

TECHNICAL GROUP BULLETIN

12-4-2020

BRIDGESTONE/FIRESTONE VOLUNTARY RECALL

PRODUCT AFFECTED:

H/L ECOPIA 422 PLUS

P255/60R19 108H DOT OB 0M EC1 **2820** TO **3120**

DESTINATION LE3

255/60R19 109H DOT 1W2 K0 LE31 **2420** TO **4820**

ARTICLE NUMBER:

44022, MISC

REASON:

The tires may have been manufactured with a small pinhole in the upper sidewall of the DOT serial intended outboard side of the tire. Affected tires with a pinhole penetrating the tire inner liner may slowly leak air.

Store Instructions:

Removing New Product from Store Inventory:

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

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:

Recalled Tires from Vehicle:

1. Process with all other adjustment tires

New Product from Store Inventory:

1. Receive store's affected QTY
3. Create STO from store(s) with affected article number(s)
2. Write "**Voluntary Recall**" under the **comment section of STO**
3. Collect physical unit(s) from store(s)
4. Create RTV PO with all affected tires in your region
5. Contact Melissa Jones for return instructions

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