



TECHNICAL SERVICES BULLETIN	Yokohama Warranty Policy Claim Document Preparation	11/02/09
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Yokohama Tire Corporation is proud to offer customers extensive warranty coverage based on terms and conditions presented in our warranty claims documents. These policies protect the interests of all involved in the warranty claim transaction including the tire owner, servicing dealer and Yokohama. Increasing information requirements from regulatory activity makes the accuracy and fulfillment of warranty information in our records increasingly important for our business security. We respectfully request that you assure claim forms are submitted with all information defined in our Warranty Claims Procedure Manual. The information instructions are reprinted on page two of this bulletin for your reference.

PLEASE NOTE: The following information must be included for all claims consideration:

End User: Customer’s name, street address, city/state/zip code and phone number. E-mail address is desired but not mandatory.

Customer Signature: The tire owner (end user) must sign the claim form for Yokohama claims consideration. In the case of electronic documents the claim record transmitted should include the signature image or state “signature on file” which would allow Yokohama to confirm customer authorization as needed.

Another aspect of the claim procedure that will benefit from your attention is the calculation of credit based on tread wear prororation. All credit amounts are based on percent of wear using 2/32nds as fully worn out to the tread wear indicators. This applies to all claims conditions including mileage warranty claims. Yokohama records the actual tread depth from tires inspected and will only credit the amount of undelivered service using 2/32nds as the base for fully worn out. “Warrantable Miles” specified for specific tire lines are based on full wear out at 2/32nds.

Thank you for your excellent service to Yokohama tire owners and for your attention to the procedures defined in our warranty procedure documents. If you need any of our warranty documentation to help educate your staff, or for reference, please contact us as instructed below.

CLAIM FORM INSTRUCTIONS

The Yokohama Standard Warranty Claim Form must be properly completed by both the dealer and customer. Be certain to provide all required information as listed below to avoid delays in processing warranty credits.

- 1 Detach tire identification stickers from back of claim form by tearing along perforated line. See Note.
- 2 Check box if tire(s) determined non-adjustable by Yokohama is to be returned to the dealer freight collect.
- 3 Print Yokohama dealer name and address.
- 4 Print Yokohama dealer account number.
- 5 Provide claim date.
- 6 Provide Associate Dealer name or National Account name and address (if applicable).
- 7 Print National Account number (if applicable).
- 8 Print end user name, address, phone number and email address.
- 9 Is tire Original Equipment? Check Yes or No.
- 10 Print vehicle year, make and model.
- 11 Print vehicle mileage.
- 12 Add the date vehicle purchased.
- 13 Provide Vehicle Identification Number (if claim tire(s) is original equipment).
- 14 Complete section for mileage warranty claim only.
- 15 Fill-in tire(s) size, ply rating and tread pattern.
- 16 Print Department of Transportation serial number.
- 17 Print remaining tread depth (in 32nds of an inch).
- 18 Print brief explanation of why tire(s) was removed from service.
- 19 Check position of claim tire(s) and indicate line item number from below.
- 20 Have customer sign and date. This is required in order to process claim.
- 21 Attach completed mileage Certificate(s) from YTC Mileage Warranty booklet, or attach customer's mileage validation used to calculate mileage adjustment.

NOTE: Affix corresponding tire identification sticker(s) to the tread portion of claim tire(s). For example, a sticker numbered D12345-1 would be placed on the tire listed as line item #1 on claim form number D12345. Sticker number D12345-2 would be placed on the tire listed as line item #2, and so on.

YOKOHAMA STANDARD WARRANTY CLAIM FORM <small>USE FOR YOKOHAMA AND MOHAWK BRANDS</small>		CLAIM ADJUSTMENT NO.																																																																																													
YOKOHAMA TIRE CORPORATION <small>601 S. ACACIA AVE. • FULLERTON, CA 92831-5197 WARRANTY CLAIMS ASSISTANCE 800/433-9851, EXT. 584</small>		NOTICE TO DEALER If claim is disallowed, the product will be scrapped unless the box below is checked. <input type="checkbox"/> RETURN FREIGHT COLLECT 2																																																																																													
<small>NOTE: DEALER MUST COMPLETE ALL NON-SHADED AREAS. SHADED AREAS ARE FOR YOKOHAMA USE ONLY.</small>																																																																																															
DEALER NAME 3 STREET ADDRESS CITY, STATE, ZIP CODE YOKOHAMA DEALER NUMBER 4	ASSOCIATE DEALER OR NATIONAL ACCOUNT NAME 6 STREET ADDRESS CITY, STATE, ZIP CODE NATIONAL ACCOUNT NUMBER (IF APPLICABLE) 7	CUSTOMER NAME END USER STREET ADDRESS 8 CITY, STATE, ZIP CODE PHONE NUMBER E-MAIL ADDRESS																																																																																													
ORIGINAL EQUIPMENT <input type="checkbox"/> YES <input type="checkbox"/> NO 9 VEHICLE MILEAGE 11 VEHICLE IDENTIFICATION NUMBER (IF O.E.) 13 COMPLETE FOR MILEAGE CLAIMS ONLY (attach mileage certificate(s)) ODOMETER AT TIRE REMOVAL _____ ODOMETER AT TIRE INSTALLATION 14 TOTAL MILEAGE RECEIVED _____	VEHICLE YEAR 10 MAKE MODEL DATE VEHICLE PURCHASED (IF O.E.) 12 POSITION OF CLAIM TIRE(S) <small>(Please check and indicate item number)</small> <div style="text-align: center;"> FRONT FRONT CAR TRUCK 19 </div>	CUSTOMER NOTICE Read Carefully Before Signing I hereby certify that to the best of my knowledge the foregoing statements are correct, that I am the owner of the product presented for claim and that the product described was not involved in any accident, personal injury, consequential damage or other loss. I accept credit in lieu of further claim. I understand that the tire(s), detailed on this claim, become the property of Yokohama Tire Corporation. CUSTOMER SIGNATURE 20 DATE Attach Mileage Coupons Here 21																																																																																													
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