

QINGDAO KEBEK TIRE CO LTD

QUALITY WARRANTY COMMITMENT AND ADJUSTMENT PROCEDURE

(质保书和理赔程序)

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QUALITY WARRANTY COMMITMENT AND ADJUSTMENT PROCEDURE

I. Adjustment Policy

理赔政策

Tire failures usually originate either from defective production process or from improper use of the tire. Failures caused from the former category can be accepted for adjustment, but those coming under the latter category would not be accepted.

轮胎出现问题要么是由于生产的某个环节不当产生的,要么就是由于使用不当产生的.如果是由前者引起的则属于理赔政策范围.如果是后者,则不予理赔.

In the case of adjustment conditions, the allowance will be based upon tread wear proration --the basis for prorated adjustment.

理赔条件:理赔额是基于轮胎花纹的磨耗比例来计算的

A claim of the following categories will be not accepted.

如下所列条件的问题轮胎不予接受理赔

- Tires used in any application not recommended.
- 不按照规定条件使用的
- Tires which have been repaired, reclaimed.
- 修补过,理赔过的
- Tires worn beyond the tread wear indicator.
- 超过胎面花纹磨耗规定的磨损
- The tires are more than three years after the producing date.
- 超过生产日期三年的
- Any tire that is worn over 10% for non-uniformity or any ride related conditions can not be accepted for adjustment consideration.
- 对于非动平衡均匀性以及任何驾驶原因引起的超过 10%的磨损都不在本理赔范围内.

All claim forms must be completely filled out for adjustment credit to be passed. The claims form is not written accordingly; the claimed tire pictures are not supplied as required or even not enough in number, could not be compensated.

所有理赔表格需要填写完整并通过审查. 与事实不符的索赔表格;问题轮胎的图片包括数量在内未按照要求提供的,都不予以赔偿

II. Adjustment coverage:

理赔范围

1. Tread separation and tread burst;
胎面离层和胎面爆裂
2. Sidewall separation (blistered sidewall; sidewall bulges);
胎侧壁离层(胎侧壁起泡;胎侧壁凸起)
3. Shoulder (sidewall) crack;
胎肩(胎侧)裂;
4. Bead separation (circumferential indentation of the bead on the tire);
胎圈离层(胎圈缺口或凹痕)
5. Bead protection rubber separation (single or dual bead protection rubber separation or exfoliation);
胎圈保护胶离层(单或双胎圈保护胶分离或脱落)
6. Tire cavity separation;
胎内腔离层
7. Inner liner's splice rips;
内衬层接头裂口
8. Tire cavity sureaced cord;
轮胎内腔露线
9. Pattern groove crack, the tread wear is regular, and crown without puncture or scam tracks, (base and belt separation).
在正常的磨耗下,胎冠未有被刺扎和急刹车引起的花纹沟撕裂(花纹块和带束层分离)
10. Tire cavity rubber clog causes tire leakage
轮胎内腔橡胶边、杂物造成的漏气
11. The adjustment of dynamic balance tires:
轮胎动平衡理赔:
 - For passenger tires(size<20 inch) , the rules listed as following are carried out,
对于乘用车胎(规格小于 20 英寸),按照如下条件执行:
 - A. If single-side≤60g, it's eligible tire.
单边小于 60g,是合格品
 - B. If 60g<single-side≤80g, 15% of the contract price will be reduced.
单边大于 60g 小于 80g, 在合同价格基础上给予 15%的折扣
 - C. If single-side>80g, the tire can be compensated totally.
如果单边大于 80g, 100%赔付
 - For light truck tires , passenger tires(size≥20 inch) and P tires, the rules listed as following are carried out,
对于轻型载重和乘用车胎(规格大于 20 英寸) 和 P 系列,执行条件如下:
 - A. If single-side≤100g, it's eligible tire.
单边小于 100g,合格品
 - B. If 100g<single-side≤120g, 15% of the contract price will be reduced.
单边大于 100g 小于 120g, 在合同价格基础上给予 15%折扣
 - C. If single-side>120g, the tire can be compensated totally.

如果单边大于 120g,100%赔付

- For the adjustment of dynamic balance, the real dynamic balance data should be recorded in the **CLAIM FORM.**

对于动平衡的理赔,真实有效的动平衡数据要按照“索赔表格”做记录.

- For the adjustment of dynamic balance, the tire must be unused, used tire is out of guarantee.

对于要求针对动平衡轮胎做理赔的轮胎必须是未使用过的,使用过的轮胎不在该理赔政策内.

III. Excluded from compensation:不予理赔范围

1. When the remained tread depth is less than 1/2 of the original depth; it is considered to be worn out and could not be compensated.

磨损超过花纹沟深的 1/2 时, 不予理赔。

2. When the claims lodged date is already three years from the manufacturing date, it is out of the adjustment coverage.

当理赔提交日已经超出生产日期三年, 轮胎已经超出保质期

3. Tires that has been repaired or retreated.

已经修补或者翻新的轮胎

4. Crown puncture, impact (cause the crown blow out, crown separation, belt separation).胎冠刺伤, 撞击 (导致胎冠爆裂, 分离, 带束层分离)

5. Crown blown out from punctuation or outer force.

由于刺伤或者外力胎冠爆裂

6. Crown cracks. Cracking is evident at the base of the tread lugs. Some lugs may be torn from the tread in severe cases.

胎冠开裂。开裂是由于胎面凸起引起的。有些凸起在苛刻路面会磨破。

7. The irregular wear of tire (toe in wear, inner rib depression wear, toe out wear), which is from bad vehicle condition.

不规则磨损。(磨趾口; 胎圈钢丝露出; 趾口磨破) 由较差的车况导致。

8. Torn bead 趾口撕开 (裂)

9. Tire damage when runs flat out .

补气行驶时轮胎损坏

10. Belt puncture, sidewall puncture, sidewall impact(cause shoulder separation, sidewall bulge and so on).

带速层刺伤, 胎侧刺伤, 胎侧冲击 (导致胎肩离层, 胎侧凸起等)

11. Rim edge abrades the bead, high temperature rim burning the bead(bead rips or separation) .轮圈边缘磨损胎圈部位, 高温的轮圈灼伤胎圈部 (胎圈部位开裂或者离层)

12. drilling stones or foreign objects cause the tire sidewall abrasion (sidewall bulge or separation).

尖锐的石头或者外部物体导致轮胎胎侧开裂 (胎侧凸起或者离层)

13. Severe wheel impression in the rim flange area. Distortion and deformation of the bead in the bead

bearing area and lower sidewall area.在轮圈凸起部位严重的挤压，导致胎圈受力部位和下胎侧的失真变形

14. Pattern groove bottom rips.花纹沟底部开裂

15. The tire carcass has agittal direction rips from outer impact on tire sidewall or crown. 由于胎侧或者胎冠受到外力的冲击导致胎体径向开裂

16. Defects from other reasons such as: poor mounting, bad vehicle condition, rugged road, overloaded, over or under inflation, foreign damages.

其它原因导致的损伤，如装配不当，较差的汽车状况，崎岖的路面，超载，胎压过大或者过小，外力损伤。

IV. Adjustment procedure

1. Examine the claimed tire and diagnose whether it is within the adjustment coverage and confirm the nature of defects.(see part V)

检查并诊断质量胎是否在理赔范围内，并确定损伤性质（见 V 章节）

2. Measure the remained tread depth. (see part VI)

测量剩余花纹深度（见 VI 章节）

3. Take photos for the damaged part of the tire, when necessary, make a sign around the damaged part. The photos taken must be clear enough, and should include these four parts: the damaged part condition, tyre size, DOT No., tyre serial No.and the pattern part. If one photo could not cover all the four parts, it is necessary to take more; but the extra photos taken must come from the same tire.对轮胎受伤部分拍照，如果需要，在损伤部位做标记。照片必须足够清楚，应该包括四部分：损伤部，轮胎尺寸，DOT 号码，轮胎序列号，花纹名称。如果一张照片不能覆盖所有的四个部分，应该提供更多的照片；但是其余的照片必须是同一条轮胎的。

4. Cut down the DOT No. and Serial No.from the claimed tire, and they must be complete and visible.切掉理赔轮胎上的 DOT 号码和序列号码，并且需要完整和清晰可见的。

5. Fill the claim form completely and truly.完整真实的填写理赔表格

6. Send the claim form together with the DOT No., Serial No. to our company.把理赔表格和 DOT 号码，以及序列号一同寄回工厂

7. We will examine the claim form and decide whether to compensate or not, and the compensate standard.工厂会检测理赔并判定是否理赔和理赔标准

8. We will compensate for the confirmed claim items in the shortest time.工厂会在最短的时间内赔偿确定的理赔胎

V. Inspection procedures for tires 轮胎检测步骤

1st step	Confirm the product 确定产品
Check and confirm that tire is an product from SHDNDONG FENGYUAN TIRE MANUFACTURING Co., Ltd.	

8th step	Inspect the damaged parts
	检查损坏的部件
Examine the tire and determine the nature and extent of the trouble, listening to everything the customer says. If necessary, arrange to have the tire removed from the wheel to conduct a through examination.	
检测轮胎并且确定是本质和延伸问题，听取客户的叙述的所有的信息。如果必要，从轮辋上卸下轮胎，进行全面的测试。	

Claim Form 申请表

Your Company	公司名		
Your Region	地区		
Claims Requirements (by Distributor & Customer)		申请要求 (来自分销商和客户)	
Claim Date 日期	Brand 品牌	Size & Pattern 型号和花纹	Ply 层级
DOT No.	Series NO.	Original Tread Depth(OTD)	Remained Tread Depth(RTD)
	序列号	原始花纹深度	剩余花纹深度
Claims Sum 索赔金额	(RTD/OTD) * Price = 价格=		
Defects Description (defects parts and nature of defects、reason in brief)			
损伤描述 (损伤部位, 天然缺陷, 原因)			
Picture Description (Attached photo Number and simply description for each picture)			
图片说明 (附上图片编号, 对每张图片进行简单描述)			
Total Picture No. 图片总数	No.One 图片 1	No.Two 图片 2	No. Three 图片 3
Customer signature 客户签字	Signature Date 日期	Distributor signature 分销商签字	Signature Date 日期
Claim Feedback (by Duratti Tyre Corporation Co.,Ltd) 申请反馈 (多路驰橡胶股份有限公司)			

1、Fully Agreed 完全同意	2、Partial agreed 部分同意	3、Rejected (Reason) 拒绝 (原因)
(reason)原因	compensate sum(reason)	
	索赔总额 (原因)	

Sale 销售

Examined 检测

Authorized 授权

VII. Additional remarks about claims form

索赔申请表补充说明

Claims form is made out duplicate. The original affixed the pictures of claim tire with the removed DOT No. (and /or Serial No.) must be sent out to us. If you have the manuscript, it is useful to compare with a report of adjustment.

索赔表格一式两份。附有索赔轮胎（带有 DOT 号或者是序列号）照片的原件须发送给我们。如果有手写稿，可用于和赔偿报告做对比。

METHOD OF MEASURING THE REMAINING TREAD DEPTH

测量剩余花纹深度的方法

1. Measuring method 测量方法

It is the proper method for measuring the remaining tread depth (here in after "R. T. D.") on tires to find out the greatest worn-out point. At this point, read the graduated depth on your guage as "A" on the following illustration. Also read two other points "B" and "C" spaced 120` or one-third of the way around the tire in each direction from the first measurement. And add all three measuring point together and divide by three, then you will have the average of the remaining tread depth.

找出轮胎上花纹磨损最厉害的点，测出剩余的深度，记为 A。然后沿轮胎在 A 点两侧 120 度或三分之一处再测两点，记为 B 和 C。三者之和除以三，即可得到此轮胎的平均剩余花纹深度。

2. Where to measure 测量位置

When taking measurement on tires, be sure measure the two points in the groove between the centerline and both edges of tread. Not on the shoulder. When there is no groove on the measuring points, measure the groove in the nearest centerline. The point of the depth guage should rest the basis of the groove.

当进行测量的时候，一定要测量胎冠中心线和两侧胎肩之间的沟槽的两点，不要测胎肩部位。测量部位没有沟槽时，则测量离中心线最近的沟槽的深度。测量点深度基于沟槽底部。

ADJUSTMENT CREDIT PERCENTAGE BASED ON REMAINING TREAD DEPTH

补偿比例基于剩余花纹深度

the adjustment amount will be calculated by the formular as follows.

补偿额按下列公式计算

Adjustment Amount=basic price percentage of R. T. D. against O. T. D.

补偿金额=原始价格×(剩余花纹深度/原始花纹深度)

Percentage of R. T. D. =(O. T. D. – Worn tread depth)/O. T. D.

剩余花纹深度比例=（原始花纹深度-磨损花纹深度）/原始花纹深度

➤ O. T. D.: Original Tread Depth

➤ R. T. D.: Remaining Tread Depth

O.T.D:原始花纹深度

R.T.D:剩余花纹深度