

# TECHNICAL GROUP BULLETIN

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10-19-2017

## DUNLOP TIRE VOLUNTARY RECALL

PRODUCT AFFECTED: **275/50R21 Dunlop Grand Trek PT3A with the DOT of: V4WH NR 4816 TO 4816**

ARTICLE NUMBER: **MISC**

REASON: **The tires in question lack complete DOT identification markings; they bear markings identifying the manufacturer, size and production date, but those markings do not include any DOT prefix.**

### 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**