

TECHNICAL GROUP BULLETIN

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**