

## QUALITY WARRANTY COMMITMENT AND ADJUSTMENT PROCEDURE

This letter of commitment is applicable to all tires produced in DURUN that are sold and used outside China.

This letter of commitment takes effect on the date issued.

### ADJUSTMENT POLICY

1. Tire failures usually originate either from defective production process or from improper use of the tire. Failures caused from the former category can be accepted for adjustment, but coming under the latter category would not be accepted.

2. In the case of adjustment conditions, the allowance will be based upon tread wear prorate the basis for prorate adjustment. The adjustment amount is calculated by the formula as follows.

**Adjustment Amount** = actual price percentage of R.T.D against O.T.D.

**Percentage of R.T.D.** = (O.T.D.-Worn tread depth)/O.T.D

O.T.D: Original Tread Depth

R.T.D: Remaining Tread Depth

3. Tires worn beyond the tread wear indicator are considered to be worn out.

4. If the warranty certificate is presented, the allowance will be based on the terms of the limited warranty given at the time of purchased.

5. A claim of the following categories will be not accepted.

Tires used in any application not recommended.

Tires branded NA or erased.

Tires which have been repaired retreaded or reclaimed.

Tires worn beyond the tread wear indicator (except off-the-road tires)

Tires are more than three years beyond the producing date.

6. Any tire that is worn over 10% for non-uniformity or any ride related conditions cannot be accepted for adjustment consideration.

7. All claim forms must be completely filled out for adjustment credit to be passed.

8. The tire size, pattern, D.O.T. number, serial number, remaining tread depth, reason of the damage must be listed on the CLAIM FORM, otherwise the claim cannot be accepted.

9. For passenger/light truck tires, cut down D.O.T. No.. For truck tires, cut down D.O.T. No. and SERIAL No.

10. Take at least one photo which can show the defective part and remaining tread deep and

trade mark.

11. Combine the photo, D.O.T. No. and SERIAL No. with the CLAIM FORM, either of the photo, D.O.T. No. or SERIAL No. is missing, the claim cannot be accepted. For passenger/light truck tires, it needn't to cut down the SERIAL No., but the SERIAL No. must be listed on the CLAIM FORM.

12. The adjustment of dynamic balance tires:

**For tubeless truck tires.** The rules listed as following are carried out,

- A. If single-side <400g, it's eligible tire.
- B. If 400g<single-side< 550g, 40% of the contract price will be reduced.
- C. If single-side>550g, the tire can be compensated totally.

**For passenger tires,** the rules listed as following are carried out,

- A. If single-side<60g, it's eligible tire.
- B. If 60g<single-side< 80g, 15% of the contract price will be reduced.
- C. If single-side>80g, the tire can be compensated totally.

**For UHP tires,** the rules listed as following are carried out,

- A. If single-side< 45g, it's eligible tire (excepted 22 inch-26 inch tires).
- B. If 45g<single-side< 60g, 15% of the contract price will be reduced.
- C. If single-side< 60g, it's eligible tire (for 22 inch-26 inch tires).
- D. If single-side>60g, the tire can be compensated totally (for all UHP tires).

**For light truck tires,** the rules listed as following are carried out,

- A. If single-side< 90g, it's eligible tire.
- B. If 90g<single-side<120g, 15% of the contract price will be reduced.
- C. If single-side>120g, the tire can be compensated totally.

For the adjustment of dynamic balance, the real dynamic balance data should be recorded in the CLAIM FORM.

For the adjustment of dynamic balance, the tire must be unused, used tires is out of guarantee.

For the tire size, pattern, D.O.T number, serial number, remaining tread depth and dynamic balance data must be listed on the CLAIM FORM or the claim cannot be accepted.

13. The adjustment of out of round tires, the rules listed as following are carried out.

- A. For passenger & light truck tires which below V speed level, if the CRRO>2.0mm, the tire can be compensated totally.
- B. For V and upward V speed level passenger & light truck tires, if the CRRO>1.2mm, the tire can be compensated totally.
- C. For truck tires, if the CRRO>3.0mm, the tire can be compensated totally.

D. For the adjustment of out of round, if the tire is worn less than 10%, the adjustment will be accepted; if the tire is worn over 10%, the tires is out of guarantee.

E. The tire size, pattern, DOT number, serial number, remaining tread depth, CRRO data and the picture of the damage tire must be listed on the CLAIM FORM or the claim cannot be accepted.

14. The dealer of DURUN must keep all damage tires, until we give an answer for the claim.

15. DURUN may send technician to check damage tires on the spot, or ask the dealer to send back part of damage tires at random.

16. If the recheck result is different with the CLAIM FORM, DURUN will give a warning to the dealer. For the second time, the claim cannot be accepted. And DURUN reserves the right to take a legal action.

INSPECTION PROCEDURES FOR TIRES		
No.	PROCEDURE	CHECK ITEMS
1	Confirm the DURUN product	Check and confirm that tire is an original product
2	Check the rim size and mounting conditions	Damage due to the wrong rim-size or poor mounting is not acceptable for compensation
3	Check the tire size, pattern and ply rating	Examine that the tires is correct in size, pattern and ply rating for use on vehicle. Failures due to improper use cannot be accepted for adjustment consideration.
4	Confirm the D.O.T. No. and Serial Number	Check the Serial number and D.O.T. number and identify when to be manufactured. If the Serial number and D.O.T. number has been removed, the adjustment for this tire has already been considered.
5	Measuring the remaining tread depth	See the instructions for details on Method Of Measuring The R.T.D.
6	Inspect whether the tire has been already retreaded or repaired	Tires, which have been repaired or retreaded are not acceptable for compensation.
7	Check the operation conditions	

	A. Tread	<p>If there is more rapid wear on the shoulder than the tread center, the tire was probably run under low inflation pressure and overloading. If there is more rapid wear on the tread center than the shoulder, the tire was probably run under high inflation pressure.</p> <p>For the double-use tires, the one which in low inflation pressure will be wear irregularly faster. If irregular wear is found, the tire may be used Under defective wheel alignment, low inflation pressure or poor tire rotations</p>
	B. Sidewall and Beads	<p>The tire with many cuts or block tearing on the shoulders denotes that it must have been traveled on bad roads or under mis-use.</p> <p>In a dual tire assembly, inspect the whole surface of the sidewalls for any visible sign of scuffing with each other. Also check the stones picked-up between the dual wheels.</p> <p>Check the tire for rim cuts due to defective rim or rusted rim.</p> <p>Inspect whether cord plies have been damaged from under-inflation pressure or overloading</p>
	C. Inside of tire	<p>Check whether there is any sign of repairing cut or holes inside of the tire.</p>
	D. Mounting position	<p>The driving direction of the wheel may be recognized by checking the direction of the irregular wear.</p> <p>Once the driving direction is known, the mounting position can be surmised from the wear conditions</p>
8	Inspect the damaged parts	<p>Examine the tire and determine the nature and extent of the trouble, listening to everything the customer says. If necessary, arrange to have the tire removed from the wheel to conduct a thorough examination</p>

9	The removed D.O.T. No. and Serial No. after taking a picture of the damaged parts	Take a picture of the damaged parts of the claimed tire and cut off D.O.T. No. and Serial No. And then send the pictures and the removed Serial No. and D.O.T. No. with claim form to DURUN headquarter
10	Explain the condition to the customer	Determine the cause of the tire problem and explain the condition to customer. The explanation should enable the customer to get a more confidence of the proper use for our products

#### CLAIM FORM REQUIREMENTS

For your claimed tire is adjustable, the claim form must be correctly filled in by dealer/distributor. The claimed tire which claim form requirements were not filled in or were filled in incorrectly will be excepted for adjustment in principle

# CLAIM FORM

CLAIM No.: \_\_\_\_\_ Dealer: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ P/Code: \_\_\_\_\_

This form must be accurately completed and signed by the dealer. Incomplete forms will not be accepted.

Size & pattern: \_\_\_\_\_ P.R.: \_\_\_\_\_

D.O.T. No. & Serial No.: \_\_\_\_\_ BR: \_\_\_\_\_

Remaining Tread \_\_\_\_\_ Adjustment Price \_\_\_\_\_

Depth: \_\_\_\_\_ (mm) \_\_\_\_\_ % (invoice value) \_\_\_\_\_

Description of Fault: \_\_\_\_\_

\_\_\_\_\_

Vehicle Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

Rig No.: \_\_\_\_\_ Speed: \_\_\_\_\_

**NOTE: CUT DOWN THE D.O.T. No., SERIAL No. AND PHOTO FOR DEFECTIVE PART SHOULD BE ENCLOSED IN ATTACHED ENVELOPE.**

## Description of Fault:

- |                                              |            |
|----------------------------------------------|------------|
| 1. (Tread/Shoulder/Sidewall/Bead) Separation | 5. Wear    |
| 2. (Tread/Shoulder/Sidewall/Bead) Burst      | 6. Looking |
| 3. (Tread/Shoulder/Sidewall/Bead) Cracking   | 7. Other   |
| 4. Bead Injury                               |            |

## **THIS SECTION MUST BE SIGNED BY THE CUSTOMER.**

The acceptance of this warranty processing form is made without prejudice. This shall not in any way constitute an admission of liability by the distributor for any claim, cost, damages or expenses for personal injuries or damages to property what so ever which may be against it in any action, litigation or proceeding, whether the same is based upon contract or tort or upon any statutory warranty or hoe so ever. Products replaced under warranty become the property of distributor.

I, \_\_\_\_\_

Of \_\_\_\_\_

Hereby acknowledge that I have read, understood and accept the foregoing.

Customer s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Dealer s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Warranty: \_\_\_\_\_ (Accepted/Rejected) Date: \_\_\_\_\_

1. **CLAIM No.:** This space is for the number of the claim form being received to our dealer.
2. **DEALER:** Make an entry of your DURUN dealer, full name and address correctly.
3. **SIZE&PATTERN:** This space is for the size & pattern, which is found on the sidewall of claim tires.
4. **P.R.:**P.R. is an abbreviated word of ply Rating meaning the degree of strength of carcass. P.R. is found in sidewall.
5. **D.O.T No. & SERIAL No.:** D.O.T. No. or Serial No., which means the date or a serial number of manufacturing tire lodged a complaint. D.O.T. No. is composed of 8-10 figures and characters. D.O.T No. is found on the sidewall. For truck & bus tire, Serial number is found on the sidewall; For the passenger car and light truck tire is found on the inner liner.
6. **BR:** This space is for the brand of claimed tire.
7. **R.T.D.:** Measuring unit for R.T.D. is a thirty-seconds of an inch or mm. refer to method of measuring remaining tread depth.(R.T.D is an abbreviated word of Remaining Tread Depth)
8. **DESCRIPTION OF FAULT:** You will find conditions of failure in outline on the sheet of claim form.

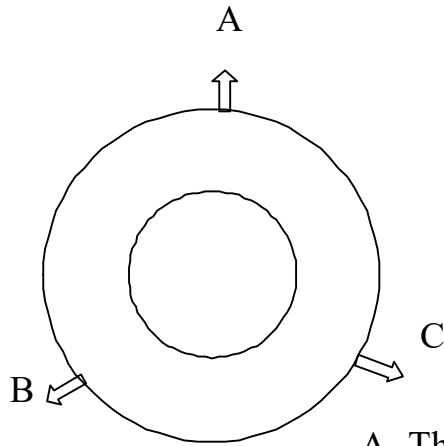
**CLAIM FORM** is made out duplicate. The original affixed the pictures of claim tire with the removed D.O.T. No. (and/or Serial No.) must be sent out to us. If you have the manuscript, it is useful to compare with a report of adjustment.

## **METHOD OF MEASURING THE REMAINING TREAD DEPTH**

### **1. Measuring method**

It is the proper method for measuring the remaining tread depth(here in after R.T.D. ) on tires to find out the greatest worn-out point. At this point, read the graduated depth on your gauge as A on the following illustration. Also

read two other points B and C spaced or one-third of the way around the tire in each direction from the first measurement. And add all three measuring point together and divide by three, then you will have the average of the remaining tread depth.



A- The greatest worn-out point  
B&C points selected by A.

## 2. Where to measure

When taking measurement on tires, be sure measure the two point in the groove between the centerline and both edges of tread. Not on the shoulder. When there is no groove on the measuring points, measure the groove in the nearest centerline. The point of the depth gauge should test the basis of the groove. Do not apply pressure.

### **ADJUSTMENT CREDIT PERCENTAGE BASED ON REMAINING TREAD DEPTH**

The adjustment amount will be calculated by the formula as follows.

Adjustment Amount=basic price percentage of R.T.D. against O.T.D.

Percentage of R.O.D. = (O.T.D.-Worn tread depth)/O.T.D.

O.T.D.: Original Tread Depth

R.O.D.: Remaining Tread Depth

10/09/2015



### **Additional main ITEMS:**

Customer must provide the following details about claim tires:

**A.** One brief and one detailed report about all claimed tires

**B.** Customers must seriously fill in the Claim Form provided by DURUN (if need more forms, please copy this form by yourself)

**C.** One high resolution picture of claim tire (each tire)

**D.** Cut-section of DOT number and series number are required (for PCR, series number is a plastic bar sticker inside of tire. Just write down this number, no need to cut. For TBR, series number is a metal bar. Maybe you have to cut it down.)