

# **HANKOOK TIRE AMERICA CORP.**

## **IMPORTANT SAFETY RECALL NOTICE**

Date: July X, 2021

To: Hankook Tire Authorized Tire Distributors and Dealers

### **Subject: Voluntary Tire Recall Notice**

Hankook Tire America Corporation (“Hankook Tire”) is recalling certain Hankook brand Passenger tires manufactured between January 30, 2021, and February 6, 2021. The specific tires are **Kinergy GT H436 235/50R19H** (the “Recalled Tire”), identified by a single DOT number: **00T23 1B H0 0521**. There are 172 tires with barcodes matching those on **Attachment 1** that are subject to this recall.

### **Description of Safety Defect**

A small batch of passenger tires produced as Original Equipment tires for the Chevrolet Equinox and the GMC Terrain were manufactured with sub-tread rubber with an insufficient amount of curative agent due to a manufacturing irregularity. Consumers may hear noise or feel vibration when driving. At high speed, tread delamination may occur.

### **Identification of Tires**

Hankook Tire and/or General Motors will begin notifying end consumers that have been identified as owners of the subject vehicles and/or having purchased affected tires. These end consumers will be directed to contact the dealer where they purchased their vehicle to schedule an appointment for having a replacement tire installed on their vehicle. If the vehicle dealer is not able to assist, then the consumer may contact Hankook Tire dealers. In case you are contacted, we request your assistance in verifying that the tire is included in this program and removing, replacing, and returning all identified tires.

The tires **must** meet the **DOT, DOT Date, and barcode number** in order to be part of the recall. However, Hankook will also replace tires with an unreadable barcode. If a vehicle has one or three tires installed that are part of the recall, Hankook will provide replacement tires to ensure that both tires on an axle are replaced.

The DOT number can be found on the sidewall near the bead. A sample DOT is shown in Picture. The barcode number can be found just above the bead, on the opposite side of the full DOT number, and is sometimes hidden by the rim. A sample barcode is also shown

below.

<Picture of Full DOT Number>



Example DOT Number  
00T23 1B H0 0521

<Picture of barcode, on side with partial DOT number>



## **Shipping Instructions**

**Contact Hankook Customer Service at 1-800-426-5665 option 0 for shipping arrangements.**

All tires subject to recall returned to you by a customer must be labeled with a Hankook Claim Form. Additionally, the tires must be rendered unserviceable within 24 hours. “Unserviceable” means the tires must not be capable of holding air. Accordingly, a hole must be drilled in the sidewall of the tire or it must be disabled in some other comparable fashion. Hankook Claim Forms can be obtained by contacting Hankook Customer Service.

**YOU ARE PROHIBITED BY FEDERAL LAW FROM SELLING NEW OR USED TIRES COVERED BY THIS RECALL NOTICE. FEDERAL LAW ALSO REQUIRES YOU TO NOTIFY NHTSA OF ANY SALE OF A NEW OR USED RECALLED TIRE FOR USE ON A MOTOR VEHICLE.**

For purposes of the Recall, the Hankook Claim Form must include only tires covered by this notice, including recalled tires (within the barcode range) and other tires authorized to be returned (damaged barcodes, or to complete an axle, as described below). The word “RECALL” must be printed under the “Claim Reason” or “Description of Defect” section of the Form, depending on the version of the Claim Form.

### **Payment or Credit Without Charge.**

Only Hankook brand tires will be eligible for payment or credit for the cost of the tires. Upon receipt and verification by Hankook Tire, payment or credit will be issued to you. An additional handling and labor credit of \$\_\_ per tire will be issued for tires returned under this recall notice.

We will extend this payment or credit service until December 31, 2021. This remedy will be provided to you if presented on or before December 31, 2021. From January 1, 2022, payments or credits are available to customers on a pro-rata basis as described in the Customer Recall Letters.

Thank you for your attention to this important matter.  
Sincerely,

Hankook Tire America Corp.  
333 Commerce St. Suite 600 Nashville, TN 37201  
1-800-Hankook (426-5665) (Toll free)  
Go to web site: [www.hankooktire.com/us/](http://www.hankooktire.com/us/)