Limited Warranty

TERMS AND CONDITIONS FOR HANKOOK TIRES

WARRANTY TERMS
This limited warranty applies to the original purchaser of any new tire manufactured by HANKOOK Tire Co., Ltd. bearing the Department of Transportation prescribed tire identification numbers. Eligible tires shall be used on the vehicle on which they were originally installed according to the vehicle manufacturer’s or Hankook’s recommendation. This warranty applies if all following qualification requirements are met:

• The tire was purchased after January 1, 2017.
• The tire is a size, load rating and speed rating equal to or greater than that recommended by the vehicle manufacturer.
• The tire has not become unserviceable due to a condition listed under WHAT IS NOT COVERED.
• Tire is 6 years from the date of manufacture or 5 years from the date of purchase.

WHAT IS WARRANTED AND FOR HOW LONG
Should any tire covered by this limited warranty become unserviceable due to a workmanship or material related condition during its usable tread life (more than 2/32” remaining tread), Hankook will give a credit on the following conditions:

1. During the first 2/32nds of the original usable tread and one year from date of purchase: Tire will be replaced with a comparable new Hankook produced tire free of charge. Applicable taxes on the new tire and cost of mounting, balancing, and any other charges in connection with the replacement of the tire are required to be paid by the owner.

2. After the first 2/32nds of the original usable tread or after one year from date of purchase, whichever occurs first:

• The amount of the credit will be determined by multiplying the pre-determined adjustment price for the tire (excluding taxes) by the percentage of original tread depth remaining on the tire.
• Free replacement workmanship warranty is not applicable to snow tires.

WHAT IS NOT COVERED
This limited warranty does not apply to tires which are being serviced under the following conditions:

• Outside of the Continental United States.
• Willful Abuse / Collision / Wreck / Fire.
• Continued use while flat or severely under/inflated.
• Road Hazards including without limitation, puncture, cut, impact break, stone drill, bruise, bulge, snag, collision.
• Premature or irregular wear due to vehicle mechanical reason.
• Conditions resulting from without limitation, improper mount- ing/dismounting, under inflation, improper tire size, improper repair, defect in vehicle, abuse.
• Ozone or weather cracking on tires over four (4) years old from the date of manufacture.
• Ride disturbance complaints after 2/32 tread wear or 1 year from the date of purchase, whichever occurs first.
• With less than 2/32” remaining depth.
• With the serial number cut or buffed.
• Racing & off road use and Misapplication.
• Loss of time or use, inconvenience or any incidental or consequential damages.
• Used in commercial service, excluding truck & bus tires.

* Note: Consequential damage mentioned above may not apply to you based on States limitation.

OWNER’S GENERAL OBLIGATION
In order to be eligible for HANKOOK’s limited warranty program, the owner must observe the following:

• Present the tire to an authorized Hankook dealer in the Continental United States of America.
• Submit or present a copy of the original purchase receipt.
• Complete and sign a Hankook Claim Form which is available at any authorized dealer.
• End users should complete the warranty card which is available at authorized Hankook dealers for tread wear mileage warranty and mail it to Hankook Tire America Corp. (333 Commerce St. Suite 600 Nashville, TN 37201, Attn. Technical Department) within 30 days from the date of purchase.

In order to take advantage of mileage warranty, you must submit tire rotation record which proves that all tires are rotated once every 7,500 miles.

1. If the tire owner abuses the tires by failing to do the following, it will not be considered a normal service warranty, and the tires will be replaced free of charge:

• Maintain proper inflation pressure, maintain vehicle alignment and tire rotation, expected tire performance or life may not be achieved and your safety cannot be ensured.

ROAD HAZARD WARRANTY
If a tire is rendered unserviceable due to a non-repairable road hazard, it must meet following guidelines:

• Tire must be listed in eligible products for Road Hazard
• Tire must be worn within first 2/32nds.
• Tire must be within one year from date of purchase qualifying tires.
• Tire must be replaced free of charge with a comparable Hankook produced tire.

Adjustment procedure is prescribed in the Owner’s General Obligation section.

TREADWEAR MILEAGE WARRANTY
Hankook provides very competitive treadwear mileage Warranty as follows:

• 10,000 OPTIMO H727 35,000 Dynapro HP2
• 10,000 OPTIMO H727, H436, Dynapro HT
• 5,000 Dynapro HP2
• 10,000 OPTIMO H725

WHAT IS NOT COVERED
Replacement must be done at original place of purchase.

1. If the above eligible tire wears out (wears down to 2/32” remaining depth) before the warranty miles under the normal passenger use, Hankook will make an allowance for unused service toward the purchase of a new tire of the same size and type, prorated on warranted miles.

2. The replacement allowance will be calculated by percentage of the warranted miles not received, multiplied to the predetermined adjustment price of the tire at the time and place of the adjustment.

3. To take advantage of this warranty, the owner shall submit warranty card which records the purchasing & vehicle information within 30 days from the date of purchase. (Warranty card must be mailed to Hankook Tire America Corp.)

4. To make a claim, tire rotation record shall be presented along with the claimed tire. (The cost of mounting, balance and other service charges or taxes shall be paid by the customer)

5. This warranty is not applicable to original equipment tires.

HANKOOK ‘30 DAY FREE TRIAL’ PLAN
Hankook is offering a 30 Day Free Trial to eligible Kinergy GT (H436) Tires. If you are not 100% satisfied for any reason with your purchase, simply bring the tires proof of purchase back to the place purchase within 30 days for a new set of Hankook Tires and we will take care of the rest.

Requirements and Limitations

• 30 Day Free Trial only applies to 4-6 tires per vehicle (Purchases of 1-3 tires are not eligible).
• Customer may exchange 1 – 4 tires from the set, for an equivalent number of the same tire or a different Hankook Tire.
• Mounting and balancing cost are included. (Valve Stems are extra)
• Tires must be free of any damage due to misuse, road hazard, mechanical issue, and/or any racing activity wear.
• Replacement tire must be installed on original purchase vehicle.
• Only original purchase is covered by 30 Day Free Trial.

Replacement set is not covered by 30 Day Free Trial.

• Original purchaser must present proof of purchase.
• Replacement must be done at original place of purchase.
• If replacing with more expensive tire, difference is paid by Customer (including sales tax). If exchanges is less, you will be given a credit for the difference.

Customer is responsible for all applicable taxes.

DISCLAIMER
This warranty, or any warranty stated or referred to herein, is exclusive and in lieu of any other warranty regarding the quality of Hankook tires, whether expressed or implied and remedies for breach thereof shall be limited to those specifically provided herein. Any warranty of merchantability of fitness for any particular purpose, if made, is limited in duration to the effective time period of this limited warranty.

ADDITIONAL INFORMATION OR CUSTOMER SERVICE
If you have any question on product warranty, please first contact your nearest Hankook Tire Dealer. For dealer information, or if your question has not been handled to your satisfaction, contact the Hankook Tire Technical Department.

SAFETY AND WARRANTY SYMBOLS

Road Hazard Warranty
MoS Mud and Snow
Limited Mileage Warranty
30 Day Free Trial
Claim Adjustment Procedure

For all claims for adjustment, a claim form must be filled out. Completed claim form shall be mailed to Hankook Tire America Corp. office. Do not ship tires to Hankook. Hankook reserves the right to demand physical inspection of the tires on which adjustment is claimed. If Hankook exercises its right to inspect, it will do so by sending a written request to ship the tires to Hankook’s Claim Center. In determining the cause for removal from service, always examine both the inside and outside of the tire body. If the tire is not entitled to adjustment, Hankook will advise the dealer; explain the reason for the failure and advise him/her of preventive maintenance.

A. If the examination shows that the tire is adjustable under the terms of our Warranty:
   1. Be sure that the tire returned by the consumer bears our name and DOT number.
   2. Measure the remaining tread depth in 32nds of an inch. Be sure to measure in grooves nearest the center line of the tire.
   3. Refer to ORIGINAL TREAD DEPTH for the size and type of the returned tire.

   Use the ORIGINAL TREAD DEPTH to determine the percentage of credit due based on remaining tread depth.

B. Fill out each claim form with the following information for each tire being adjusted:

   a. Name of dealer.
   b. Vehicle Year, Make, Model and Model.
   c. Vehicle Model.
   d. Vehicle Mileage.
   e. Tire Type (P.Rating tire)
   f. Tread Depth in 32nds of an inch.
   g. DOT number.
   h. Special 20/30.
   i. DOT number of tire.
   j. Description of defect.
   k. Date of defect.
   l. Date of salvage.
   m. Signature of owner.

   This form must be accurately completed by the dealer and signed by the owner of the tire. Incomplete forms will not be accepted.

C. Marking tires for physical inspection:

   Please mark all tires being shipped to our claim center in the following manner:

   1. Clearly state dealer’s name.
   2. Mark over identification (DOT) number with crayon and make clearly illegible (Disregard if DOT has been cut in/on with crayon).
   3. Tire condition - Order area of failure (a two-inch crayon mark around the condition). Ride complaints should be marked as “O.R.”
   4. Claim number close to identification number using the last two digits of claim number. Example: If claim number is “H-00123” and the item is number “1”, then the number you would mark on the tire would be “19-1”.
   5. Attach a copy of all claim forms to the packing list. Vehicle alignment and tire rotation, expected tire packing list.

D. Forwarding claim forms to Hankook:

   Retain “Dealer’s File Copy” for your records and forward all other copies to:

   1. Western Area
      a. Valley, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY
      b. Hankook Tire America Corp. 11555 Arrow Route, Suite 105
      c. Rancho Cucamonga, CA 91730 Attn: Technical Department
   2. Other Areas:
      a. Hankook Tire America Corp. 333 Commerce St. Suite 600
      b. Nashville, TN 37201 Attn: Technical Department

   E. For photo inspection:

   Accumulation of 30 tires or less: Enclose cut-out DOT numbers and a photograph of the tire with the claim form.

   When an adjustment is received, Hankook will ship the claim form. Any tires that you request to be returned after a physical inspection will be shipped back to you at your own expense. Otherwise, all tires not accompanied with a request will be scrapped immediately following Hankook’s inspection.

   4. Tire having had DOT or serial numbers previously cut out or mutilated will not be adjusted.

   5. The result of physical inspection by Hankook will prevail over your findings to the contrary subject to your right to legally contest our findings. A decision in this regard shall be final.

   When writing the bill of lading:

   A. Indicate Hankook Tire America Corp. 333 Commerce St.
   B. Suite 600
   C. Nashville, TN 37201
   D. On the 3rd party to be billed
   E. The classification you assign to the adjustment tires should have the “Class #60, Item #196000, Scrap Rubber Tires - having a value only for reclamation of raw material at $.90 per pound”.

   3. Average weights for adjustment:

      a. All Passenger Tires: 20 Pounds/Each
      b. Light Truck Tires: 40 Pounds/Each
      c. Medium Truck Tires: 110 Pounds/Each
      d. Tube Passenger Tires: 2 Pounds/Each
      e. Tube Truck Tires: 8 Pounds/Each

   4. If you wish to have rejected tires returned to you, please so indicate in the comments section of the Hankook Tire Claim Form. Any tires that you request to be returned after a physical inspection will be shipped back to you at your own expense. Otherwise, all tires not accompanied with a request will be scrapped immediately following Hankook’s inspection.

   5. Do not palletize tires.

   6. Please use one of the following freight companies to ship tires/tubes to Hankook’s Claim Centers.

      To: Dayton, OHI 45410
      a. XPO Logistics
      b. YRC

      To: Rancho Cucamonga, CA: 11555 Arrow Route Suite 105
      a. XPO Logistics
      b. YRC

   NOTE: Freight will not be paid by Hankook unless one of the above companies is used. Exceptions will be taken only in cases where none of these freight lines can pick-up in your area, and you further obtain our approval in advance.

Freight Policy

1. Do not ship tires to Hankook’s Claim Centers unless we requested you to do so. Hankook Tire America Corp. will pay freight charges for all adjustment shipments requested by Hankook. Tires shipped on your own, not at Hankook’s request, will be at your own expense. If sent collect, shipment will be refused and returned to you. This should reduce the freight bill by 40% to 60%.

2. When writing the bill of lading:

   A. Indicate Hankook Tire America Corp. 333 Commerce St.
   B. Suite 600
   C. Nashville, TN 37201
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   a. XPO Logistics
   b. YRC

   * California and Nevada only use XPO Logistics

   NOTE: Freight will not be paid by Hankook unless one of the above companies is used. Exceptions will be taken only in cases where none of these freight lines can pick-up in your area, and you further obtain our approval in advance.
### Claim Form Sample

#### TIRE CLAIM FORM

<table>
<thead>
<tr>
<th>Pattern Name</th>
<th>DATE OF CLAIM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

**DISTRIBUTOR** | **DEALER** | **PART Commercial Use Only** | **OWNER USER** | **OWNER'S COPY** |
<table>
<thead>
<tr>
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<tbody>
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</tbody>
</table>

**Make** | **Model** | **Year** | **VIN NUMBER** | **ORIGINAL EQUIPMENT YES NO** |
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<thead>
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<tbody>
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</tr>
</tbody>
</table>

**Address** | **Name** | **Phone Number** | **ACCT#** | **Date of Claim** |
<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Reason for Claim**

*NOTE: Please fill in completely the following items:*

1. **Pattern Name**
2. **Month, Day, & Year of Claim**
3. **Distributor’s Contact Information**
4. **Dealer’s Contact Information**
5. **Fleet (commercial use only)**
6. **Owner’s Contact Information**
7. **Vehicle Year**
8. **Vehicle Mile**
9. **Vehicle Make**
10. **Vehicle Model**
11. **Install Miles**
12. **Removal Miles**
13. **Total Miles**
14. **Vehicle Usage**
15. **Original Equipment (Yes/No)**
16. **VIN Number**
17. **Size, Type, Ply-Rating of Tire**
18. **Material Number**
19. **MFG’s Serial Number**
20. **D.O.T. Number of Tire**
21. **Air Pressure Used**
22. **Remaining Tread Depth (Inch)**
23. **Road Force Measurement or Total Balance Weight**
24. **Tire Position**
25. **Description of Defect**
26. **Details and Damages if Any Defect**
27. **Signature of Dealer**
28. **Signature of Owner (User)**

**Claim Form Sample**

| (1/32") | 8.5 | 9.0 | 9.5 | 10.0 | 10.5 | 11.0 | 11.5 | 12.0 | 12.5 | 13.0 | 13.5 | 14.0 | 14.5 | 15.0 | 15.5 | 16.0 | 16.5 | 17.0 | 17.5 | 18.0 | 18.5 |
|----------|-----|-----|-----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-----|
| 0        | 1   | 2   | 3   | 4    | 5    | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 14   | 15   | 16   | 17   | 18   | 19   | 20   | 21   | 22   |
| 0        | 0   | 0   | 0   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
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| 0        | 0   | 0   | 0   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
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| 0        | 0   | 0   | 0   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
| 0        | 0   | 0   | 0   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
| 0        | 0   | 0   | 0   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |

**Freight Policy**

This Marketing Policy applies to all Hankook brand tires distributed by Hankook Tire America Corp. In this Marketing Policy, discounts and credits vary on the categories of products.

**Following categories are used:**
2. LTR: Light Truck Radial Tires
3. TBR: Medium Truck Radial Tires (Tires over 17.5")
### Adjustment Percentage For Customer

<table>
<thead>
<tr>
<th>MILEAGE RUN</th>
<th>TABLE 3</th>
<th>CREDIT % TO CUSTOMER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 9000 Miles</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>10000 - 19999</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>20000 - 29999</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>30000 - 39999</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>40000 - 49999</td>
<td>100.0%</td>
<td>100.0%</td>
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<tr>
<td>50000 - 59999</td>
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<td>100.0%</td>
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<tr>
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<tr>
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<tr>
<td>80000 - 89999</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>90000 - 99999</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>100000 &amp; Over</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Adjustment Credit for Treadwear Warranty

- **To Customer**: Customer must submit the worn-out tire, warranty registration card, and verification card. The adjustment credit to the customer for a replacement tire will be calculated by dividing the difference between warranted miles and actual mileage run by warranted miles (as per instructions) and then multiplying by the predetermined adjustment price. Mounting and balancing costs and applicable taxes must be paid by the customer. Fill out adjustment form as per instructions.
- **To Dealer**: The dealer credit amount will be calculated by the following formula:

```
Credit Amount = \frac{\text{Warranted Miles} - \text{Actual Mileage Run}}{\text{Warranted Miles}} \times \text{Predetermined Adjustment Price}
```

### Table 3

<table>
<thead>
<tr>
<th>MILEAGE RUN</th>
<th>TABLE 3</th>
<th>CREDIT % TO CUSTOMER</th>
</tr>
</thead>
<tbody>
<tr>
<td>50000 - 59999</td>
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<td>10.0%</td>
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<tr>
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<tr>
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<td>30.0%</td>
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</tr>
<tr>
<td>100000 &amp; Over</td>
<td>35.0%</td>
<td>35.0%</td>
</tr>
</tbody>
</table>

**Warranted Miles**: C
**Predetermined Adjustment Price**: P
### Load Inflation Pressure Tables

#### Wide Base, Tubeless

<table>
<thead>
<tr>
<th>Tire size</th>
<th>Tire Designation</th>
<th>The Load Limits (lbs.) at Various Cold Inflation Pressures (psi) (The pressure is minimum for the load)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>315/80R22.5*</td>
<td>1</td>
<td>1390</td>
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<tr>
<td>285/70R19.5</td>
<td>1</td>
<td>1260</td>
</tr>
<tr>
<td>275/70R22.5</td>
<td>1</td>
<td>1200</td>
</tr>
<tr>
<td>295/75R22.5</td>
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<td>235/75R17.5</td>
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<td>11R22.5</td>
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<td>8R19.5</td>
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<tr>
<td>3655/75R22.5</td>
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<td>4075/75R22.5</td>
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<tr>
<td>4300/75R22.5</td>
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<td>4345/75R22.5</td>
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<tr>
<td>4920/75R22.5</td>
<td>1</td>
<td>700</td>
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</tbody>
</table>

#### Tube Type

<table>
<thead>
<tr>
<th>Tire size</th>
<th>Tire Designation</th>
<th>The Load Limits (lbs.) at Various Cold Inflation Pressures (psi) (The pressure is minimum for the load)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>275/70R19.5</td>
<td>1</td>
<td>1200</td>
</tr>
<tr>
<td>295/70R19.5</td>
<td>1</td>
<td>1150</td>
</tr>
<tr>
<td>315/80R22.5*</td>
<td>1</td>
<td>1100</td>
</tr>
<tr>
<td>275/70R22.5</td>
<td>1</td>
<td>1050</td>
</tr>
<tr>
<td>295/70R22.5</td>
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<td>1000</td>
</tr>
<tr>
<td>315/80R22.5*</td>
<td>1</td>
<td>950</td>
</tr>
</tbody>
</table>

The load limits at various inflation pressures are based upon Tire and Rim Association (TRA) standards and tables, except where there is no specification established by the TRA. In these few cases, the tire design is based upon the European Tire and Rim Technical Organization (ETRTO) whose standards govern these tire designs. To obtain recommendations for tires run in non-standard applications, customers and dealers should contact the Hankook Technical Service Department.