

# **Limited Warranty For**

## **Tires Manufactured By LINGLONG**

### **1、 Limited Warranty Policy**

This limited warranty policy is applicable to tires manufactured by LINGLONG TIRE and also have the complete D.O.T. serial identification number. Subject to the terms and conditions set out herein, LINGLONG TIRE hereby warrants and certifies that tires supplied to the consumer are warranted against failure to complete their satisfactory life as a result of any inherent deficiency relating to workmanship or material.

### **2、 Duration of warranty and conditions**

- A. The warranty period is limited to a maximum of 5 years (60 months) from the date of manufacture and/or shall terminate once the tread is worn to TWI (Tread Wear Indicator), whichever occurs first.
- B. Before using, any new tire found with appearance deficiency as stated in item 1 will be replaced with a same new tire at no charge.
- C. Tires that have become unserviceable as stated in item 1 shall be compensated in value according to selling price based on percentage of tread depth remaining.
- D. If the tire wears out (wears down to tread wear indicators) before the warranty miles under the normal passenger use , the tire will be compensated in value according to selling price based on percentage of the warranted miles not received.(Applicable tire, please refer to the attachment 1 )

### **3、 What is not warranted?**

Tires that become unserviceable for the following reasons:

- Road hazard injuries or damages caused by obstacles or debris, such as cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.
- Improper repairs or repairs that have failed.
- Improper inflation or other maintenance abuses.
- Improper application.
- Improper mounting/dismounting or improper balance.
- Mechanical irregularities such as bent wheel assemblies, misalignment worn or faulty components.
- Accident, corrosion, tire alteration, vandalism, fire, theft or damages cause by nature.
- Damage from over or under inflation, overloading, defective vehicle mechanical conditions.
- Racing, off road use and misapplication
- Ozone or weather cracking or other abuse, misuse, tire alteration, run flat.
- Tire which D.O.T. identification number and/or brand name removed intentionally.
- Tires that have been modified after leaving the factory, such as fillers, sealants, balancing substances and external tire treatments or materials of any kind. If the added material is the

cause of a failure, a tire will not be accepted for warranty claim.

- Abnormal tread wear resulting from improper installation, wheel misalignment, tire/wheel assembly imbalance, etc.
- Vehicles or tires operated in excess of the rated Work Capacity Factor.
- Additional monetary loss, such as damage of the vehicle or time, etc.

#### **4、 Compensation under the warranty**

- Tires that have become unserviceable as stated in item 1 shall be according to invoice selling price calculated based on percentage of tread remaining.

**EXAMPLE:**

If your disabled tire had an original tread depth **10/32nds** and was worn by **5/32nds**, you shall receive 50% compensation according to invoice selling price of the same tire.

- If the tire wears out (wears down to tread wear indicators) before the warranty miles under the normal passenger use, the tire will be compensated in value according to selling price based on percentage of the warranted miles not received. (Applicable tire, please refer to the attachment 1 )

**EXAMPLE:**

If your tire had a tread life limited warranty of 50,000 miles and delivered 40,000 miles prior to wear-out, you shall receive 20% compensation according to invoice selling price of the same tire.

#### **5、 Owner's obligation**

- At the time of purchase, tires must be properly installed with recommended inflation and balanced. Observe rotation and alignment regularly according to recommendations.
- Refer to any authorized LINGLONG TIRE dealer or point of purchase for adjustment claim.
- Present your tires and the original purchase receipt to point of purchase or any LINGLONG TIRE dealer.
- When making a claim about mileage warranty, you must present your original tire purchase invoice which shows the tire description, mileage and the date the tire(s) were installed.
- Owner must pay service charges such as mounting, balancing and any other applicable taxes and government-mandated charges.
- Complete and sign the Claim Adjustment form provided, keep a copy for your records and leave the tire with the dealer to process the warranty claim.

#### **6、 Dealer's obligation and claim process**

- LINGLONG's authorized dealer or the consumer must submit an adjustment claim along with a cut-out slice of the full DOT serial from the disabled tire, measurements of the tread remaining, photos showing the tread area as well as damaged area, etc. to LINGLONG TIRE to validate and process the adjustment claim.
- Any other information such as VIN (Vehicle Identification Number) or relevant information/material must be submitted if required.

#### **7、 Tire care and maintenance guide**

Tire failure can result in serious damage and/or personal injury. To reduce these risks we recommend the following:

- Maintain proper inflation, do not under or over inflate. Always maintain inflation according to the vehicle manufacturer's or Linglong's recommendations.
- Wheel alignment and balancing should be checked at regular intervals.
- Do not overload, refer to load carrying capacity information molded on tire sidewall.
- Avoid spinning, driving over curbs, potholes, obstacles and edges of pavement.
- Never drive with smooth(bald) tires. By law, tires must be replaced when worn to TWI (tread wear indicator).
- Check your tires frequently for any damage such as scrapes, cuts, foreign objects, separations or bulges. If damaged replace it with spare and refer to an authorized dealer.
- Do not drive in excess of permitted speed limits and beyond the maximum specified by tire.
- To achieve proper wear and optimize tread life, tire rotation at regular intervals is recommended.

**Limitations:** This limited warranty is applicable only in the United States and Canada.

Attachment 1

NO.	Brand	Pattern	Mileage Warranty
1	LingLong	CrossWind 4×4 HP	40,000
2	LingLong	CrossWind HP010(UTQG 400)	40,000
3	LingLong	CrossWind HP010(UTQG 520)	50,000
4	LingLong	CrossWind A/T	50,000
5	LingLong	CrossWind	40,000
6	ATLAS	Grey Hawk	40,000
7	ATLAS	Touring Plus	40,000
8	ATLAS	UHP+ (UTQG 420)	30,000
9	ATLAS	Desperado	40,000
10	LEAO	Lion Sport GP	50,000
11	LEAO	Lion Sport HP	40,000
12	LEAO	Lion Sport UHP	40,000
13	LEAO	Lion Sport 4×4	40,000
14	LEAO	Lion Sport A/T (UTQG 460)	40,000
15	LEAO	Lion Sport A/T (UTQG 520)	50,000
16	LEAO	Lion Sport HT (UTQG 460)	45,000
17	LEAO	Lion Sport HT (UTQG 500)	50,000
18	CrossWind	H/T	50,000
19	CrossWind	Eco Touring	50,000
20	PROVIDER	ENTRADA ET	50,000
21	PROVIDER	ENTRADA H/T	50,000
22	PROVIDER	ENTRADA A/T	50,000

# Platinum Plus

- + **EMERGENCY TIRE CHANGE SERVICE**
- + **VEHICLE THEFT RECOVERY INCENTIVE**
- + **LOST / STOLEN KEY SERVICE**
- + **TRIP ROUTING**
- + **ON-LINE CONCIERGE:**  
TRAVEL PLANNING, BOOKING AND DISCOUNTS



## Platinum Plus is included with the purchase of tires and wheels from Taskmaster Components

**Emergency Tire Change Service-** Platinum Plus complimentary tire service consists of emergency road service dispatched to change a Customer's tire with the Customer's inflated spare. Only the vehicle for which the tire(s) was purchased is covered under this program. Service is performed on a "sign & drive" basis, whereby the Customer is not charged for approved service up to a maximum benefit of \$60.00 dollars USD per event. Service charges over the maximum benefit amount or for services outside the scope of this agreement are the sole responsibility of the customer and shall be paid directly to the service provider. Service is for passenger cars, vans, light trucks and light trailers only with tires not exceeding ten (10) ply or load range "E" with the exception of 235/85R16 (14 ply) LR G, 215/75R17.5 and 235/75R17.5 (14 ply) LR G in single or dual applications. Service excludes, fleet vehicles, off-road vehicles, or vehicles off the road, vehicles over one ton capacity, commercial vehicles, vehicles already at a repair facility or any vehicle which, at the sole determination of the service provider, is in such condition that service is likely to result in damage to the vehicle. Theft, vandalism and accident related incidents are not covered. Service may not be available in areas where state/provincial providers are exclusively utilized.

**To receive tire change assistance only you MUST call 1-800-379-8883 with account number 690112**

**\$5,000 Vehicle Theft Reward** -A \$5,000 reward will be paid for information leading to the arrest and conviction of anyone who steals an eligible customer's vehicle. Neither eligible customers, their family or law enforcement officers are eligible for the \$5,000 reward. Reward does not cover any loss due to vandalism or stolen contents. For more information about this benefit please write to:

ARS, Claims Department at P.O. Box 55698, Sherman Oaks, CA 91413

**Lost-Stolen Key Service-** We will reimburse members up to \$100 for replacement of their lost/stolen vehicle keys. To receive reimbursement, eligible customers must mail the following items along with their membership information to: ARS, Claims Department, P.O. Box 55698, Sherman Oaks, CA 91413. Allow 30 days for processing.

- a. Name and address
- b. The original receipt for the payment of key replacement service.
- c. A copy of the automobile registration

**Trip Routing-** Trip Routing Service allows eligible customers to request a mapped quide for a planned trip. Eligible customers will receive Trip Routing in their choice of the most energy efficient, time-saving or most scenic way to go. Before traveling, eligible customers must contact ARS at 800-993-8473. Eligible customers should place their request at least two weeks in advance to allow time for processing and delivery.

**On-Line Concierge: Travel Planning, Booking and Discounts-** Eligible members receive access to benefits of travel and concierge services that include savings up to 30% on airline tickets, hotel stays, car rentals, cruises, vacation packages, trip routing, passport/visa assistance and more. Eligible customers must go to [www.roadsideprotect.com](http://www.roadsideprotect.com) and click on the box on the bottom center of the page titled: "Travel Planning, Booking, and Great Hotel Deals!" to view the site. Non roadside assistance complimentary benefits are subject to change at any time.

**Date of Purchase:** \_\_\_\_\_

## TIRE WEAR GUIDE

### Tire Wear Diagnostic Chart

Wear Pattern	Cause	Action
	Center Wear Over Inflation	Adjust pressure to particular load per tire catalog.
	Edge Wear Under Inflation	Adjust pressure to particular load per tire catalog.
	Side Wear Loss of camber or overloading	Make sure load doesn't exceed axle rating. Align at alignment shop.
	Toe Wear Incorrect toe-in	Align at alignment shop.
	Cupping Out-of-balance	Check bearing adjustment and balance tires.
	Flat Spots Wheel lockup & tire skidding	Avoid sudden stops when possible and adjust brakes.

### HIGHWAY TIRE AND WHEEL WARRANTY

Warranties are subject to the terms, conditions and limitations stated herein, tires and wheels to be free from defects in materials and workmanship.

**This liability for tires and wheels** shall be limited to replacement of any defective tire or wheel plus any applicable taxes, unless otherwise stated below.

1. This ("Warranty") applies only to the original purchaser for two years from the date of purchase.
  - a.) The warranty period for the coating of the wheel is ninety (90) days from the date of purchase.
2. First year 100% replacement for any material or manufacturing defects.
3. The Warranty does not cover incidental or consequential damages, including, but not limited to, lost time, inconvenience, loss of vehicle use, cost of towing or transportation, related property damage or consequential damages of any type or nature.
4. The Warranty is void if a covered tire is worn past last 3/32 of tread depth at any point on tread contact surface.

The Warranty does not apply to the following:

- a.) Tires or wheels subjected to overloading, under-inflation, improper mounting, fitment to incorrect rim, purposeful abuse or chemical contamination.
- b.) Tires or wheels which have been patched, plugged or repaired or into which liquid balancers or sealants have been introduced
5. This Warranty makes no expressed claims of expected tire wear. Variables that affect tire wear are driving conditions, load and tire inflation pressure.

#### To obtain warranty information contact:

Warranty Dept.  
1106 Industrial Road Suite 1  
Mount Pleasant, TX 75455  
800-545-8473

Warranty Dept.  
510 Kendall Street  
Sikeston, MO 63801  
866-481-9554

There are no warranties either expressed or implied, including the implied warranties of merchantability and fitness for a particular purpose, which extend beyond the description on the face hereof. We shall not be liable for any incidental or consequential damages.

**Note: All specifications subject to change without notice.**