



May 2019

IMPORTANT SAFETY RECALL NOTICE

VIA Certified Mail

Dear Authorized Toyo Tires Dealer,

Toyo Tire U.S.A. Corp. is conducting a voluntary recall campaign on select Toyo® Proxes® A27 tires. **If you have in your inventory the tires listed below (“recall tires”), you must stop selling them immediately.** This letter outlines steps you must take to return the tires to Toyo Tires, and explains how to serve customers that have the recall tires on their vehicles.

The attached letter is being distributed to customers, explaining that recall tires will be replaced at no charge to them. Please read the letter and familiarize yourself with the information. We also request that you distribute a copy of these letters to any staff who are likely to receive questions from customers.

Distributors or wholesale dealers who have resold these tires to retail dealers are required by federal law to forward to them a copy of this letter, along with a copy of the enclosed customer letter, within five (5) business days of receipt.

The following tires are covered under this recall campaign:

Brand/Model	Size (Load Index/Speed Rating)	Part No.	Tire Identification Number Range
Toyo® Proxes® A27	P185/60R16 86H	201280	N3ELV573718 and N3ELV573818

The recall tires were manufactured at our plant in Kuwana, Japan (N3) and can be identified by examining the sidewall stamping for the Brand, Model, Size, the “Proxes A27” mark, the “Made in Japan” mark, and the Tire Identification Number (“TIN”), which includes the plant code (i.e., immediately following the “DOT” mark), and the manufacture date (i.e., last 4 digits of the TIN).

What is the Problem?

The rubber compound used in the manufacture of a small number of tires during the production period did not meet Toyo’s specification. As a consequence, sections of the tread on affected tires may become detached. If this condition remains undetected, it could lead to a loss of inflation pressure, vehicle instability and an increased risk of a vehicle crash.

Are Recall Tires in Your Inventory?

Please check your inventory for recall tires. Should you find any, please separate them from your regular inventory immediately. Follow the instructions below to promptly return the recall tires to Toyo Tires. Upon returning the recall tires, you will have the option of receiving replacement tires plus a \$10.00 credit per tire for handling OR a credit for the original invoice cost of the recall tires plus the \$10.00 credit per tire for handling.

PLEASE NOTE THAT FEDERAL LAW PROHIBITS THE SALE OF NEW OR USED RECALL TIRES COVERED BY THIS NOTICE

Do Your Customers Have Recall Tires?

As a Toyo Tires dealer, we ask you to support this recall campaign in two ways. First, please provide Toyo Tires Consumer Relations Department, 5665 Plaza Drive, Suite 300, Cypress, CA 90630, with the names and addresses of customers who purchased the recall tires from you. Toyo Tires will send the attached letter to them. You may also provide this information by email at TTConsumerRelations@ToyoTires.com.

Second, replace the recall tires on customer vehicles with new, non-recall Toyo tires of the same model and size ("replacement tires"). The replacement is to be performed at no cost to the customer. Toyo Tires will reimburse dealers \$35.00 per replaced tire for mounting, balancing and handling.

If you do not have replacement tires in stock, and a customer requests them, please contact your Toyo Tires Customer Service Representative. They will be happy to assist you in ordering and delivering the replacement tires. You should then call the customer when the tires arrive at your location.

How to Process and Return Campaign Tires

If you identify recall tires in your inventory or on a customer vehicle, you must follow these steps and return ALL recall tires to the Toyo Tires Adjustment Center in Ontario, California. This is the only way to ensure proper credit or receipt of replacement tires. All credit for tires, mounting, balancing and handling will be issued through the Toyo Tires Warranty Claim system.

Step 1.

- Call your Customer Service Representative and notify them that you have recall tires in stock. They will assist you with ordering replacement tires or beginning the process of a credit.
- Call Toyo Tires Consumer Relations at (800) 442-8696 if you have a consumer with recall tires to arrange for FedEx Call Tags.

Step 2. Fill out a Limited Warranty Claim Form for all tires being returned. See sample attached.

- All non-shaded areas of the Toyo Tires warranty claim form must be completed, including store and dealer number, and customer name and address.
- Under 'Condition', write "RECALL 19T004".
- Customers receiving replacement tires should sign the completed Limited Warranty Claim Form for their used, recall tires.
- **Important:** Do not mix recall and possible adjustment tires on the same form.

Step 3. Record on the tire sidewall the last three digits and line item number of the Limited Warranty Claim Form (Example: Claim Form number W157954-1 would be 954-1).

Step 4: Federal regulations require all recall tires to be completely disabled within 24 hours of removal. On each recall tire, cut completely through one sidewall circumferentially for a length of approximately 6 inches or drill multiple holes. This procedure should be performed at the mid-sidewall area away from the TIN number, and only after the tire is dismounted from the wheel/rim.

Step 5. When the call tags from the carrier arrive, return the recall tires and Warranty Claim Form to: Toyo Tire Holdings of Americas Inc., Western Region CAP Center, 2151 S. Vintage Ave., Ontario, CA 91761. Be advised that FedEx will be used to ship consumer return tires and small quantities of dealer stock (less than 10 tires). Averitt Express will be used to ship larger quantities.



We appreciate your support and thank you for assisting with this recall campaign. If you have questions, please contact the Consumer Relations Department at (800) 442-8696.

Very Sincerely,

A handwritten signature in black ink that reads "Randy Gaetz". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Randy Gaetz
Sr. Vice President of Sales
Toyo Tire U.S.A. Corp.

Enclosures: Letter to Customers, Sample Warranty Claim Form

TOYO TIRES

LIMITED WARRANTY CLAIM FORM

CLAIM NUMBER

Western Region
2151 S. Vintage Ave
Ontario, CA 91761

Eastern Region
3660 Highway 411 N.E.
White, GA 30184

* Fields with asterisk must be completed

W157954

ATTACH COPY OF ORIGINAL
PURCHASE INVOICE TO CLAIM
FORM IF DOT OVER 60 MONTHS

1. PURCHASE DATE
2. ADJUSTMENT DATE
DATE RECEIVED & FREIGHT CHARGE

COMPLETE NON-SHADED AREAS ONLY

PLEASE PRINT LEGIBLY USING BALLPOINT PEN

3. NAME OF CUSTOMER OR NATIONAL ACCOUNT
4. STREET ADDRESS
5. CITY, STATE, ZIP CODE
6. ASSOCIATE DEALER OR NATIONAL ACCOUNT SUB LOCATION
7. STREET ADDRESS
8. CITY, STATE, ZIP CODE
9. DEALER NAME
10. STREET ADDRESS
11. CITY, STATE, ZIP CODE
12. DEALER ACCOUNT NUMBER

3. NAME OF CUSTOMER OR NATIONAL ACCOUNT: **JOHN COUSNER**

4. STREET ADDRESS: **123 HAIL STREET**

5. CITY, STATE, ZIP CODE: **ANYTOWN, ST 01234**

6. ASSOCIATE DEALER OR NATIONAL ACCOUNT SUB LOCATION: **ANYTOWN TIRE**

7. STREET ADDRESS: **111 FIRST STREET**

8. CITY, STATE, ZIP CODE: **ANYTOWN, ST 01234**

9. DEALER NAME: **WHOLE SALES TIRE USA**

10. STREET ADDRESS: **12345 BUSINESS CENTER**

11. CITY, STATE, ZIP CODE: **ANYTOWN, ST 01234**

12. DEALER ACCOUNT NUMBER: **ANYTOWN, ST 01234**

13. W/P	DOT SERIAL NUMBER						SIZE/PLY	PATTERN	DEPTH 32NDS	RFV ***	CONDITION	ADJ. CODE	ADJ. TYPE	DISP. CODE				
1	1	3	E	L	1	S	T	3	7	1	8	P18S/60R16 86H	PXA27	REGALL 18T004				
2	1	3	E	L	1	S	T	3	8	1	8	P18S/60R16 86H	PXA27	REGALL 18T004				
3																		
4																		
5																		
6																		

14. *VEHICLE YEAR: _____ *MILEAGE ON: _____

*MAKE: _____ *MILEAGE OFF: _____

*MODEL: _____ *MILEAGE TOTAL: _____

REAR TIRES STAGGERED FITMENT

ATTACH MILEAGE WARRANTY REGISTRATION, AND UNIFORMITY MEASUREMENT READINGS TO THE BACK OF ORIGINAL CLAIM FORM.

15. No Regrets 500 Mile or 45 Day Trial Information

Refund or Replacement Ride Comfort

Wet Handling Noise Level Dry Handling

Wandering Other Reason

16. AUTHORIZATION NUMBER

DATE ENTERED

COMMENTS

17. VEHICLE IDENTIFICATION NUMBER (VIN) IS REQUIRED FOR PRODUCT LIABILITY CLAIMS

18. *CUSTOMER SIGNATURE: PLEASE READ BEFORE SIGNING

I CERTIFY THAT THE FOREGOING STATEMENTS ARE CORRECT, THAT I AM THE ORIGINAL PURCHASER OR AUTHORIZED PERSON FOR THE PRODUCT PRESENTED FOR ADJUSTMENT, AND THAT THE PRODUCT DESCRIBED WAS NOT INVOLVED IN ANY ACCIDENT AND/OR PROPERTY DAMAGE. I ACCEPT THE ADJUSTMENT IN LIEU OF ALL FURTHER CLAIMS. I UNDERSTAND THAT THE PRODUCT(S) RETURNED FOR REPLACEMENT BECAME THE PROPERTY OF TOYO TIRE U.S.A. CORP.

X John Cousner DATE MM/DD/YY PHONE NUMBER (123) 456-7890

Form #0180208 05/12 100K WARRANTY ADJUSTMENTS DO NOT REQUIRE AUTHORIZATION NUMBERS

TOYO INSPECTOR _____ DATE _____

White (Original) - Toyo Tire U.S.A. Corp. with tire