



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

Includes all Applicable Information on  
Mileage Warranty, Customer Satisfaction Trial,  
and Road Hazard Coverage

**GENERALTIRE.COM | GENERALTIRE.CA**

2/1/2025

# Shield+ Advantage Plan

**Shield+ Advantage Plan delivers coverage to get the most from your tires.**

The purchase of replacement General Tires delivers for whatever life demands with the Shield+ Advantage Plan.



## Limited Warranty\*

All General Tire passenger and light truck tires are eligible for the Limited Warranty for a maximum of up to 72 months from the date of purchase. The Limited Warranty allows for free replacement within the first 12 months.\*\*



## Customer Satisfaction Trial\*

General Tire passenger and light truck replacement tires with the General Tire name and DOT serial numbers are covered for up to 45 days. Refer to the Shield+ Advantage Plan brochure for complete details.



## Mileage Warranty\*

Coverage on select replacement products up to 75,000 miles.



## Road Hazard Coverage\*

General Tire's Road Hazard Coverage stands out in the industry, applying to all General Tire passenger and light truck tires purchased as replacements and offering a comparable replacement tire(s) within the first 12 months.\*\*

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) (U.S.) and [www.generaltire.ca](http://www.generaltire.ca) (Canada) for safety and maintenance information and up-to-date changes, including a customer care FAQ tab with downloadable brochures. Please also visit the U.S. Tire Manufacturers Association (USTMA) website at [www.ustires.org](http://www.ustires.org) and the Tire and Rubber Association of Canada (TRAC) website [www.tracanada.ca](http://www.tracanada.ca) for additional safety and maintenance information.

**THE GENERAL TIRE SHIELD+ ADVANTAGE PLAN ("SHIELD+") IS NOT A WARRANTY THAT THE TIRE WILL NOT FAIL OR BECOME UNSERVICABLE IF NEGLECTED OR MISTREATED.**

The purchase of General Tire brand tires provides an extra measure of confidence with the support of Shield+. Shield+ is a comprehensive package of all available warranties and services including:

- Limited Warranty
- Customer Satisfaction Trial
- Mileage Warranty (if applicable)
- Road Hazard Coverage

\*Restrictions and limitations apply. See Shield+ Advantage Plan brochure for complete coverage details at <https://generaltire.com/warranty>.

\*\*Coverage is within the first 12 months from the date of purchase or the first 2/32nds treadwear, whichever comes first. Repairable conditions are not eligible for replacement.

## 1. ELIGIBILITY

The Shield+ Advantage Plan 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 DOT Tire Identification Number
- Operated in normal service
- Used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations
- Purchased from an authorized General Tire brand dealer

**Tires used in competition are not eligible for any coverage under this Shield+ Advantage Plan.**

**Additionally, the following are not eligible for any coverage under this plan:**

- Tires used in commercial service and fleets, including but not limited to:
  - Taxicabs, rideshare vehicles, etc.
  - Police cars
  - Emergency vehicles
- Non-passenger service vehicles (not eligible for the extra coverage set forth in Section 3 of this Shield+ Advantage Plan)
- Tire(s) on vehicles registered and normally operated outside the United States and Canada

## 2. WHAT IS THE LIMITED MANUFACTURER'S WARRANTY & HOW LONG IS IT APPLICABLE?

### Basic Coverage:

Eligible tires are covered by the Limited Warranty for a maximum of 72 months from the date of purchase.\*

### Where to go for Warranty Replacement:

Please return tires to the authorized General Tire dealer where purchased. The original sales receipt and proof-of-purchase must be presented at the time of the claim.

### Free Replacement Period

If an eligible General Tire brand passenger or light truck tire becomes unserviceable due to a warrantable condition, other than those listed under Section 6 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. Mounting and balancing are included. Owner pays all applicable taxes.

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\*At the time of making a claim, owner is required to present the tires and original tire proof-of-purchase showing date of purchase. If satisfactory proof-of-purchase date is not provided, the DOT (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 equivalent construction but with a different sidewall or tread configuration. The Limited Warranty covers tires of equal or lesser value. If the customer accepts a higher-priced tire, the customer is responsible for covering any difference in price.

### Temporary Spare Tires:

This Limited Warranty also extends to the original owner of the General Tire Brand Temporary Spare Tire bearing the General Tire DOT serial number. An eligible Temporary Spare Tire under this Limited Warranty must have been operated in normal service, used on the same vehicle on which they were originally equipped and/or installed according to the vehicle manufacturer's recommendations, and display warrantable conditions as described in this Limited Warranty. This Limited Warranty is for a maximum period of 72 months from date of purchase\*, determined by the original sales receipt and proof-of-purchase showing date purchased.

If a Temporary Spare Tire becomes unserviceable from a condition other than those listed in Section 6 during the first 1/32nd (0.8 mm) 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. Owner pays all applicable taxes. After this Free Replacement Period for your Temporary Spare Tire expires, no warranty claims will be accepted.

### 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 unserviceable from a warrantable condition, other than those listed under Section 6, it will be replaced charging the owner a pro-rated amount. Owner pays all applicable taxes including Federal Excise Tax (F.E.T.), shipping, mounting and balancing charges.

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

Tires returned under warranty become the property of Continental Tire The Americas, LLC (CTA).

## 3. CUSTOMER SATISFACTION TRIAL

All General Tire brand passenger and LT tires bearing the General Tire name and DOT numbers are covered by the 45-Day Customer Satisfaction Trial. If for any reason, other than an excluded condition listed under Section 6, you are not satisfied with your new set of four tires within 45 days from date of purchase, or the first 2/32nds of an inch or 1.6 mm of tread remaining (whichever comes first), you may exchange one or more tires, or the full set, for another set of General Tire brand tires of equal or lesser value. Winter tires must be replaced with another set of winter tires.

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\*\*A "comparable" new General Tire brand tire may be of either the same tire line or equivalent construction but with a different sidewall or tread configuration. The Limited Warranty covers tires of equal or lesser value. If the customer accepts a higher-priced tire, the customer is responsible for covering any difference in price.

Mounting and balancing are included free of charge. Owner pays all applicable taxes. If you wish to exchange for another set of General Tire brand tires which is at a higher cost, you must pay the upgrade from the original purchase price, including shipping and all applicable taxes.

This satisfaction guarantee only applies to the original new set of four (4) General Tire brand passenger or LT tires purchased and not to the tires provided under this guarantee.

### How Do You Return Your Tires During the Trial Period?

Within the authorized time frame from the date of purchase or the first 2/32nds of an inch (1.6 mm) of tread, whichever comes first, you must:

- Return your tires to the authorized General Tire brand dealer where you purchased your tires or an alternate authorized General Tire brand tire dealer.
- Present the original sales receipt and proof-of-purchase.\*
- Reason for dissatisfaction must be explained to the dealer (i.e., appearance, ride, handling, etc.).

### Attention authorized dealers, include the following with the claim submission:

- Eligible tires
- Original purchase invoice
- The replacement proof-of-purchase showing the purchase of another set of General Tire brand tire(s)
- The reason for removal

## 4. MILEAGE WARRANTY

The General Tire brand tires listed on [www.generaltire.com](http://www.generaltire.com) (U.S.) or [www.generaltire.ca](http://www.generaltire.ca) (Canada) website is warranted against wear-out up to the indicated mileage/kilometer coverage. Please note that the actual mileage or kilometers you achieve from your tires may vary based on driving habits and road conditions. Subject to the provisions outlined in Section 6 below, if any tire listed in this section wears out before reaching the stated mileage or kilometer coverage indicated on the [www.generaltire.com](http://www.generaltire.com) (U.S.) or [www.generaltire.ca](http://www.generaltire.ca) (Canada) websites, General Tire will provide a pro-rata warranty for the tire, as described herein. Wearout refers to when the tire's tread has worn evenly down to the tread wear indicators, with 2/32nds of an inch (1.6 mm) of tread remaining. For the purposes of this Mileage Warranty, "pro-rata" is calculated based on the odometer readings at the time of the tire's original purchase, as shown on the original receipt and proof-of-purchase, compared to the odometer reading at the time of replacement. Additionally, you must provide a fully completed and legible Rotation Schedule (see

page 12), which is included in the original owner's copy of the tire's Limited Warranty.

- Tire(s) that have not been rotated at least every 6,000 to 8,000 miles (10-13,000 kilometers), or sooner if uneven wear begins to appear, as evidenced by a completed Rotation Schedule, are excluded from this coverage.
- On vehicles with staggered/split fitments (different size tires on front and rear axle), tires cannot be rotated between the front and rear axle. Without rotation of tires between the front and rear axle, the expected mileage/kilometers before wearout are significantly lower, especially on the rear axle. Therefore, the Mileage Warranty for tires on the rear axle of these vehicles will be 50% of the standard Mileage Limited Warranty for the product line.
- Tire(s) in service for more than 72 months, regardless of mileage, are not covered.

The owner pays for shipping, mounting, balancing and all applicable taxes (including F.E.T.) under the Mileage Warranty.

Please visit your authorized General Tire dealer or visit [www.generaltire.com](http://www.generaltire.com) (U.S.) or [www.generaltire.ca](http://www.generaltire.ca) (Canada) to learn more about the mileage coverage that General Tire offers. Mileage warranties vary by tire line.

You will receive a comparable\*\* new General Tire brand tire 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/kilometers warranted and multiplying the result times the current price of an equivalent or comparable replacement.

### Sample Calculation:

The tire you present for warranty has a Mileage Warranty of 60,000 miles. At the time of the tire purchase, the vehicle's odometer reading was 20,000 miles. At the time the tire was presented for warranty, the vehicle's odometer reading was 65,000 miles. You also present a completed and up to date Mileage Warranty Rotation Schedule and the tire(s) are worn evenly down to 2/32nds of an inch (1.6mm) of tread remaining, according to the Tread Wear Indicators.

Determine the mileage received on adjusted tires:

$$65,000 \text{ miles} - 20,000 \text{ miles} = 45,000 \text{ miles}$$

Determine your pro-rata replacement tire cost percentage:

$$45,000/60,000 \times 100 = 75\% \text{ (round to the nearest whole percentage)}$$

\*At the time of making a claim, owner is required to present the tires and original tire proof-of-purchase showing date of purchase. If satisfactory proof-of-purchase date is not provided, the DOT (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 equivalent construction but with a different sidewall or tread configuration. The Limited Warranty covers tires of equal or lesser value. If the customer accepts a higher-priced tire, the customer is responsible for covering any difference in price.

Your pro-rata cost for the replacement tire is determined by multiplying the percentage of mileage received (75%) by the current purchase price for the replacement tire (ex. \$130.02)

*Example calculation is: 75% x \$130.02 = \$97.52*

The credit allowance for the mileage not received equals: \$130.02 – \$97.52 = \$32.50 towards the next purchase of any General Tire brand tire. You will pay the equivalent pro-rata cost for the tire plus all applicable taxes (including applicable F.E.T.) shipping, mounting, and balancing, local tire disposal fees and any other parts or other services.

## 5. ROAD HAZARD COVERAGE

### [EFFECTIVE 2/1/2025]

Road Hazard Coverage is offered to promote goodwill and is not a warranty that your tire will not fail or become unserviceable due to a road hazard. This Road Hazard Coverage applies to General Tire branded tires that are purchased as new replacement tires, (excludes: repairable punctures per USTMA guidelines, original equipment tires, misuse or abuse, and any tire used in competition). Effective on tires purchased on or after 2/1/2025.

When an eligible tire has an unrepairable road hazard condition during the first 2/32nds of an inch (1.6 mm) of treadwear or the first 12 months from the date of purchase, whichever comes first, the tire will be replaced with a comparable\*\* General Tire brand tire free of charge. A road hazard condition is defined as a cut, snag, puncture, bruise, or impact break.

#### To be eligible:

- Return to place of purchase or to an authorized General Tire dealer.
- Present the tire(s).
- Present original sales receipt showing the date of purchase.
- Replace within the same brand, invoice required.

You are responsible for payment of all applicable demounting, shipping, mounting, balancing charges and taxes set forth under this Coverage. You are also responsible for payment of 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 and valve stems.

#### Attention authorized dealers, include the following with the claim submission:

- Eligible tire(s)
- Original purchase invoice
- The replacement proof-of-purchase showing the purchase of another General Tire brand tire(s)
- The reason for removal

## 6. WHAT IS NOT COVERED BY THE SHIELD+ ADVANTAGE PLAN

### • Road Hazard:

- Any road hazard condition after the first 2/32nds of an inch (1.6mm) of treadwear or 12 months of service, whichever comes first. This includes, but is not limited to cuts, snags, punctures, bruises, and impact breaks.
- Any repairable condition per USTMA guidelines.

• **Ride/Vibration:** Any ride/vibration condition after the first 2/32nds of an inch (1.6 mm) of treadwear or 12 months of service, whichever comes first.

• **Repairs:** If a tire is returned and the reason for the tire's disablement is in any way associated with a repair, the manufacturer's warranty is invalidated.

• **Improper Operation or Maintenance:** This includes, but is not limited to, effects caused by:

I. **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.

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

#### 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, misapplication, or abuse
- Improper stud size and/or Installation
- Improper mounting or demounting

### • Improper Repair

• **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.

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\*\*A "comparable" new General Tire brand tire may be of either the same tire line or equivalent construction but with a different sidewall or tread configuration. The Limited Warranty covers tires of equal or lesser value. If the customer accepts a higher-priced tire, the customer is responsible for covering any difference in price.

- Tires used in commercial service, competition or tires received as original equipment are not eligible for extra coverage.
- Failure to observe safety and maintenance precautions set forth on General Tire's website, [www.generaltire.com](http://www.generaltire.com) (U.S.) or [www.generaltire.ca](http://www.generaltire.ca) (Canada), under the customer care or warranty sections.

#### **ATTENTION AUTHORIZED DEALERS:**

CONTINENTAL TIRE THE AMERICAS, LLC (CTA) RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION ON CONDITIONS FOR ALL RETURNED TIRES UNDER SECTION 6. CTA RESERVES THE RIGHT TO TEST ALL TIRES RETURNED FOR VIBRATION.

THIS LIMITED WARRANTY AND POLICY HEREIN IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND CTA EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, 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, CTA 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 LIMITED 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 CTA. NO CTA EMPLOYEE, RETAILER, OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF CTA 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." CTA DOES NOT INTEND TO REPRESENT THROUGH THIS LIMITED WARRANTY AND ADJUSTMENT POLICY THAT TIRE FAILURES CAN OR CANNOT HAPPEN.

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

Replacement of Eligible Tires will be made by the authorized General Tire brand dealer where you purchased your tires or by any alternate authorized tire dealer or vehicle dealer. General Tire will replace the tire pursuant to the terms of this Shield+ Advantage Plan.

### **8. OWNER'S OBLIGATIONS**

To make an eligible claim under this Shield+ Advantage Plan, the owner must present a claim as instructed herein, with the tire to an authorized General Tire brand dealer. For the nearest authorized General Tire brand dealer, consult the General Tire brand internet address(es), or the 800-telephone number(s) shown on the back of this Shield+ Advantage Plan brochure. Owner must present an original tire sales receipt and proof-of-purchase indicating the date of purchase. Owner is responsible for paying all applicable taxes charged by the authorized servicing Dealer and is also responsible for paying shipping, 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 Mileage Warranty portion of Shield+ (see Section 4 and [www.generaltire.com](http://www.generaltire.com) or [www.generaltire.ca](http://www.generaltire.ca)), owner must present a claim which includes the original, up-to-date Mileage Warranty Rotation Schedule. 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.

### **9. DOT TIRE REGISTRATION**

**This is only for DOT 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. The authorized General Tire brand dealer will provide a registration card with the DOT tire identification number recorded, along with the authorized General Tire brand 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) (U.S.) and [www.generaltire.ca](http://www.generaltire.ca) (Canada).

For Safety Warnings and Maintenance Information, for U.S. please visit the Customer Care FAQ section at [www.generaltire.com](http://www.generaltire.com), or for Canada, [www.generaltire.ca](http://www.generaltire.ca) under the warranty section.

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

For the nearest authorized Continental or General Tire brand tire dealer, consult either of the websites or the toll-free Customer Relations numbers.

Continental Tire the Americas, LLC

Toll-free: 1-800-847-3349

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

Continental Tire Canada, Inc

Toll-free: 1-855-453-1962

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

MILEAGE WARRANTY 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

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Odometer at Wearout

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Minus Odometer at Time  
of Installation

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Equals Miles/ Kilometers  
Received

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