

TECHNICAL GROUP BULLETIN

11-22-2023

SENTURY TIRES

VOLUNTARY RECALL

PRODUCT AFFECTED:

SIZE	BRAND	FAMILY LINE	DOT			FROM	TO
255/45ZR19	ARROYO	GRAND SPORT A/S	TB	F1	KB5C	1723	1723
255/45ZR19	VERCELLI	STRADA II	TB	F1	B65C	1723	1723
205/65R16	LANDGOLDEN	LG17	TB	F1	K85C	1723	1723
205/65R16	LANDSAIL	LS388	TB	F1	AM5C	1723	1723
205/65R16	LIONHEART	LH501	TB	F1	K85C	1723	1723
245/70R16	LIONHART	LIONCLAW AT2	TB	F1	FA5C	1723	1723
265/40ZR20	LEXANI	LX-TWENTY	TB	F1	B95C	1723	1723
255/50ZR19	MAVIS	HT-S	TB	F1	MB5C	1723	1723
235/55R20	NATIONAL	COMMANDO HTS	TB	F1	P15C	1723	1723
255/55R20	NATIONAL	COMMANDO HTS	TB	F1	P15C	1723	1723
265/65R17	NATIONAL	COMMANDO HTS	TB	F1	P15C	1723	1723

PRODUCT CODES: MISC

REASON: 544 tires produced during the week of 1723 were made with an under-tread with an insufficient amount of sulfur. This may lead to tread delamination or tire failure.

Store Instructions:

Removing New Product from Store Inventory:

1. Remove affected product from inventory/showroom
2. Contact your Adjustment Warehouse with your Quantities.

Removing Recalled Tires from Vehicles:

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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. **No charge** for mounting, balancing, or any type of labor
10. Offer Certifications on replacement tire(s), if none were originally purchased

Warehouse Instructions:

New Product from Store Inventory:

1. Receive store's affected QTY
2. Create STO from store(s) with affected article number(s)
3. Write "Voluntary Recall" under the comment section of STO
4. Collect physical unit(s) from store(s) by **December 31st, 2023**.
5. **Instructions to come soon from the Product Warranty Team, on how to return this product (physically or data only)...stay tuned.**

Recalled Tires from Vehicle:

1. Process with all other adjustments.