

## **OK TIRE NATIONWIDE LIMITED WARRANTY 12 MONTHS / 20,000 KM**

### **WHO MAKES THIS LIMITED 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 ("OK Tire Dealer") who is so named on the original repair order and who performed the service/repairs on your vehicle. This warranty will be honoured by any OK Tire Dealer participating in this program or any other authorized repair facility anywhere in Canada or the United States. This warranty is not a warranty offered by OK Tire Stores Inc., its employees, member companies or the administrator, Matthew Scott Data Marketing Solutions Inc. ("Warranty Administrator"), its affiliates, subscribers or any of their employees, or member companies. In addition, Matthew Scott Data Marketing Solutions Inc. serves as the warranty administrator only.

### **WHAT IS COVERED BY THE WARRANTY**

- A. Air Conditioning, heating and climate control systems
- B. Brake system
- C. Clutches – clutch component or assembly repair and replacement
- D. Engine cooling systems
- E. Engine performance, drivability services and repairs
- F. Electronic engine management system and other onboard computer systems, (engine, body, brake and suspension computers), cruise control systems
- G. Emission control system
- H. Starting and Charging systems
- I. Electrical systems
- J. Exhaust system
- K. Ignition system
- L. Fuel systems
- M. Steering/suspension systems, wheel bearings, CV joints/U-joints, Half-shafts and drive shafts
- N. Other minor repairs

The OK Tire Dealer warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for 12 months or 20,000 kilometres of use, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair order. **This warranty is conditional 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 OK Tire Dealer 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.

### **WHERE YOU CAN OBTAIN WARRANTY SERVICE**

**If you are less than 40 kilometres away from the original OK Tire Dealer location, you must return your vehicle to the OK Tire Dealer location where the warranted service was performed and present your copy of the repair order to the OK Tire Dealer.** If your vehicle is inoperable, and you are more than 40 kilometres away from the original facility, you may be eligible for certain towing and/or rental car benefits as determined by the Warranty Administrator. **If you are not aware of participating OK Tire Dealer locations in your area, then you must call the Warranty Administrator, at 1-866-984-8672** between the hours 8:00 am to 8:00 pm Monday through Friday (Eastern Time) and 8:00 am to 5:00 pm Saturday (Eastern Time), excluding holidays. The Warranty Administrator will direct you to the nearest participating OK Tire Dealer location. If there are no participating OK Tire Dealer locations in your area, the Warranty Administrator will direct you to a non-OK Tire Dealer location.

### **WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE**

**You must keep a copy of the original repair order and present it when seeking service under this warranty.** If warranty work is performed, you must temporarily surrender possession of this repair order.

**If there are no participating OK Tire Dealer locations in your area, you must obtain authorization from the Warranty Administrator prior to any warranty repair work by calling 1-866-984-8672.** If the non-participating repair facility ("Facility") location will not accept payment from the Warranty 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 Warranty Administrator for review.

## 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. **If any customer declines necessary services or repairs when these services or repairs were recommended in writing by the servicing Facility and are deemed necessary by the manufacturer in the proper completion of the original work undertaken, no warranty shall apply.** 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 OK Tire Dealer or Facility or OK Tire Dealer and/or Facility Employees). The OK Tire Dealer and 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). This warranty gives you specific rights, and you may also have other rights, which vary from province to province.

## AUTOMOTIVE REPAIRS EXCLUDED FROM WARRANTY

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 OK Tire Dealer or Facility may offer other services. Specifically excluded are any repairs involving replacement or removal of internally lubricated parts and other such repairs as listed below. Automotive repairs excluded from the Limited Nationwide Warranty include:

### I ENGINE (excluding external engine seals and gaskets)

A. Any internal repairs or replacement of internal components or replacement of engine assembly including heads, head gaskets and intake manifold/gaskets

### II TRANSMISSION, TRANSAXLES, DIFFERENTIALS (excluding external seals and gaskets)

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

### III HUB ASSEMBLIES

A. When installed on worn shafts ends

### IV AUTO BODY, PAINT, TRAILER OR MOULDING REPAIR

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

**V REPAIRS PERFORMED ON COMMERCIAL USE VEHICLES** with a load carrying capacity greater than 1 ½ tons are excluded

**VI OFF-ROAD, (Construction, Mining, Agriculture) RACING and RECREATIONAL VEHICLES**

### VII TIRES

### VIII USED OR SALVAGED PARTS

### IX PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)

A. Oil changes, fluid changes and flushes, wiper blades, filters

The Warranty Administrator can advise you of eligibility by calling the number listed below.

**OK Tire Warranty Headquarters**  
6601 Kitimat Rd., Mississauga, ON L5N 4J4  
**1-866-984-8672**