

# TECHNICAL GROUP BULLETIN

5-12-2021

## COOPER TIRE

### ARIZONIAN SILVER EDITION AS VOLUNTARY RECALL

**PRODUCT  
AFFECTED:**

**Arizonian Silver Edition**

215/65R16 98H DOT U9 6V XYT **0421** TO **0521**

**ARTICLE  
NUMBER:**

**88935**

**REASON:**

One of the Molds used to produce these tires had a shoulder blade sipe break off causing tires produced in this mold to have a pinhole leak



#### 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

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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), **by May 31st**
4. Create an RTV PO with all affected tires in your region
5. Contact Melissa Jones for return instructions, provide RTV PO number and Qty for your Region

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