

# Replacement Tire Warranty Policies

## **CONSUMER LIMITED WARRANTY FOR KUMHO & MARSHAL BRAND PASSENGER, LIGHT TRUCK TIRES, BUS AND RADIAL TIRES**

### **I. WHAT IS WARRANTED AND WHO IS ELIGIBLE UNDER THIS WARRANTY**

Kumho Tire Canada, Inc., 6430 Kennedy Road, Unit B, Mississauga, ON, L5T 2Z5, warrants to the original consumer purchaser that all Kumho replacement radial tires either directly or through an authorized Kumho dealer, and which are mounted on cars within Canada, and become unserviceable for any reason within the manufacturer's control, such tire will be replaced with an equivalent Kumho tire.

### **WHAT IS COVERED BY THE WARRANTY AND FOR HOW LONG**

The life of the original usable tread has worn down to 2/32" remaining (worn down to the top of the built-in indicators in the tread grooves), before 72 months from the date of manufacture or purchase date supported with proof of purchase for every passenger and light truck tire (whichever comes first), and before 5 years from the date of manufacture for commercial truck tires (whichever comes first), any new tire manufactured by Kumho Tire Canada, Inc. covered by this warranty become unserviceable due to a material or workmanship condition, Kumho will do either of the following:

- A. During the first 2/32" of the original usable tread, Kumho will replace such tire with a comparable new Kumho or Marshal tire free of charge. Applicable taxes on the new tire and costs of mounting and balancing service are payable by the owner.
- B. After the first 2/32" of the original usable tread, a credit will be given toward the purchase of a comparable new Kumho or Marshal tire to the original usable tread of the new tire. Applicable taxes on the new tire and costs of mounting and balancing service are payable by the owner.

The amount of such credit will be calculated by the following formula:

$$\text{Example: } C = \frac{5 \text{ (OTR)}}{10 \text{ (OT)}} = 38\% \times \$100.00 \text{ (P)} = \$38.00$$

C = Credit

OTR = Original usable tread remaining on returned tire

OT = Original usable tread on new tire

P = Purchase price of new tire in accordance with Kumho Dealer's price list effective at the time of adjustment

#### **C. Temporary Spare Tire**

During the first 1/32" of the original usable tread, Kumho will replace such temporary tire with a comparable new Kumho temporary tire free of charge. After the first 1/32" of the original usable tread, but less than 2/32", a credit of 50% towards a comparable new Kumho temporary tire will be given.

Applicable taxes and costs of mounting and balancing services are payable by the owner.

- D. Adjustment on ride complaint or out-of-round is allowed only during the first 2/32" of the original tread depth. The authorized Kumho or Marshal dealer will determine the adjustment cost by multiplying the percentage of the original usable tread worn by the current Kumho or Marshal dealer's price list in effect at the time of adjustment.

### **WHAT IS NOT COVERED BY THE WARRANTY**

- A. This limited warranty is applicable only in Canada, and any tires used or equipped on a vehicle registered or operated outside Canada are not covered by this warranty.
- B. Tires branded or marked Non-Adjustable "NA", or Blemished "Blem", or DOT/Serial numbers previously cut will not be adjusted.
- C. Any tire worn beyond the wear bars (less than 2/32" remaining tread).
- D. The cost of application taxes and mounting and balance service.
- E. Tire damage or irregular wear due to:
  - 1. Road hazard, including puncture, cut, impact break, bulge, snap, stone drill, or collision.
  - 2. Continued use while run flat or under acute underinflation.
  - 3. Improper use or operation; without limitation, improper inflation pressure; overloading; use of an improper rim; tire/wheel assembly imbalance or other vehicle condition; worn suspension components, improper mounting or de-mounting; misuse, misapplication; fire or other externally generated heat; water or other material trapped inside the tire during mounting; tire alteration; racing or competition purposes; improper inserting of sealant; balance or filler materials.
  - 4. Improper repair, or with repairs not conforming to the Rubber Manufacturers Association standards, or with section repairs, or with self-vulcanizing plug only.
  - 5. Failure to rotate the tire at least every 8,000 km as evidenced by Kumho's Mileage Warranty/Tire Rotation Card, or vehicle misalignment.
  - 6. Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as misalignment (a measured tread difference of 2/32" or more across the tread on the same tire).

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- F. Ozone or weather cracking on tires over four (4) years from the date of manufacture.
- G. Tires that have been recapped, re-treaded, or re-grooved.
- H. Ride disturbance (out-of-round, vibration, pulling, etc.) claims submitted after the first 2/32" of tread wear.
- I. Loss of time, or use, inconvenience, or any incidental or consequential damage.
- J. Tires that have been modified by the addition or removal of material or any tire intentionally altered to change its appearance.
- K. Tire's unserviceability caused by the tire operation in excess of tire/wheel manufacturer's specifications and recommendations.
- L. Tires that are misapplied due to insufficient speed rating, or undersized or oversized tires.
- M. Tires that have become unserviceable because of chemical corrosion, vandalism, chains or flat spotting.
- N. Tires involved in any race-related activities.
- O. This limited warranty applies only to the original purchaser and is non-transferable.

## OWNER'S OBLIGATIONS

In order to be eligible for Kumho's limited warranty service, the owner must:

- A. Present the tire to any authorized Kumho dealer.
- B. Complete and sign a Kumho warranty claim form, which is available at any authorized dealer.
- C. Pay the amounts due on a new tire, less the amount of credit, including taxes, mounting and balancing charges and/or the cost of other services ordered. To locate an authorized Kumho/Marshall dealer, visit KumhoTire.ca, refer to the Kumho Dealer Directory, or call (877) HI-KUMHO.
- D. Submit to a Kumho dealer or an authorized car establishment proof of rotation(s) by bill of sale receipt(s) performed by a qualified car technician (mechanic).

## OTHER RIGHTS

This limited warranty gives the owner of Kumho tires specific legal rights, and you may also have other rights, which vary from province to province.

## II. CASING CREDIT

- A. KUMHO radial truck tires are warranted to remain serviceable up to the second re-tread.
- B. If an examination by Kumho shows that a casing of a Kumho radial truck tire delivers unsatisfactory service due to factors within the manufacturer's control; Kumho will give a credit toward the purchase price of a comparable new Kumho tire in the amount indicated in the Casing Credit table.

Tire Size:	Casing Value
8.25R15	\$30.00
7.50R16	\$30.00
8R17.5	\$30.00
215/75R17.5, 235/75R17.5	\$30.00
225/70R19.5, 245/70R19.5	\$30.00
265/70R19.5, 285/70R19.5	\$30.00
8.25R16	\$35.00
255/70R22.5	\$50.00
9.00R20, 10R22.5	\$60.00
10.00R20, 11R22.5	\$80.00
295/75R22.5	\$80.00
12R22.5, 315/80R22.5	\$90.00
12.00R24, 11R24.5	\$90.00
285/75R24.5	\$90.00
385/65R22.5, 425/65R22.5	\$90.00
445/65R22.5	\$90.00

- C. Radial truck tires used in mining service are not eligible under this program.

## III. LIMITED TREAD WEAR WARRANTY

### FOR PASSENGER RADIAL TIRES

Pattern	Mileage Coverage
Solus TA71	95,000 kilometers
Ecsta 4X II (KU22 II)	60,000 kilometers
Ecsta PA31	80,000 kilometers
Solus TA11	130,000 kilometers
Solus HA31	100,000 kilometers

### FOR LIGHT TRUCK TIRES (P-METRIC ONLY)

Pattern	Mileage Coverage
Eco Solus KL21 (KL21)	95,000 kilometers
Crugen Premium (KL33)	95,000 kilometers
Crugen HT51*	105,000 kilometers
	*80,000 kilometers (LT-Metric)
Road Venture APT (KL51)	95,000 kilometers
Road Venture AT51	80,000 kilometers

- A. If tread has worn down to the tread wear indicators (2/32" tread depth) within 72 months from the date of purchase (or manufacture) or does not deliver the warranted miles of normal passenger use, whichever comes first, Kumho Tire Canada, Inc. will make an allowance for unused service towards a comparable new tire, prorated on warranted miles.

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- B. The replacement allowance will be calculated by percentage of the warranted miles not received multiplied by the predetermined adjustment price of the tire at the time and place of the adjustment.
- C. For original equipment tires on new vehicles, please see separate warranty in your vehicle's glove box.

## ELIGIBILITY FOR LIMITED TREAD WEAR WARRANTY

- A. To make a claim, the owner must present the original customer copy of Kumho Tire OEM Warranty Form, which records the date of purchase, name of purchaser, original mileage and identification of the vehicle to an authorized Kumho dealer.
- B. This limited tread wear warranty applies only to the original owner and is non-transferable.
- C. The owner shall pay the cost of mounting, balancing and other service charges or taxes.
- D. The owner must rotate the tires every 8,000 km.
- E. The following are exclusions to the Limited Tread Wear Warranty:
  - 1. Tires branded "NA", "Blem", etc.
  - 2. Tires exhibiting uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as misalignment (a measured tread difference of 2/32" or more across the tread on the same tire).
  - 3. Tires worn out or damaged due to improper inflation, improper mounting, uneven wear, overloading or off-road driving, run flat or racing, accident, fire or chemicals, use on RV or commercial vehicle, vandalism or gross abuse, defective mechanical condition of vehicle, road hazard damage (puncture, cut, impact break, etc.), and lack of tire rotation.
  - 4. Original equipment tires on new vehicles.
- F. For staggered/split fitments — meaning different size tires on the front and rear axles — Kumho Tire will cover half the number of miles of standard mileage warranty since these tires cannot be rotated as recommended by Kumho.

## IV. ROAD HAZARD PROTECTION

The following tires:

- Ecsta PS91
- Ecsta PS31
- Solus TA11

that have been irreparably damaged due to a normal road hazard condition, within the first 2/32" of the original tread depth (O.T.D.), will be replaced free of charge with an equivalent Kumho tire.

## V. 30-DAY SATISFACTION GUARANTEED TRIAL WARRANTY

Kumho Tire's 30-Day Satisfaction Guaranteed Trial Warranty covers a complete set of four (4) Road Venture AT51 and Solus TA71 tires. If for whatever reason you aren't completely satisfied with your eligible tires, simply return them to the dealer where they were purchased for replacement.

Limitations and Requirements:

- A. This trial warranty only applies to the original purchaser of a set of four (4) eligible tires returned within 30 days from the date of purchase and is non-transferable; any return of less than a full set of tires will not be accepted. Original purchaser must present their original sales receipt/invoice to their selling dealer at the time of replacement.
- B. Tires must be returned undamaged. Tires exhibiting road hazard, mounting damage, vehicle mechanical-related problems, repairs, improper inflation, vandalism, run flat, racing or any tires removed from the original vehicle are excluded from this trial warranty.
- C. Original purchaser pays the amounts due on a new replacement tire, less the amount of credit, including applicable taxes, mounting and balancing charges and/or the cost of other services ordered.
- D. Tires worn 1/32" or more from original tread depth are excluded from trial warranty.

## VI. NEW ON REAR/ROTATION RECOMMENDATION

- A. Replacement of two tires: Kumho Tire recommends replacing all four tires at the same time.
- B. Tire Rotations: Owners must continue to rotate tires in accordance with their vehicle owner's manual or every 8,000 km. Side-to-side rotation on "new on rear; two tire replacements" fitments will be acceptable.

## VII. REPLACEMENT WARRANTY

If you receive a replacement tire under this warranty, it will be covered by the manufacturer's warranty and the supplemental limited mileage warranty that Kumho Tire Canada, Inc. then gives on that tire.

**THIS IS THE ONLY EXPRESS WARRANTY GIVEN BY KUMHO APPLICABLE TO KUMHO/MARSHAL REPLACEMENT TIRES. KUMHO DOES MAKE ANY OTHER EXPRESS WARRANTY OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. KUMHO DOES**

# Replacement Tire Warranty Policies

NOT AUTHORIZE ANY OTHER PERSONS, INCLUDING AUTHORIZED DEALERS TO CHANGE THIS WARRANTY OR CREATE ANY OTHER OBLIGATION IN CONNECTION WITH KUMHO/MARSHAL TIRES. KUMHO WILL NOT DO ANYTHING OTHER THAN WHAT IS STATED IN THIS WARRANTY IF A DEFECT IS FOUND TO EXIST IN A KUMHO/MARSHAL REPLACEMENT RADIAL TIRE. ALL OTHER REMEDIES ARE EXCLUDED, INCLUDING ANY OBLIGATION OR LIABILITY ON THE PART OF KUMHO FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES (SUCH AS LOSS OF USE OF CAR, LOSS OF TIME OR INCONVENIENCE) ARISING OUT OF A DEFECT. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME 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 WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM PROVINCE-TO-PROVINCE.

## SAFETY WARNINGS

Property damage, serious personal injury or death may result if any of the following safety precautions/recommendations are not followed:

**Driving on any underinflated tire is dangerous and may result in sudden tire destruction caused by excessive heat build-up. For replacement tires, your tire retailer should provide you with the proper inflation pressure. Otherwise, follow the air pressure recommendation found within your vehicle's owner manual or tire placard in your vehicle. If your replacement tire size is different from the original equipment tire size, ask your tire retailer for a revised air pressure recommendation guide in order to adequately support your vehicle's GVWR.**

- Check the cold inflation pressure in all of your tires, including the spare tire, at least once every week and always prior to long distance trips. Failure to maintain the proper air inflation pressure may result in improper vehicle handling and may cause rapid and irregular tire wear, reduction in tire durability, loss of vehicle control or sudden tire failure that may lead to property damage, serious personal injury or death. Use an accurate tire gauge to check tire air pressures. Always maintain the proper recommended air inflation pressure in all tires. If there is an indication that one of your tires has lost four or more pounds of air pressure, immediately look for signs of penetration through the tire, valve leaks or wheel damage that may account for the air loss. You should also have your tires inspected by a tire retailer immediately. Air pressure should be checked when tires are cold (before they have been driven), ideally in the early morning. Driving, regardless of distance, causes tires to heat up and simultaneously increase air pressure. Never exceed the maximum inflation pressure for the tire. Never bleed air from hot tires as this may result in underinflation.

**Inspect your tires daily. If you notice any damage to your tires or wheels, replace them with a spare and immediately visit any tire retailer for advice. Driving over potholes, curbs, wood debris, metal, etc., can damage a tire and should be safely avoided. Contact with such hazards requires an immediate and thorough tire inspection by your tire retailer.**

- Always examine your tires for penetrations, bulges, cracks, cuts and abnormal wear — particularly at the tire edges — which may be caused by, for example, vehicle misalignment or tire underinflation. Failure to properly control a vehicle when one or more tires are underinflated may result in an accident. Use of a damaged tire may result in rapid air loss, including sudden tire failure. An explosion of the tire/rim assembly may occur due to improper mounting. Only specially trained persons should mount tires.

**Failure to store tires in accordance with the following recommendations may result in damage to your tires, reduction in tire durability or sudden tire failure:**

- Tires should always be stored in a cool, dry, clean, indoor environment. Tires contain waxes and emollients to protect their outer surfaces from ozone and weather cracking. As the tire rolls and flexes, the waxes and emollients continually migrate to the tire's surface, replenishing this protection throughout the normal and proper use of the tire. However, when tires sit outdoors and are unused for an extended period of time, the tire surface becomes dry, the tire may be susceptible to ozone and weather cracking and the casing becomes susceptible to flat spotting. Surfaces on which tires are stored must be free from grease, gasoline and other substances that could deteriorate the rubber. You should have a qualified technician check all tires where the Kumho Tire Canada, Inc. warranty policy period has lapsed, even if damage is not obvious.

**Do not overload your tires. Driving on any overloaded tire is extremely dangerous and may result in an accident causing property damage, serious personal injury or death.**

- The maximum load rating marked on the sidewall of any tire is based on the maximum speed of operation. Tires that are loaded beyond their maximum allowable loads for a particular application will generate increased and excessive heat that may cause sudden tire failure leading to property damage, serious personal injury or death.

All specifications shown in this catalogue cancel, supersede and replace those shown on prior-dated catalogues and are subject to change without notice. Weights shown in this catalogue are approximate and subject to change. Actual weights will be used at the time of shipment.

# Warranty Policies

## Adjustment Credit Percentage Percentage Kumho Tire pays based on remaining tread depth

RTD (Remaining Tread Depth)*	OTD (Original Tread Depth)*																								
	8/32	9/32	10/32	11/32	12/32	13/32	14/32	15/32	16/32	17/32	18/32	19/32	20/32	21/32	22/32	23/32	24/32	25/32	26/32	27/32	28/32	29/32	30/32	31/32	32/32
2/32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3/32	35	14	13	11	10	9	8	8	7	7	6	6	6	5	5	5	5	4	4	4	4	4	4	3	3
4/32	50	29	25	22	20	18	17	15	14	13	13	12	11	11	10	10	9	9	8	8	8	7	7	7	7
5/32	63	43	38	33	30	27	25	23	21	20	19	18	17	16	15	14	14	13	13	12	12	11	11	10	10
6/32	75	57	50	44	40	36	33	31	29	27	25	24	22	21	20	19	18	17	17	16	15	15	14	14	13
7/32	100	100	63	56	50	45	42	38	36	33	31	29	28	26	25	24	23	22	21	20	19	19	18	17	17
8/32	100	100	100	67	60	55	50	46	43	47	38	35	33	32	30	29	27	26	25	24	23	22	21	21	20
9/32		100	100	100	70	64	58	54	50	48	44	41	39	37	35	33	32	30	29	28	27	26	25	24	23
10/32			100	100	100	73	67	62	58	53	50	47	44	42	40	38	36	35	33	32	31	30	29	28	27
11/32				100	100	100	75	69	64	60	56	53	50	47	45	43	41	39	38	36	35	33	32	31	30
12/32					100	100	100	77	71	67	63	59	56	53	50	48	45	43	42	40	38	37	36	34	33
13/32						100	100	100	79	73	69	65	61	58	55	52	50	48	46	44	42	41	39	38	37
14/32							100	100	100	80	75	71	67	63	60	57	55	52	50	48	46	44	43	41	40
15/32								100	100	100	81	76	72	68	65	61	59	57	54	52	50	48	46	45	43
16/32									100	100	100	82	78	74	70	67	64	61	58	56	54	52	50	48	47
17/32										100	100	100	83	79	75	71	68	65	63	60	58	56	54	52	50
18/32											100	100	100	84	80	76	73	70	67	64	62	59	57	55	53
19/32												100	100	100	85	81	77	74	71	68	65	63	61	59	57
20/32													100	100	100	86	82	78	75	72	69	67	64	62	60
21/32														100	100	100	86	83	79	76	73	70	68	66	63
22/32															100	100	100	87	83	80	77	74	71	69	67
23/32																100	100	100	88	84	81	78	75	71	70
24/32																	100	100	100	87	85	81	79	76	73
25/32																		100	100	100	88	85	82	79	77
26/32																			100	100	100	89	86	83	80
27/32																				100	100	100	89	86	83
28/32																					100	100	100	90	87
29/32																						100	100	100	90
30/32																							100	100	100
31/32																								100	100
32/32																									100

\*Measurements are in inches.

