



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 make 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.

In order for a tire to achieve its tread wear mileage potential, regular tire rotation is required as well as tire inflation pressure maintenance, vehicle mechanical maintenance etc. For mileage warranty consideration **Proof of Rotation** must be submitted as defined in our warranty manual. Yokohama will not consider mileage warranty claims without evidence of proper tire rotation.

For your convenience, provided below are the guidelines for Passenger and Light Truck tire mileage warranty.

**Customer’s Obligations**

The customer must present the claim tire(s) to an authorized Yokohama retail tire dealer in the United States. To obtain mileage prorated adjustments, the customer needs to provide proof of original purchase for the claim tires(s) that states the vehicle mileage at the time of the original installation. Additionally, the customer must provide proof that the tires have been rotated every 6,000 to 8,000 miles.

*Yokohama Tire’s Mileage Warranty Booklet (M-060) may be used as proof, if original installation and tire rotation records are captured within.*

**Dealer’s Obligation**

To process mileage proration adjustment(s) for the customer, the tire dealer must validate the mileage received on the claim tires(s) versus the mileage warranted and certify this information on the claim form to Yokohama.

Rotation documents must be attached to the claim form and are acceptable in the following formats:

- Your dealer rotation service records
- Those that the consumer provides
- Yokohama’s Tire Mileage Warranty Booklet (M-060)

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 the Yokohama Tire Corporation Consumer Affairs Department at 1-800-722-9888, #2.