

# TECHNICAL GROUP BULLETIN

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1-08-2020

## FALKEN TIRE VOLUNTARY RECALL

**PRODUCT AFFECTED:** 255/50R20 104V FALKEN ZIEX CT50 A/S  
DOT **V4** UV 4MHR **1619 TO 1619**

**ARTICLE NUMBERS:** 32328

**REASON:** These surface of the tread may become partly detached, increasing the risk of a crash.

### **NEW PRODUCT:**

**Remove affected product from inventory /  
showroom displays and return to Adjustment  
warehouse.**

1. Create STO transfer to warehouse using article number
2. Under comments write "Voluntary Recall"

### **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