

# **SUREDRIVE**

## Warranty Manual

Replacement Market Passenger and Light Truck Tires



**EN**

Effective Date 01/01/2024

# SUREDRIVE BRAND REPLACEMENT MARKET PASSENGER AND LIGHT TRUCK TIRES

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## WHAT IS AN ELIGIBLE TIRE

Congratulations! You have just purchased quality tires from a Firestone Complete Auto Care, Tires Plus, Wheel Works, Hibdon Tires Plus, or an authorized independent tire retailer (referred to in this manual as “DEALER”). This Limited Warranty covers new SUREDRIVE brand passenger and light truck tires.

This Limited Warranty only applies to the original purchaser, and is valid if all of the following apply:

- The tire was purchased new (not used, repaired, or refurbished) and primarily used in the continental United States, Alaska, Hawaii, and/or the District of Columbia after December 31, 2023.
- The tire is a size and speed rating equivalent to or greater than that specified by the vehicle manufacturer (exception: coverage applies to properly repaired tires which may have voided the tire's speed rating).
- The tire has been used only on the passenger or light truck vehicle on which it was originally installed.
- The tire has not been used in commercial service.
- Some DEALER locations (wholesale clubs, on-line purchases, and the like) may not service your warranty unless you hold a current membership and/or have purchased your tires at their location. Check with your DEALER to see if they have specific warranty processing requirements.
- The tire is less than 10 (ten) years from the date of tire manufacture.
- The tire was used and maintained in accordance with all the terms contained within this manual and/or the accompanying Tire Maintenance and Safety manual available at [www.bridgestonetire.com/customer-care/tire-warranties](http://www.bridgestonetire.com/customer-care/tire-warranties).
- **IMPORTANT: By submitting a tire for consideration under this Limited Warranty you are certifying that the tire was not involved in any accident involving personal injury or property damage other than damage to the tire itself, that the tire is free and clear of all liens, and that you save Bridgestone Americas Tire Operations LLC. harmless for any claims or loss resulting from liens on the aforesaid tire.**

## WHAT IS WARRANTED AND FOR HOW LONG

An eligible tire that becomes unusable for any reason within the manufacturer's control will be replaced with an equivalent new SUREDRIVE tire on the basis set forth in this Limited Warranty.

## WHAT THIS LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not cover the following:

**ROAD HAZARDS/MISAPPLICATION/ABUSE** Tire damage or irregular wear due to:

- A. Road hazards**, including, without limitation: Puncture, cut, impact break, stone drill, bruise, bulge, snag, etc.
- B. Improper use or operation**, including, without limitation: Improper inflation pressure, overloading, tire/wheel spinning, use of an improper wheel, tire chain damage, misuse, misapplication, negligence, tire alteration, or for racing or competition purposes.
- C. Insufficient or improper maintenance**, including, without limitation: failure to rotate tires as recommended in this manual, wheel misalignment, worn suspension components, improper tire mounting or demounting, tire/wheel assembly imbalance, or other vehicle conditions, defects, or characteristics.
- D. Contamination or degradation** by petroleum products or other chemicals, fire or other externally generated heat, or water or other material trapped inside the tire during mounting or inflation. Tires with sealant, balance, or other filler material that was not originally applied or inserted by the tire manufacturer. Tires inflated with anything other than air or nitrogen.
- E. Improper repair.** Improper repair voids this Limited Warranty.
- F. The installation of tire accessories**, including, without limitation: tire sensors or RFID tags, which may impact the tire performance or damage the tire through mounting, use, or removal.

## RAPID TREAD WEAR

- A. Rapid tread wear.** See the Limited Mileage Warranty section of this manual.
- B. Tires used in commercial service** have **no** mileage warranty.

## RIDE DISTURBANCE

- A. Due to harsh ride or vibration** after 2/32 inch (1.6 mm) of tread wear use, limited to no more than two (2) tires per vehicle.
- B. Due to noise** after 2/32 inch (1.6 mm) of tread wear use.
- C. Due to pulling after 2/32 inch (1.6 mm) of tread wear use**, limited to no more than one (1) tire per vehicle.

## IRREGULAR WEAR

- A. Uneven or unusual wear** patterns, including, without limitation: Shoulder wear, center wear, cupping, or feathering.
- B. Tires worn more than 2/32-inch (1.6 mm) difference**

in remaining tread depth between any two major tread grooves across the tire.

## CRACKING

- A. **Weather/ozone cracking after 4 years** from date of tire manufacture, regardless of date of purchase.
- B. **Weather/ozone cracking is NOT covered** under the “Free tire replacement period.” Weather/ozone cracking is covered only as a prorated charge. Note that shallow surface cracking is common among tires and is not considered as a covered condition. See the appropriate Technical Bulletin for more details.
- C. **Cold weather cracking** of non-winter tires by improper storage or use is **NOT** a covered condition. Some vehicles have specific recommendations regarding winter tire use; consult your vehicle owner’s manual and tire information placard for more information.

## OTHER

- A. **Tires used in commercial service.**
- B. **Tires purchased as used.**
- C. **Tires purchased and primarily used** outside the United States.
- D. **The cost** of applicable federal, state, and local taxes.
- E. **Failure to follow any** of the safety and maintenance recommendations or warnings contained in this manual or the accompanying *Tire Maintenance and Safety* manual available at [www.bridgestonetire.com/customer-care/tire-warranties](http://www.bridgestonetire.com/customer-care/tire-warranties).

This Limited Warranty is in addition to and/or may be limited by any other applicable written warranty you may have received concerning special tires or situations. Note that additional exclusions, provisions and owner’s obligations may be contained in other sections of this manual.

## SUREDRIVE BRAND LIMITED WARRANTY

The SUREDRIVE Limited Warranty covers all eligible SUREDRIVE brand passenger and light truck tires. A tire covered by the Limited Warranty will be replaced with an equivalent new SUREDRIVE brand tire, either free of charge or for a prorated amount, if the tire becomes unusable for any reason within the manufacturer’s control within 5 years from the date of purchase (proof of purchase required) or 6 years from the date of manufacture (without proof of purchase). If a SUREDRIVE brand tire is unavailable, any equivalent (or better) Bridgestone, Firestone or associated Bridgestone brand tire may be substituted at Bridgestone’s discretion. The Limited Warranty is subject to the following conditions:

- **The free tire replacement period** extends up to (a) 3 years from the date of purchase—proof of purchase date

required or (b) the first 50% of the usable tread life of the tire whichever occurs first. During this period, the tire will be replaced free of charge (including mounting and balancing). You may be charged applicable taxes, the cost of valve stems, and disposal fees.

- **Weather/ozone cracking is NOT** covered under the “Free tire replacement period” in the Limited Warranty. Weather/ozone cracking is covered only as a prorated charge.
- **After the free tire replacement period** noted above, coverage extends up to (a) 5 years from the date of purchase—proof of purchase date required or (b) 6 years from the date of tire manufacture without proof of purchase date. During this period, the tire will be replaced but there will be a prorated charge. To determine the replacement price, the percent worn, based on used tread wear, is multiplied by DEALER’S current selling price for the replacement tire(s). The appropriate taxes, mounting, balancing, the cost of valve stems, disposal fees, and other service charges may still apply.
- **Rapid tread wear or wear-out** is not covered under the SUREDRIVE Limited Warranty. See the Limited Mileage Warranty section of this manual.
- **The tire must not be worn to 2/32 inch (1.6mm)** or less of the remaining original tread depth (i.e. worn down to the top of the built-in indicators in the tread grooves) for this SUREDRIVE Brand Limited Warranty to apply.
- **Exclusions apply**—as identified in the section “What This Limited Warranty Does Not Cover.”

## LIMITED MILEAGE WARRANTY

If an eligible tire covered by the Limited Mileage Warranty wears evenly across the tread down to the tread wear indicators—2/32 inch (1.6 mm)—during its stated warranted mileage (as evidenced by the vehicle’s odometer) and within the applicable coverage period, the tire will be replaced with an equivalent new SUREDRIVE brand tire for a prorated purchase price. If a SUREDRIVE brand tire is unavailable, any equivalent (or better) Bridgestone, Firestone or associated Bridgestone brand tire may be substituted at Bridgestone’s discretion. The Limited Warranty is subject to the following conditions:

- **There is no free replacement period.**
- Only the passenger and light truck tires listed in this section are covered by the Limited Mileage Warranty for the mileage shown.
- The tire was used and maintained in accordance with all the terms contained within this manual and/or the accompanying *Tire Maintenance and Safety* manual available at [www.bridgestonetire.com/customer-care/tire-warranties](http://www.bridgestonetire.com/customer-care/tire-warranties).

- In addition to the requirements of this section, the eligibility requirements in the section “What is an Eligible Tire” must be met for the tire to be eligible under the Limited Mileage Warranty.
- Coverage applies only to the original purchaser, and only as long as the tires remain mounted on the vehicle described in the Customer Identification Section of this manual.
- Coverage extends up to 5 years from the date of purchase—proof of purchase date required. During this period, the tire will be replaced for a prorated amount. Without proof of purchase date, then 6 years from the date of tire manufacture.
- To determine the replacement price, the percent of warranted mileage, based on used tread wear, is multiplied by DEALER’S current selling price for the replacement tire(s). The appropriate taxes, mounting, balancing, the cost of valve stems, disposal fees, and other service charges may still apply.
- Tires used in commercial service have no mileage warranty.
- Tires installed on one (1), two (2), or three (3) wheel vehicles have no mileage warranty.
- Exclusions apply—as identified in the section “What This Limited Warranty Does Not Cover.”
- Even tread wear is defined as having no more than 2/32-inch (1.6 mm) difference in remaining tread depth between any two major tread grooves across the tire.
- For tires used on staggered fitments, which are vehicles with different size tires between the front and rear axles, the non-drive tires (typically the front tires) will have the full limited mileage warranty (if available) and the drive tires (typically the rear tires) will have one-half of the stated full limited mileage warranty (if available).
- Tires with more than 4/32 inch (3.2 mm) remaining tread depth will not be accepted for Limited Mileage Warranty.

## CALCULATING THE PERCENT OF WARRANTED MILEAGE

### *Tires with 2/32 inch (1.6 mm) remaining tread depth:*

A tire worn to 2/32 inch (1.6 mm) will use the following procedure to calculate the percent of warranted mileage:

1. **Calculate Total Miles.** Total Miles = Odometer indicated mileage at time of removal – Odometer indicated Mileage when tires installed.
2. **Calculate Percentage Warranted Miles.** Percentage Warranted Miles = Total Miles/Warranted Miles (from tables in this manual).
3. **Calculate Replacement Price.** Replacement Price = Percentage Warranted Miles x DEALER’S current sell

price. NOTE: This represents the price the DEALER will charge to replace the tire (The appropriate taxes, mounting, balancing, the cost of valve stems, disposal fees, and other service charges may still apply).

Example: Odometer indicated mileage at time of removal = 130,000 miles. Odometer indicated mileage when tires installed = 85,000 miles. DEALER sells the tire for \$100.

1. Total Miles = 130,000 Miles – 85,000 Miles = 45,000 Miles
2. Percentage Warranted Miles = 45,000 Miles / 65,000 Miles = 0.69 or 69%.
3. Replacement Price = \$100 x 0.69 = \$69.

### *Tires with 3/32 inch (2.4 mm) remaining tread depth:*

A tire worn to 3/32 inch (2.4 mm) will use the following procedure to calculate the percent of warranted mileage:

1. **Calculate Total Miles.** Total Miles = Odometer indicated mileage at time of removal – Odometer indicated mileage when tires installed.
2. **Calculate Miles per 32nd.** Miles per 32nd = Total Miles / (Original Tread Depth – Remaining Tread Depth).
3. **Calculate Projected Mileage.** Projected Mileage = Total Miles + Miles per 32nd.
4. **Calculate Percentage Warranted Miles.** Percentage Warranted Miles = Projected Miles / Warranted Miles (from tables in this manual).
5. **Calculate Replacement Price.** Replacement Price = Percentage Warranted Miles x DEALER’S current sell price. NOTE: This represents the price the DEALER will charge to replace the tire (The appropriate taxes, mounting, balancing, the cost of valve stems, disposal fees, and other service charges may still apply).

Example: Odometer indicated mileage at time of removal = 130,000 miles. Odometer indicated mileage when tires installed = 85,000 miles. DEALER sells tire for \$100.

1. Total Miles = 130,000 miles – 85,000 miles = 45,000 miles
2. Miles per 32nd = 45,000 Miles / (10/32-3/32) = 6,429 Miles.
3. Projected Miles = 45,000 Miles + 6,429 Miles = 51,429 Miles.
4. Percentage Warranted Miles = 51,429 Miles / 65,000 Miles = 0.79 or 79%.
5. Replacement Price = \$100 x 0.79 = \$79.

### *Tires with 4/32 inch (3.2 mm) remaining tread depth:*

A tire worn to 4/32 inch (3.2 mm) will use the following procedure to calculate the percent of warranted mileage:

1. **Calculate Total Miles.** Total Miles = Odometer indicated mileage at time of removal – Odometer indicated mileage when tires installed.

2. **Calculate Miles per 32nd.** Miles per 32nd = Total Miles / (Original Tread Depth – Remaining Tread Depth).
3. **Calculate Projected Mileage.** Projected Mileage = Total Miles + (2 x Miles per 32nd).
4. **Calculate Percentage Warranted Miles.** Percentage Warranted Miles = Projected Miles / Warranted Miles (from tables in this manual).
5. **Calculate Replacement Price.** Replacement Price = Percentage Warranted Miles x DEALER'S current sell price. NOTE: This represents the price the DEALER will charge to replace the tire (The appropriate taxes, mounting, balancing, the cost of valve stems, disposal fees, and other service charges may still apply).

Example: Odometer indicated mileage at time of removal = 130,000 miles. Odometer indicated mileage when tires installed = 85,000 miles. DEALER sells tire for \$100.

1. Total Miles = 130,000 miles – 85,000 miles = 45,000 miles
2. Miles per 32nd = 45,000 Miles / (10/32-4/32) = 7,500 Miles.
3. Projected Miles = 45,000 Miles + (2 x 7,500 Miles) = 60,000 Miles.
4. Percentage Warranted Miles = 60,000 Miles / 65,000 Miles = 0.92 or 92%.
5. Replacement Price = \$100 x 0.92 = \$92.

#### **COVERED TIRES AND WARRANTED MILEAGE FOR LIMITED MILEAGE WARRANTY:**

Description	PSR/LTR	Miles
TOURING A/S	Passenger	55,000
ALL SEASON	Passenger	40,000
HIGHWAY	Passenger	50,000
	Light Truck	None
ALL-TERRAIN	Passenger	50,000
	Light Truck	50,000
	Flotation	50,000
SPORT	Passenger	50,000

#### **REPLACEMENT WARRANTY FOR ALL BRANDS**

If you receive a SUREDRIVE, Bridgestone, Firestone, or associated Bridgestone brand replacement tire under this Limited Warranty, it will be covered by the manufacturer's warranty or warranties, if any, given on that tire at that time.

#### **WHERE TO GO**

Tire adjustments under this Limited Warranty will only be made at an authorized Firestone Complete Auto Care, Tires Plus,

Wheel Works or Hibdon Tires Plus DEALER. Consult a phone directory (often listed in the Yellow Pages under "Tire Dealers") or the internet at [www.FirestoneCompleteAutoCare.com](http://www.FirestoneCompleteAutoCare.com) for the location nearest you. Some DEALER locations (wholesale clubs, on-line purchases, and the like) may not service your warranty unless you hold a current membership and/or have purchased your tires at their location. Check with your DEALER to see if they have specific warranty processing requirements.

#### **CONSUMER RIGHTS**

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### **TIRE REGISTRATION**

Bridgestone encourages you to ensure your tires are registered to receive direct notification in the event of a safety related recall. Note that if you purchased your tires at a Firestone Complete Auto Care, Tires Plus, Wheel Works, or Hibdon Tires Plus retailer that DEALER location has already registered the tires on your behalf. Otherwise, if you have received a tire registration postcard with your tire purchase, please send in the completed postcard or visit [www.bridgestonetire.com](http://www.bridgestonetire.com) to register your tires.

#### **CONDITIONS and EXCLUSIONS**

To the extent permitted by law, Bridgestone Americas Tire Operations, LLC (Bridgestone) disclaims all other warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose and any liability for incidental and consequential damages, loss of time, loss of vehicle use, or inconvenience. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty applies only to consumers who purchase and primarily use the tire in the continental United States, Alaska and/or Hawaii. Bridgestone offers no warranty for tires purchased or used outside of those areas.

Obligations under this policy may not be enlarged or altered by anyone.

In accordance with Federal Law, this Limited Warranty has been designated as a "Limited Warranty." Nothing in this Limited Warranty is intended to be a representation that tire failures cannot occur. This Limited Warranty is given by Bridgestone, 200 4th Avenue South, Nashville, TN 37201.

#### **OWNER'S OBLIGATIONS**

In order to keep this Limited Warranty valid, we require you to have your tires regularly inspected and rotated per the recommendations outlined in the sections of the accompanying tire maintenance and safety manual entitled "Tire Damage, Inspection and Service Life" and "Radial Tire Rotation" and to furnish proof of same in order to receive an

adjustment. Such proof should show the date, mileage, and servicing location. A sales receipt containing this information will suffice. In addition, a "Maintenance Record" is included in this manual.

Tires must be operated at the proper tire inflation pressures as specified by the vehicle manufacturer and within tire/vehicle load capacity and speed limitations. It is also your obligation to maintain proper wheel alignment and tire/wheel assembly balance.

To request an adjustment, you must present the tire to an authorized Firestone Complete Auto Care, Tires Plus, Wheel Works or Hibdon Tires Plus DEALER. Complete and sign the customer section of the Bridgestone Limited Warranty adjustment form and pay appropriate replacement price, taxes, disposal fee, and service charges, if any.

Tires submitted to Bridgestone under the Limited Warranty become property of Bridgestone and may not be returned. Tires may undergo both non-destructive and destructive inspection methods. Bridgestone will be responsible for disposal of submitted tires in our possession.

## ARBITRATION

For purposes of this arbitration section: (a) the terms "we," "us" and "our" refer to Bridgestone Americas Tire Operations, LLC, its parents, subsidiaries, affiliates, predecessors, successors, assigns, employees, officers, agents and directors; and (b) a "Claim" is any pre-existing, present, or future claim, dispute, or controversy between you and us arising out of or in connection with this Limited Warranty, or any other warranties, express or implied, including a failure of warranty and the validity of this arbitration clause, but excluding claims for personal injury or damage to property other than the warranted tire(s). You and we acknowledge that either you or we can choose to have any Claim resolved by binding arbitration. **If either you or we choose arbitration with respect to any Claim, neither you nor we will have, and each of us waives, the right to litigate that claim in court or to have a jury trial on that claim, or to engage in pre-arbitration discovery, except as provided for in the arbitration rules of the American Arbitration Association ("AAA").** In addition, you will not have the right to participate as a representative or member of any class of claimants related to any claim subject to arbitration. An arbitration can only decide our or your Claim and may not consolidate or join the claims of other persons who may have similar claims. **There shall be no authority for any Claims to be arbitrated on a class action basis.** The arbitrator's decision will be final and binding.

Any arbitration will be conducted in accordance with the AAA's rules applicable to consumer disputes. For additional information go to: <http://www.adr.org/>. Any arbitration hearing that you attend will take place in the federal judicial district where you reside. At your request, we will advance the first \$250 of the filing and hearing fees for any Claim you may

file against us; the arbitrator will decide whether we or you will ultimately pay those fees. This arbitration agreement is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-16. The arbitrator shall apply applicable substantive law consistent with the Federal Arbitration Act and applicable statutes of limitations, and shall honor claims of privilege recognized at law. Judgment upon the award may be entered in any court of law of competent jurisdiction.

If this arbitration section (or any part of it) is determined invalid or illegal under any applicable statute or rule of law, it will be deemed omitted without affecting any other provisions of this Agreement, which shall remain in full force and effect.

# Customer, Vehicle, and Tire Identification

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Customer Name

Address

City, State, Zip

Invoice #

Date of Purchase

Year of Vehicle	Make of Vehicle	Model of Vehicle	Beginning Mileage

## Tire Brand

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***SUREDRIVE***

## Product Information

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Tire Size:

Speed Rating:

Tire Type:

Mileage Warranty:

Serial Numbers

1

2

3

4

5

6

## Mileage Warranty Certificate

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The dealer must stamp to be valid

