

Goodyear Tire & Service Network Nationwide Limited Warranty

WHO MAKES THIS LIMITED WARRANTY ("WARRANTY"): This Limited Warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This Limited Warranty is made by the Independent Repair Facility ("Dealer") who is so named on the original repair order, and whom performed the service/repairs on your vehicle. This Warranty will be honored by any Tire & Service Network Repair Outlet participating in this program, or any other authorized repair facility anywhere in the United States and Canada. This Warranty is not a warranty by Goodyear, its employees, member companies, or the administrator which is Sonsio Administrative Services, LLC, or its affiliates, subsidiaries or any of their employees, or member companies. Sonsio Administrative Services, LLC serves as the administrator ("Administrator") only.

What is covered by the warranty

This Warranty only covers the following types of repairs and services for **24 months or 24,000 miles of use:**

- A. Air conditioning, heating and climate control systems.
- B. Brake system.
- C. Clutches - clutch component or assembly repair and replacement.
- D. Electronic engine management system and other on-board computer systems, (engine, body, brake and suspension computers), cruise-control systems.
- E. Emission control system.
- F. Engine cooling systems (belts, hoses).
- G. Engine performance, drivability services and repairs.
- H. Electrical systems.
- I. Exhaust system.
- J. Fuel systems.
- K. Ignition system.
- L. Starting and charging systems.

M. Steering/suspension systems, struts, shocks, wheel bearings, CV joints, half shafts, U-joints, and driveshafts.

The Independent Repair Facility warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for **24 months or 24,000 miles of use**, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair order ("**Warranty Period**"). This Warranty is conditioned on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance during the Warranty Period. **Warranty repair costs shall in no case exceed the costs of the original related repair or service**. If there is a defect in either materials or workmanship within the Warranty Period, the Independent Repair Facility shall have the option to either perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund to you the entire charge for the warranted repairs, minus any previous refunds or credits.

STATE OF CALIFORNIA ONLY: A buyer of covered products or services has the right to have Warranty service performed during the Warranty Period. The Warranty Period will be extended for the number of whole days that the vehicle has been out of the buyer's hands for Warranty repairs. If a defect exists within the Warranty Period, the Warranty will not expire until the defect has been fixed. The Warranty Period will also be extended if the Warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the Warranty repairs did not remedy the defect, and the buyer notifies the Warranty Administrator of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return his vehicle for a replacement of parts, if applicable, or a refund, in either case, subject to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

General Warranty Info

Road Hazard Service

All Tire & Service Network locations will honor optional road hazard coverage purchased by a consumer and administered by Sonsio Administrative Services, LLC, only for Goodyear, Dunlop, and Kelly products. The road hazard service coverage will be administered according to the terms as set forth in those purchased programs. All other optional coverage purchased by a consumer at any Tire & Service Network location will be honored as follows only on Goodyear, Dunlop and Kelly products.

Tire-based coverage for 3 years:

Year 1 = Free replacement

Year 2 = Consumer pays 50% of replacement cost

Year 3 = Consumer pays 75% of replacement cost

ToYourRescue™ 24-Hour Roadside Assistance

ToYourRescue™ 24-Hour Roadside Assistance is yours at no additional charge when you repair your vehicle with us. The program begins on the date identified on your invoice and continues for 12 months from that date. Benefits include reimbursement of two (2) claims per 12-month period for covered roadside assistance service, up to \$100.00 per covered vehicle, anywhere in North America. For roadside assistance, call 1-800-426-0733 toll free, 24 hours a day, 7 days a week.

Services covered:

- Towing
- Lock-out assistance
- Flat tire assistance
- Battery jump-start
- Emergency gasoline (where permitted)
- Oil, fluid and water delivery (Customer pays for cost of actual fluids delivered.)

The ToYourRescue™ Program covers emergencies and is not intended to be a substitute for proper vehicle maintenance or repair. The driver of the Covered Vehicle must be with the Covered Vehicle when the service provider arrives.

Where you can obtain warranty service:

If you experience a warranty-related problem, take the warranty brochure provided by the dealer at the time of purchase and your repair invoice to the Tire & Service Network provider that performed the service. If you are more than 25 miles from that location, you must go to the nearest Tire & Service Network outlet.

How to Find a Tire Service & Network Outlet

Not all Network providers are owned and operated by Goodyear®. Ask provider for details.

FIND A STORE

You can call [1-800-426-0733](tel:1-800-426-0733), toll-free, to find the nearest Tire & Service Network outlet. This service will identify the provider closest to your location. Should additional assistance be required, contact our Customer Assistance Center, The Goodyear Tire & Rubber Company, Akron, Ohio 44316, at [1-800-321-2136](tel:1-800-321-2136).

What is not covered by this warranty:

You must pay for any non-Warranty service you order to be performed at the same time as the Warranty service. This Warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, alteration or "tampering with" (by other than the Facility or Facility employees). **This Warranty does not cover replacement or repairs due to normal wear and tear.** The Facility's employees and/or agents do not have authority to modify the terms of this Warranty nor to make any promises in addition

to those contained in this Warranty. THIS WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES (additional expenses which you may incur as the result of faulty repair or service) or cover parts and labor due to normal wear and tear.

THIS WARRANTY DOES NOT COVER REPAIR(S) OR REPLACEMENT(S) EXCEPT AS LISTED IN THE SECTION, "WHAT IS COVERED BY THIS WARRANTY," EVEN THOUGH THE FACILITY MAY OFFER OTHER SERVICES. SPECIFICALLY EXCLUDED ARE ANY REPAIRS INVOLVING USED OR SALVAGED PARTS, CUSTOMER SUPPLIED PARTS, AND OR REPLACEMENT OR REMOVAL OF INTERNALLY LUBRICATED PARTS AND OTHER SUCH REPAIRS AS LISTED BELOW. AUTOMOTIVE REPAIRS AND SERVICES EXCLUDED FROM THE NATIONWIDE LIMITED WARRANTY INCLUDE BUT ARE NOT LIMITED TO:

I. ENGINE (excluding external engine seals and gaskets)

- A. Any internal repairs or replacement of internal components, or replacement of engine assembly.
- B. Turbochargers, superchargers, and other similar components.

II. TRANSMISSION (excluding external transmission seals and gaskets)

- A. Automatic – any internal repair or component replacement.
- B. Manual – any internal repair or component replacement.

III. AUTO BODY, PAINT, MOLDING REPAIR

- A. Any repair or materials related to auto body repair work.
- B. Glass related repairs.

IV. TIRES, BATTERIES

V. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement) Oil changes, fluid changes and flushes, wiper blades, filters.

VI. REPAIRS PERFORMED ON ANY VEHICLES WITH A GVWR GREATER THAN 17,500 LBS (the Warranty Period for noncommercial vehicles with a GVWR greater than 17,500 lbs and commercial use vehicles with a GVWR of 19,500 lbs or less is limited to 90 days or 4,000 miles, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair order.)

What you must do to obtain warranty service

You must keep a legible physical or digital copy of the original repair order (a service history is not an acceptable alternative) and present it when seeking service under this Warranty. If Warranty work is performed, you must temporarily surrender possession of the repair order.

If you are no participating location in your area, you must obtain authorization from the Warranty Administrator prior to any Warranty repair work by calling 1-800-426-0733. If the non-participating Repair facility location will not accept payment from the Administrator, you must pay for the Warranty service and submit a legible copy of your original repair order and Warranty service repair order to the Administrator for consideration for reimbursement under this Warranty.

NATIONWIDE WARRANTY ADMINISTRATOR P.O. BOX 17659, GOLDEN, CO 80402-6027