

## IMPORTANT SAFETY RECALL

RECALL NO. 22T-017

October 2022

Dear Valued Falken Customer:

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

Sumitomo Rubber USA, LLC (SRUSA) has decided that a defect which relates to motor vehicle safety exists in certain Falken brand Pro G5 CSV passenger-car tires manufactured between February 28, 2022 and March 5, 2022. Suspect tires contain inadequate sulfur levels in the tread-base compound, which prevented proper curing of the tread-base rubber. SRUSA has initiated a safety recall for the tires detailed in the attached list of affected tires (the affected-tire list).

We are notifying you because our records indicate that you may have purchased a tire(s) subject to this recall. Therefore, please review this letter carefully.

### **What is the Problem?**

The tread may chunk or separate from the tire. (See the following photograph for an example.) If the tread chunking or separation occurs in a manner that affects vehicle stability, there may be an increased risk of a crash.



### What Are We Doing About the Problem?

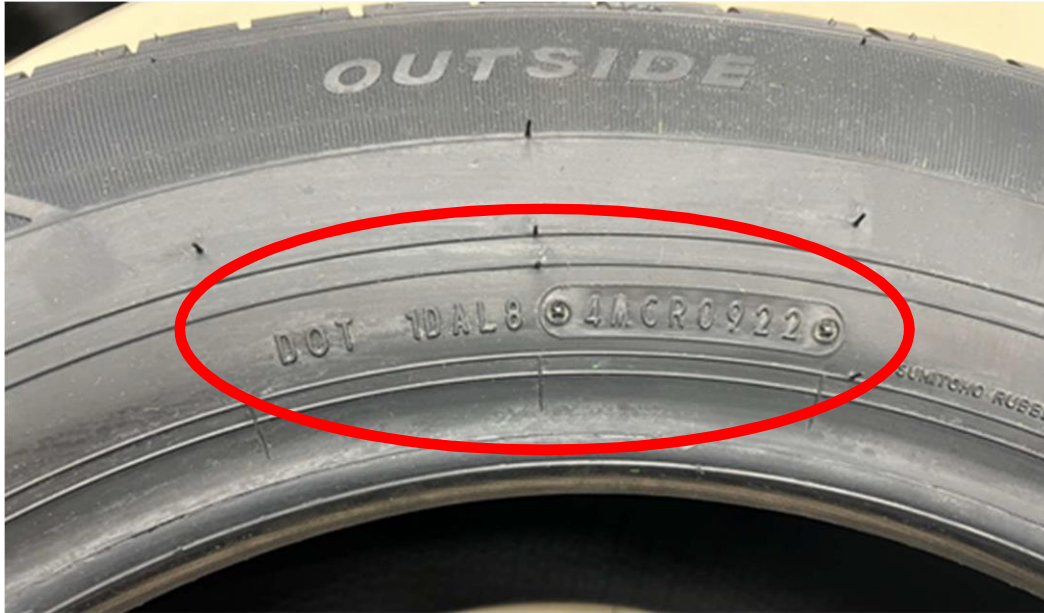
Consistent with the company's longstanding commitment to safety, customer satisfaction and service, SRUSA will replace tires subject to the recall with new tires, and mount the replacement tires, all at no charge to you through **April 18, 2023**. Any tire subject to this recall will be replaced with a comparable Falken tire. In the event that a Falken brand tire is not currently available, a suitable competitive product may be used as a replacement.

### How Do You Identify Recalled Tires?

Tires have certain unique sidewall markings that will allow you to determine whether they are subject to this recall. The attached affected-tire list describes the **tire brand, tire line, tire size, and tire identification number (circled in red)** for each of the tires subject to this recall. Any tire that has **all four markings** described in the attached affected-tires list is subject to this recall and should be replaced.



The tire identification number (TIN) can be found on the sidewall, as shown below. The TIN starts with the letters “DOT” with the last four numbers being the week and year manufactured, as shown circled in red below.



### **How To Have Your Tires Replaced**

If any of your tires contain all four of the above-described sidewall markings, please take your vehicle as soon as possible to a Discount Tire retail location (store locator <https://www.discounttire.com/store-locator>). In California, please take your vehicle as soon as possible to an America’s Tire retail location (store locator <https://americastire.com/store-locator>). The Discount Tire or America’s Tire retailer will confirm the tire is covered by the recall by inspection and will replace your tires at our expenses with no cost to you.

If you have any questions about whether your tires are covered by this recall, please contact Falken’s customer service at **1-877-763-0416**.

### **Questions or Concerns?**

If you have questions or concerns about this recall, please contact Falken’s customer service at **1-877-763-0416**, or **Warranty@srnatire.com**. For email, please use the subject line: “Recall No. 22T- 017 Customer Information.”



**SUMITOMO RUBBER USA, LLC**



If you believe that SRUSA or its retailer has failed or is unable to provide a remedy without charge within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We are taking this action in the interest of your safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Sumitomo Rubber USA, LLC.

Enclosure

 **SUMITOMO RUBBER USA, LLC**

Attachment: Affected tire list.

| FTC #    | DTC # | Brand  | Tire Line & Size           | 13 Digit Tire Identification Number (TIN) |           |          |          |
|----------|-------|--------|----------------------------|---|-----------|----------|----------|
|          |       |        |                            | Plant ID                                  | Size Code | Opt Code | DOT Week |
| 28658085 | 37726 | Falken | 235/65 R17 104V Pro G5 CSV | 1DA                                       | L8        | 4MCR     | 0922     |
| 28658603 | 37721 | Falken | 235/65 R18 106V Pro G5 CSV | 1DA                                       | VK        | 4MCR     | 0922     |
| 28658591 | 37728 | Falken | 245/50 R20 102V Pro G5 CSV | 1DA                                       | KH        | 4MCR     | 0922     |
| 28653367 | 37743 | Falken | 265/50 R20 111V Pro G5 CSV | 1DA                                       | 7E        | 4MCR     | 0922     |