

PIRELLI PASSENGER & LIGHT TRUCK WARRANTY ADJUSTMENT GUIDE



SUMMARY

This Pirelli Tire North America ("PTNA") Adjustment Guide outlines the procedures to be followed when a Pirelli Dealer is presented with adjustment tires. Your prompt, courteous and efficient handling of adjustment matters will create loyal customers for both you and PTNA.

By being an authorized Pirelli Tire Dealer, you are required to process all passenger and light truck tire claims presented by Pirelli brand or PTNA private brand customers. This will include all Pirelli brand or PTNA private brand tires that are presented from Original Equipment automobile purchasers and Pirelli brand or PTNA private brand replacement tires purchased from other Pirelli Tire Dealers. The Pirelli Dealer has the obligation to inform the customer of his or her rights and responsibilities under the PTNA Customer Warranty. The customer should be made aware by the Dealer of all conditions and limitations of the PTNA Customer Warranty.

TIRE ADJUSTMENT PROCEDURE SUMMARY

1. Completed Warranty Claim Forms must accompany all tires sent in for warranty consideration. (See Page 8)
2. All tires submitted for uniformity (out of round) or ride related problems will be checked at our claims center. No tires worn more than 2/32" of the original tread depth will be accepted for out of round or ride related claims.
3. Tires being submitted for mileage warranty must have documentation showing application mileage, removal mileage and rotation record.
4. Tires which have been retreaded or altered in any way are not adjustable.
5. No tire, which has the D.O.T. Serial Number removed or branded "N.A.", will be accepted for adjustment.
6. Tires repaired by a third party will be acceptable for adjustment if the condition for which the products are returned is not related to the repair. The repair must conform to Rubber Manufacturer Association standards. PTNA does not endorse repairing "V", "W", "Y" or "Z" speed rated or Run Flat tires; it is technically unacceptable.
7. Tires branded "BLEM", "UABO", "ABO", or "DA" by PTNA and sold by PTNA only, will be acceptable only for anomalies in workmanship and materials but not for cosmetic anomalies, uniformity, out of round, or for any other condition originally requiring the tire to be branded "BLEM", "UABO", "ABO" or "DA".
8. Consumer adjustments are based on the dealer current selling price of the tire. The cost of studding, mounting and balancing is not covered under the terms of the PTNA Limited Warranty.
9. All tires returned must have a defined warrantable condition. No tire removed as a pair or set will be approved for credit unless previously approved by authorized PTNA personnel.

What is Warranted and Who is Eligible Under this Warranty?

Pirelli Tire LLC [Pirelli Tire North America (PTNA)], 100 Pirelli Drive, PO Box 700, Rome, Georgia, 30161-7000, warrants to the original purchaser that all Pirelli brand or PTNA private brand Original Equipment and Replacement Passenger and Light Truck radial tires with a complete D.O.T. identification number and branded Pirelli or a PTNA private brand, which are supplied by PTNA, either directly or through an authorized Pirelli Dealer, and which are mounted on passenger cars, vans and light trucks within the U.S.A. and Canada will be free from defects in workmanship and materials.

What is the Adjustment Policy and for How long?

If a Pirelli tire becomes unserviceable due to workmanship or material anomalies during the initial warranty period, which is one year from the date of original retail purchase of the vehicle or purchase of replacement tires (purchase receipt required) or, within the first 2/32" of the original usable tread, whichever occurs first, the tire will be replaced to the owner at no charge for the tire. If the tire is presented for ride related anomalies the warranty period is one year from the date of original retail purchase of the vehicle or purchase of replacement tires (purchase receipt required) or within the first 2/32" of the original tread, whichever occurs first. The owner must pay for any associated service charges, including mounting and balancing of the tire in both the aforementioned cases.

After the initial warranty period, if a Pirelli tire becomes unserviceable due to workmanship or material anomalies, the owner must pay the cost of a comparable new Pirelli brand or PTNA private brand replacement tire on a pro-rata basis. The authorized Pirelli Dealer will determine the cost by multiplying the percentage of the original usable tread worn by the dealer current selling price. The owner must pay for any associated service charges, including mounting and balancing of the tire. A tire has delivered its original usable tread life and is considered 100% worn when the treadwear indicators (2/32" tread remaining) become visible regardless of age or mileage. Any alleged anomalies shall always be assessed by PTNA technicians or by technicians designated by PTNA.

The PTNA Warranty for Original Equipment and Replacement Tires Applies Only to:

- The original purchaser of the tires who has a copy of the original invoice.
- The owner of the vehicle on which the tires were originally installed.

Treadwear Limited Warranty for Replacement Tires Only

In addition to the above workmanship and materials warranty PTNA also warrants to the original consumer purchaser only, that the tread life of Pirelli P Zero Nero All Season, P6 Four Seasons Plus, Cinturato P3000, P4 Four Seasons, Cinturato P5, Scorpion ATR, Scorpion STR and Scorpion Verde All Season replacement street legal tires which are supplied by PTNA either directly or through an authorized dealer, will last for the described vehicle odometer miles from the date of original retail purchase. The authorized Pirelli Dealer will determine the cost by multiplying the percentage of the mileage obtained by the current dealer selling price.

The PTNA Treadwear Mileage Warranty Applies Only to:

- The original purchaser of the tires who has a copy of the original invoice showing the application mileage.
- The owner of the vehicle on which the tires were originally installed.
- The tires have been rotated every 3,000 to 4,000 miles.
- The tires are worn evenly across the tread, down to the treadwear indicator (2/32") at which time the tires are considered to be 100% worn out. There cannot be more than a 2/32" tread depth difference across the tire.
- Your servicing Pirelli Dealer has completed the Tire Rotation Record.

MILEAGE WARRANTY	85,000	65,000	60,000	50,000	45,000
P Zero Nero All Season					X
P6 Four Seasons Plus					X
Cinturato P3000	X				
P4 Four Seasons T	X				
P4 Four Seasons H		X			
Cinturato P5 T	X				
Cinturato P5 H		X			
Scorpion ATR				X	
Scorpion STR		X			
Scorpion Verde All Season T			X		
Scorpion Verde All Season H/V				X	

- Passenger and P-Metric Light Truck tires are not covered for mileage when used on commercial vehicles or in commercial applications.
- The Mileage Warranty does not apply to Original Equipment fitments.
- The Mileage Warranty does not apply to Light Truck (LT) tires.
- Eurometric tires purchased before July 1, 2011 do not have a mileage warranty.
- For vehicles which have staggered size fitments (different tire sizes front and rear), the mileage warranty for the rear tires will be 50% of the stated mileage warranty for that line.
- Run Flat tires will have a mileage warranty of 50% of the stated mileage warranty for that line, but not to exceed 30,000 miles.

Road Hazard Policy for Run Flat Tires Only

If a Run Flat tire becomes unserviceable due to workmanship or materials anomalies or a road hazard injury during the initial warranty period, which is one year from the date of original retail purchase of the vehicle or purchase of replacement tires (purchase receipt required) or within the first 2/32" of the original usable tread, whichever occurs first, the tire will be replaced with the same or comparable tire at no charge for the tire to the owner. After the initial warranty period, if a Run Flat tire becomes unserviceable due to workmanship or materials anomalies or a road hazard injury, the owner must pay the cost of a comparable new Pirelli brand or PTNA private brand replacement tire on a pro-rata basis. The authorized Pirelli dealer will determine the cost by multiplying the percentage of the original usable tread worn by the current dealer selling price. The owner must pay for any associated service charges, including mounting and balancing of the tire.

This Road Hazard Policy is not a warranty. PTNA does not warranty that a Pirelli tire will not fail due to a road hazard and does not authorize any person, including authorized Pirelli dealers, to make such a warranty.

What Is Not Covered By The Warranty?

- Passenger tires (Eurometric/P-metric) used on commercial vehicles or used in commercial applications.
- Tires transferred from the vehicle on which they were originally installed.
- Tires on any vehicle registered and normally operated outside the United States of America or Canada.
- Tires which have been recapped, retreaded, or regrooved.
- Tires used in racing or other competitive events.
- Tires improperly repaired or with repairs not conforming to Rubber Manufacturers Association standards, or with section repairs, or with a self-vulcanizing plug only or patch only.
- Tires which have been modified by the addition or removal of material or any tire intentionally altered to change its appearance.
- Tires injected with liquid balancer or sealant or any other balancing material.
- Tires in which anything other than air or nitrogen has been used as the support medium.
- Tires removed in multiples when only one tire can be claimed, or is suspect of a claim.
- Tires with weather cracking which were purchased more than four years prior to presentation for adjustment. (If no proof of purchase date is available, the warranty will be four years from the DOT date).
- Tires which become unserviceable because of tire operation in excess of tire/wheel manufacturers' specifications and recommendations, including spinning.
- Ride related anomalies after the first 2/32" of treadwear.
- Tires which are misapplied due to insufficient Speed Rating, Load Index, undersized or oversized tires.
- Tires which become unserviceable because of a mechanical irregularity in the vehicle such as misalignment, defective brakes, defective shock absorbers or struts, or improper rims.
- Tires damaged by fire, chemical corrosion, vandalism, wrecks, chains, theft, run while flat, underinflated, overinflated or abused during servicing.
- Tires affected by flat spotting caused by improper transport or storage.
- Tires which become unserviceable because of road hazard injuries (e.g., nails, glass, metal objects) or other penetrations or snags, bruises or impact damage, except for those Run Flat lines specifically covered by the Pirelli Road Hazard Policy.
- Tires damaged from improper mounting / demounting practices.
- Tire dealer/retailer services (e.g., mounting, dismounting, balancing, studding, tire rotation, or wheel alignment).
- Summer tires which develop cracking due to use in ambient temperatures below 45° F. These include the P Zero Silver, the P Zero Trofeo, the P Zero Corsa system, the P Zero, the P Zero Rosso, the P Zero Nero, the Cinturato P7, the Scorpion Zero, the Scorpion Zero Asimmetrico and the Scorpion Verde.
- Mileage warranty on tires fitted as Original Equipment (Pirelli brand tires supplied as original equipment on new vehicles).

Caution

Pirelli wishes to emphasize that, because of specific regulations in various countries and possible amendments to technical and legal prescriptions, it is necessary to ensure that, before fitting the suggested tires, the selected fitting is allowed by the technical characteristics of the vehicle and by the vehicle manufacturer and that the fitting is in compliance with the applicable homologations. Pirelli takes no position on the reliability of the wheel/tire combination as it relates to the technical specifications for the chassis and vehicle.

How to Make a Claim Under This Warranty

The owner, when making a claim under the terms of this warranty, must present the tire along with proof of purchase to any authorized Pirelli Dealer.

THIS IS THE ONLY EXPRESS WARRANTY GIVEN BY PTNA, APPLICABLE TO PIRELLI BRAND OR PTNA PRIVATE BRAND ORIGINAL EQUIPMENT OR REPLACEMENT PASSENGER CAR AND LIGHT TRUCK RADIAL TIRES. PTNA DOES NOT MAKE ANY OTHER EXPRESS WARRANTY OR ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PTNA DOES NOT AUTHORIZE ANY OTHER PERSON, INCLUDING AUTHORIZED PIRELLI DEALERS OR CAR MANUFACTURERS, OR CAR DEALERS, TO CHANGE THIS WARRANTY OR CREATE ANY OTHER OBLIGATION IN CONNECTION WITH PIRELLI TIRES.

PTNA WILL NOT DO ANYTHING OTHER THAN WHAT IS STATED IN THIS WARRANTY IF AN ANOMALY IS FOUND TO EXIST IN A PIRELLI BRAND OR PTNA PRIVATE BRAND ORIGINAL EQUIPMENT OR REPLACEMENT PASSENGER CAR OR LIGHT TRUCK RADIAL TIRE. ALL OTHER REMEDIES ARE EXCLUDED, INCLUDING ANY OBLIGATION OR LIABILITY ON THE PART OF PTNA FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES (SUCH AS A LOSS OF USE OF VEHICLE, LOSS OF TIME OR INCONVENIENCE) ARISING OUT OF ANY ANOMALIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to the consumer. This warranty gives the consumer specific legal rights and they may also have other rights, which vary from state to state.

DEALER REPLACEMENT PROCEDURE FOR PIRELLI BRAND AND PRIVATE BRAND PASSENGER AND LIGHT TRUCK TIRES

In determining the cause for removal from service, always dismount the tire so it can be examined both internally as well as externally. If the tire is not adjustable, be prepared to show and explain to the consumer why the tire is not adjustable. If the examination shows that the tire is adjustable under the terms of our Limited Warranty, proceed as follows. Tires with shipping damage should not be submitted on warranty claim forms.

Workmanship and Materials Warranty Calculation

1. Measure the remaining tread depth of the adjustment tire in the groove closest to the center. NOTE: Circle the area where the tread depth measurement was made to avoid any discrepancies.
2. When the tire shows uneven wear on the shoulder due to mechanical irregularities, the remaining tread will be determined by averaging tread depth measurements of both shoulders and center groove. In case the tire presents an erratic treadwear pattern, the measurements must be made at three different places around the tire's tread circumference. Adjustment credit will not be given on tires exhibiting mechanical wear.
3. Determine the original tread depth of the adjustment tire. (See tread depth column in the Pirelli Product Catalog & Price List.)
4. Use the original tread depth and the remaining tread depth to determine the percent of wear from the Percent of Wear Chart.
5. PTNA will issue Direct Dealer Credit based on the current Dealer Sales/Marketing Program, multiplied by the percent of tread remaining. In addition, you will receive an adjustment handling allowance of \$9.00 per adjustable tire.
6. Consumer Credit should be based on the dealer current selling price (percent of tread worn multiplied by the dealer current selling price = replacement cost to the customer). EXAMPLE: (Calculation based on tread depth) Dealer current selling price is \$85.00 multiplied by the percentage (%) of tread worn 6/32 (55%) $\$85.00 \times 55\% = \46.75 replacement price to the customer.

Mileage Warranty Calculations

If the examination shows that the tires are adjustable under the terms of our limited Treadwear Warranty, then:

1. Determine the actual number of miles that are on the tire by using the current odometer reading from the car and subtract the odometer reading indicated on the warranty certificate. (Current odometer reading minus reading at the time tires were installed = Mileage on tires.)
2. Determine the percent of wear from the Limited Mileage Warranty Adjustment Charts.
3. Consumer Credit for mileage is determined by multiplying the percent of wear by the dealer current selling price.

EXAMPLE: (Calculation based on mileage) Dealer current selling price is \$85.00 multiplied by the percentage (%) of miles run (48,000 on an 85,000 mile warranty.) Therefore, $\$85.00 \times 45\%$ (as indicated in the Percent of Wear column of the 85,000 Mile Warranty Adjustment Chart) equals \$38.25 replacement price to the customer.

4. PTNA will issue Direct Dealer Credit on the percent of warranted mileage not attained multiplied by the current Dealer Sales/Marketing Program price. In addition, you will receive an adjustment handling allowance of \$9.00 per adjustable tire.
5. Tires submitted for warranty under the mileage program must have a completed mileage certificate attached to claim form.

PIRELLI TIRE NORTH AMERICA WARRANTY CLAIM FORM

SHADED AREAS TO BE COMPLETED BY PIRELLI TIRE NORTH AMERICA PERSONNEL ONLY.
REMAINDER OF FORM TO BE COMPLETED BY THE DEALER AND CONSUMER. PIRELLI RESERVES
THE RIGHT TO REFUSE WARRANTY IF FORM IS NOT CORRECTLY FILLED OUT.



CONSUMER INFORMATION										DATE OF INSPECTION				TECH. ID	ADJ. CTR.	TECH. NAME (SIGNATURE)	WARRANTY CLAIM FORM IR# 2																						
CONSUMER NAME (FIRST, MIDDLE, LAST) 1										CONSUMER SIGNATURE				DATE																									
ADDRESS (NUMBER, STREET, P.O. BOX)																																							
CITY										STATE	ZIP	TELEPHONE NO.	DEALER / OEM ACCOUNT NUMBER																										
VIN NUMBER										MILEAGE TIRES PUT ON	MILEAGE TIRES TAKEN OFF	DEALERSHIP / OEM NAME										CITY / STATE / ZIP																	
<input type="checkbox"/> O.E. TIRES <input type="checkbox"/> REPL. TIRES										VEH. YR.	MAKE / MODEL	PURCHASE DATE 3	CLAIM DATE	ASSOCIATE DEALERSHIP / OEM NAME										CITY / STATE / ZIP															
TO THE CONSUMER: PIRELLI TIRE NORTH AMERICA RESERVES THE RIGHT TO CONTACT CONSUMER TO ENSURE THE EXECUTION OF ITS WARRANTY TRANSACTION WAS HANDLED IN ACCORDANCE WITH THE TERMS OF THE WARRANTY.										INVOICE NO. (CAR DEALERSHIP)										REPAIR ORDER NO. (CAR DEALERSHIP)																			
* OWNER'S CERTIFICATION * - "By signing this form the owner certifies that all information preceding his signature is correct, that he is the owner and user of the returned merchandise, that he has received the new merchandise described in this claim, and that the returned merchandise was not involved in an accident." This form must be completely and accurately filled in by the dealer or owner, and signed by the owner actually using the product. Claim forms which are incomplete as to detail or signature will not be accepted.										DEALER / OEM (ADJUSTOR) SIGNATURE										DATE																			
<input type="checkbox"/> IF CREDIT IS DISALLOWED ON TIRES: (CHECK ONE)										<input type="checkbox"/> IF NOT INDICATED, TIRES WILL BE SCRAPPED										<input type="checkbox"/> SCRAP AFTER INSPECTION										<input type="checkbox"/> RETURN FREIGHT COLLECT									
MESS CODE	TIRE SIZE	SPEED RATING & LOAD INDEX	TREAD PATTERN	IP CODE	ORIG. MANF.	TIRE DOT NO.	TIRE MILEAGE	REM. TREAD DEPTH	CLAIMS CODE	REASON FOR RETURN (CHECK ONE)	1																												
4				5		6	7	8	/ 32	PTNA	9																												
MESS CODE	TIRE SIZE	SPEED RATING & LOAD INDEX	TREAD PATTERN	IP CODE	ORIG. MANF.	TIRE DOT NO.	TIRE MILEAGE	REM. TREAD DEPTH	CLAIMS CODE	REASON FOR RETURN (CHECK ONE)	2																												
							PTNA	/ 32	PTNA																														
MESS CODE	TIRE SIZE	SPEED RATING & LOAD INDEX	TREAD PATTERN	IP CODE	ORIG. MANF.	TIRE DOT NO.	TIRE MILEAGE	REM. TREAD DEPTH	CLAIMS CODE	REASON FOR RETURN (CHECK ONE)	3																												
							PTNA	/ 32	PTNA																														
MESS CODE	TIRE SIZE	SPEED RATING & LOAD INDEX	TREAD PATTERN	IP CODE	ORIG. MANF.	TIRE DOT NO.	TIRE MILEAGE	REM. TREAD DEPTH	CLAIMS CODE	REASON FOR RETURN (CHECK ONE)	4																												
							PTNA	/ 32	PTNA																														
MESS CODE	TIRE SIZE	SPEED RATING & LOAD INDEX	TREAD PATTERN	IP CODE	ORIG. MANF.	TIRE DOT NO.	TIRE MILEAGE	REM. TREAD DEPTH	CLAIMS CODE	REASON FOR RETURN (CHECK ONE)	5																												
							PTNA	/ 32	PTNA																														

PRESS HARD - YOU ARE MAKING THREE COPIES

WHITE - PTNA / YELLOW - DEALER / GREEN - TIRE INSPECTOR

PERCENT OF WEAR CHART

ORIGINAL NEW TIRE TREAD DEPTH

	3/32	4/32	5/32	6/32	7/32	8/32	9/32	10/32	11/32	12/32	13/32	14/32	15/32	16/32	17/32	18/32
0/32	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
1/32	65	75	80	100	100	100	100	100	100	100	100	100	100	100	100	100
2/32	35	50	60	100	100	100	100	100	100	100	100	100	100	100	100	100
3/32	0	25	40	75	80	85	85	90	90	90	90	90	90	90	90	90
4/32		0	20	50	60	65	70	75	80	80	80	85	85	85	85	85
5/32			0	25	40	50	55	65	65	70	75	75	75	80	80	80
6/32				0	20	35	45	50	55	60	65	65	70	70	75	75
7/32					0	15	30	40	45	50	55	60	60	65	65	70
8/32						0	15	25	35	40	45	50	55	60	60	65
9/32							0	15	20	30	35	40	45	50	55	55
10/32								0	10	20	25	35	40	45	45	50
11/32									0	10	20	25	30	35	40	45
12/32										0	10	15	25	30	35	40
13/32											0	10	15	20	25	30
14/32												0	10	15	20	25
15/32													0	10	15	20
16/32														0	5	10
17/32															0	5
18/32																0

How to Determine Percent of Tread Worn

1. Obtain the original tread depth of the new tire from the Pirelli Product Catalog & Price List.
2. In the groove closest to the center, measure the used tire to determine the tread remaining in 32nds of an inch.
3. The percent of tread worn is indicated where the Tread Remaining line meets the Original New Tread Depth column.
4. To determine the adjustment charge, multiply the percentage of tread worn by the dealer current selling price.

How to Determine Consumer Credit by Mileage

1. Determine the actual number of miles that are on the tire by using the current odometer reading from the vehicle, and subtract the odometer reading indicated on the warranty certificate. (Current odometer reading minus odometer reading at the time the tires were originally installed equals the mileage on the tires.)
2. The percentage worn is determined by using the appropriate mileage chart and selecting the number of miles run. (Multiply the Percent of Wear by the dealer current selling price; this equals the replacement price to the customer.)

85,000 mile Warranty Adjustment Chart

MILES RUN	CONSUMER CREDIT	% of WEAR	MILES RUN	CONSUMER CREDIT	% of WEAR
0 Thru 4,250	100%	0%	46,751 Thru 51,000	45%	55%
4,251 Thru 8,500	95%	5%	51,001 Thru 55,250	40%	60%
8,501 Thru 12,750	90%	10%	55,251 Thru 59,500	35%	65%
12,751 Thru 17,000	85%	15%	59,501 Thru 63,750	30%	70%
17,001 Thru 21,250	80%	20%	63,751 Thru 68,000	25%	75%
21,251 Thru 25,500	75%	25%	68,001 Thru 72,250	20%	80%
25,501 Thru 29,750	70%	30%	72,251 Thru 76,500	15%	85%
29,751 Thru 34,000	65%	35%	76,501 Thru 80,750	10%	90%
34,001 Thru 38,250	60%	40%	80,751 Thru 85,000	5%	95%
38,251 Thru 42,500	55%	45%	85,001 And Above	0%	100%
42,501 Thru 46,750	50%	50%			

65,000 mile Warranty Adjustment Chart

MILES RUN	CONSUMER CREDIT	% of WEAR	MILES RUN	CONSUMER CREDIT	% of WEAR
0 Thru 3,250	100%	0%	35,751 Thru 39,000	45%	55%
3,251 Thru 6,500	95%	5%	39,001 Thru 42,250	40%	60%
6,501 Thru 9,750	90%	10%	42,251 Thru 45,500	35%	65%
9,751 Thru 13,000	85%	15%	45,501 Thru 48,750	30%	70%
13,001 Thru 16,250	80%	20%	48,751 Thru 52,000	25%	75%
16,251 Thru 19,500	75%	25%	52,001 Thru 55,250	20%	80%
19,501 Thru 22,750	70%	30%	55,251 Thru 58,500	15%	85%
22,751 Thru 26,000	65%	35%	58,501 Thru 62,750	10%	90%
26,001 Thru 29,250	60%	40%	62,751 Thru 65,000	5%	95%
29,251 Thru 32,500	55%	45%	65,001 And Above	0%	100%
32,501 Thru 35,750	50%	50%			

60,000 mile Warranty Adjustment Chart

MILES RUN	CONSUMER CREDIT	% of WEAR	MILES RUN	CONSUMER CREDIT	% of WEAR
0 Thru 3,000	100%	0%	33,001 Thru 36,000	45%	55%
3,001 Thru 6,000	95%	5%	36,001 Thru 39,000	40%	60%
6,001 Thru 9,000	90%	10%	39,001 Thru 42,000	35%	65%
9,001 Thru 12,000	85%	15%	42,001 Thru 45,000	30%	70%
12,001 Thru 15,000	80%	20%	45,001 Thru 48,000	25%	75%
15,001 Thru 18,000	75%	25%	48,001 Thru 51,000	20%	80%
18,001 Thru 21,000	70%	30%	51,001 Thru 54,000	15%	85%
21,001 Thru 24,000	65%	35%	54,001 Thru 57,000	10%	90%
24,001 Thru 27,000	60%	40%	57,001 Thru 60,000	5%	95%
27,001 Thru 30,000	55%	45%	60,001 And Above	0%	100%
30,001 Thru 33,000	50%	50%			

50,000 mile Warranty Adjustment Chart

MILES RUN	CONSUMER CREDIT	% of WEAR	MILES RUN	CONSUMER CREDIT	% of WEAR
0 Thru 2,500	100%	0%	27,501 Thru 30,000	45%	55%
2,501 Thru 5,000	95%	5%	30,001 Thru 32,500	40%	60%
5,001 Thru 7,500	90%	10%	32,501 Thru 35,000	35%	65%
7,501 Thru 10,000	85%	15%	35,001 Thru 37,500	30%	70%
10,001 Thru 12,500	80%	20%	37,501 Thru 40,000	25%	75%
12,501 Thru 15,000	75%	25%	40,001 Thru 42,500	20%	80%
15,001 Thru 17,500	70%	30%	42,501 Thru 45,000	15%	85%
17,501 Thru 20,000	65%	35%	45,001 Thru 47,500	10%	90%
20,001 Thru 22,500	60%	40%	47,501 Thru 50,000	5%	95%
22,501 Thru 25,000	55%	45%	50,001 And Above	0%	100%
25,001 Thru 27,500	50%	50%			

45,000 mile Warranty Adjustment Chart

MILES RUN	CONSUMER CREDIT	% of WEAR	MILES RUN	CONSUMER CREDIT	% of WEAR
0 Thru 2,250	100%	0%	24,751 Thru 27,000	45%	55%
2,251 Thru 4,500	95%	5%	27,001 Thru 29,250	40%	60%
4,501 Thru 6,750	90%	10%	29,251 Thru 31,500	35%	65%
6,751 Thru 9,000	85%	15%	31,501 Thru 33,750	30%	70%
9,001 Thru 11,250	80%	20%	33,751 Thru 36,000	25%	75%
11,251 Thru 13,500	75%	25%	36,001 Thru 38,250	20%	80%
13,501 Thru 15,750	70%	30%	38,251 Thru 40,500	15%	85%
15,751 Thru 18,000	65%	35%	40,501 Thru 42,750	10%	90%
18,001 Thru 20,250	60%	40%	42,751 Thru 45,000	5%	95%
20,251 Thru 22,500	55%	45%	45,001 And Above	0%	100%
22,501 Thru 24,750	50%	50%			

30,000 mile Warranty Adjustment Chart

MILES RUN	CONSUMER CREDIT	% of WEAR	MILES RUN	CONSUMER CREDIT	% of WEAR
0 Thru 1,500	100%	0%	17,501 Thru 18,000	45%	55%
1,501 Thru 3,000	95%	5%	18,001 Thru 19,500	40%	60%
3,001 Thru 4,500	90%	10%	19,501 Thru 21,000	35%	65%
4,501 Thru 6,000	85%	15%	21,001 Thru 22,500	30%	70%
6,001 Thru 7,500	80%	20%	22,501 Thru 24,000	25%	75%
7,501 Thru 9,000	75%	25%	24,001 Thru 25,500	20%	80%
9,001 Thru 10,500	70%	30%	25,501 Thru 27,000	15%	85%
10,501 Thru 12,000	65%	35%	27,001 Thru 28,500	10%	90%
12,001 Thru 13,500	60%	40%	28,501 Thru 30,000	5%	95%
13,501 Thru 15,000	55%	45%	30,001 And Above	0%	100%
15,001 Thru 17,500	50%	50%			

22,500 mile Warranty Adjustment Chart

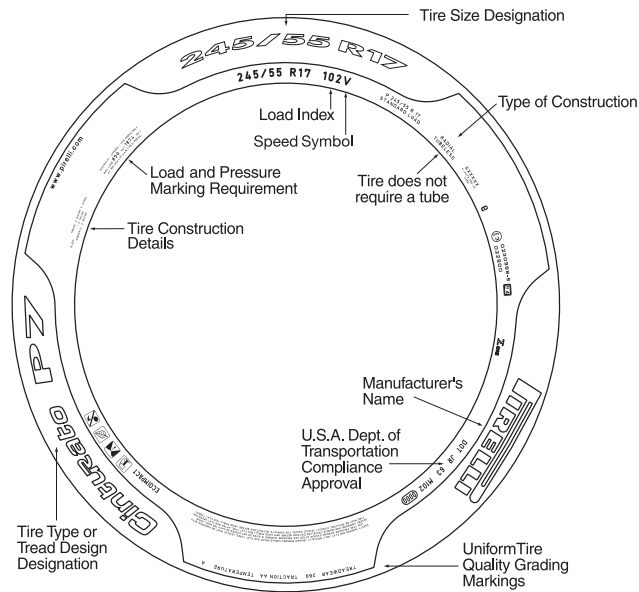
MILES RUN	CONSUMER CREDIT	% of WEAR	MILES RUN	CONSUMER CREDIT	% of WEAR
0 Thru 1,125	100%	0%	12,376 Thru 13,500	45%	55%
1,126 Thru 2,250	95%	5%	13,501 Thru 14,625	40%	60%
2,251 Thru 3,375	90%	10%	14,626 Thru 15,750	35%	65%
3,376 Thru 4,500	85%	15%	15,751 Thru 16,875	30%	70%
4,501 Thru 5,625	80%	20%	16,876 Thru 18,000	25%	75%
5,626 Thru 6,750	75%	25%	18,001 Thru 19,125	20%	80%
6,751 Thru 7,875	70%	30%	19,126 Thru 20,250	15%	85%
7,876 Thru 9,000	65%	35%	20,251 Thru 21,375	10%	90%
9,001 Thru 10,125	60%	40%	21,376 Thru 22,500	5%	95%
10,126 Thru 11,250	55%	45%	22,501 And Above	0%	100%
11,251 Thru 12,375	50%	50%			

PASSENGER AND LIGHT TRUCK CLAIMS CODES FOR NEW GOODS

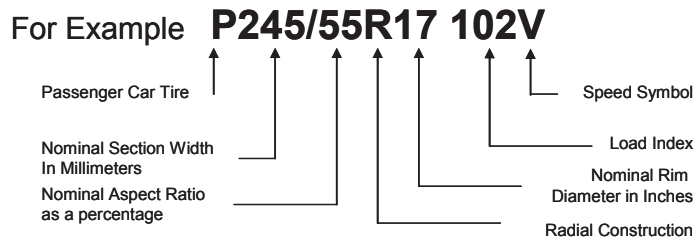
CONDITION	PIRELLI CODE	
	Rejected	Accepted
New Good Return Condition		
Label Error	440	540
Shipping Error	442	542
Whitewall Scuffed/Smudged	444	544
Damaged in Shipment	445	545
Customer Rejected Shipment	446	546
D.O.T. Recall	447	547
Sales Samples	448	548
Order Error – Customer	449	549
Order Error – Order Entry	450	550
Order Error - Salesperson	451	551
Credit Inventory Adjustment	452	552
Sales Agreement	453	553

PASSENGER TIRE CARE AND SERVICE

1. Tire Sidewall Markings



Tire Size: A combination of alphabetic and numeric characters that indicate the nominal dimensions of a tire:



Speed Symbol: an alphabetic code indicating the maximum speed at which the tire can carry a load corresponding to its Load Index under specified service conditions.

SPEED SYMBOL	MAXIMUM SPEED	
	KM/H	MPH
L	120	74
M	130	80
N	140	86
P	150	93
Q	160	99
R	170	105
S	180	112
T	190	118
U	200	124
H	210	130
V	240	149
W	270	168
*ZR	300	186
(Y)	ABOVE 300	ABOVE 186

* For tires having a maximum speed capability above 149 mph, a “ZR” may appear in the size designation; above 186 mph, a “ZR” must appear in the size designation, including a “Y” speed symbol in brackets.

Load Index: a numerical code indicating the maximum load carrying capacity of a tire at the maximum cold inflation pressure.

SECTION V	LOAD INDEX	MAXIMUM LOAD PER TIRE		LOAD INDEX	MAXIMUM LOAD PER TIRE	
		Kg.	Lbs.		Kg.	Lbs.
	80	450	992	106	950	2094
	81	462	1018	107	975	2149
	82	475	1047	108	1000	2205
	83	487	1074	109	1030	2271
	84	500	1102	110	1060	2337
	85	515	1135	111	1090	2403
	86	530	1168	112	1120	2469
	87	545	1201	113	1150	2535
	88	560	1234	114	1180	2601
	89	580	1278	115	1215	2679
	90	600	1323	116	1250	2756
	91	615	1356	117	1285	2833
	92	630	1389	118	1320	2910
	93	650	1433	119	1360	2998
	94	670	1477	120	1400	3087
	95	690	1521	121	1450	3197
	96	710	1565	122	1500	3307
	97	730	1609	123	1550	3417
	98	750	1653	124	1600	3528
	99	775	1708	125	1650	3638
	100	808	1764	126	1700	3748
	101	825	1819	127	1750	3859
	102	850	1874	128	1800	3969
	103	875	1919	129	1850	4079
	104	900	1984	130	1900	4190
	105	925	2039	131	1950	4300

OTHER MARKINGS:

P - as part of the tire size designation (e.g., P205/65R15) is used to indicate tires intended for service on passenger cars.

LT - as part of the size designation (e.g. LT235/75R15) is used to indicate the tires are intended for service on light truck vehicles.

M&S - letters used to indicate a tire suitable for Mud and Snow and/or All Season usage.

XL - as part of the size designation (e.g. P235/75R16 XL) is used to indicate the tire can carry more load as the maximum inflation pressure and load capacity are greater than a standard load version. (Also could be called REINFORCED).

2. Pressure Recommendations

Recommended tire inflation pressures for the vehicle can be found either on the vehicle's tire placard or in the vehicle owner's manual. Correct pressures are related to loads, speeds and vehicle handling and are vital for even braking, maximum traction and good tire life. Under no circumstances should the tire's cold inflation pressure be less than that indicated on the vehicle's tire placard or in the vehicle owner's manual or higher than the maximum cold inflation pressure molded onto the tire's sidewall.

Under inflation causes excessive flexing, deterioration of the tire and rapid wear of the tread edges. Over inflation results in an uncomfortable ride, a reduced area of tire contact with the road surface (i.e., smaller tire footprint), higher susceptibility to impact damage and rapid wear on the tread center.

WARNING: Driving on tires with improper inflation pressure is dangerous. These situations can cause a tire failure, including tread/belt separation, even at a later date, which could lead to an accident and serious personal injury or death.

Inflation pressure must be checked at least once a month and should be checked only when the tire is cold or before it has been driven. Driving even a short distance (1 mile or 2 to 3 minutes) causes tires to heat up and the air pressure to increase approximately 4 p.s.i. In case it is necessary to adjust the air pressure in tires that have been driven, the air pressure should be increased to a gauge reading of 4 p.s.i. higher than the recommended cold inflation pressure.

For Example Only:

Gauge Reading of Hot Tire:	27 p.s.i.
Recommended Cold Inflation Pressure:	26 p.s.i.
Desired Gauge Reading of Hot Tire:	26 p.s.i. + 4 p.s.i. = 30 p.s.i.
Therefore:	Add 3 p.s.i.

Check the cold inflation pressure on the tires, at least by the next day. Never reduce or “bleed” pressure from hot tires since your tires will then be under inflated when they cool down. Always use a reliable pressure gauge.

3. Tire Replacement

The tires fitted to the vehicle as original equipment were tested and approved by the vehicle manufacturer and the tire manufacturer and take into account all aspects of the vehicle's operation. Changes in the tire size, type or construction should not be made without seeking advice from the vehicle or tire manufacturer or an authorized Pirelli dealer since unapproved tires on the vehicle could adversely affect steering, handling, braking and traction. The tire information (tire size, load index and speed symbol) as found on the vehicle placard or in the owner's manual should always be followed when replacing tires.

The mere passage of time (age) does not cause tires to deteriorate, but rather exposure to outside forces. Such outside forces can include, but are not limited to: road hazards, punctures, improper repairs, misalignment, under inflated operation, over inflated operation, excessive heat caused by over deflected operation, excessive exposure to ozone, improper storage conditions, etc.

Tire companies can only have an impact on a few of these exposures. Tire companies add anti-ozinants and anti-oxidants (anti-degradation compounds) to minimize degradation. Pirelli believes that since there is no way to accurately predict what outside forces a tire will be exposed to there is no scientifically supportable age limit that can be set for tires.

It is strongly recommended that Pirelli tires be mounted in sets of four with the same tread type. Pirelli tires should not be mixed with other tire brands. It is necessary to follow this procedure because different tire constructions have different handling characteristics. Tires on the same axle must be the same manufacturer, brand, tire size, load index, speed rating and Pirelli part number.

When changing only two tires on a vehicle which is homogeneously fitted (four tires of the same tire size), fit the new tires on the rear axle. This applies to all vehicles regardless of their drive axle. (Front or Rear Drive).

Remember on all wheel drive or four wheel drive vehicles the tires must always be replaced in sets of four.

When replacing tires on light truck vehicles, you should always follow the vehicle manufacturer's recommendations. Passenger and light truck tires are not interchangeable, due to differences in their pressures and load carrying capacity.

Please be aware that it is important that, before fitting the suggested tires, the fitment is allowed by the technical specifications of the vehicle, the vehicle manufacturer and the relevant homologations. Pirelli Tire does not express any view as to the compatibility of the wheel/tire combination with the technical specifications for the chassis and vehicle.

TO MAINTAIN PROPER VEHICLE DYNAMICS AND LOAD CARRYING CAPACITY, REPLACEMENT TIRES MUST ALWAYS HAVE A LOAD INDEX AND SPEED SYMBOL EQUAL TO OR GREATER THAN THOSE FITTED AS ORIGINAL EQUIPMENT. When making plus size fitments, you should consult with the dealer regarding any suspension or braking system modifications which may be recommended for the vehicle.

4. Tire Inspection

As a minimum, tires (even the spare tire) should be examined and air pressure checked monthly and always prior to long trips. They should also be examined if you strike any unusual object on the road. Tires showing bulges, cracks, cuts, penetrations or uneven wear must be examined by an authorized Pirelli tire dealer and replaced if necessary. Pirelli tires have treadwear indicators in the tread grooves which show up when the tread has worn to 2/32" remaining. At this point, the tires must be replaced because they are illegal and dangerous.

WARNING: Driving on a damaged tire is dangerous, as the tire can suddenly fail, which can lead to an accident and serious personal injury or death.

5. Winter Tires

The standard Pirelli tires may be effective in light snow conditions. However, for winter use, the customer may wish to install winter tires. During winter use, Pirelli strongly recommends the fitment of 4 winter tires. Please check the vehicle owner's manual concerning winter tire size recommendation. For studded tires, Pirelli requires that they be installed on all four positions. Installing studded tires only on the front positions of any vehicle, including a front wheel drive vehicle, may cause adverse handling characteristics.

6. Tire Rotation

Pirelli recommends that the tire rotation procedure as defined in the vehicle owner's manual be followed. If there is no procedure, then PTNA recommends in order to optimize tire wear that the tires be rotated every 3,000 to 4,000 miles.

7. Tire Repair

Punctures, nail holes or cuts located in the tread area of Pirelli radial tires may be repaired if the diameter does not exceed 1/4". The repair material used must both seal the inner liner and fill the injury to be considered a permanent repair. RMA and industry approved repair methods include a combination of plug and patch; chemical or hot vulcanizing patches, and head type plugs, all applied from inside the tire. A self-vulcanizing plug repair may be used only in conjunction with a patch repair, but not by itself. Plugs may cause further damage to the tire, they are not always airtight and the plug may fail. If a tire puncture exceeds 1/4" or is located in the shoulder or sidewall deflection areas, the tire must be replaced. Never resort to tubes (in tubeless tires) or sleeves or large thick patches which can upset the balance and may actually become dangerous at high air temperatures and speeds.

WARNING: Driving on damaged or improperly repaired tires is dangerous. A damaged or improperly repaired tire can suddenly fail leading to situations that may result in serious personal injury or death.

PTNA DOES NOT ENDORSE:

- 1) The use of tire sealants in Pirelli brand tires to repair, even temporarily, a puncture;
- 2) The repairing of V, W, Y, or Z speed rated tires;
- 3) The repairing of Run Flat tires.

8. Storage

If the tires need to be stored off the car for short periods of time, as in the case of winter tires, they should be stored in a cool, dry place. They must be protected from heat, water, ozone and direct sunlight. It is suggested they be placed in opaque, waterproof containers (e.g., plastic trash bags).

9. Tubes in Tubeless Tires

Under no circumstances are tubes to be used in Pirelli tires marked "Tubeless". This includes tires that have been repaired. If the tire's pressure retention ability has been affected, so as to necessitate a tube being installed, the tire must be replaced.

10. Tire Valves

Whenever new tires are installed on existing wheels, new tire valves of the correct type must be installed. During the routine tire inspection, verify that all the valves have proper valve caps. Replace as necessary, since the valve cap is also a seal against pressure loss.

11. Tire Demounting and Mounting

Tire fitting is best left to professionals who have the proper tools and equipment to perform the task properly and safely. Tires should be mounted, demounted, and inflated using the Rubber Manufacturers Association procedures or the vehicle manufacturers' recommendations.

Wheels should be in good, clean condition. Wheels should be inspected for distortion, dents, cracks, rust and foreign matter, and should be replaced as necessary. NEVER EXCEED 40 PSI WHEN SEATING BEADS.

12. Tire/Wheel Alignment and Balancing

Tire/Wheel alignment specifications are issued by the vehicle manufacturer and the vehicle must be kept within these tolerances. It is recommended to have the alignment checked annually or whenever any irregular wear or vibrations are noticed. Tire/Wheel assemblies should be balanced each time a tire is fitted to a wheel. Tire/Wheel alignment and balancing are important for safety and maximum performance and mileage from the tires.

13. Run Flat Tires

Always refer to the vehicle owners' manual with respect to specific safety and operating information relating to the vehicle. Damaged Run Flat tires or Run Flat tires that have experienced a loss of pressure should immediately be replaced with another Run Flat tire of identical size and Service Description (Load Index and Speed Symbol).

Run Flat tires have been developed based on the specifications of the vehicles on which they are mounted. Accordingly, Run Flat tires may only be mounted on vehicles specifically manufactured to accommodate Run Flat tires.

Run Flat tires must be mounted in conjunction with a functional Tire Pressure Monitoring System (TPMS). The mounting of tires and installation of the Tire Pressure Monitoring System (TPMS) should be carried out by a specialized dealer.