

1/29/2020

Technical Service Bulletin: Galaxy 11R24.5 DH241-G 16H TBR Recall

ATC Tires PVT. LTD. is initiating a voluntary recall of certain Galaxy 11R24.5 DH241-G 16H tires. These tires may have been manufactured with improper vulcanization. Alliance Tire Americas, Inc. (ATA) will replace the subject tires at no charge to consumers:

1. What tires are subject to this recall: "Eligible Tires"?

Galaxy 11R24.5 DH241-G 16H

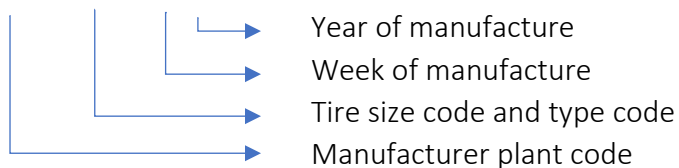
Catalog No: 683446-36

DOT TIN: 01C 14F000 2519 through 01C 14F000 4619

Example: DOT 01C 14F000 3919



DOT 01C 14F000 3919



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2. What tire condition is involved?

The tires subject to this recall may have been produced with improper vulcanization which could potentially lead to a tread separation.

3. What is the effect of this condition for driving safety?

In small separations, a vibration may be present. If left in service, the separation could grow and result in tread detachment. Tread detachment may create unpredictable vehicle handling and result in a vehicle accident.

4. How do I handle replacement of one tire on a dual fitment?

ATA will allow for the replacement of both tires in dual fitment.

5. How do I process the removed tires for warranty reimbursement?

Dealers are asked to call the ATA Recall Coordinator who will set up an appointment with the dealer and our authorized freight carrier to return the subject tires to the ATA Savannah Recall Facility. You can contact the ATA Recall Coordinator toll free at: 844-921-2778 or 339-900-8030 or email: RECALL@ATGTIRE.COM

*DO NOT RETURN TIRES TO ATA ON YOUR OWN.

6. What is the “Eligible Time Period” for this recall?

Owners of eligible tires will receive a dated letter with instructions for the service campaign. Owners have 150 days from the date of the letter to take advantage of the free replacement policy.

7. How will owners of eligible tires be notified or become aware of this recall?

Notification letters will be sent to all registered and recorded owners of eligible tires. A public notice will be placed on ATGTIRE.COM.

8. How can anyone find answers to questions?

For any questions relating to this recall, contact ATA RECALL COORDINATOR toll free at 844-921-2778 or 339-900-8030 or RECALL@ATGTIRE.COM