



# TOTAL COVERAGE WARRANTY™

## FOR STEEL-BELTED RADIAL TIRES MANUFACTURED BY NEXEN TIRE

### ABOUT NEXEN TOTAL COVERAGE WARRANTY

This limited warranty only applies to the original purchaser of new replacement tires sold by NEXEN TIRE USA (as below NEXEN TIRE), and tires must have been used on the same vehicle that they were originally installed on.

This warranty applies to tires purchased after January 1, 2020. Tires purchased before January 1, 2020 are subject to the previous published warranty.

The NEXEN Total Coverage Warranty offers the consumer the following benefits:

- Coverage for Defects in Workmanship and Materials
- Mileage Tread Wear Limited Warranty\*
- Road Hazard Replacement Program\*
- Roadside Assistance – Flat Tire Change or Tow Service
- 45-day Satisfaction Guarantee Trial Warranty

\*Most, but not all NEXEN TIRE patterns come with a Mileage Tread Wear Warranty and/or Road Hazard Replacement. Check each pattern for coverage.

For purposes of this warranty, the term “usable tread life” will be determined as having at least 2/32” (1.6mm) of tread remaining evenly across the tire. If less than 2/32” (1.6mm) of tread remains at any point on the face of the tire, the tire will be considered past its usable tread life and subject to any and all conditions stated below.

Warranty Program NOT APPLICABLE to other US territories. (Guam, Northern Marianas Islands, American Samoa, Puerto Rico and US Virgin Islands)

### WORKMANSHIP AND MATERIALS

All NEXEN tires are warranted against defects in workmanship and material and will be replaced 100% free of charge for the initial warranty period, which is the first 2/32” (1.6mm) of original usable tread life, or within 12 months from the period of purchase, whichever comes first.

After the 100% replacement term expires and the tire is still within 72 months from date of manufacture, the amount of credit will be determined by the percentage of original tread depth remaining on the tire. Under all circumstances, the cost of mounting, balancing and any other service charges, including applicable taxes, are required to be paid by the consumer.

### MILEAGE TREAD WEAR LIMITED WARRANTY

Designated patterns manufactured by NEXEN TIRE are assigned a mileage warranty that protects the consumer against premature tread wear. If a tire reaches the end of its “usable tread life” before the stated mileage warranty, the consumer will be issued a replacement NEXEN tire on a pro-rated basis, which means the consumer will be responsible for a percentage of the replacement cost. In order to maintain the tread wear warranty, all tires must be rotated at least every 5,000 – 6,000 miles (8,000 – 10,000 km). Under all circumstances, the cost of mounting, balancing and any other service charges, including applicable taxes, are required to be paid by the consumer.

### WHAT IS NOT COVERED UNDER THIS LIMITED WARRANTY

This warranty does not cover tires damaged due to misuse, abuse or accident such as:

- Ride complaints after the first 2/32” of tread wear or replacement of three (3) or more tires from the same vehicle will not be accepted.
- Road hazard damage such as cuts, snags, punctures or tire repair, bruises, impact breaks, etc. (Check Road Hazard Replacement Program for patterns that are covered against this type of damage.)
- Premature or irregular wear (a measured tread difference of 2/32” (1.6mm) or more across the tread on the same tire) due to vehicle mechanical deficiencies or failure to rotate the tires at recommended intervals.
- Tires on any vehicle registered and normally operated outside the United States.
- Damage from incorrect mounting or dismounting of the tire, incorrect application, water or other material trapped inside the tire during mounting or failure to balance the tires.
- Damage from over/under inflation, overload, or defective vehicle mechanical conditions.
- Tires with a lower load index and/or speed rating than that of the OE tire.
- Racing, off-road use, and misapplication of tire to vehicle.
- Ozone or weather cracking on tires after 48 months from the date of manufacture.
- Minor cosmetic ozone or weather cracking.
- Any tires worn beyond the wear indicators (Less than 2/32” remaining tread depth).
- Flat spotting caused by improper storage or brake lock.
- Accident, fire, chemical corrosion, tire alteration, willful abuse or vandalism.
- Tires in which D.O.T. identification number and/or barcode on bead and/or brand name removed intentionally.
- Loss of time or use, inconvenience or any incidental or consequential damage.
- Original equipment tires on new vehicle. (See separate warranty, if applicable, in your vehicle’s glove box.)
- Tires purchased as used.
- Tires that have been recapped, retreaded or regrooved.
- Use of tire chains.
- Tires used on recreational vehicles (for camping and motor homes, etc.) or in commercial service (i.e., tires used for taxi service, delivery, ride-sharing vehicles, etc.).
- Tires stored improperly.

### OTHER LIMITATIONS INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Failure to rotate tires as recommended voids the tread wear warranty.
- If tires are different sizes on front and rear of vehicle, and therefore can’t be rotated, the mileage warranty for the rear tires will be half of the stated mileage warranty.
- Winter tires must be used only in winter months, which are determined to be September 1st through April 30th of the following year. Documentation is required showing date of installation and removal to maintain tread wear warranty.

### ROAD HAZARD REPLACEMENT PROGRAM

Most patterns sold by NEXEN TIRE are covered by a road hazard warranty that protects the consumer against non-repairable damage caused by puncture, snag, cut, bruise or impact break. Typical road hazards are nails, glass, potholes and

other debris. Covered tires will be eligible for a free replacement for the first 2/32” of original tread depth, or for a period of one year from the date of purchase, whichever comes first. If the D.O.T. identification number on the tire is greater than one year from the adjustment date, an invoice showing date of purchase is necessary. The cost of mounting, balancing and any other service charges, including applicable taxes, are required to be paid by the consumer.

### WHAT IS NOT COVERED UNDER ROAD HAZARD REPLACEMENT PROGRAM

- A tire that is damaged due to vandalism.
- A tire that is damaged due to an accident.
- A tire that is repairable under Rubber Manufacturers Association (RMA) standards.
- A tire that has failed due to commercial use.
- A tire that is damaged or failed due to racing or off-road use.
- A tire that is damaged due to use of snow chains or studs.
- A tire that is damaged or failed due to irregular wear caused by mechanical issues.
- Original equipment tires on new vehicle.
- Tires transferred from the vehicle that they were originally installed on.

### 45-DAY SATISFACTION GUARANTEE TRIAL WARRANTY

If you’re not completely satisfied for any reason, other than the conditions that are listed in the “WHAT IS NOT COVERED” section with your eligible tires, simply return them with the proof of purchase to the dealer where they were purchased within 45 days or 500 miles, whichever comes first, for a new complete set of NEXEN brand replacements only.

### LIMITATIONS AND REQUIREMENTS

- This trial warranty only applies to the original purchaser and is non-transferable.
- Any return of less than a full set of tires will not be accepted.
- Proof of purchase must be provided for both the original set and replacement set.
- Tires must be returned undamaged. Tires exhibiting misuse, road hazard, mounting damage, vehicle mechanical-related problems, repairs, improper inflation, vandalism, run flat and/or any racing activity wear are excluded from this trial warranty.
- Original purchaser pays the amount due on a new replacement tire, less the amount of credit, including applicable taxes, mounting and balancing charges and/or the cost of other services ordered.
- Replacement tire must be installed on original purchase vehicle.
- Replacement must be done at original place of purchase.
- Only original purchase is covered by 45-day Satisfaction Guarantee Trial Warranty.
- Replacement set is not covered by 45-day Satisfaction Guarantee Trial Warranty.
- Tires measuring more than 1/32” of tread wear from original tread depth are excluded from trial warranty.

### CONSUMER’S OBLIGATION WHEN FILING CLAIM

To maintain Mileage Tread Wear Warranty and Road Hazard Replacement Program, the consumer is responsible for the following:

- Any claims must be presented to a participating authorized NEXEN TIRE dealer.
- Submit or present a copy of the original purchase receipt with documented automobile mileage at time of tire installation and of tire dismounting.
- Submit a tire rotation record showing that all tires have been rotated at least every 5,000 – 6,000 miles (8,000 – 10,000 km). Tire rotation record is not necessary for road hazard claims when tire is within 2/32” difference of remaining tread depth as measured from shoulder to shoulder on the

claim tire, and compared to the remaining tread depth of the opposite front/rear or left/right tire.

- NEXEN TIRE Claim Adjustment forms are provided by the dealer. Keep a copy for your records and leave the tire with the dealer for warranty processing.

### TIRES PURCHASED FROM UNAUTHORIZED DEALERS

IT IS IMPORTANT TO PURCHASE OUR TIRES FROM AUTHORIZED DEALERS ONLY.

Tires imported by NEXEN TIRE AMERICA INC. are suitable for the U.S. conditions whereas tires not imported by NEXEN TIRE AMERICA INC. may meet an alternative specification that is less suitable for the U.S. conditions. In addition, unauthorized importers or dealers may provide tires that are several months or years older by the time they arrived in the U.S. or they may have been stored in improper or unfavorable conditions.

Taking them into consideration, in order to provide the best quality of our tires and services, we need to ensure that tires are purchased from an authorized dealer and imported by NEXEN TIRE AMERICA INC. Tires purchased from an unauthorized dealer or not imported by NEXEN TIRE AMERICA INC. ARE NOT COVERED by this warranty. If a tire purchased from an unauthorized dealer or not imported by NEXEN TIRE AMERICA INC. fails or is defective, all claims relating to that tire should be directed to the dealer or importer and not to NEXEN TIRE AMERICA INC.

Please note that sellers on Amazon.com, eBay.com, Craigslist or similar online markets are not authorized dealers of NEXEN branded tires. When purchasing on these online markets, it is fully your responsibility as a customer to ensure that sellers are authorized by NEXEN TIRE AMERICA INC. The following businesses have been identified as unauthorized by NEXEN TIRE AMERICA INC. to sell NEXEN branded tires in the U.S. The list is subject to change/update.

- TGI (TIRE GROUP INTERNATIONAL)
- TIRESMAX INTERNATIONAL
- PARTSMAX

If you are concerned about whether sellers are authorized by us, please contact us at 1-800-57-NEXEN (63936) and we can verify whether the seller is authorized or tires are imported by NEXEN TIRE AMERICA INC.

### ROADSIDE ASSISTANCE

All patterns sold after January 1, 2020, by NEXEN TIRE in the United States and Canada are eligible for free 24/7/365 Roadside Assistance for a period of 36 months from the purchase date. Upon purchasing NEXEN tires, the consumer will have access to a toll-free phone number to call in case of a flat tire. A qualified professional will change your flat tire with your spare tire free of charge. If a working spare is not available, towing will be provided free of charge to the nearest NEXEN TIRE dealer or safe and secure location. Activation is required before Roadside Assistance service.

NEXEN TIRE reserves the right to change the terms and conditions of all warranties at any time.

### TIRE CARE AND MAINTENANCE GUIDE

Tire failure can result in serious damage and/or personal injury. To reduce the risk of tire failure we recommend the following:

- Maintain proper inflation pressure and do not use at under inflation or over inflation. Pressure should be set at the level recommended by vehicle manufacturer.
- Wheel alignment and balancing should be checked at regular intervals.

- Do not overload. The maximum load carrying capacity is molded on the sidewall of the tire.
- Do not spin your tires excessively and avoid driving over curbs, potholes, obstacles and edges of pavement.
- Never drive on smooth (bald) tires. By law, tires must be replaced when 2/32” of tread depth remains, as indicated by tread wear indicator molded in the tread grooves.
- Check your tires frequently for any scrapes, cuts, foreign objects, separations or bulges. If damage is found, do not attempt to dismount the tire yourself. Change damaged tire with the spare and contact your local authorized NEXEN TIRE dealer immediately.
- Do not drive in excess of speed limits allowed by law or the maximum speed justified by driving conditions.
- To achieve proper even wear and gain maximum tread life, tire rotation at regular intervals is required.

Please be advised that the extreme ultra high performance tire, N’Fera SUR4G, although approved for street use, is targeted for track and competition driving.

- Driving on wet roads, heavy rain, or standing water with competition-oriented tires may cause hydroplaning and loss of control. Use extreme caution and drive slowly on wet roads.
- Competition-oriented tires should not be driven on snow or ice-covered roads. At temperatures below 40°F, tires may experience reduced traction. It is recommended that suitable all season or winter tires be installed at temperatures below 40°F.
- When exposed to temperatures below 14°F, tires may exhibit surface cracking. Never use tires that have cracked. Surface cracking due to cold temperatures is not a warrantable condition.
- Always store competition-oriented tires indoors at temperatures above 14°F. If tires have been subjected to temperatures below 14°F, they must be warmed to at least 50°F for 24 hours before using or installing. If using unheated storage, tires should be removed from the vehicle and deflated to half the normal air pressure. Before use, tires must be inspected for signs of cracking and returned to normal air pressure.

For more information or service regarding NEXEN TIRE, please contact your nearest authorized NEXEN TIRE dealer.

For more information, please call the toll-free technical support number: 1-800-57-NEXEN (63936) / 1-866-70-NEXEN (63936)

# NEXEN TIRE

## NEXEN TIRE AMERICA INC.

21073 Pathfinder Road, Suite 100, Diamond Bar, CA 91765

### Toll Free Number

1-800-57-NEXEN (63936) / 1-866-70-NEXEN (63936)

Fax: 1-909-781-6590 / 1-909-923-3991

REGISTER YOUR TIRES AT:  
**NexenTireUSA.com/tire registration**