



TECHNICAL SERVICES BULLETIN

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

July 25, 2016

Effective August 1, 2016, the Columbus, OH Service Center will handle all warranty adjustments. Please use the below toll-free number to contact our new Service Center in Columbus, OH and ship warranty claim tires to:

Columbus, OH 800-423-4544 ext. 4402

(Warranty Claims Representative)
Yokohama Tire Corp.
5925 Opus Drive
Groveport, OH 43125

Due to the disparity in freight costs, it is imperative that the authorized carrier (Old Dominion Freight Lines), 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.*

Old Dominion Freight Lines 800-235-5569

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

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 Scrap Pneumatic Rubber Tires, 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 right 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 "Scrap Tires" 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.