



CMA Adjustment Package

Enclosed is your CMA/Double Coin Adjustment package. Please read over the procedures carefully. To insure you receive the proper credit for an adjustment claim, you must follow these procedures.

Any incomplete or illegible forms will delay the adjustment process and may be returned to you for completion. Photocopies are not accepted. Original paperwork is required.

If questions arise, please contact us at 1-888-226-5250.

Thank you.

Customer Service/Warranty Adjustment Department



CHINA MANUFACTURERS ALLIANCE, LLC

**DOUBLE COIN
Truck & Bus Radial Tire
ADJUSTMENT PROCEDURES**



In order to properly receive credit for Double Coin adjustment claims, the following procedures must be followed:

50% FREE REPLACEMENT CLAIMS

In order to receive credit under this program, each tire eligible for credit must be written up on a CMA Adjustment Form (See detail below for instructions in completing this form). Tires submitted for the 50% free replacement must be submitted on separate forms from any other product and it must be noted on each form that this claim is being submitted under the "Free Replacement Program". The following information must then be sent to CMA:

1. A properly completed adjustment claim form. **Separate from all other claims.**
2. A photograph of each tire **clearly** showing the defect.
3. Cutout of the D.O.T. serial number. The letters "DOT" in front of the number identifies this number. (i.e. DOT 2J GAD1 049).
4. Cutout of the FACTORY serial number. This is a 9-digit number in the format of "5G4M03453". Each factory serial number will be unique and identifies the year and month of production, tire size and serial number.
5. Copy of the customer sales receipt and/or similar document substantiating that the defective tire was replaced with a comparable Double Coin brand tire.
6. Copy of the sales receipt and/or similar document claiming and substantiating the amount requested for labor in mounting and balancing the replacement tire.

Please review your Double Coin Limited Warranty. The following tires are excluded from adjustment under this program:

1. Tires replaced by other than an authorized Double Coin dealer or replacement tires that are not Double Coin brand.
2. Any tires that are not first quality tires (Blems) and retreads.
3. Tires replaced due to road hazards, misapplication or accident.

IMPORTANT: CMA reserves the right to inspect and or all tires submitted for adjustment under this program prior to issuance of credit. **Do not dispose of any tires until you have received credit for them.** CMA may request that tires be shipped to one of our adjustment locations and/or send a factory representative to your location to inspect the tires.



GENERAL WARRANTY (PRORATED) CLAIMS

For all other Double Coin adjustments tires, complete the Double Coin adjustment form (see instructions below) and return the completed form to CMA along with the following:

1. A photograph of each tire **clearly** showing the defect.
2. Cutout of the DOT serial number. The letters “DOT” in front of the number identifies this number. (i.e. DOT 2J GAD1 049)
3. Cutout of the FACTORY serial number. This is a 9-digit number in the format “5G4M03453”. Each factory serial number will be unique and identifies the year and month of production, tire size and serial number.

PROCEDURE FOR COMPLETING THE ADJUSTMENT CLAIM FORM

1. Enter each tire on the attached Adjustment Claim Form. Please enter one line for each tire. Use multiple forms if necessary. Please make sure that your company name and address is clearly entered on each form along with who prepared the adjustment claim. In addition, the following information must be completed:
 - a. **Design:** Enter the correct Double Coin pattern name as shown on the tire (i.e. RR100, RLB400, etc).
 - b. **Size:** Enter the complete size and ply designation for each tire.
 - c. **D.O.T. Number/Factory Serial Number:** Enter the D.O.T. serial number for the tire.
 - d. **Tread Depth:** Enter the remaining tread depth left on the tire.
 - e. **Defect:** Enter a description of the defect (i.e. Tread Separation).
 - f. **Return the White and Yellow copies to CMA and retain the Pink copy for your records.**
2. A **photograph of each tire** clearly showing the defect along with the D.O.T. & factory serial number cutout must accompany the adjustment form(s). Identify each photograph with form number and line number (i.e. 12453-1)
3. Mail the completed form and photographs to the following address:

**CMA China Manufacturers Alliance
406 E. Huntington Drive
Suite 200
Monrovia, CA 91016
Attn: Warranty Adjustment Department**



OTHER TERMS AND CONDITIONS

- A. Upon receipt of any adjustment claims, CMA, at its discretion, may elect to do the following:
 - 1. Ask that the tires be shipped to one of our adjustment locations. Shipping instructions will be provided if this option is used.
 - 2. Send a representative from our company to inspect the tires at your location. Adjustment will be made at this time.Otherwise, credit will be processed from the paper work received.

- B. **Do not dispose of the tires until you have received your credit.** If tires are returned, you will be notified within 15 days of receipt of tires, of any tires that are not adjustable. At your request, non-adjustable tires may be returned to you at your expense. If adjustment is made at your location, our representative will determine amount of adjustment during the inspection.

- C. CMA reserves the right, in lieu of merchandise credit, to replace any new defective tires with new tires of the same design, size and ply.