

5. 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 brand internet address, or the 800 telephone numbers shown on the back of this Limited Warranty and Adjustment Policy. Owner must present new vehicle registration form or new vehicle sales invoice indicating the date of purchase. Owner will be required to sign the CTNA 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.

6. SAFETY WARNING:

Ignoring any of the safety and information contained in this limited warranty and Adjustment Policy may result in tire failure, causing serious injury or death.

- **Tire failure due to underinflation /overloading.** Follow vehicle owner's manual or tire placard in vehicle for proper inflation and loading.
- **Explosion of tire/rim assembly due to improper tire mounting.** Tire mounting / demounting can be dangerous. It should be performed only by a trained tire specialist using proper tools and procedures. Prior to tire mounting/demounting, the Rubber Manufacturers Association (RMA) wall charts and manuals should be read to obtain the proper procedures. The failure to follow these procedures may result in faulty positioning of the tire and/or rim, which may cause the assembly to burst with force sufficient to cause injury or death.
- **Tire failure due to damage.** Inspect your tires frequently for scrapes, bulges, separations, cuts, snags and other damage from road hazards. Damage from impact can occur to the inner portions of your tire without being visible to the outside. If you suspect a tire has been damaged from striking anything unusual in the road, you must have the tire removed from the rim and inspected both inside and out by a trained tire specialist. Air loss or unusual tire wear can also be warning signs that a tire may have internal damage. If you notice these conditions, have your tire inspected by a trained individual.
- **Tire failure due to excessive tire spinning.** Avoid tire spinning. The centrifugal force generated by a free-spinning tire/rim assembly may cause a sudden tire explosion resulting in vehicle damage and/or serious injury or death. Never exceed 35 mph (55km/h) as indicated on your speedometer when your vehicle is stuck in snow, mud, or sand and your tire(s) is/ are spinning. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand or permit anyone else to stand near or behind a tire spinning while attempting to push a vehicle that is stuck.

TEMPORARY SPARE TIRE OWNERS:

CTNA does not recommend any repair to or reuse of punctured Temporary Spare Tires.

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

FOR SERVICE ASSISTANCE OR INFORMATION

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

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

In Canada, call 1-800-461-1776

CTNA, Inc.
1830 McMillan Park Dr.
Fort Mill, SC 29707

CT Canada Inc.
6110 Cantay Rd.
Mississauga, ON
L5R 3W5

ADJUSTMENT POLICY

**LIMITED WARRANTY
FOR ORIGINAL EQUIPMENT
PASSENGER CAR & LIGHT
TRUCK TIRES
(Including SPECIAL SPARE Tires)**

This booklet also includes important safety warnings.



GENERALTIRE 

I. ELIGIBILITY

This Limited Warranty and Adjustment Policy applies to the original owner of new General brand passenger and light truck (LT) tires that are the new vehicle original equipment tires bearing the General 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.

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.

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, determined by the new vehicle registration date or new vehicle sales invoice showing date of purchase.

Where to Go for Warranty replacement:

Contact the vehicle dealer from where you purchased the vehicle to determine the eligible warranty coverage for your tires and where to proceed from there.

Free Replacement Period:

If an eligible General brand passenger or light truck tire becomes unserviceable from a condition other than those listed under Section 3 during the first 12 months or first 2/32nds of an inch (1.6mm) of treadwear (whichever comes first) it will be replaced with a comparable new General 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 brand Temporary Spare Tire that was originally equipped by the vehicle manufacturer as a temporary spare tire bearing a General 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,

This Policy is for a maximum period of 72 months from date of purchase, determined by the new vehicle registration date or new vehicle sales invoice showing date purchased.

If a Temporary Spare Tire becomes unserviceable from a condition other than those listed in Section 3, during the first 1/32nd (0.8 mm) of treadwear, then it will be replaced with a comparable new General brand Temporary Spare Tire FREE OF CHARGE, including mounting and balancing. 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 (except temporary spare 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 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 Selling 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.)

3. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY

THE FOLLOWING ARE NOT COVERED:

- **Road Hazard:** Any tire with road hazard damage, which 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.
- **Repairs:** If a tire is returned under complaint and the reason for the tire's disablement is in any way associated with a repair, or with the situation that led to the repair, the manufacturer's warranty is invalidated.
- **Mileage:** Tread wearout up to a predetermined mileage is not covered under this policy.
- **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:

III Improper vehicle alignment

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 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 Section 6.**

ATTENTION AUTHORIZED DEALERS: CTNA RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION FOR ALL RETURNED TIRES ON CONDITIONS UNDER SECTION 3.

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. CTNA 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 PERMIT SUCH A LIMITATION; FOR THOSE U.S. STATES AND/OR CANADIAN PROVINCES, ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. 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, CTNA 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 AND/OR CANADIAN PROVINCE TO PROVINCE.

THIS IS THE ONLY EXPRESS WARRANTY MADE BY CTNA. NO CTNA EMPLOYEE, RETAILER, OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF CTNA 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". CTNA DOES NOT INTEND TO REPRESENT THROUGH THIS LIMITED WARRANTY AND ADJUSTMENT POLICY THAT TIRE FAILURES CAN OR CANNOT HAPPEN.

4. CTNA'S OBLIGATIONS

Contact the vehicle dealer from where you purchased the vehicle. Your tires may be covered under the vehicle manufacturer's limited warranty. If not, this CTNA Policy applies and replacement of Eligible Tires can be made by any vehicle dealer authorized to handle General brand tire adjustments or a General brand authorized dealer ("Authorized Dealer"). CTNA 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 CTNA.