

# TECHNICAL GROUP BULLETIN

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12-17-2015

## COOPER TIRE VOLUNTARY RECALL

PRODUCT AFFECTED: **275/55R20 XL 117S COOPER  
ZEON LTZ with the  
DOT of UTY1 CN9 3515 TO 3715**

ARTICLE NUMBER: **27498**

REASON: These tires do not meet Cooper Tires level of quality or the NHTSA standards.

**Only tires within this date range are affected!**

### NEW PRODUCT:

**Remove affected product from inventory /  
showroom displays and return to Adjustment  
warehouse as New Defective**

1. Transfer to warehouse
2. Under comments write "Voluntary Recall"
3. Return through normal adjustment process

### WHEN REMOVING RECALLED TIRES

- Key as a "Manufacturer Adjustable Condition"
- Select adjustment type "9-Recall/MFG Replacement Program"
- Enter complete D.O.T. number and full tread depth.
- No charge for replacement
- No charge for Certificate renewal (if purchased originally).
- Offer Certificates on the replacement tires (if not purchased originally).
- Process as normal adjustment