

TECHNICAL GROUP BULLETIN

8-17-2020

LINGLONG TIRE RECALL

**PRODUCT AFFECTED: LT265/75R16/E Venezia Crusade HT
DOT YCLF LLTR 2715 TO 5215**

ARTICLE NUMBER: MISC

REASON: Endurance testing found that the lower sidewall may separate from the tire which if occurring may increase the risk of a crash.

Store Instructions:

Removing New Product from Store Inventory:

1. Remove affected product from inventory/showroom
2. Create STO transfer to your Adjustment Warehouse using the affected article number(s)
3. Write "Voluntary Recall" under the comment section of STO

Removing Recalled Tires from Vehicles:

1. Follow your normal adjustment process
2. Write up as a "Manufacturer Adjustable Condition" on invoice
3. Select adjustment type "9-Recall/MFG Replacement Program"
4. Enter complete D.O.T. number and Full Tread Depth measurements
5. Print & stick Adjustment label on tire(s)
6. Stage with your other adjustment tires
7. No charge to customer for replacement tire(s)
8. No charge to customer for Certification renewal(s), if they were originally purchased
9. Offer Certifications on replacement tire(s), if none were originally purchased

Warehouse Instructions:

New Product from Store Inventory:

1. Receive STO from store(s) with affected product
2. Collect physical unit(s) from store
3. Disable and Scrap at the WHS

Recalled Tires from Vehicle:

1. Process with all other adjustment tires

Let your Warranty team know if you have any questions and/or concerns.