



# FALKEN TIRES PASSENGER CAR AND LIGHT TRUCK LIMITED WARRANTY

For questions: [technical@falkentire.com](mailto:technical@falkentire.com)

Effective January 1, 2021

## I. Tires Covered by this Warranty:

This limited warranty applies to FALKEN brand steel-belted radial passenger car and selected light truck tires bearing the complete description and serial number as required by the DOT. This warranty applies to all Falken branded PCR & LTR products stamped with a 2021 production date or newer. Tires produced before 2021 are subject to previously published warranties. This warranty is effective only to tires for which claims are made within six years of date of production, based on the tire DOT serial number.

## II. What is Warranted and for How Long:

### A. Material and Workmanship Warranty:

1. Every FALKEN brand radial tire is warranted against defects in material and workmanship for the usable life of the original tread within six years of date of production (for 2021 produced and newer) based on the tire DOT serial number. The usable life of the original tread ends at the appearance of the treadwear out indicators at 2/32" (1.6mm) remaining tread depth.
2. If a tire becomes unserviceable due to such defect within the first 2/32" (1.6mm) of wear, it will be replaced free of charge with a comparable FALKEN tire.
3. After the first 2/32" (1.6mm) wear, a prorated adjustment credit to the customer will be given based on the percentage of remaining usable tread depth, down to the remaining 2/32" (1.6mm) wear bars, at which point no credit is due.
4. OUT-OF-ROUND or OUT-OF-BALANCE claims will be accepted for adjustment only during the first 2/32" (1.6mm) of the original tread depth, and tires will be replaced free of charge with comparable FALKEN tires. A set of four (4) tires from the same vehicle will not be accepted for out-of-round or out-of-balance claims.

### B. Limited Tread Life Warranty:

Most FALKEN brand tires come with a tread life warranty. Prorated adjustment credit will be given based on percentage of mileage not achieved on tires.

FALKEN brand radial tires listed below are warranted to achieve the following mileages before becoming worn out at 2/32 (1.6mm) remaining tread depth:

<b>Passenger Car Tires:</b>	<b>Miles / km</b>
SINCERA SN201 A/S (All Sizes).....	65,000 / 105,000
SINCERA SN250 A/S (Speed Ratings H, V).....	75,000 / 120,000
SINCERA SN250 A/S (Speed Rating T).....	80,000 / 130,000
ZIEX ZE950 A/S (600-A-A UTQG/H&V Rated).....	65,000 / 105,000
ZIEX ZE950 A/S (500-A-A UTQG/W Rated).....	45,000 / 70,000
ZIEX ZE960 A/S (Speed Ratings H, V).....	65,000 / 105,000
ZIEX ZE960 A/S (Speed Rating W).....	45,000 / 70,000
AZENIS RT660, RT615K+, FK510 .....	No Tread Life Warranty
ESPIA EPZ II, EUROWINTER HS449, WINTERPEAK F-ICE 1 .....	No Tread Life Warranty
<b>Light Truck, SUV and CUV Tires:</b>	
WILDPEAK A/T3W (All Sizes).....	55,000 / 90,000
WILDPEAK A/T TRAIL (All Sizes).....	65,000 / 105,000
WILDPEAK H/T (All Sizes).....	60,000 / 95,000
WILDPEAK H/T02 (Non-LT Sizes).....	70,000 / 115,000
WILDPEAK H/T02 (LT Sizes).....	50,000 / 80,000
ZIEX S/TZ05 (All Sizes).....	50,000 / 80,000
ZIEX CT60 A/S (All Sizes).....	65,000 / 105,000
WILDPEAK M/T.....	No Tread Life Warranty
ESPIA EPZ II SUV.....	No Tread Life Warranty

This tread life warranty is applicable only for normal highway use when all of the owner's obligations listed below in Section IV are met. Warranty does not apply to any FALKEN designs not listed.

1. All eligible tread life warranty claims are based on the tire being worn down evenly to the wear bars at 2/32" (1.6mm).
2. Any tire with measured tread difference of 2/32" (1.6mm) or more across the tread (main circumferential tread grooves) will be considered irregularly worn and rejected.
3. Any tires submitted with 5/32" (4.0mm) or more remaining tread depths will be rejected for tread life warranty claim.
4. Any tires submitted with 3/32" to 4/32" (2.4mm–3.2mm) remaining mileage and tread depth to be achieved will be projected and prorated as if the tire were worn down to 2/32" (1.6mm).
5. All submitted mileage claims are to include proof of tire rotation; either copy of warranty card with completed rotations listed, or copies of the customer's invoice showing rotation mileage and vehicle information will be accepted.

### **III. What is Not Covered (Exclusions):**

- A. Unserviceability due to road hazard damages (cuts, snags, punctures, bruises, impact breaks, etc.), improper repair technique or materials, improper inflation, overload, irregular wear, wheel imbalance, defective vehicle mechanical components (brakes, suspension, wheels, etc.), improper suspension alignment, accident, fire, acts of God, chemical damage, damage from chain use, racing, off-road use, runflat, improper installation, vandalism, or abuse.
- B. Tires on any vehicle registered and normally used outside the 50 United States, Puerto Rico, and Canada.
- C. Tires branded "NA" or having the DOT number removed.
- D. Tires presented for warranty claim by someone other than the original purchaser, or tires that were transferred to another vehicle from the one upon which they were originally installed, regardless of by whom. This warranty is not transferable.
- E. Any tires whose failure is caused by any previous damages or repairs.
- F. Any cost of tire repair or retreading is not covered by this warranty and will be solely borne by the tire owner.
- G. The tread life warranty is not applicable if tires are used in commercial service or, determined at our discretion, have premature or irregular wear due to abusive service or defective vehicle conditions. Abusive service includes off-road use, excessive mountain road driving, racing, or passenger car tires on pick-up, RV, or utility vehicles.
- H. Tread life warranty does not apply to vehicles with staggered tire fitments.
- I. Tires that have tread siping or otherwise modified from the original design.
- J. Tires that are worn beyond the last two thirty-seconds of an inch (2/32"/1.6mm) of original tread depth. Beyond this point, the tire is considered worn out and has delivered its usable tread life and there is no manufacturer's warranty regardless of its age or mileage.

### **IV. Owners Obligations:**

At the time of purchase, the tire(s) must be properly installed, balanced, and air pressure set to the vehicle manufacturer's specifications if original equipment size, or at an air pressure adequate to carry the vehicle load if a different replacement size. At least monthly, owner must check tire air pressure with a gauge and inflate to recommended cold PSI level. Do not rely on car servicers to perform the checks. Tires must be rotated at least every 5,000 miles, or earlier if unequal wear is occurring, and proof of compliance must be recorded on the warranty card. Owner must have tires rebalanced if vibration is experienced, and alignment must be checked if unequal or rapid wear is occurring, or when scheduled by the vehicle maker. All warranty claims must be presented to an authorized FALKEN dealer. Tire owners must present their warranty card verifying mileage, proof of date and place of purchase, to make a tread life warranty claim. The name of the FALKEN dealer from whom the tires were purchased must be included on the form.

### **V. DISCLAIMER:**

ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE ABOVE PERIOD. TO THE EXTENT PERMITTED BY LAW, FALKEN TIRES SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SUCH AS LOSS OF USE OF THE TIRE OR THE VEHICLE ON WHICH IT IS USED, INCONVENIENCE, OR COMMERCIAL LOSS. 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 TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO FALKEN BRAND TIRES, AND SUPERSEDES THE TERMS OF ANY PREVIOUS WARRANTY. FALKEN NEITHER ASSUMES NOR AUTHORIZES ANYONE TO MAKE OR ASSUME FOR IT ANY OTHER WARRANTY.

# WARRANTY ADJUSTMENT POLICY AND PROCEDURES

Effective January 1, 2021

Tires sold by SUMITOMO RUBBER NORTH AMERICA, INC. (dba) FALKEN TIRE CORPORATION ("FTC") may be submitted for warranty adjustment by dealers only within six (6) years from the DOT number date (for 2021 produced and newer) of production, using the following guidelines.

## **Claim Forms:**

Each tire submitted by dealers must be listed on and accompanied by an FTC Warranty Adjustment Claim Form. Up to ten tires may be reported per form. Forms are serial numbered for control and later credit memo reference, and must not be copied for multiple use. Tires received by FTC without claim forms will not be processed for adjustment. Call 800-723-2553 or contact your FTC sales representative to request forms.

After fully completing the form with all required information, send the original white form in an envelope taped to one of the tires, with the shipment to the FTC warehouse shown on the next page that services your area. Detach and keep the yellow copy for your records.

## **Tire Claim Number and Damage Marking:**

Each tire must be clearly marked with tire crayon or grease pen with the claim form serial and line number that relates to that tire. (Example "525806-1" for claim form 525806, line 1). If the FTC inspector has trouble identifying a claim, processing delay of your credit may occur.

If possible mark the site of the damage or problem area with chalk. If FTC cannot find the problem, you may not get the credit you are seeking.

## **Returning Warranty Tires to FTC Warehouses:**

Dealer or Distributor locations with warranty return tires must contact their servicing FTC Warehouse Manager for return approval and shipping instructions.

Locations within FTC's local delivery areas may have warranty adjustment tires picked up by FTC trucks if so serviced, or you may bring the tires to the warehouse when will-calling an order. In any case, customers must contact their servicing FTC warehouse Manager for approval before making a return.

Customers may also ship adjustment tires to their servicing FTC warehouse. FTC must authorize all returns prior to shipment. Freight collect shipments without prior authorization will not be accepted.

On shipping documents identify the cargo as: "Class 60 – Scrap Tire Having No Value".

FTC will pay freight cost on all adjustment tires subject to the following limitations:

- (a) Shipments of 1,000 lbs. or more: Freight Prepaid
- (b) Shipments of less than 1,000 lbs.: One (1) freight prepaid shipment every 60 days per location.

For general estimation purposes, the following weights may be used in load calculations:

Passenger – 20 lbs. each Light Truck – 45 lbs. each Medium Truck – 100 lbs. each

## **WARRANTY ADJUSTMENT PERCENTAGE CALCULATION:**

For tread life warranty, calculate the miles received divided by the warranty level, then subtract 1. This will give you percentage credit due to customer.

Use the chart and data below to calculate the credit due to customers presenting tires for workmanship / materials warranty claim consideration. The chart is based on a standard wear-out depth of 2/32" (1.6mm), when the wear bars appear, and the legal wear limit in most states.

Charge the customer the replacement tire price minus the percentage shown below. The percentages have been rounded to the nearest whole number. If you wish, the exact percentage can be calculated using the following formula:

$$ADJ\% = (\text{measured tread depth} - 2/32) \text{ divided by } (\text{original depth} - 2/32)$$

Example: A tire with original depth of 11/32" is worn to 6/32" remaining.

The calculation is:  $(6-2) / (11-2) = 4 / 9 = 0.444$ , or 44.4% (chart shows 45%)

**Adjustment Percentage Due to Customer at 2/32" (1.6mm) wear-out.**

Original Depth (in)	Measured Depth Remaining in Tire Grooves (in)																			
	21/32	20/32	19/32	18/32	17/32	16/32	15/32	14/32	13/32	12/32	11/32	10/32	9/32	8/32	7/32	6/32	5/32	4/32	3/32	2/32
21/32	100%	100%	100%	84%	78%	73%	68%	63%	58%	53%	47%	42%	37%	31%	26%	21%	16%	10%	5%	0%
20/32		100%	100%	100%	83%	77%	72%	66%	61%	55%	50%	44%	38%	33%	28%	22%	16%	11%	5%	0%
19/32			100%	100%	100%	82%	76%	71%	65%	59%	53%	47%	41%	35%	29%	24%	18%	12%	6%	0%
18/32				100%	100%	100%	81%	75%	69%	63%	56%	50%	44%	33%	31%	25%	19%	13%	6%	0%
17/32					100%	100%	100%	80%	73%	67%	60%	53%	47%	40%	33%	27%	20%	13%	7%	0%
16/32						100%	100%	100%	79%	72%	64%	57%	50%	43%	36%	29%	21%	14%	7%	0%
15/32							100%	100%	100%	77%	69%	62%	54%	46%	39%	31%	23%	15%	8%	0%
14/32								100%	100%	100%	75%	67%	58%	50%	42%	33%	25%	17%	8%	0%
13/32									100%	100%	100%	73%	64%	55%	46%	36%	27%	18%	9%	0%
12/32										100%	100%	100%	70%	60%	50%	40%	30%	20%	10%	0%
11/32											100%	100%	100%	67%	56%	45%	33%	22%	11%	0%
10/32												100%	100%	100%	63%	50%	38%	25%	13%	0%
9/32													100%	100%	100%	57%	43%	29%	14%	0%

**WARRANTY ADJUSTMENT POLICY AND PROCEDURES - CONTINUED**

Effective January 1, 2021

Dealers in each region must ship warranty adjustment tires to:

**WESTERN REGION:**

AZ, CA, CO, ID, MT, NM, NV, OR, UT, WA, WY

Falken Tires California Warehouse  
 13649 Valley Boulevard  
 Fontana, CA 92335  
 800-723-2553  
 Main Menu Option 3, then press 1

**CENTRAL/SOUTHERN REGION:**

AL, AR, FL, GA, IA, KS, LA, MN, MO, MS, ND, NE, OK, SD, TX

Falken Tires Texas Warehouse  
 720 Commerce Park Drive  
 Grand Prairie, TX 75050  
 800-723-2553  
 Main Menu Option 3, then press 4

**NORTH/EASTERN REGION:**

CT, DE, IL, IN, KY, MA, MD, ME, MI, NC, NH, NJ, NY, OH, PA, RI, SC, TN, VA, VT, WI, WV

Falken Tires Tennessee Warehouse  
 1042 Fred White Boulevard  
 Portland, TN 37148  
 800-723-2553  
 Main Menu Option 3, then press 2

Warranty adjustment returns from dealers located outside the continental United States may contact 800-723-2553 for specific FTC adjustment processing policy and procedures.

**Tread Life Warranty Claim Documentation Requirements:**

TO RECEIVE PROPER CREDIT FOR ADJUSTMENTS BASED ON PUBLISHED FALKEN TREAD LIFE WARRANTIES, ALL REQUIRED SUPPORTING DOCUMENTATION (I.E., COMPLETED WARRANTY PAMPHLETS AND TIRE ROTATION SERVICE RECORDS) MUST BE SUBMITTED WITH CLAIM FORMS. CLAIMS RECEIVED WITHOUT DOCUMENTATION MAY BE DEEMED AS NON-ADJUSTABLE AND MAY NOT BE PROCESSED FOR ADJUSTMENT CREDIT.

**How Credits Are Calculated:**

Warranted failure adjustments credits are prorated based on the amount of usable tread depth remaining on the tire. Tires are deemed worn out at the appearance of the treadwear bars across grooves, at 2/32" (1.6mm) remaining tread depth and no credit will be issued thereafter. Tread life warranty adjustment credits are prorated based on the

percentage of unachieved miles divided by the particular model warranted miles. Prorated credit percentage is then calculated based on the dealer's current buying price in our system.

**Non-Uniformity Claim Adjustments:**

Non-uniformity, including out-of-round, or out-of-balance adjustments will only be accepted during the first 2/32" (1.6mm) treadwear. A claim for non-uniformity for a set of four (4) tires from the same vehicle will not be accepted.

**What is Not Considered for Adjustment:**

Tires will not be accepted for adjustment credit if they have been previously repaired, have sustained irregular wear due to improper inflation, misalignment, improper vehicle application, have sustained operational abuse, or have been damaged during mounting or demounting.

**Non-Adjustable Tire Notification and Returns:**

Dealers will be notified in writing of those tires that have been inspected and are not considered for adjustment. Due to limited scrap tire storage space, non-adjustable tires will be destroyed 20 days from the date of dealer notification, unless the dealer had made prior disposition arrangements. Tires requested by the dealer to be returned will be shipped back at dealer expense.

**FREE TRIAL RIDE PROGRAM**

If for any reason you are not satisfied with your new set of four eligible FALKEN tires within 30 days or 1,000 miles from date of purchase you may return them to the original place of purchase for a full reimbursement (limited to the purchase price of the tires). Please see your FALKEN Dealer for full details.

**ROAD HAZARD PROTECTION**

The Falken Road Hazard Protection Warranty is designed to instill consumer confidence at the time of purchase. In the unlikely event that a tire becomes damaged due to unforeseen circumstances, the Road Hazard Warranty eases the financial burden on the customer by offering FREE tire replacement through your FALKEN dealer. Some of the most common road hazards include but are not limited to nails, glass, and potholes. See below for full list of what is covered.

The Falken Tires Road Hazard Protection Warranty is valid in the US and Canada only on the following replacement tire product lines: AZENIS FK510, ESPIA EPZ II, ESPIA EPZ II SUV, EUROWINTER HS449, SINCERA SN250 A/S, SINCERA SN201 A/S, WILDPEAK A/T3W, WILDPEAK A/T TRAIL, WILDPEAK H/T01, WILDPEAK H/T02, ZIEX CT60 A/S, ZIEX S/TZ05, ZIEX ZE950 A/S, ZIEX ZE960 A/S and WINTERPEAK F-ICE 1.

**Covered Criteria:**

- Tire becomes damaged due to road hazard within two (2) years of original purchase date (proof of purchase providing) or within the first 3/32nds wear from original tread depth, whichever comes first.
- If proof of purchase is not provided but within the first 3/32nds wear from original tread depth, warranty is honored if less than two (2) years of age based on the DOT year and week number.
- Tire damage is unrepairable per USTMA puncture repair guidelines.
- Tires purchased new and installed on original vehicle. This warranty is non-transferable.
- Tire needs to be returned to an authorized Falken dealer for inspection.

**What is not covered:**

The Road Hazard Protection Warranty is intended to aid the consumer in the case of unforeseen circumstances. However, some items are not covered under this warranty as follows:

- Fees including but not limited to mounting, balancing, disposal, valve stems, service fees, or taxes are not covered under this warranty.
- Original Equipment tires are not covered under this warranty.
- Tires transferred to a vehicle other than the vehicle on which they were originally installed are also not covered under this warranty.

**The Falken Tire Road Hazard Protection Warranty will not be honored if the tire becomes damaged due to any of the following:**

- Abusive usage such as motorsports, racing, commercial use to off-road use.
- Improper tire maintenance, such as incorrect tire inflation pressure, lack of regular rotations.
- Irregular wear and/or improper vehicle alignment or other vehicle related mechanical issues.
- Runlow or Runflat conditions will not be covered unless caused by a Road Hazard.
- Improper installation including but not limited to mounting damage.

- Improper repair due to non-USTMA approved repair process.
- Accident damage due to vehicle collision.
- Fire, theft, natural disaster, or vandalism.
- Use of snow chains

## ADDITIONAL SAFETY WARNINGS

**Tire Mix Usage:** Never mix tires of different size or construction and/or type on an axle, except for temporary use as a spare tire. Always refer to vehicle owner's manual for proper tire fitments.

**Winter Tires:** FALKEN recommends all four tires be replaced when installing snow tires. Never use just two snow tires – it could lead to adverse handling or loss of control, which could cause serious injury or death.

**Speed Rating:** The speed capability of the replacement tire(s) must always equal or exceed that of the original equipment tires. FALKEN does not recommend the use of mixing different speed ratings on a vehicle. This can cause poor handling and unpredictable steering. If the tire(s) have been repaired, damaged, or modified from its original condition, then the tire(s) should be treated as a non-speed rated tire.

**Tire Repairs:** If the interior of the tire, inside and/or outside sidewall are compromised from driving on the flat or underinflated tire for too long, the tire should be replaced. If the tire is deemed repairable after dismounting and inspection of interior is performed, it should be repaired with a plug and patch or plug/patch combination to correctly repair the tire. Never use a rope type plug, as this does not correctly seal the tire, and may lead to tire failure. For Winter Tires: It is acceptable to use winter tires with a lower speed rating than that of the OE tires, but the vehicle maximum speed must be reduced to correspond with the new tires' speed rating. FALKEN recommends reducing driving speed when driving in adverse weather conditions.

**Tire Load:** The load carrying capacity of the replacement tire(s) must always equal or exceed the carrying capacity of the original equipment tires. When changing tire sizes – commonly called "Plus Sizing" – please consult the vehicle's tire information placard for original load carrying capacity and air pressures. Always ensure that the replacement tires' load capacity is equal to or above that of the original tire to ensure safe operation.

**Tire Aging:** FALKEN recommends tires which have been in use for 6 years or more should be inspected regularly by a qualified tire specialist. Plus any tire that is 10 years or older from the date of manufacture, including spare tires should be replaced with new tires regardless of appearance, even if the tires have not reached the legal wear out limit.

**Tire Inflation / Overloading:** Serious injury or death may result from tire underinflation or overloading. Follow owner's manual and the vehicle's tire information placard for proper inflation pressures and load carrying capacities. Never exceed tire maximum air pressure as listed on tire's sidewall.

**Tire Overall Diameter:** If you choose a replacement tire that exceeds the vehicle design criteria range for tire diameter, you may be changing the original handling characteristics of the vehicle. In some cases, vehicle systems such as brakes, suspensions and alignment may be affected. On sport utility vehicles (SUV) and light trucks, any increase in tire overall diameter, and the lifting of vehicle suspension to accommodate the larger size, may result in changes of vehicle ride height and resultant changes in rollover characteristics, braking distances, and handling. You must ensure any tire size and suspension changes allow for safe operating control under all driving conditions.

## FALKEN BRAND TRUCK AND BUS RADIAL TIRE LIMITED WARRANTY

Effective January 1, 2021

### 1. Tires Covered by this Warranty:

This warranty applies to FALKEN brand truck and bus radial (TBR) tires bearing a complete description as required by the US DOT, including full DOT serial number. This warranty applies to tires manufactured on or after January 1, 2021. Tires manufactured prior to that date are subject to the preceding warranty policy. Conditions and coverage are subject to change at any time without prior notice.

### 2. What is Warranted and for How Long:

#### A. Material and Workmanship Warranty

Every FALKEN TBR tire is warranted against defects in materials and workmanship for the life of the original usable tread up to 2/32" (1.6 mm) of the remaining depth or for 6 years from the date of manufacture, whichever comes first. If a tire becomes unserviceable during the first 2/32" (1.6 mm) of wear of the original tread, it will be replaced with a comparable FALKEN TBR tire free of charge for the tire, or will be allowed 100% credit. Thereafter, the

amount of credit allowed will be prorated based on the percentage of usable tread worn, and will be computed by multiplying the FALKEN TBR dealer's current selling price for a new equivalent FALKEN TBR tire by the percentage of usable remaining tread depth. In any case, the amount credited shall not be less than the first casing warranty amount described later in Section B. The costs for mounting, balancing, service, applicable taxes, F.E.T., etc., are not covered under this warranty and are payable by the user. Out-of-balance or out-of-round warranty claims will be accepted only during the first 2/32" (1.6 mm) of tread wear.

B. Casing Allowance Policy for FALKEN Steel Radial TBR Tires. FALKEN TBR tires are warranted to achieve two retreads.

First Casing Warranty: If for covered tire conditions, a FALKEN TBR tire at the end of its initial original tread life at 2/32" (1.6 mm) tread depth fails to pass inspection for retread, or if it fails to complete its first retread life, the user will be credited with a first casing allowance.

\* Reference Casing Allowance chart.

Second Casing Warranty: If for covered tire conditions a FALKEN TBR tire at the end of its first retread life at 2/32" (1.6 mm) tread depth fails to pass inspection for a second retread, or if it fails to complete its second retread life, the user will be credited with a second casing allowance shown in the schedule below.

Stone drill damage on Falken TBR (GI and CI products) and/or tires made with a cut and chip resilient tread compound are covered under our manufactures warranty for the original tread life, and only when a retread shop rejects the tire for excessive stone drill penetrations and/or damage to the casing caused by stone drilling. All TBR tires without a cut & chip resilient tread compound will not be covered for this condition.

### **3. What is Not Covered (Exclusions):**

- A. Unserviceability due to damage by road hazards (cuts, snags, punctures, bruises, impact breaks, etc.), improper inflation, irregular wear, wheel imbalance, defective vehicle mechanical components, accident, fire, chemicals, chain damage, racing, misuse, overloading, run-flat, improper installation, gross abuse, or other external conditions of use.
- B. Damage due to improper re-grooving of re-groovable tires and re-grooving of tires that do not carry a "Re-groovable" marking on the sidewall.
- C. Damage from use of an improper inner tube. Steel radial tires require radial rated tubes. Use of a non-radial tube in a radial tire may result in sudden tire failure.
- D. Highway tires used on vehicles that are normally operated in off-highway service.
- E. Any failure related to any previous damages or repairs.
- F. Tires into which liquid sealants or balancers have been inserted.
- G. Ozone or weather cracking on tires presented for adjustment more than 4 years after date of manufacture, based on DOT number.
- H. Tires used on vehicles registered and normally used outside the continental United States and Canada are excluded.
- I. Tires branded "NA" or "NO ADJ" or any other indicator of previous processing are excluded.
- J. The warranty is limited to tires only, and specifically excludes loss of time, inconvenience or consequential damage.

**CASING ALLOWANCE CHART**

SIZE GROUP	ORIGINAL TREAD (NEW 6-YEAR WARRANTY)	1 <sup>ST</sup> AND 2 <sup>ND</sup> RETREAD (NEW 6-YEAR WARRANTY)
215/75R17.5	\$60	\$40
235/75R17.5	\$60	\$40
225/70R19.5	\$80	\$60
245/70R19.5	\$80	\$60
265/70R19.5	\$80	\$60
285/70R19.5	\$80	\$60
9.00R20	\$80	\$60
10.00R20	\$100	\$80
10R22.5	\$80	\$60
11R22.5	\$120	\$100
12R22.5	\$120	\$100
255/70R22.5	\$80	\$60
275/70R22.5	\$100	\$80
295/60R22.5	\$120	\$100
295/75R22.5	\$120	\$100
295/80R22.5	\$120	\$100
315/80R22.5	\$120	\$100
385/65R22.5	\$120	\$100
425/65R22.5	\$120	\$100
445/65R22.5	\$120	\$100
11R24.5	\$120	\$100
285/75R24.5	\$120	\$100

**4. Exclusions for Casing Warranty**

- A. Casings which cannot be retreaded due to excessive tread wear.
- B. Failures resulting from faulty or incorrect retread processing or materials.
- C. Casings that have already been retreaded more than twice.
- D. Tires which have the original DOT or retreader's DOT numbers removed or are rendered illegible.
- E. Casing presented for warranty adjustment more than 6 years after the manufacturing date, based on tire DOT number.
- F. Costs of retreading services or materials are specifically excluded.

**5. Owners Obligations:**

- A. Any tire to be adjusted must be submitted to an authorized FALKEN dealer.
- B. Owner must complete and sign the claim form provided by the FALKEN dealer.
- C. Owner must pay costs for mounting, balancing, and other service charges, including applicable taxes.

**6. DISCLAIMER**

ANY IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, SHALL BE LIMITED IN DURATION TO THE ABOVE PERIOD. TO THE EXTENT PERMITTED BY LAW, FALKEN SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SUCH AS LOSS OF USE OF THE TIRE OR OF THE VEHICLE ON WHICH IT IS USED, INCONVENIENCE OR COMMERCIAL LOSS. SOME STATES DO NOT ALLOW LIMITATION OF 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 TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO FALKEN BRAND TIRES, AND SUPERSEDES THE TERMS OF ANY PREVIOUS WARRANTY. FALKEN NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER WARRANTY.

**CLAIM FORMS**

Each tire submitted by dealers must be listed on and accompanied by an FTC Warranty Adjustment Claim Form. Up to ten tires may be reported per form. Forms are serial numbered for control and later credit memo reference, and must not be copied for multiple use. Tires received by FTC without claim forms will not be processed for adjustment.

Call 800-723-2553 or contact your FTC sales representative to request forms.



After fully completing the form with all required information, send the original white form in an envelope taped to one of the tires, with the shipment to the FTC warehouse shown on the next page that services your area. Detach and keep the yellow copy for your records.

#### **TIRE CLAIM NUMBER AND DAMAGE MARKING**

Each tire must be clearly marked with tire crayon or grease pen with the claim form serial and line number that relates to that tire (Example "525806-1" for claim form 525806, line 1). If the FTC inspector has trouble identifying a claim, processing delay of your credit may occur.

If possible mark the site of the damage or problem area with chalk. If FTC cannot find the problem, you may not get the credit you are seeking.

#### **Returning Warranty Tires to FTC Warehouses**

Dealer or Distributor locations with warranty return tires must contact their servicing FTC Warehouse Manager for return approval and shipping instructions.

Locations within FTC's local delivery areas may have warranty adjustment tires picked up by FTC trucks if so serviced, or you may bring the tires to the warehouse when will-calling an order. In any case, customers must contact their servicing FTC warehouse Manager for approval before making a return.

Customers may also ship adjustment tires to their servicing FTC warehouse. FTC must authorize all returns prior to shipment. Freight collect shipments without prior authorization will not be accepted.

On shipping documents identify the cargo as: "Class 50 – Scrap Tire Having No Value."

FTC will pay freight cost on all adjustment tires subject to the following limitations:

- (a) Shipments of 1,000 lbs. (454 kg) or more Freight Prepaid
- (b) Shipments of less than 1,000 lbs. (454 kg). One (1) freight prepaid shipment every 60 days per location.

For general estimation purposes, the following weights may be used in load calculations: Medium Truck – 100 lbs. (45 kg) each.