

TECHNICAL GROUP BULLETIN

09/09/2021

COOPER VOLUNTARY RECALL

PRODUCT AFFECTED: **EVOLUTION H/T**

245/70R16 107T | DOT **UT 9H 1J9 1723**

ARTICLE NUMBER: **34369**

REASON: **The affected tires date code portion of the DOT Number incorrectly states the week and year of manufacture. The correct week and year of manufacture is 2317 and the subject tires are incorrectly marked 1723.**

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:

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 9/30/21**
4. Create an RTV PO with all affected tires in your region, on your NORMAL Data-Only schedule (Wednesday's & last day of the month)
5. Disable & Discard recalled tires, once data has been RTV'd

Recalled Tires from Vehicle:

1. Process with all other **DATA ONLY** adjustment tires
2. Disable & Discard recalled tires, once data has been RTV'd

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