

IMPORTANT SAFETY RECALL



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June 5, 2019

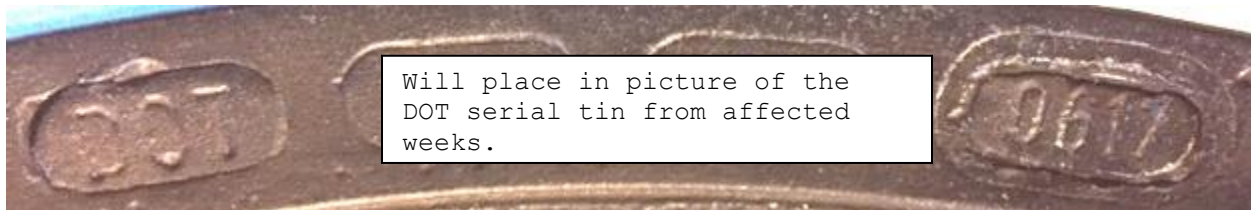
Dear Big O Dealer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

TBC Corporation and Cooper Tire & Rubber Company have decided that a defect which relates to motor vehicle safety exists in all tires identified in the table below.

Product Name	Size	DOT Serial Number	Brand
Big O Big Foot A/S	235/65R18	UP LM 2C2 2918-3518	TBC/BIG O

The DOT identification number is molded into each tire, and is composed of a DOT sequence, followed by a four-digit DOT date code. As an example, the following illustration shows what this number would look like for one of the affected tires in the chart above (the Big O Big Foot A/S, Size 235/65R18). For this tire, the DOT sequence begins with UPLM2C2 ---- and ends with a date code (2-digit week and 2-digit year), which would be 2918 through 3518, inclusive. In the example below it is XXXX.



Cooper Tire & Rubber Company has determined the affected tires may develop a ply cord distortion that could develop into a parting of the lower sidewall compounds extending to the cord material, which may ultimately result in an increased potential of tire failure leading to the loss of inflation pressure, vehicle control and increased risk of a crash. Driving at high speeds may cause this condition to occur and should be avoided until the tires have been inspected and replaced, if they fall within the identification numbers shown above.

Cooper Tire & Rubber Company and TBC Corporation are recalling all of the tires with the identification number(s) above. Check your inventory for these specific identification numbers. Effective immediately, you or your dealers must not sell any of the tires listed and described above.

“YOU ARE PROHIBITED BY FEDERAL LAW FROM SELLING OR LEASING NEW OR USED TIRES COVERED BY THIS NOTIFICATION.”

If a dealer knowingly sells or leases new or used recalled tires, that sale must be reported to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Ave., SE, Washington, DC 20590, within five working days after a person to whom the sale or lease has been made has taken possession of that tire. The required contents for such report are provided in NHTSA's regulation at 49 C.F.R. § 573.10.

TBCD1720619

You should also comply with the following instructions regarding the return of new and used recall tires at no charge in accordance with such provisions.

PROCEDURE FOR RETURN AND CREDIT OF RECALLED TIRES

NEW TIRES:

All recalled new tires existing in your inventory, or in your sub-dealers' inventories, should be returned immediately in one shipment, freight collect to the designated inspection point for your area as indicated on the attached map. To assure proper handling, these tires should be listed on Big O's standard Tire Claim Form. In order to expedite the sorting and crediting process, please use a crayon and write the words, "New Recall" on the sidewall of the tire and on the Claim Form in the comments section.

Upon verification by Cooper Tire that the tires returned are within the recall group, we will issue credit to you based upon your last invoice price of the tires.

USED TIRES:

TBC Corporation's registration records are being searched and consumers who have purchased tires with the subject identification number(s) are being notified of the RECALL. Attached for your information is a copy of the notification being sent to such consumers. Tires removed from consumer vehicles as a result of this RECALL should be replaced with tires of like size and construction bearing identification numbers other than those listed above.

We have advised the consumer to return his/her recalled tire(s) and his/her letter to you. If your inspection verifies that the consumer has a tire(s) with the suspect identification number, the tire(s) should be replaced, mounted and balanced at no charge, if presented for remedy within one-hundred and eighty (180) days after (i) receipt of this letter or (ii) notice that a replacement tire(s) is available (if not available at the time of the inspection). It is expected that replacement tire(s) will be available at the time of inspection. Please ensure that you have the correct replacement tires in inventory. After expiration of the one-hundred and eighty (180) days, tires will be replaced under our normal adjustment policy.

We have advised the consumer that it will take approximately thirty (30) minutes to replace each of the recalled tires. For any tires removed from consumer vehicles during such one-hundred and eighty (180) day period, Cooper Tire will authorize an allowance of \$17.50 per tire to cover mounting and balancing.

Tires removed from consumer vehicles must be listed on Big O's standard Tire Claim Form. The Claim Form must be properly completed and signed by the consumer and the consumer's copy of the recall letter attached.

For the purpose of the RECALL, the Claim Form must include RECALL tires only. The word "RECALL" must be printed directly across from the name and address on the claim form in the comments section. All tires should be identified in crayon with the Claim Form reference number per standard adjustment procedures. Also, please write the words, "Used Recall" on the sidewall of the tire.

Upon verification by Cooper Tire, credit will be issued to you on a no charge replacement basis if replaced by you and returned to Cooper on or before two hundred and ten (210) days after notice of this RECALL.

All Claim Forms for both "New Recall" and "Used Recall" tire(s) should be mailed to Big O using the standard tire adjustment procedures. Please mail the claim forms one to two days before shipping the tires. Remember: DO NOT ship the Claim Forms with the tires.

You should return in one shipment all recalled new and used tires to the inspection point as indicated on the attached map. These tires should be classified as SCRAP and shipped as SCRAP RUBBER TIRES, freight collect. Freight collect privileges apply only within the prescribed time period. Any tires returned after the designated time will be handled under our regular tire adjustment procedures.

TBC Corporation requests that you advise it of those customers of yours, if any, who have purchased any of the tires described above for which registration forms have not previously been submitted so that such customers can be advised of the recall and the replacement of their recalled tires can be scheduled.

We apologize for any inconvenience. If you have any questions pertaining to the implementation of this RECALL or need assistance, please contact the TBC Corporation Quality Assurance Department at 800-739-7698.

Sincerely,

Tony Maddox, VP of Purchasing & Quality Assurance, TBC Corporation

Attachments:
TBC Corporation Consumer Letter
Cooper Tire RIP Map