

# TECHNICAL GROUP BULLETIN

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2/7/2022

## BRIDGESTONE/ FIRESTONE VOLUNTARY RECALL

**PRODUCT AFFECTED:**      **FIRESTONE TRANSFORCE AT**  
LT275/70R18 125S E1 OE CM | DOT VN 15 TR9 **1821**  
**FIRESTONE TRANSFORCE HT**  
LT275/70R18 125S E1 OE CM | DOT VN 15 TH7 **1821**  
**ARTICLE NUMBERS:**      **33381, 33379**

**REASON:**                      **The tires were manufactured with an incorrect inner liner compound, which could cause increased inner liner permeability or cracking, resulting in belt separation.**

### **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:**

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** for mounting, balancing, or any type of labor.
9. **No charge** to customer for Certificate renewal(s) if they were originally purchased
10. Offer Certificates on replacement tire(s) if none were originally purchased

### **Warehouse Instructions:**

#### **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), **by March 15<sup>th</sup>, 2022**
4. Create an RTV PO with all affected tires in your region
5. Email the Product Warranty Team with your RTV PO number & Qty's
6. Return details will be set up with Bridgestone

#### **Recalled Tires from Vehicle:**

1. Process with all other adjustment tires

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