

May 31, 2017

Sumitomo Rubber USA, LLC
10 Sheridan Drive
Tonawanda, NY 14150

IMPORTANT SAFETY RECALL

To: Dunlop Motorcycle Tires Tire Dealer Customers
Subject: Recall of 120/70ZR17 (58W) Dunlop Sportmax Q3+ tires

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Sumitomo Rubber USA, LLC (“**SRUSA**”) will initiate a recall of 120/70ZR17 (58W) Dunlop Sportmax Q3+ tires manufactured in the U.S. that may not conform to Federal Motor Vehicle Safety Standard 119. Specifically, SRUSA has identified a small number of 120/70ZR17 (58W) Dunlop Sportmax Q3+ tires that may have been undercured during the manufacturing process that occurred during weeks 17 and 18 of 2017. Such undercuring has the potential to lead to abnormal ride handling and/or steering characteristics of the motorcycle. If this abnormal ride handling is not identified by the customer, and the tire remains in use, then the risk of tread chunking in the shoulder of the tire could occur, which may increase the risk of a crash.

SRUSA and Dunlop Motorcycle Tires (“**Dunlop**”) are committed to quality and safety, and we pride ourselves on providing tires that meet or exceed customer performance expectations. In the interest of customer safety, SRUSA and Dunlop would like to keep these potentially affected tires from being put into service or ridden upon.

Through approximately July 31, 2017, SRUSA will coordinate the replacement of these tires sold to customers through local dealers at no charge to the customer or dealer.

I. REASON FOR RECALL

SRUSA has determined that a small number of 120/70ZR17 (58W) Dunlop Sportmax Q3+ tires manufactured during weeks 17 and 18 of 2017 may not be compliant with Federal Motor Vehicle Safety Standard 119.

II. SERVICE ACTION REQUIRED BY DEALERS

- a. FEDERAL LAW PROHIBITS THE REUSE OR RESALE OF RECALLED TIRES, AND VIOLATORS ARE SUBJECT TO CIVIL PENALTY UP TO \$21,000 PER VIOLATION WITH A MAXIMUM PENALTY OF \$105,000,000 FOR A RELATED SERIES OF VIOLATIONS.**

If you have not already done so, please check your current NEW tire inventory to determine if any of the tires fall within the suspect date range. To read the DOT date code, find the letters DOT on the tire sidewall, and read the following 13 numbers and letters. These tires are marked DOT 1DA8B 5K1M followed by a 4-digit date

code. Tires with date code “1717” or “1817” are possibly affected. If you have tires containing these date codes, please contact us at **800-845-8378** or email us at **consumeraffairs@dunlopmotorcycltires.com** with the subject line **120 Q3+** so we may assist you in arranging for a replacement as quickly as possible.

- b. Customers who have been identified by SRUSA and Dunlop as potential purchasers of the subject tires will be sent a letter requesting that they examine the tires to determine whether the tire is included in this action.
- c. SRUSA and Dunlop respectfully request that dealers who may have sold any of the subject tires provide the names and addresses of such potential purchasers, as quickly as possible, to **consumeraffairs@dunlopmotorcycltires.com** with the subject line **120 Q3+**. The contact information will be used only for recall notification purposes.
- d. Customers who have subject tires are instructed call **800-845-8378** for assistance in coordinating the replacement of such tires, at no cost to the customer. The customer will be notified when the replacement tire is available at the dealer so that the customer can schedule a service visit to remove the recalled tire and have the replacement tire mounted.
- e. The dealer will invoice Dunlop for standard costs associated with the proper destruction of the recall tires taken out of service and the mounting of the replacement tires. Invoices for these specific recall related services should be annotated “Recall”.
- f. When a consumer brings a motorcycle in for inspection in connection with this campaign, the dealer must inspect all tires to determine whether the tire size, model number, and date code is as indicated above. If a tire matches the description and date codes, then the tire is part of this recall and it must be replaced immediately. Tires with other date codes are not affected and are suitable for normal use.
- g. The recalled tires must be replaced with similar tires that are appropriate for the vehicle. Do not assume that the recalled tire is the appropriate tire for the vehicle.
- h. Dunlop has stated that the recalled tires will be replaced at no charge to the customer through approximately July 31, 2017.

III. PROCEDURE FOR REMOVAL FROM SERVICE

- Upon contact from a customer, Dunlop will contact the local dealer to coordinate shipment of a replacement tire. Customers seeking replacement tires under this recall program are instructed to bring their notification letters with them to the dealer.
- All 120/70ZR17 (58W) Dunlop Sportmax Q3+ tires that are removed from service by an end-user under this program must be rendered unserviceable within twenty-four (24) hours, per NHTSA regulations. Accordingly, a hole must be drilled into the sidewall of the tire or it must be disabled in another comparable fashion.

- The dealer will mount the replacement tires and properly dispose of the tires rendered unserviceable under this recall program at no cost to the customer.

IV. PHOTO EXAMPLE

For your assistance in identifying the tires that are subject to this campaign, we have included the photograph found below.



If your tires, or a customer's tires, contain DOT date code 1717 or 1817, they are covered by this campaign. If you have further questions regarding this recall process, please contact David Johnson at 1-800-845-8378.

Thank you for your cooperation and assistance,

Sumitomo Rubber USA, LLC
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