



TECHNICAL SERVICES BULLETIN

New Authorized Freight Carrier for
Warranty Claim Processing
Columbus, OH Service Center

Nov., 12, 2018

Effective November 12, 2018, Mach 1 will handle all warranty adjustments shipped to the Columbus, OH Service Center.

Please use the below toll-free number and reference our Account # when contacting our new carrier. Due to the disparity in freight costs, it is imperative that the authorized carrier (Mach 1) be used when shipment to the service center is necessary.

Yokohama Tire Corporation reserves the right to charge back the cost difference, to the dealer, if the authorized carrier is not used.

Mach 1 - 877-480-6224

Group Email: LAXOPS@MACH1GLOBAL.COM

Account #: 080801119

A Yokohama Technical Service Representative must be contacted for shipment authorization. This authorization is required for the shipment to be received freight collect.

**Columbus, OH 800-423-4544 ext. 4402
(Warranty Claims Representative)
Yokohama Tire Corp.
5925 Opus Drive
Groveport, OH 43125**

If for any reason you are unable to contact your Service Center for authorization please call 800-423-4544 ext. 3939 for assistance.

Ship warranty claim tires freight collect, Class 50 Rubber Tires for Warranty Consideration, in accordance with the following guidelines:

- Claim tires will be accepted only at the authorized Service Center as listed.
- Only return tires exhibiting a warrantable condition. Yokohama reserves the rights to either return non-warrantable tire(s) freight collect or charge back to dealer freight and handling on non-warrantable tires. Minimum weight to qualify for a warranty claim shipment is 750 pounds. You may return tires at any time after reaching 750 pounds.
- If minimum weight cannot be attained, accumulated warranty claim tires may be returned after 45 days from previous claim tire return.
- For documentation purposes, **please note "Rubber Tires for Warranty Consideration" on the bill of lading. DO NOT list the tires as "used."** State legislation and Government regulations prohibit transportation of "used" tires over U.S. Highways. Transporters/carriers must be registered and permitted to haul scrap tires.