



Atturo Tire Corporation

WARRANTY CLAIM PROCEDURE MANUAL



Warranty Claim Instructions

Please follow the instructions below for all Atturo warranty claims.

The following items are REQUIRED and must be provided for all claims being submitted to Atturo Tire Corporation. Any claim form not filled out completely will be REJECTED:

1. Fill Out Claim Form COMPLETELY (ATTACHED PAGE 3)
 - a. The claim form is to be completed by the selling retail dealer.
 - b. The dealer submits the form to their distributor, who submits it to Atturo.
 - c. Please evaluate the claim for clear examples of a non-adjustable condition. These include misapplication, severe under inflation, road hazard, damage from installation, uneven wear, etc.
2. Three photos of each defective tire (SEE ATTACHED EXAMPLES OF ACCEPTABLE PHOTOS PAGE 12)
 - a. Tread photo
 - b. Clear photo of the defective area
 - i. In the case of a balance or OOR claim, details of the balance results should be included. A high road force alone is NOT a valid reason for adjustment. Complete force matching, air pressure used during the balance test, loaded runout measurement and lateral force results must be included to justify a claim based on high road force variance.
 - c. DOT number (with date code)
 - i. It is imperative that the complete DOT with the 4-digit date code is included on the Warranty Claim Form. All forms that do not have the DOT with the 4-digit date code will be returned to the applicant and asked for that information.
 - d. All photos must be numbered and linked to each tire on the attached claim form.
3. DOT cut(s)
 - a. ***PLEASE CONTACT US PRIOR TO REMOVING THE PHYSICAL DOT CUT(S) FROM THE TIRES, AS WE MAY NEED THE TIRE(S) RETURNED TO US FOR INSPECTION.***
 - b. If Atturo determines the tires do not need to be returned, the physical DOT number must be removed from the tire(s) and mailed to us at the following address:

Atturo Tire Corporation
3250 N Oak Grove Ave
Waukegan, IL 60087

4. Individual Tire Serial Number
 - a. All Trail Blade M/Ts, Trail Blade A/Ts, AZ610s, CV400s and some Trail Blade X/Ts have individual serial numbers that are inside the tire. This is required on the claim form and will be returned to the applicant and asked for the information. (SEE PAGE 12 FOR EXAMPLE)



All items listed above are required and must be received by Atturo Tire Corporation before your claim can be processed. Please be advised that failing to provide any of the required items can result in the rejection of your claim. This includes but is not limited to the omission of any required photos or the submission of photos that are unclear.

The completed claim form and photos can be submitted via email (warranty@atturo.com) or mailed to the address listed above. The DOT cuts, however, must be removed from the tire(s) and mailed to the address above. Your claim will be processed upon receipt of all required items.

If your claim results in the issuance of a credit, the amount of the credit will be calculated based on the terms of the warranty condition claimed (full replacement within first 2/32nds or pro-rated after). You will be notified via email of any credit being issued with an attached copy of the credit memo.

Please refer to the complete warranty terms and conditions for exclusions and limitations.



Warranty Claim Form

- THIS FORM IS TO BE **FULLY COMPLETED** BY THE RETAIL DEALER AND SUBMITTED TO THEIR SUPPLYING DISTRIBUTOR FOR RETURN TO ATTURO TIRE.
- PICTURES OF EACH CLAIMED TIRE SHOULD BE INCLUDED WITH THE FORM. IF THE WARRANTY IS ACCEPTED, **THE DOT CODE WITH DATE TAGS CUT FROM THE TIRE MUST BE RETURNED**

Distributor Name:			
Location:			
Distributor Claim #			
Retail Dealer Name			
Address			
City	State/Prov	Zip/Post Code	
Phone	Email	Contact	
Date Of Purchase	Did You Preform The Mount/ Balance of The Tires? (Y/N)	Did You Install These Directly On This Vehicle? (Y/N)	
Consumer Name			
Address			
City	State/Prov	Zip/Post Code	
Vehicle Information			
Year	Make	Model	Sub-Model
Mileage At Purchase:	Current Mileage:	Wheel Size:	Wheel Width:
PSI Front		PSI Rear	
Suspension Modifications (None, Lowered, Leveled, Lifted)			
Tire Information			
Model		Size	Individual Tire Serial # <i>(Does Not Apply To All Tires)</i>
Remaining Tread Depth Left Side	Remaining Tread Depth Middle	Remaining Tread Depth Right Side	DOT WITH DATE CODE
Describe The Issue			



LIMITED WARRANTY

Eligibility

This warranty applies to the original purchaser of an Atturo tire and is not transferable. Eligible tires must be purchased new and must be used on the vehicle for which they were originally installed. Additionally, all tires installed must be of an equivalent or greater load index to that specified by the vehicle manufacturer. The load index is the numerical designation imprinted on the sidewall of the tire and corresponds to a specific load carrying capacity. (Marks such as "Load Range E" or "10 ply rating" are NOT a load index as they do not correspond to any specific load carrying capacity. These legacy markings may NOT be relied upon for accurate applications of load capacity.) All tires must also be within the approved rim width of the tire. Each tire has a specific rim width range on which the tire can be mounted. Failure to follow rim width recommendations may result in poor tire performance or possible wheel and/or tire failure. All approved rim widths can be found in our catalogs as well as on www.atturo.com **For warranty exclusions see "WHAT IS NOT COVERED".**

Standard Coverage

If an Atturo branded tire becomes unserviceable in the result of an eligible adjustable condition during the first 2/32" of tread wear, it will be replaced with an equivalent new Atturo tire, at no charge. When the tread is worn past the first 2/32", if the product exhibits an eligible adjustable condition, it will be replaced on a pro-rated basis. You must present proof of purchase and be the original owner when requesting a replacement for your tire.

You must pay for mounting, balancing, and any other additional charges, such as taxes or the acceptance of a higher priced replacement tire.

Any Atturo tire that does not deliver satisfactory service due to a confirmed balance, out of round or a ride complaint issue will be replaced without charge within the first 2/32nds of the tire's tread life. After the first 2/32nds the tire is not warrantable.

Tread Life

The treadlife/mileage warranty only applies to the original owner and the original vehicle. Proof of purchase and vehicle mileage on the original installation date are required. The consumer is also required to prove that the tires were properly inflated, rotated and aligned, replacing worn suspension components as necessary.

Atturo has mileage warranties for the Trail Blade X/T, Trail Blade A/T, AZ800, AZ610, and the CV400. Unfortunately, due to the variety of road conditions and geographic influences encountered across the country, not all consumers will receive the warranted tire mileage. This limited warranty, the consumer must complete specific maintenance requirements.



Tires become legally worn out when they reach 2/32" of remaining tread depth (shown by tread wear indicators molded into the tread grooves). Atturo will consider a mileage warranty claim when one or more tires has been worn to at least 3/32". Tires that are properly maintained should wear evenly and the rate of wear should be consistent on all tires on the vehicle. Tires with uneven wear or variances of more than 2/32" between the tread depths of the outer, center and inside grooves will not be eligible for warranty consideration.

The consumer will receive a pro-rated credit toward the purchase of a replacement Atturo tire, based on mileage not achieved by the warranted tire. The consumer is responsible for the difference plus the cost of installation, balancing, etc. Atturo warrants tread life for up to 5 years from the date of purchase.

The following Atturo tires feature these mileage warranties:

- AZ610 - 60,000 miles
- AZ800 - 40,000 miles
- CV400 - 40,000 miles
- Trail Blade A/T - 50,000 miles
- Trail Blade X/T - 45,000 miles

Certain Atturo tires, such as the Trail Blade BOSS, Trail Blade M/T, AZ850 and the AW730 ICE are not covered by a mileage warranty. Atturo makes no claim or representation of how many miles/kilometers these tires will last. Tire life can vary, depending on vehicle condition, road conditions, driving habits, proper maintenance and proper inflation.

How to Obtain an Adjustment

Tire adjustments must be presented to the dealer which originally sold the tire. You must be able to provide proof of purchase and be the original owner when requesting a replacement for your tire. Proof of proper tire care such as rotation and alignment will be required. See "***Where to Go for Warranty Replacement***".

The original selling dealer will evaluate the tire and complete the initial warranty claim form. The claim form is to be submitted back through the supplying distributor for return to Atturo.

What Is Not Covered

- Adjustments will not be made for:
 1. Tires that become unserviceable due to:
 - a. Conditions resulting from road hazards, includes but are not limited to impact damage, cuts, snags, or punctures.
 - b. Conditions such as, but not limited to, uneven, cupping, spotty, feathering tread wear resulting from improper installation, wheel misalignment, tire/wheel assembly imbalance, use of an improper rim, improper mounting or dismounting or improper fitment.
 - c. Conditions resulting from consumer damage, such as, but not limited to, improper tire and vehicle maintenance, misuse, abuse, accident, under inflation, overloading, over deflection, failure to follow recommended rotation practices, cut by vehicle, run flat or improper fitment.



- d. Conditions resulting from suspension modifications (Ply Steer Residual Lateral Force)
2. Balance, out of round, lateral/radial pull or ride complaint issues after the first 2/32" of tread wear.
3. The installation of any tubes.
4. Tires used in any commercial, racing, or off-road applications.
5. Ozone or weather cracking on tires over (5) five years from date of manufacture or date of purchase. Proof of purchase is required. Without proof of purchase the manufacturer date will be used to determine eligibility.
6. Tires stored improperly.
7. Tires that are:
 - a. Worn unevenly and/or show a difference of 2/32" (1.6mm) between the grooves.
 - b. Installed on any vehicle other than the vehicle on which they were first installed.
 - c. Acquired as used (tires purchased used, equipped on a pre-owned vehicle, etc.).
 - d. Altered in any manner (additional siping, buffing, stud pin holes, re-grooving, truing, etc.).
 - e. Worn to 2/32" (1.6mm) or more than 60 months old (based on date of purchase) whichever comes first. Proof of purchase is required. Without proof of purchase, the manufacturer date will be used to determine eligibility.
 - f. Tires which have been punctured, whether or not they were repaired. Failures subsequent to a repair are not covered.
8. Tires installed on a vehicle which are lower than the original equipment specified load index by the vehicle manufacturer.
9. Tires mounted on rims outside the published specifications of Atturo Tire. Using wheels which are outside the specified range can have a detrimental effect on the load capacity, performance and overall life of the tire.
10. Tires installed on dual real wheel vehicles which are not rated for dual applications.
11. Damage during mounting or installation.

No Road Hazard Coverage

No part of this warranty shall be construed to provide coverage for road hazards and/or repairs. ***Atturo does not provide Road Hazard Coverage.***

Where to Go for Warranty Replacement

Contact the Atturo dealer where the tire was originally purchased for initial inspection. If the dealer which originally sold the tire is no longer available, please visit our website and use the [Dealer Locator](#) to find a dealer in your area. The dealer will evaluate the tire and complete the initial warranty claim form. The claim form is to be submitted back through the supplying distributor for return to Atturo.

Conditions and Exclusions

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. Nothing in this Warranty is intended to be a representation by Atturo that tire failure cannot occur.



Owner's Obligation

When making a claim, you must return the tire to be replaced to the Atturo dealer where the tire was originally purchased for initial inspection.

Proper vehicle and tire care is necessary to obtain the expected wear and service from a tire. It is your obligation to properly maintain your tires and the vehicle upon which they are mounted, including: proper fitment, operating your tires at the inflation pressures recommended by the vehicle manufacturer or by your Atturo dealer, keeping your tire/wheel assemblies in balance, proper wheel alignment, and rotation. You must check your tire's air pressure at least monthly and before long trips.

We recommend that you have your Atturo dealer inspect your tires any time you notice irregular of uneven tread wear and rotate them, if necessary. Also, they should be inspected by your dealer any time your vehicle is brought in for service.

IMPORTANT TIRE SAFETY AND FITMENT INFORMATION CHOOSING THE RIGHT TIRE FOR YOUR VEHICLE – OWNER AND USERS OBLIGATION

Before choosing and installing any tires on a vehicle, vehicle owners and users must obtain and understand the tire safety and fitment information available (i) in the vehicle's owner's manual and related materials provided with the vehicle, and that can otherwise be obtained from the OE vehicle manufacturer; (ii) available within the industry and from the government; (iii) from the Rubber Manufacturers Association (www.rma.org), and (iv) the National Highway Traffic Safety Administration (www.nhtsa.gov).

The user must (i) review and discuss the tire safety and fitment information with their local installer/dealer, including the potential risks associated with not following the tire safety and fitment information; and (ii) have the local tire installer/dealer or a vehicle service professional inspect the vehicle (including any aftermarket modifications) to advise as to any potential risks associated with installing the tires desired by the user on the vehicle.

In all cases, it is the vehicle owner's responsibility to ensure the correct tire is installed on their vehicle. Atturo encourages owners to seek the guidance of competent dealers to select the correct type and size of tire for their vehicle and driving requirements. Self-selection (such as an internet purchase) of a tire type and size is done at the owners assumed risk of misapplication. If, after doing so and considering this information, the user chooses to assume any potential risk and install a non-OE replacement tire on their vehicle, the fitment of the tire requires, at a minimum, all of the following special considerations are met.

PROFESSIONAL INSTALLATION

All tire installations must be done by trained service professionals using proper tools and procedures. Failure to follow the tire safety and fitment information may adversely affect the vehicle's and/or tire's performance capabilities, including but not limited to the vehicle's handling/stability capabilities, and could result in tire failure (including tread/belt separation or blowout).



SUSPENSION MODIFICATION

Due to inconsistencies in vehicle manufacturing and unknown production changes, when "upsizing" to a tire with a larger overall diameter, always consult a local tire dealer/installer (including for vehicles with unmodified OE suspensions).

Different suspension manufacturers' requirements may vary. For lifted, lowered, leveled and/or modified vehicles, always check with the suspension manufacturer to find the suggested wheel and tire combination and additional safety information. Installation of a suspension lift may require different alignment settings from the original specification to ensure proper handling and tire wear.

Installing tires with a larger outside diameter than the OE tires (or modifying the vehicle's suspension) may create a higher center of gravity for the vehicle being fitted. This can alter the vehicle's braking, handling and response characteristics. The combination of these modifications can cause Ply Steer Residual Lateral Force, which is a constant pull to one side regardless of the positioning of tires on the vehicle. This is not an indication of a defective tire.

(Please see the standard procedure for determining which tire is causing a radial pull) Failure to fully understand the vehicles' altered characteristics could lead to loss of vehicle control, an accident (including rollover) and serious personal injury or death. Accelerated wear of various OE components on the vehicle may result.

Only mount tires on wheels with approved rim widths. For proper rim width ranges, refer to Atturo Tires product specifications.

DO NOT OVERLOAD – DRIVING ON ANY OVERLOADED TIRE IS DANGEROUS

The maximum load rating of your tires is marked on the tire sidewall. Do not exceed these load ratings. Tires which are loaded beyond their maximum allowable loads for the particular application will build up excessive heat that may result in sudden tire destruction. Reference the maximum load carrying capacity and load index of the vehicle's specified OE tire as listed on the vehicle's tire placard and/or certification label. *A tire must be selected with a maximum load carrying capacity and load index that is equal to or greater than the vehicle's specified OE tire maximum load carrying capacity and load index.* Do not exceed the gross axle weight ratings for any axle on your vehicle. (Marks such as "Load Range E" or "10 ply rating" are NOT a load index as they do not correspond to any specific load carrying capacity. These legacy markings may NOT be relied upon for accurate applications of load capacity.)

If you anticipate towing a trailer, you should see a local tire installer/dealer for advice concerning the correct size of tire and pressures. Tire size and pressures will depend upon the type and size of trailer and hitch utilized, but in no case must the maximum cold inflation pressure of the tire load rating be exceeded.

SPEED RATED TIRES

Reference the speed rating of the vehicle's specified OE tire as listed on the vehicle's tire placard and/or certification label. A tire must be selected with a speed rating that is equal to or greater than the speed rating of the vehicles specified OE tire. It is not advised to mix different speed



rated tires on the same vehicle. Installing a lower speed rated tire than the OE specification may result in reduced vehicle performance and tire life.

SELECTING A PROPER INFLATION PRESSURE IS CRITICAL TO TIRE PERFORMANCE AND SAFETY

When an original equipment tire is replaced with a tire of a different size, or different load capacity, the proper tire pressure must be determined and applied. Any under inflated tire builds up excessive heat that may result in sudden tire destruction.

If the replacement tire has a maximum inflation pressure (as listed on the tire sidewall) different than the maximum inflation pressure on the OE tire, then the proper inflation pressure for the replacement tire may be different than the OE recommended level. The user may need to make adjustments to inflation pressure, including to prevent over inflation and/or over deflection of the tires and/or to provide an adequate load carrying capacity as compared to the OE tire.

As a general guideline, the below formula may be used to calculate the correct air pressure for standard use.

$$(\text{Required Load} / \text{Tire Maximum Load}) \times \text{Maximum PSI} = \text{Required PSI}$$

The Required Load is calculated by taking 50% of the Gross Axle Weight Rating (GAWR) of the vehicle and adding 10%. The 10% factor is a generally accepted principle of the industry and recommended by the DOT to take into account the additional load by force applied to a tire while under acceleration, braking, turning, and other actual use which stress the tire beyond the simple static load of the vehicle. The calculation should be completed for each axle if they have different GAWR.

For example, in the case of a vehicle with 5000 LBS GAWR, using a tire with a maximum load capacity of 3190 LBS at 65 PSI, the formula would work as below:

$$5000 / 2 = 2500$$

$$2500 \times 1.10 = 2,750 \text{ Required Load.}$$

$$\mathbf{(2750 / 3190) \times 65 = 56 \text{ Required PSI}}$$

Atturo Tires is not in any way recommending or endorsing the use of a tire that does not fully comply with the tire safety and fitment information referred to above. The inflation information is simply being provided (to users who have undertaken the steps discussed above as to understanding the tire safety and fitment information and have knowingly chosen to install the non-OE tire), in order to prevent improper inflation and/or over deflection of the tire and to ensure the replacement tire maintains an adequate level of load carrying capacity as compared to the OE specified tire.

Over inflation makes it more likely for tires to be cut, punctured, or damaged by impact. Under inflation, over inflation, cuts, punctures and impacts can cause tire failure, including tread/belt separation or blow out (even at a later date).



Adjustments to the tire pressure may be required to accommodate heavy loads, towing or sustained high speed use.

CHECK TIRE INFLATION PRESSURES (INCLUDING THE SPARE) AT LEAST ONCE A MONTH AND BEFORE LONG TRIPS. ALL TIRES LOSE AIR OVER TIME.

Failure to maintain correct inflation may result in improper vehicle handling, and may cause rapid and irregular wear, sudden tire destruction, loss of vehicle control and serious personal injury or death. Pressure should be checked when tires are cold; in other words, before they have been driven on. Driving, even a short distance, causes tires to heat up and air pressure to increase. Air pressure for any of Atturo's tires can be calculated on our website with the [PSI Calculator](#)

INSPECT YOUR TIRES REGULARLY

At least once a month inspect your tires closely for signs of uneven wear. Uneven wear patterns may be caused by improper inflation pressures, misalignment, improper balance or suspension neglect. If not corrected, further tire damage will occur. These conditions not only shorten the life of your tires and can lead to sudden tire failure, they adversely affect the handling characteristics of your vehicle which could be dangerous.

If any of these conditions exist, the cause may often be corrected at your local tire installer/dealer or other service facility.

WORN OUT TIRES ARE DANGEROUS

Tires contain "Wear-Bars" in the grooves of the tires tread and indicate when only 2/32nds of an inch (1.6 mm) tread is remaining. ***Tires worn to 2/32" at any place on the tire, must be replaced immediately! Tires worn beyond this stage are dangerous.***

REPAIRS

If any tire has sustained a puncture, have the tire dismounted and inspected internally by a tire dealer for possible damage that may have occurred. Punctures in certain areas of the tread which do not exceed ¼-inch (6mm) in diameter can be repaired by following the Rubber Manufacturers' Association (RMA) recommended repair procedures. Do not use externally applied plug repairs. Although it is possible to properly repair many tires, repaired tires should be considered temporary and repaired tires should be replaced as soon as possible. Any Atturo tire which has been repaired is no longer eligible for warranty replacement for any failure subsequent to the repair.

STORAGE

Tires should be stored in a cool dry place indoors away from water and from sources of heat and ozone, such as hot pipes and electric motors. Be sure that surfaces on which tires are stored are clean and free from grease, gasoline or other substances which could deteriorate the rubber. Tires exposed to these materials and/or excessive heat for prolonged period of time during storage may be weakened and subject to sudden failure.

TIRE ROTATION

The rotation pattern indicated in your vehicle manufacturer's owner's manual should be followed. If irregular wear becomes apparent or if the rate of wear on the tires is uneven, the tires should



be inspected by a tire dealer. Check your vehicle for any mechanical problems and correct if necessary.

USED TIRES

Never purchase used tires! Previous usage may have damaged internal components. This damage may lead to sudden tire failure.

ATTURO DISCLAIMS ANY LIABILITY STEMMING FROM THE USE OF A USED TIRE FOR LOSS OF TIME, OR USE, INCONVENIENCE, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE EXTENT PERMITTED BY LAW.

Consumer Rights

THIS WARRANTY DOES NOT IN ANY WAY EXTEND TO ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LOSSES. ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES AND LOSSES ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED FROM THIS WARRANTY. THERE IS NO OTHER WARRANTY, OR LIABILITY, EXPRESSED OR IMPLIED, APPLICABLE TO THESE PRODUCTS. NO REPRESENTATIVE HAS THE AUTHORITY TO MAKE ANY REPRESENTATION, PROMISE, OR AGREEMENT EXCEPT AS STATED HEREIN.

Some states do not allow exclusion of incidental or consequential damages. As a result, this limitation or exclusion may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

EXAMPLE OF PICTURE NEEDED:

Individual Serial#:



Example of DOT with Date Code



Example of Tread:



Example of Defective Area:



Example of DOT Cut:

