the tire from its rim and examination by trained personnel.

- **WORN TIRES**

Never drive on worn tires. Tires should be replaced by trained personnel when 2/32nds inch (1.6mm) of remaining tread depth, as indicated by treadwear indicators molded into the tread grooves. Use of worn-out tires (less than 2/32nds inch remaining tread depth) increases the possibility of tire failure. In most states, it is illegal to drive with less than 2/32nds inch remaining tread depth.

- **SPEED LIMITS**

Operating your vehicle in excess of lawful speed limits or the maximum speeds justified by driving conditions can be dangerous. Excessive speed creates heat build-up in a tire, leading to possible tire failure.

- **SPEED-RATED TIRES**

Speed-rated tires are identified by letters P, Q, S, T, H, V, or Z as either part of the size designations (e.g. HR), or part of the service description adjacent to the tire size designation (e.g. 94H) and indicates the maximum speed capability of the tire when properly loaded and inflated. However, even when properly loaded and inflated, driving for prolonged periods at high speeds can cause tire damage and possible tire failure which could lead to an accident. Original equipment speed-rated tires must be replaced with tires of the same or higher speed rating if the speed capability of the vehicle is to be maintained. Consult your Hankook dealer for the tires best suited to your vehicle driving habit. Repairing of speed-rated tires must be done in accordance with RMA repair procedures and is limited to one ¼" diameter repair in the tread area. The speed rating of retreaded tires is assigned by the retreader as the original manufacturer's rating is void.

- **TIRE ROTATION**

Rotate your tires for longer tire life. Front and rear tires perform different jobs and can wear differently. Consult your vehicle Owner's Manual for mileage recommendations and rotation patterns.

- **ADDITIONAL SAFETY INFORMATION FOR TEMPORARY TIRE**

- A. **AIR PRESSURE**

Check inflation pressure as soon as practical after installation and inflate to 60 psi. The tire pressure should be checked monthly and maintained at 60psi while the tire is stored or in service.

- B. **VEHICLE RESTRICTION**

The temporary spare tire was specifically designed for your vehicle and should not be used on any other vehicle.

- C. **OTHER RESTRICTIONS**

The temporary spare tire should not be used with other wheels, nor should standard tires, snow tires, wheel covers, or trim rings be used with the temporary spare wheel. If such is attempted, damage to these items or other vehicle components may occur.

### **TIRE SERVICE ASSISTANCE OR INFORMATION**

When you have a tire problem, Hankook provides service and assistance. Any time you experience damage to your tires, contact your local Hankook tire dealer or car dealer.

If no local dealer is available around you, dial Hankook Toll Free Service Number so that you can get information on where and how service is rendered to you.

## **FOR SERVICE ASSISTANCE OR INFORMATION**

### **U.S.A.**

#### **Toll Free Service Numbers**

1-877-740-7000 (East), 1-800-426-8252 (West)

#### **HANKOOK TIRE AMERICA CORP. CORPORATE HEADQUARTERS**

1450 Valley Road Wayne, NJ 07470 (973)633-9000

#### **MID-WEST REGIONAL OFFICE**

2300 North Barrington Rd, Suite 115, Hoffman Estates, IL 60195 (888)454-2682

#### **SOUTHEAST REGIONAL OFFICE**

3867 Holcomb Bridge Road, Suite 7 Norcross, GA 30092 (888)464-2682

#### **WEST REGIONAL OFFICE**

11555 Arrow Route Suite 105 Rancho Cucamonga, CA 91730 (909)481-9800

#### **SOUTH CENTRAL REGIONAL OFFICE**

2000 East Lamar Blvd, Suite 270, Arlington, TX 76006 (800)847-3767

### **CANADA**

#### **Toll Free Service Number**

1-800-843-7709

#### **HANKOOK TIRE CANADA CORP. HEADQUARTERS-TORONTO**

6485 Kennedy Road Mississauga, Ontario L5T 2W4 (905)670-1811

#### **CORPORATE DEALERS**

Remington Tire-9744-197B St., R/R #5, Langley, B.C. MIM 3G3 1-800-604-888-7660

Remington Tire-0911-66<sup>th</sup> Ave., Edmonton, Alb, T6P 1M5 1-800-780-440-1888

Remington Tire-801-46<sup>th</sup> St. E, Saskatoon, Sas, S7K OX1 1-800-306-242-8181

Remington Tire-1450 Wall St., Winnipeg, Man, R3E 2S3 1-800-204-786-6638

Canada Tire-1111 Flint Rd., Unit #31, Toronto, Ont. M3J 3C7 1-800-416-665-9999

Canada Tire-21500 Transcandienne, Montreal, Que, H9X 4B7 1-800-514-457-0400