



December\_, 2017

## **NHTSA Recall Campaign No. 17T018**

### **Dear Antares Tire Distributor,**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Antares Tire has decided that certain Antares Comfort A5 tires fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 139, "New Pneumatic Radial Tires for Light Vehicles". These tires may experience sidewall separation while driving increasing the risk of a crash. The defect that relates to motor vehicle safety may exist in one size of the Antares Comfort A5 tire that was manufactured between the 19<sup>th</sup> and 20<sup>th</sup> week of 2016.

We have determined that this issue may affect the performance of the tires in the range described below. Vehicle operators could see a bulge on the sidewall if the tire is affected by this issue, and if the tire(s) is continually used, the enlarging bulge may be easily noticed visually.

Details of the recalled tires are as follows:

Product Name	Size	DOT Serial Number
Antares Comfort A5	LT225/75R16 118/116S 10PR LOAD RANGE E	KBU5 1916/ KBU5 2016

You are receiving this letter to (1) help you easily and accurately identify any recalled product, (2) outline your critical role in the recall, (3) walk you through the replacement, return and reimbursement processes, and (4) provide you with information on resources that can help you follow the recall requirement.

### **Immediate Next Steps**

To begin the recall process, you must locate and quarantine all recalled Antares Comfort A5 tires in your product inventory. It is imperative that you and your customers do not sell any of these tires. Please note that it is a violation of federal law to sell or lease new or used tires covered by this notification.

We also need your assistance to locate all dealer customers or end users who may have purchased recalled tires, so we can notify them of this recall. Due to the urgency and importance of this



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notification, please send to Antares Tires as soon as possible - but no later than December 7<sup>th</sup>, 2017- the names and addresses of all dealers and consumers, if applicable, to whom you sold or for whom you serviced the recalled tires. As soon as you provide that information, Antares Tire will mail a letter similar to this to any dealer customers and/or enclosed consumer recall notification letter to any consumer customers. Naturally, if you wish to write, call or email your customers in addition to Antares Tire's mailing, we encourage you to do so.

Please e-mail the list of all dealer and/or consumer customers who may have purchased recalled tires to sales888@sonnytyres.com, fax to +86-758-313-1313, or call 1-416-726-2188 to provide it via telephone. Please separate consumer and dealer lists, if applicable.

We also ask that you share the information contained in this letter with all employees who are involved with the removal, handling or return of recalled tires to ensure that they are aware of the procedures and requirements described in this letter. A failure to comply with the instructions of this letter may constitute a violation of the National Traffic and Motor Vehicle Safety Act.

### **Recalled Tires in Your Inventory**

It is imperative that you quarantine all recalled tires in your inventory. Please write "Recall" in tire crayon on the sidewall of each tire. Also, you must disable all tires covered by this recall. To disable, make a 3-inch-long cut in each sidewall of the tire. This cut must be at least 3 inches to ensure that the tire cannot be inflated. Do not skive DOT serial week codes on recalled tires until you are advised to do so.

### **Replacing and Collecting Recalled Tires**

Consumers have been advised to return their recalled tire(s) and the recall notification letter they received, if available, to their local Antares Tires dealer. After confirming that the consumer's tire(s) is covered by the recall, an Antares tires dealer will replace the recalled tire(s). If Antares brand tires are not available at the time of the inspection, dealers have been advised to replace the recalled tires with a comparable tire brand. PLEASE NOTE: The maximum allowable reimbursement credit for a comparable tire brand is up to \$500.00 on four, or \$125.00 per replacement (excluding labor). If a consumer wishes to purchase higher-priced replacement tires, he or she may pay the difference in cost between the consumer's desired tire and the replacement tire offered.

The dealer should then contact you. Please arrange for the prompt collection and return of the recalled tires at no cost to the consumer. Along with the recalled tire(s), the tire dealer should return to you the customer's invoice for labor charges, and the consumer's recall notification letter, if available.



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## **Handing Recalled Tires**

Please confirm that returned tires are covered by the recall. Like the recalled tires in your inventory, recalled tires returned to you must be quarantined. Upon receipt of returned recalled tires, you must confirm that the tires are labeled “Recall” in tire crayon on the side wall of each tire. You must also confirm that the tires have been disabled, as described above. If a tire has not been properly altered, alter it immediately in accordance with the above instructions.

Please note that federal law requires that if recalled tires are removed from a consumer’s vehicle and not altered in accordance with these instructions, you must notify Antares Tires within 30 days of their removal, and explain why they were not properly altered.

## **Disposing of Recalled Tires**

Please do not independently dispose of the recalled tires. Recalled tires in your new product inventory, and those returned to you from Antares Tires dealers, must be returned to the negotiated warehouse at 4818 4<sup>th</sup> Street, Irwindale, CA 91706. Your adjustment representative will work with you to determine the best method to dispose the tires. Along with the tires, please be prepared to provide copies of the following: (1) customer’s invoice for labor charges; (2) consumer’s recall notification letter (if available); and (3) a complete claim form.

## **Credit for Recalled Tires**

As mentioned above, when returning recalled tires, please include a copy of the invoice for labor charges and the consumer’s recall notification letter (if available). This information will allow Antares Tires to issue a credit for your customer’s labor charges and handling fees, as well as the charges for the replacement tires. Antares Tire will authorize a labor and handling allowance of \$20.00 per tire. For recalled tires removed from your inventory, Antares Tire will issue a credit to you based upon your last invoice price of the tires. Please remember that the maximum allowable reimbursement credit for a comparable tire brand is up to \$500.00 on four, or \$125.00 per replacement (excluding labor).

In the event a recalled tire is sold, you must immediately notify the national Highway Traffic Safety Administration of the sale, such reports should be made to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Avenue, S.E., Washington, DC 20590.

## **For Further Information**

We have a professional agency in place to field questions and calls associated with the recall. The team can be reached by phone at 1-855-444-5120, and by email at [service@antaresrecall.com](mailto:service@antaresrecall.com).



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Thank you in advance for your assistance. It is our desire to make this recall process consistent with the high level of service and quality you have come to expect from Antares Tire. We are committed to working with you and your customers throughout this recall to ensure a successful campaign. As always, thank you for your business.

Sincerely,

Quality Assurance  
Zhaoqing Junhong Co., Ltd.

Enclosures:  
Customer Recall Letter