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## **UPGRADE OF PCR WARRANTY POLICY**

**Passenger and Light Truck Tires**



<https://na.crosswind-tire.com/>



# CONTENTS

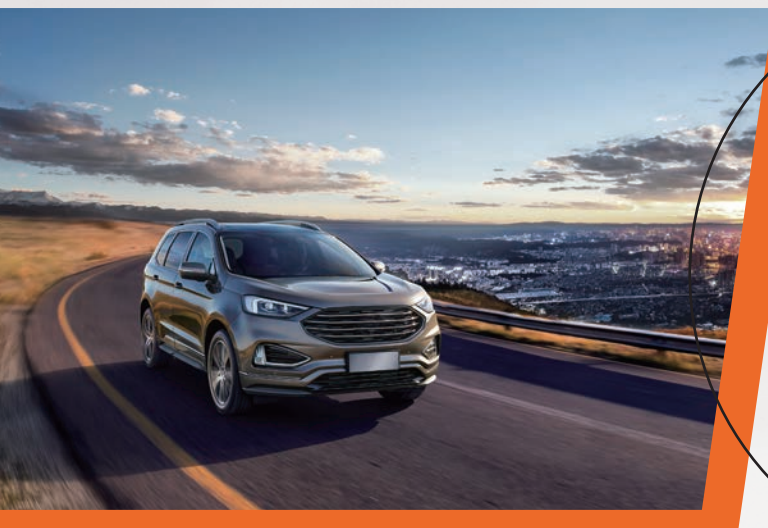
<b>01</b>	<b>WARRANTY ELIGIBILITY</b>	<b>1</b>
<b>02</b>	<b>WHAT IS WARRANTED AND FOR HOW LONG</b>	<b>2</b>
<b>03</b>	<b>WHAT IS NOT COVERED</b>	<b>3</b>
<b>04</b>	<b>ROAD HAZARD WARRANTY</b>	<b>4</b>
<b>05</b>	<b>TREADWEAR MILEAGE WARRANTY</b>	<b>5</b>
<b>06</b>	<b>90-DAY CUSTOMER SATISFACTION TRIAL</b>	<b>8</b>
<b>07</b>	<b>TO MAKE A CLAIM UNDER THIS LIMITED WARRANTY</b>	<b>9</b>
<b>08</b>	<b>OWNER'S OBLIGATION</b>	<b>9</b>
<b>09</b>	<b>DEALER'S OBLIGATION AND CLAIM PROCESS</b>	<b>9</b>
<b>10</b>	<b>TIRE SAFETY AND MAINTENANCE</b>	<b>10</b>
<b>11</b>	<b>RFT TIRE</b>	<b>11</b>
<b>12</b>	<b>WINTER (SNOW) TIRES</b>	<b>12</b>
<b>13</b>	<b>SAFETY WARNING AND CARE GUIDE</b>	<b>13</b>
	<i>Inflation</i>	<b>13</b>
	<i>Rotation</i>	<b>14</b>
	<i>Speed management</i>	<b>14</b>
	<i>Inspection</i>	<b>15</b>
	<i>Loading</i>	<b>16</b>
	<i>Alignment and balancing</i>	<b>16</b>
<b>14</b>	<b>EXCLUSIONS,LIMITATIONS AND LEGAL RIGHTS</b>	<b>17</b>
<b>15</b>	<b>DISPUTE RESOLUTION AND ARBITRATION</b>	<b>18</b>

## FOREWORD

THANK YOU! You have just purchased quality tires made in Shandong Linglong Tyre Co., Ltd. ( Hereinafter referred to as “the Company”).At present,the Company has five Chinese manufacturing bases in Zhaoyuan , Dezhou,Liuzhou,Jingmen,Changchun and two overseas manufacturing bases in Thailand and Serbia.

To ensure optimum tire performance and reduce the risk of a tire failure, the Company strongly recommends you read and follow all maintenance and safety information. With proper care and maintenance, you should enjoy the driving on your new Linglong tires for a long time.





## WARRANTY ELIGIBILITY

This limited warranty applies to all the qualified replacement market Passenger and Light Truck Tires produced by Shandong Linglong Tyre Co., Ltd. and all its subsidiaries. This Limited Warranty only applies to the original purchaser, and the tire has a complete brand identification, DOT or barcode . and it is valid if all of the following apply:

- 01 The tires are manufactured after January 1, 2025, and are shipped to North America for sale and use.
- 02 The tire fails due to the workmanship or materials.
- 03 The tire shall not exceed the warranty period, and the remaining pattern shall not be less than TWI.



## WHAT IS WARRANTED AND FOR HOW LONG

If the tire covered by this limited warranty become unusable due to a workmanship or material related condition during its usable tread depth is more than TWI, LingLong will provide compensation on the following conditions:

- The warranty period is 6 years from the date of purchase, or 7 years from the date of production, whichever comes first, and the remaining pattern depth is not less than TWI.
- If the tire fails due to manufacturing reasons and meets the warranty scope and conditions, the remaining pattern depth exceeds TWI, the new tire of the same specification will be covered free of charge.



## WHAT IS NOT COVERED

- Road hazard injuries or damages caused by obstacles or debris, such as cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.
- Improper repairs or repairs that have failed.
- Improper inflation or other maintenance abuses.
- Improper mounting/dismounting.
- Mechanical irregularities such as bent wheel assemblies, misalignment worn or faulty components.
- Accident, corrosion, tire alteration, vandalism, fire, theft or damages cause by nature.
- Damage from overinflation or under-inflation, overloading, defective vehicle mechanical conditions.
- Non-racing or off-road tires that are misused or abused for racing or off-road purposes.
- Ozone or weather cracking or other abuse, misuse, tire alteration, run flat.
- Tire which D.O.T identification number and/or brand name removed intentionally.
- Tires that have been modified after leaving the factory , such as fillers, sealants, balancing substances and external tire treatments or materials of any kind. If the added material is the cause of a failure, a tire will not be accepted for warranty claim.
- Vehicles or tires operated in excess of the rated Work Capacity Factor.
- Abnormal tread wear resulting from improper installation, wheel misalignment, tire/wheel assembly imbalance, etc.
- Additional monetary loss, such as damage of the vehicle or time, etc.

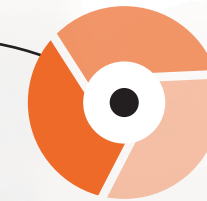
## ROAD HAZARD WARRANTY

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If a tire is rendered unserviceable due to a non-repairable road hazard, it must meet folloing guidelines:

- Tire must be within one year from date of purchase. The tire purchase certificate must be provided.
- For qualifying tires, 50% of the claim will be given based on the total of the tire FOB price and freight.  
Calculation method: Compensation  
=(FOB+Freight)\*50%



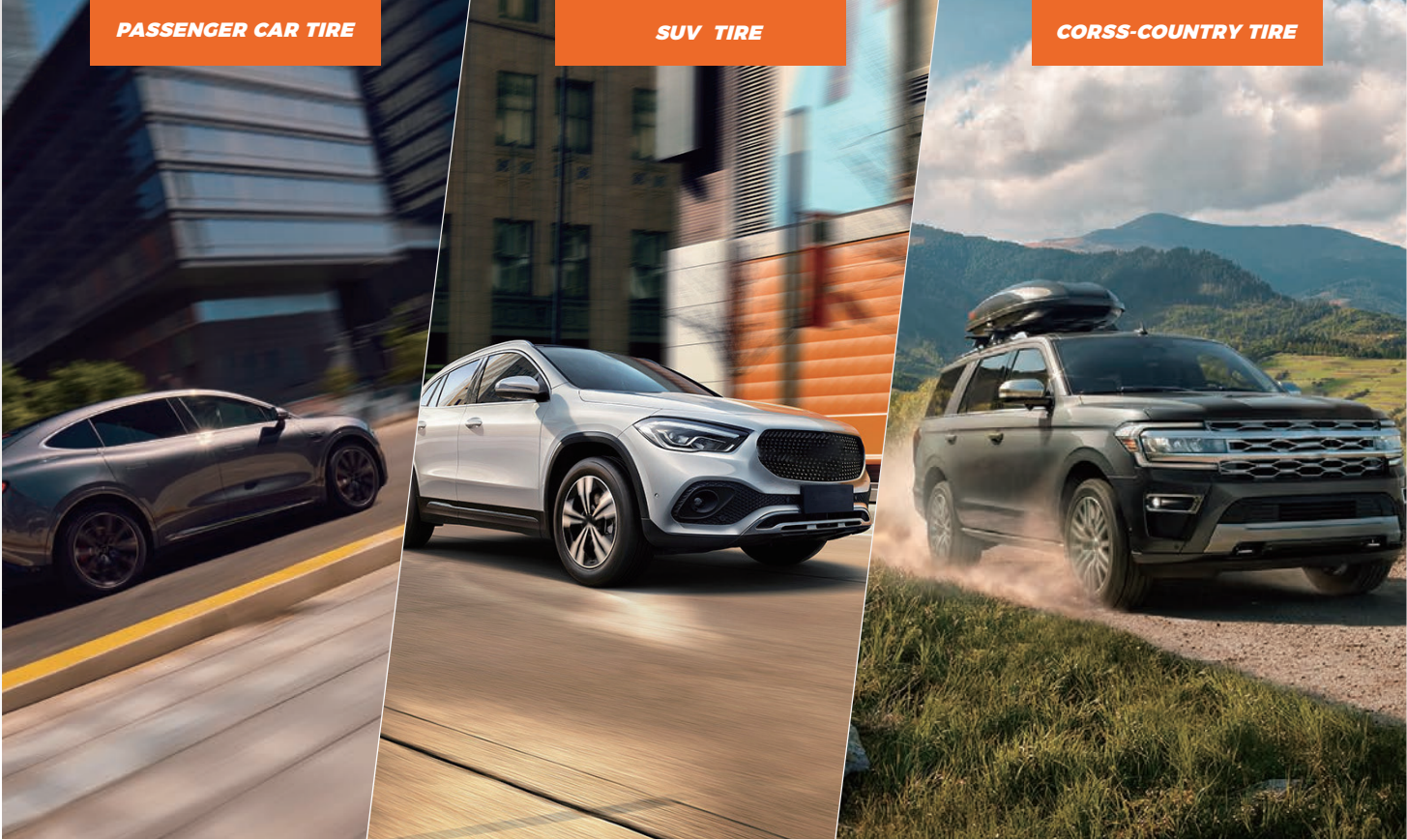


# TREADWEAR MILEAGE WARRANTY

If an eligible tire evenly wears out before the warranty miles under the normal passenger use, and within the Limited Warranty time period, if the tire pattern is worn to TWI and does not reach the warranty mileage, the unused service will be subsidized on a pro-rata basis to purchase a new tire. To make a claim, installation record, tire rotation record, and the removal record must all be forwarded with the claimed tire.

- Tires must be rotated every 6,000 to 8,000 miles or less.
- This warranty is **not** applicable to original equipment tires.
- Treadwear Mileage Warranty **only** applies to the original purchaser/owner of the tires.
- Mileage Warranty does **not** apply to tires used in commercial applications, including, but not limited to: law enforcement, taxi services, courier services ect.
- Tires must be evenly worn, with a depth difference of less than 2/32nds across the tread.





MILEAGE WARRANTY PRODUCT LIST

NO.	Brand	Pattern	Mileage Warranty (miles)
1	CROSSWIND	CROSSWIND HT2	55,000
2	CROSSWIND	HP010 PLUS	50,000
3	CROSSWIND	CROSSWIND ULTRA SPORT +	50,000
4	CROSSWIND	CROSSWIND TRAILTRAXX	55,000
5	CROSSWIND	CROSSWIND RUGGED TRAXX	50,000



LingLong offers a 90 Day Free Trial as the following :

- Applies Passenger Tires (Excluding tires for commercial and racing purposes, etc.), Light Truck tires not included.
- This satisfaction guarantee applies to the original purchaser who purchases at least four new passenger tires at one-time and not to the tires provided under this guarantee.
- Not applicable to tires that are intentionally damaged or damaged due to improper use.



○ How do you return your tires during the trial period?

Within the authorized time frame from the date of purchase, you must return your tires to the tire dealer where you purchased your tires.

Present the original sales receipt and proof-of-purchase.

Reason for dissatisfaction must be explained to the dealer ( appearance, ride, handling, etc.).



## TO MAKE A CLAIM UNDER THIS LIMITED WARRANTY

### OWNER'S OBLIGATION

- Present your tires and the original purchase receipt to point of purchase or any the Company's dealer.
- Complete and sign the Claim Adjustment form provided, keep a copy for your records and leave the tire with the dealer to process the warranty claim.
- At the time of purchase, tires must be properly installed with recommended inflation and balanced. Observe rotation and alignment regularly according to recommendations.
- Refer to any authorized the Company's dealer or point of purchase for adjustment claim.
- Owner is responsible for service charges and applicable taxes.
- Submit a copy of the original purchase receipt to support the adjustment claim.

### DEALER'S OBLIGATION AND CLAIM PROCESS

- The company's authorized dealer or customer (buyer) submit adjustment claim along with a cut-out slice of full DOT serial from the disabled tire, measurements of tread remaining, photos showing tread area as well as damage area, etc. to LINGLONG TIRE to validate and process the adjustment claim.
- Any other information such as VIN(Vehicle Identification Number) or relevant information/material must be submitted if required.

## TIRE SAFETY AND MAINTENANCE

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

- Maintain proper inflation, do not under or over inflate. Always maintain inflation according to the vehicle manufacturer's or the Company's recommendations.
- Never drive with smooth(bald) tires. By law, tires must be replaced when worn to TWI (tread wear indicator).
- Check your tires frequently for any damage such as scrapes, cuts, foreign objects, separations or bulges. If damaged replace it with spare and refer to an authorized dealer.
- Wheel alignment and balancing should be checked at regular intervals.
- Do not overload, refer to load carrying capacity information molded on tire sidewall.
- Do not drive in excess of permitted speed limits and beyond the maximum specified by tire.
- Avoid spinning, driving over curbs, potholes, obstacles and edges of pavement.
- To achieve proper wear and optimize tread life, rotate your tires at least every 6000 miles.



# WHAT IS RFT

Run-Flat Technology tires are extraordinary tires that utilize specially designed components to temporarily support your vehicle in the event of inflation pressure loss, such as from a puncture. This gives you the ability to drive to a convenient and safe location to change your tire.

Naturally, certain run-flat and low pressure operating limitations apply, which vary according to the specific self-supporting tire design. Like all tires, during normal operation, they must be properly inflated and maintained.

Like other tires, RFT tires need proper inflation pressure maintenance for safe operation and to achieve the maximum tire life and performance. Check inflation pressures monthly and follow the vehicle manufacturer's recommendation. See "Tire Inflation Pressure" in this manual.

Do not mix RFT tires with conventional tires (tires that donot have run-flat technology).

# WINTER (SNOW) TIRES



The use of winter tires, while improving traction performance in snow and ice-requires special care with regard to acceleration, braking, cornering, and speed. It is important to drive with care, not only on snow and ice, but on dry and wet roads as well.

## WARNING

Winter tires may require longer braking distances on dry or wet paved surfaces. Failure to allow for adequate braking distance could result in serious personal injury .



# SAFETY WARNING AND CARE GUIDE INFLATION



## WARNING !

**DON'T DRIVE ON IMPROPERLY INFLATED TIRES.**

- If overinflated or underinflated, it will affect the service life of the tire, and there are safety risks, such as abnormal tire wear, cracks or explosions.
- Tires can lose 1 psi (pound per square inch) per month under normal conditions. Additionally, tires can lose 1 psi for every 10° F temperature drop. Check your tire pressure every month to make sure it's up to specification, especially before long trips or carrying extra weight.
- At the beginning of the use of new tires, it is recommended to check the tire pressure after 24 hours of use or 2000-3000 kilometers, and find that the insufficient pressure should be supplemented in time.
- The tire keeps the pressure corresponding to the load, and it is recommended to check each time before, during and after the car is finished. If the air pressure is found to be too low, check whether there is gas leakage and eliminate the fault in time.
- Measurement of air pressure should be carried out at normal temperature.

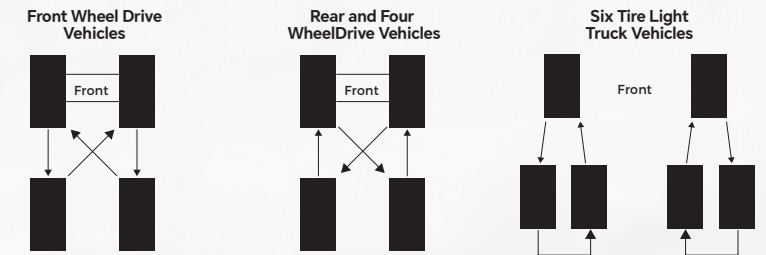


**NEVER INFLATE A TIRE UNLESS IT IS SECURED TO THE VEHICLE OR A TIRE MOUNTING MACHINE. IF THE TIRE BURSTS, IT COULD BE PROPELLED INTO THE AIR WITH EXPLOSIVE FORCE AND CAUSE SERIOUS PERSONAL INJURY.**

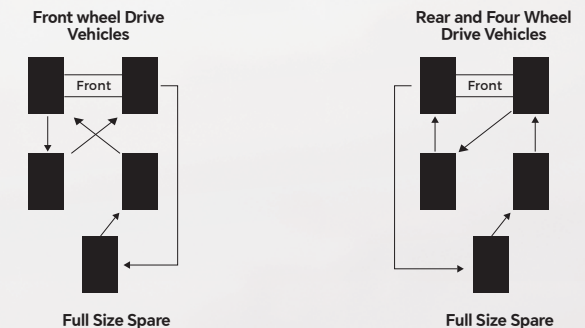
# ROTATION

For maximum mileage, you must rotate your tires according to the vehicle manufacturer's recommendations (consult your vehicle owner's manual), or if not provided, rotate every 6,000-8,000 miles (10,000-12,000 kms) using a rotation pattern such as below.

## THE FOLLOWING MAY BE USED



If your spare is the same size, load rating, and type of tire as your road tires, for vehicles with a "full-size" spare, the following rotation patterns may be used:



# SPEED MANAGEMENT

- Faster speed will lead to an increase in tire skidding on the road, accelerated tire wear, and reduced tire life.
- High speed will increase the heat of the tire and cause the tire to burst.
- Speed increases, tire driving resistance increases, fuel consumption increases.

## WARNING!

HIGH SPEED DRIVING IS DANGEROUS.

DO NOT DRIVE AT SPEEDS FASTER THAN THE SPEED RATINGS FOR YOUR TIRES.

NEVER EXCEED LEGAL SPEED LIMITS OR SPEEDS REASONABLE FOR THE DRIVING CONDITIONS.





# INSPECTION

## ! WARNING !

INSPECT AND REPLACE  
ANY VISIBLY DAMAGED TIRE IMMEDIATELY.

- Inspect your tires at least once per month, and immediately after contacting any road hazard or object, such as a curb, a pothole, or debris. If you see any damage to a tire or wheel, replace a same tire at once .
- A tire that hits a road hazard or object can be damaged but not have any visible sign of damage on its surface. A tire damaged by an impact can suddenly fail a day, a week, or even months later. You may not recall having hit an object or a road hazard and may not see any tire damage, but such an event may have damaged one or more of your tires.
- Air loss, unusual tire wear, localized wear, or vibrations can also be signs of internal tire damage, or if you feel or hear any unusual vibration, replace the tire at once and immediately visit a qualified tire professional.

## LOADING

## ! WARNING !

DO NOT DRIVE ON OVERLOADED TIRES.

The maximum load rating of your tires is molded on the tire sidewall. Do not exceed this rating. Follow the loading instructions of the manufacturer of your vehicle to ensure that your tires are not overloaded.

## ALIGNMENT AND BALANCING

## ! WARNING !

DO NOT DRIVE ON UNEVENLY WORN,  
OUT OF ALIGNMENT, OR UNBALANCED TIRES.

Check how your tires are wearing at least once each month. If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or your tire out of balance. These conditions not only shorten the life of your tires but adversely affect the handling characteristics of your vehicle, which could be dangerous, have your alignment and balance checked immediately.



## EXCLUSIONS, LIMITATIONS, AND LEGAL RIGHTS

- No representative or dealer is authorized to make any representation, promise, or agreement on behalf of Linglong, except as expressly stated in this document. Any tire, regardless of construction quality, may fail in service or otherwise become unserviceable due to conditions beyond the manufacturer's control. This warranty does not constitute a representation that tire failure will not occur under any circumstances.
- **DISCLAIMER:** This warranty is provided in lieu of all other warranties and representations, express or implied. Linglong expressly disclaims any and all implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. No other warranty or representation of any kind shall be deemed to exist or arise by operation of law.
- **LIMITATION OF DAMAGES:** Under no circumstances shall Linglong be liable for any indirect, special, incidental, consequential, or punitive damages, including but not limited to loss of profits, business interruption, loss of reputation or goodwill, or costs related to replacement transportation or other associated expenses. Certain states or provinces do not allow the exclusion or limitation of incidental or consequential damages; therefore, some portions of this limitation may not be enforceable in specific jurisdictions.

This warranty sets forth specific legal obligations, and additional rights may apply depending on the governing state or provincial law.

## Dispute Resolution and Arbitration

All claims arising from this limited warranty or from the marketing, sale, or performance of the purchased product brought against Linglong and its agents, employees, dealers, affiliates, parent or sister corporations, related corporate entities, predecessors, successors, or assigns shall be subject to binding arbitration.

It is acknowledged that both the purchaser and Linglong have the right to litigate claims, disputes, and controversies arising from or in connection with this limited warranty or the marketing, sale, or performance of the purchased product in court; however, both parties prefer to resolve such matters through arbitration. Upon election of arbitration by either party, the right to litigate such claims in court is waived.

Accordingly, all claims, disputes, and controversies arising from or in connection with this limited warranty, or any other warranties—express or implied—including warranty failure, or any claims related to the marketing, sale, or performance of the purchased product (including but not limited to claims under consumer protection statutes or for consumer fraud), excluding claims for personal injury or property damage, shall be finally resolved through binding arbitration upon election by either party. Arbitration shall be conducted under the formal dispute resolution procedures then in effect of the National Arbitration Forum or its successor, or any alternative private arbitration organization as may be mutually agreed upon by the parties (referred to as the “Arbitral Body”).

The Arbitral Body shall render decisions in accordance with this agreement. All substantive legal issues shall be governed by the laws of the state in which the product was purchased.

No claim subject to arbitration shall be arbitrated on a class-wide, representative, or public basis, nor on behalf of similarly situated individuals. No party shall have the right to act as a private attorney general or a class representative in any arbitration proceeding.



Claims subject to arbitration shall not be heard by a jury. The decision or award rendered by the Arbitral Body shall be final and not subject to judicial review, and may be entered as a judgment in any court of competent jurisdiction.

Arbitrations shall be conducted as document-only hearings. Each party shall bear its own costs, except that the arbitrator’s fees shall be shared equally. If any party requests procedures beyond a document hearing, such party shall be responsible for all associated additional fees, including filing and administrative costs.

Arbitrators shall have no authority to award punitive damages or any other relief not measured by actual damages of the prevailing party, unless such damages are required by applicable statute.

CLAIM TABLE

Claim Date		Enduser	
Dealer		Size,Pattern	
Brand		Mileage (km)	
Speed		Air pressure (Kpa)	
Tire purchase date		Remaining pattern depth (mm)	
Wheel position		Original pattern depth (mm)	
Vehicle purchase date license plate/model		Percent Worn	
DOT number		Fault description	

The required tire photos or video materials include:

Tire photos or video data to be provided include: tire overall photos, brand, specification pattern, bar code and DOT, damaged parts, damaged parts inside and outside, remaining pattern depth (with caliper measurement scale), application environment, road conditions, jitter videos, and other evidence data required to be provided according to the actual situation.

Mileage warranty needs to supplement installation records, transposition records, demolition records, etc.





# Road Hazard Warranty

Date of purchase		Odometer	
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## Customer Information

Customer Name		Signature	
City			
Telephone			

## Customer Information

Year of vehicle		Model	
vehicle purpose		Pressure	
Tire size		pattern	
Serial NO./DOT	1	DOT	
	2	DOT	
	3	DOT	
	4	DOT	

## Tire Removal Information

Date		Odometer	
Dealer Name			
Dealer Address			
Telephone			
Failure description			

 **IMPORTANT**

The information on this page must be completed to validate any limited warranty claim.

# 90-DAY Customer Satisfaction Trial

## TIRE INSTALLATION INFORMATION (To be completed at time of purchase)

Date of purchase		Odometer	
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## Customer Information


Customer Name		Signature	
City			
Telephone			

## Customer Information

Year of vehicle		Model	
vehicle purpose		Pressure	
Tire size		pattern	
Serial NO./DOT	1	DOT	
	2	DOT	
	3	DOT	
	4	DOT	
	5	DOT	
	6	DOT	

## Tire Removal Information

Date		Odometer	
Dealer Name			
Dealer Address			
Telephone			
Return reasons	<div><input type="checkbox"/> Vibration<input type="checkbox"/> Handling<input type="checkbox"/> Nosie<input type="checkbox"/> Braking<input type="checkbox"/> Appearance</div> <div><input type="checkbox"/> Traction<input type="checkbox"/> Efficiency<input type="checkbox"/> Other: _____</div>		

 **IMPORTANT**

The information on this page must be completed to validate any limited warranty claim.



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Treadwear Mileage Warranty

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TIRE INSTALLATION INFORMATION

(To be completed at time of purchase)

Date of purchase		Odometer	
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Customer Information

Customer Name		Signature	
City			
Telephone			

Customer Information

Year of vehicle		Model	
vehicle purpose		Pressure	
Tire size		pattern	
Serial NO./DOT	1	DOT	
	2	DOT	
	3	DOT	
	4	DOT	
	5	DOT	
	6	DOT	

Tire Removal Information

Date		Odometer	
Dealer Name			
Dealer Address			
Telephone			

 **IMPORTANT**

The information on this page must be completed to validate any limited warranty claim.

TIRE SERVICE RECORD

NOTE:In order to take advantage of mileage warranty, you must submit tire rotation record which proves that all tires are rotated once every 6, 000 miles.

ODOMETER READIN	ROTATION (Dealer Name and Address)	AIR PRESSURE		DATE
		Front	Rear	
1st Rotation				
2st Rotation				
3st Rotation				
4st Rotation				
5st Rotation				
6st Rotation				
7st Rotation				
8st Rotation				
9st Rotation				
10st Rotation				