

TECHNICAL GROUP BULLETIN

2-24-2021

COOPER/MASTERCRAFT TIRE VOLUNTARY RECALL

PRODUCT AFFECTED: **COOPER CS5 GRAND TOURING**
225/55R17 DOT U9 00 1CW **2920 TO 0121**
MASTERCRAFT LSR GRAND TOURING
225/55R17 DOT U9 00 FY7 **2920 TO 0121**

ARTICLE NUMBER: **19838 and MISC**

REASON: **These tires may have low tread gauge in the shoulder slot area which could cause tread separation and tire failure.**

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 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 Data Only adjustment tires
2. Send these as Data Only to Cooper on the normal Data Only Schedule (these may go with your other Cooper Data Only adjustments)
3. Disable & Discard once RTV'd

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 One RTV PO with All affected tires in your region

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5. Disable & Discard recalled tires, once data is RTV'd

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