

TECHNICAL GROUP BULLETIN

9-2-2022

FALKEN TIRE PRO G5 CSV QUALITY SAFETY CAMPAIGN

PRODUCT AFFECTED: **Falken Pro G5 CSV**
235/65R18 106V DOT 0922

ARTICLE NUMBER: **37721**

REASON: **Some of these tires may have been manufactured with a reduction in the adhesion of the tread stock compound leading to delamination or chunking of the tread.**



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

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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