



**PASSENGER AND LIGHT TRUCK TIRE  
LIMITED WARRANTY  
AND ADJUSTMENT POLICY**

Includes all Applicable Information on  
Tread Wearout Coverage, and  
Customer Satisfaction Trial

Effective 8/10





In addition to the valuable warranty information you will find in this Limited Warranty and Adjustment Policy we encourage you to visit the General Tire websites at [www.generaltire.com](http://www.generaltire.com) (USA) and [www.generaltire.ca](http://www.generaltire.ca) (Canada) for safety and maintenance information and up-to-date changes including a Self-Help knowledge base with downloadable brochures (customer care link). Please also visit the Rubber Manufacturer Association (RMA) website at [www.rma.org](http://www.rma.org).

THIS LIMITED WARRANTY AND ADJUSTMENT POLICY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICABLE IF NEGLECTED OR MISTREATED



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## **1. ELIGIBILITY**

This Limited Warranty and Adjustment Policy applies to the original owner of new General Tire brand passenger and light truck (LT) tires that are new replacement market tires bearing the General Tire brand name and D.O.T. Tire Identification Number, operated in normal service, and used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations. Additionally, tires used in commercial service including, but not limited to, taxicabs, police cars, emergency vehicles and non-passenger service vehicles are not eligible for the Tread Wearout Coverage set forth in Section 4 of this Limited Warranty and Adjustment Policy.

Tire(s) on any vehicle registered and normally operated outside the United States and Canada are excluded from eligibility under this Limited Warranty and Adjustment Policy.

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## **2. WHAT IS THE ADJUSTMENT POLICY AND HOW LONG IS IT APPLICABLE?**

### **BASIC COVERAGE**

Eligible Tires are covered by this Limited Warranty and Adjustment Policy for a maximum of 72 months from the date of purchase.\*

### **WHERE TO GO FOR WARRANTY REPLACEMENT**

Please return your tires to a General Tire brand tire dealer. You must present the original sales invoice at the time of your claim.

### **FREE REPLACEMENT PERIOD**

If an eligible General Tire brand passenger or light truck tire becomes unserviceable from a condition other than those listed under Section 5 during the first 12 months or first 2/32nds (1.6mm) of treadwear (whichever comes first) it will be replaced with a comparable\*\* new General Tire brand tire FREE OF CHARGE, including mounting and balancing. Owner pays all applicable taxes.

### **TEMPORARY SPARE TIRES:**

This policy also extends to the original owner of the General Tire Brand Temporary Spare Tire that are new replacement market tires bearing the General Tire D.O.T. serial number. An eligible Temporary Spare Tire under this Policy must have been operated in normal service, used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations, and display adjustable conditions as described in this Policy.

This Policy is for a maximum period of 72 months from date of purchase\*, determined by the original sales invoice showing date purchased. If a Temporary Spare Tire becomes unserviceable from a condition other than those listed in this Policy during the first 1/32nd (0.8mm) of treadwear, then it will be replaced with a comparable new General Tire brand Temporary Spare Tire. Mounting and balancing are included free of charge. The owner pays all applicable taxes. After this “Free Replacement Policy” for your Temporary Spare Tire expires, no adjustment will be made.

### **AFTER THE FREE REPLACEMENT PERIOD**

The tire may still be eligible for a pro rata replacement for 72 months from date of original purchase\* until the tread is worn down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.) If an eligible tire becomes unusable under the stipulations of this Limited Warranty and Adjustment Policy it will be replaced charging the owner a pro-rated amount. Owner pays all applicable taxes (including F.E.T.), mounting and balancing charges.

The replacement tire price will be determined by multiplying the percentage of the useable tread worn by the Dealers Price (excluding all applicable taxes) at the time of the adjustment. The useable tread is the original tread down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.)

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### **3. CUSTOMER SATISFACTION TRIAL**

All General Tire brand passenger and LT tires bearing the General Tire name and D.O.T serial numbers are covered by the 30-Day Customer Satisfaction Trial.

- 45 Day Trial Period for the Altimax and Grabber HTS.

This applies only to the original purchaser of a new set of four General Tire brand passenger tires. **Tires received as original equipment on a new vehicle are not covered by the 30-Day Customer Satisfaction Trial.**

If for any reason, other than an excluded condition listed under Section 5, you are not satisfied with your new set of four tires within 30 days from date of purchase, you may exchange all or any one of them for a corresponding number of the same tires or purchase another set of a different type of General Tire brand tires.

- 45 Day Trial Period for the Altimax and Grabber HTS.

The returned tires will be removed and the replacement tires mounted and balanced at no cost to you. If you wish to exchange for another set of tires which is at a higher cost, you must pay the upgrade from the original purchase

price, including all applicable taxes. If you wish to exchange for another set of tires which is at a lower cost, you will receive a refund of the difference in cost.

## **HOW DO YOU RETURN YOUR TIRES DURING THE TRIAL PERIOD?**

Within 30 days from the date of purchase (45 days for the Altimax and Grabber HTS), you must return your tires to a General Tire brand tire dealer from which they were purchased. You must present the original sales invoice, along with this Limited Warranty and Adjustment Policy. **Reason for dissatisfaction must be explained to the dealer (appearance, ride, handling) and noted on the dealer-supplied copy of the General Tire Limited Warranty Claim. The form must be signed by the consumer.**

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## **4. EXTRA COVERAGE**

**General Tire brand tires are eligible for additional protection under this Limited Warranty and Adjustment Policy as follows:**

### **TREAD WEAROUT COVERAGE**

The General Tire brand tires listed below are warranted against wearout up to the mileage/kilometers coverage shown in this section, even though the actual mileage/kilometers you may get from your tires may vary because of driving habits and road conditions. Subject to the provisions of Section 5 and 7 below, if one of the tires listed in this section wears out before the listed mileage/kilometers, General Tire will adjust the tire on a pro-rata basis. "Wearout" means that the tire's tread has worn evenly down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining). "Pro- rata" for this Tread Wearout Coverage is measured by the odometer readings at the time of the tire's purchase, as shown by the original tire sales invoice, and at the time of replacement. In addition, you must present a completed rotation schedule contained in the original owner's copy of the tire's Limited Warranty and Adjustment Policy.

- **Tire(s) that have not been rotated at least every 6,000 to 8,000 miles (10,000 to 13,000 Kilometers) as evidenced by a completed rotation schedule are excluded.**
- **Tire(s) in service for more than 72 months of service regardless of mileage are not covered.**

This Tread Wearout Coverage DOES NOT include mounting balancing and applicable taxes, which remain the customer's obligation.

	<b>Miles</b>	<b>Kilometers</b>
Grabber AT <sup>2</sup> (excludes LT and floatation sizes)	60,000	96,000
Altimax HP		
V-Rated	40,000	64,000
H-Rated	55,000	90,000
Altimax RT	70,000	112,000
Grabber HTS		
S & T Rated	60,000	96,000
H & V Rated	45,000	72,000
LT Sizes	45,000	72,000

You will receive a comparable\*\* new General Tire replacement with payment of the replacement price based on the percentage of actual mileage/kilometers received to the mileage/kilometers covered. Your replacement cost will be determined by dividing the actual mileage/kilometers delivered by the miles warranted and multiplying the result times the current selling price of an equivalent or comparable replacement tire. Consumer pays for mounting and balancing and any other additional charges such as taxes or the acceptance of a higher priced replacement tire.

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## **5. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY AND ADJUSTMENT POLICY**

### **THE FOLLOWING ARE NOT COVERED:**

- **General Tire does not warrant any repaired tire.**
- **Road Hazard:** Any General tire with road hazard damage. This includes, but is not limited to: cuts, snags, punctures, bruises, and impact breaks.
- **Ride/Vibration:** Any ride/vibration complaint after the first 2/32nds (1.6 mm) of an inch of treadwear or 12 months of service, whichever comes first.
- **Improper operation or maintenance:** This includes, but is not limited to, effects caused by:
  - **Improper tire inflation and/or improper load/speed practices:** These practices can cause excessive operational temperatures and stresses that exceed the tire's capabilities.

**II Improper or insufficient tire rotation:**

Any tire with premature or irregular wear caused by failing to follow the recommended tire rotation pattern and/or mileage intervals as delineated by this Limited Warranty and Adjustment Policy.

**III Wear due to Improper vehicle alignment:** includes but not limited to uneven, cupping, irregular, spotty, and feathering wear.

**IV Damage due to:**

- Rim irregularities or rim damage
- Snow chains
- Vehicle mechanical problems, including brake problems, and vehicle wheel alignment.
- Extreme temperature exposure
- Negligent and abusive driving such as tire spinning, or racing;
- Improper tire storage
- Automotive accident
- Chemical corrosion or fire
- Use contrary to the vehicle manufacturer's tire recommendations.
- Misuse or misapplication

• **Improper Stud Size and/or Installation**

• **Improper Mounting or Demounting**

- **Alteration**, such as, but not limited to, adding a white inlay on blackwall, tread regrooving, tire truing or siping, or adding sealant materials to the tire.
- **Weather checking/cracking:** Not covered after 48 months from the date of purchase.
- **Failure to observe safety and maintenance precautions set forth in the tire maintenance section of the website, [www.generaltire.com](http://www.generaltire.com) (US) or [www.generaltire.ca](http://www.generaltire.ca) (Canada), under the customer care section.**

***Attention Authorized Dealers:***

**GENERAL TIRE RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION FOR ALL RETURNED TIRES ON CONDITIONS UNDER SECTION 5.**



**THIS LIMITED WARRANTY AND POLICY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE MAY NOT APPLY TO YOU.**

**TO THE EXTENT PERMITTED BY LAW, GENERAL TIRE DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME U.S. STATES AND/OR CANADIAN PROVINCES 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 OTHER RIGHTS WHICH VARY FROM U.S. STATE TO STATE OR CANADIAN PROVINCE TO PROVINCE. THIS IS THE ONLY EXPRESS WARRANTY MADE BY GENERAL TIRE. NO GENERAL TIRE EMPLOYEE, RETAILER, OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF GENERAL TIRE EXCEPT AS EXPRESSLY WRITTEN IN THIS LIMITED WARRANTY AND ADJUSTMENT POLICY.**

**IN OBSERVANCE OF U.S. FEDERAL LAW, THIS LIMITED WARRANTY AND ADJUSTMENT POLICY HAS BEEN DESIGNATED A "LIMITED WARRANTY". GENERAL TIRE DOES NOT INTEND TO REPRESENT THROUGH THIS LIMITED WARRANTY AND ADJUSTMENT POLICY THAT TIRE FAILURES CAN OR CANNOT HAPPEN.**

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## **6. GENERAL TIRE'S OBLIGATIONS**

Replacement of Eligible Tires will be made by any General Tire brand authorized dealer or vehicle dealer authorized to handle General Tire brand tire adjustments ("Authorized Dealer"). General Tire will replace the tire pursuant to the terms of this Limited Warranty and Adjustment Policy. Tires that are replaced under an adjustment basis under this Limited Warranty and Adjustment Policy become the property of General Tire.

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## **7. OWNER'S OBLIGATIONS**

To make an eligible claim under this Limited Warranty and Adjustment Policy, the owner must present a claim with the tire to an Authorized Dealer. For the nearest Authorized Dealer, consult the Yellow Pages, the General Tire brand internet address, or the 800 telephone numbers shown on the back of this Limited Warranty and Adjustment Policy. Owner must present an original tire sales invoice indicating the date of purchase. Owner will be required to sign the General Tire Limited Warranty Claim Form or dealer replacement sales receipt.

Owner is responsible for paying all applicable taxes set forth under this Limited Warranty and Adjustment Policy. Owner is also responsible for paying local tire-disposal fees and any parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs. Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire.

Under the Tread Wearout Coverage portion of this Limited Warranty and Adjustment Policy (see Section 4), owner must present a claim with the original customer copy of an up-to-date Tread Wearout Coverage Rotation Schedule, which is printed in this Limited Warranty and Adjustment Policy. Owner must rotate tires at least every 6,000 to 8,000 miles (10,000 – 13,000 kilometers) or sooner if uneven treadwear begins to appear.

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## **8. TIRE REGISTRATION**

The registration of General Tire brand tires is an important safety precaution. Registration will allow General Tire to notify the owner in the event of a product return program. Owner's tire dealer will provide a General Tire brand registration card with the D.O.T. tire identification number recorded, along with the dealer's name and address. Owner is required to fill in his or her name and address, affix a stamp to the pre-addressed card, and mail the General Tire brand registration card. Tire registration may also be completed online at [www.generaltire.com](http://www.generaltire.com) (US) and [www.generaltire.ca](http://www.generaltire.ca) (Canada).

To read about Safety Warnings and Maintenance Information please refer to [www.generaltire.com](http://www.generaltire.com) or in Canada, [www.generaltire.ca](http://www.generaltire.ca), under the customer care section

### **FOR SERVICE ASSISTANCE OR INFORMATION**

For the nearest General Tire brand tire dealer, consult the Yellow Pages or, if for any reason local service or information is not available, call the toll-free Customer Relations numbers.

In the United States, call 1-800-847-3349

In Canada, call: 1-800-461-1776

Or access the General Tire USA website:

[www.generaltire.com](http://www.generaltire.com)

General Tire Canada website:

[www.generaltire.ca](http://www.generaltire.ca)

\* At the time of making a claim, owner is required to present the tires and original tire sales invoice showing date of purchase. If satisfactory proof-of-purchase date is not provided, the D.O.T. (Tire Identification Number) date of manufacture will be used.

\*\*A "comparable" new General Tire brand tire may be of either the same tire line or the same basic construction but with a different sidewall or tread configuration. If the customer accepts a higher-priced tire, the customer will pay the difference in price. Any tire replaced under this Limited Warranty and Adjustment Policy will be covered by the current General Tire brand Limited Warranty and Adjustment Policy.



## Please Print Clearly

(Sold by)

**Dealer Name**

Address

City

State/Prov

Zip/Postal Code

**Customer Name**

Address

City

State/Prov

Zip/Postal Code

	PSI	PSI
FRONT		REAR
Tire inflation per Vehicle Placard		

Qty
Size
Design
Date
Dealer's Invoice #
Salesman

Vehicle
Model
Year

TREAD WEAROUT COVERAGE ROTATION SCHEDULE VALID ONLY IN THE UNITED STATES AND CANADA

**Rotation Schedule - Must be maintained and updated to receive coverage.**

Rotation Miles/KM	Date	Odometer Reading	Rotation Miles/KM	Date	Odometer Reading

Odometer at  
Wearout

-

Minus Odometer at  
Time of Installation

=

Equals Miles/ Kilometers  
Received





1830 MacMillan Park Drive  
Fort Mill, SC 29707  
[www.generaltire.com](http://www.generaltire.com)  
In the US: 1-800-847-3349

6110 Cantay Road  
Mississauga, Ontario L5R 3W5  
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