

**TECHNICAL SERVICES BULLETIN**New Warranty Claim Processing
Columbus, OH Service Center

10/1/2020

Effective October 1st, 2020

In order to best manage cost and carrier selection, Yokohama will now be primary point of contact for shipment and pickup coordination for warranty returns.

Please use the below toll-free number or email address when requesting warranty return shipments. Due to the disparity in freight costs, it is imperative that Yokohama's contracted carriers are used when shipment to the service center is required.

If the requested process for ship arrangements is not used, Yokohama Tire Corporation reserves the right to charge back the cost difference to the dealer.

Toll Free: 877-595-9656**Group Email: warrantyreturns@yokohamatire.com**

**Columbus, OH 800-423-4544 ext. 4401
(service center representative)
Yokohama Tire Corp.
5925 Opus Drive
Groveport, OH 43125**

Or

**Chino, CA 800-423-4544 ext. 4401
Yokohama Tire Corp.
16388 Fern Avenue
Chino, CA 91708**

First time shippers should contact a service center representative at the phone number listed above prior to shipping.

Ship warranty claim tires freight collect, Class 50 Rubber Tires for Warranty Consideration, in accordance with the following guidelines:

- Claim tires will be accepted only at the authorized Service Center as listed. Palletizing shipments is not required, but may be beneficial and reduce transit time.
- Place all the white original copies (and as required rotation records, proofs of purchase) in an envelope properly addressed to the appropriate Yokohama location, and noted as a separate item on the Bill of lading. This envelope is to be securely attached to the tread of one of the claim tires by using tape. Do not give the envelope to the truck driver.

(Continued)

- White Original copies, rotation records and proofs of purchase can additionally be scanned and emailed to the above Group Email.
- Only return tires exhibiting a warrantable condition. Yokohama reserves the right to either return non-warrantable tire(s) freight collect or charge back to dealer freight and handling on non-warrantable tires. Minimum weight to qualify for a warranty claim shipment is 750 pounds. You may return tires at any time after reaching 750 pounds.
- If minimum weight cannot be attained, accumulated warranty claim tires may be returned after 45 days from previous claim tire return.
- For documentation purposes, please note “Rubber Tires for Warranty Consideration” on the bill of lading. DO NOT list the tires as “used.” State legislation and Government regulations prohibit transportation of “used” tires over U.S. Highways. Transporters/carriers must be registered and permitted to haul scrap tires.

Selected mountain and western states will ship to Yokohama - Chino, CA.

Ship State	Delivery DC
Arizona	Chino, CA
California	
Colorado	
Idaho	
New Mexico	
Nevada	
Oregon	
Utah	
Washington	
All Others	