

TECHNICAL GROUP BULLETIN

10-27-2020

GENERAL TIRE VOLUNTARY RECALL

PRODUCT AFFECTED:

ALTIMAX RT43

225/60R18 100H DOT A3E4 WBYV 2220, 2420

235/55R19 105V DOT A3E7 WD84 1120

GRABBER HTS60

225/75R16 104S DOT A3X4 HMF9 2720

LT275/70R18 125/122S DOT A315 HMJ8 0520

GRABBER A/TX

LT275/70R18/125/122R DOT A315 HMPK 2420

LT315/70R17 121/118S DOT A3BM HMWT 2520

GRABBER HTS 255/70R17 112S DOT A3E8 HNOO 3020

GRABBER AT2 265/70R16 112S DOT A3C2 3WC 2820

GRABBER X3 35X12.50R20 121Q DOT A33H HMM6 1120, 1220

GRABBER HD LT245/75R17 121/118S DOT A311 HMT0 2420

RELIATREK HT 275/65R18 116T DOT A3YL HMBR 0420

RELIATREK 205/55R16 91H DOT A3OF WJ80 1120

ARTICLE NUMBERS:

28826, 39923, 18267, 26494, 43631, 43622, 87640, 32834, 32013, 34646, MISC, MISC

REASON:

Some of these tires have been subjected to inadequate mold curing time which may affect the quality and overall performance of these tires.

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

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Warehouse Instructions:

New Product from Store Inventory:

1. Receive STO from store(s) with affected product
2. Collect physical unit(s) from store(s)
3. Create RTV PO with all affected tires, from all stores on this ONE PO
4. Contact Melissa Jones, with PO & QTYS, for return instructions

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.