

TECHNICAL GROUP BULLETIN

11-10-2023

FALKEN TIRE WILDPEAK AT3W & HT02

VOLUNTARY RECALL

PRODUCT AFFECTED: **P265/70R17 Falken WildPeak AT3W**
DOT DA 70 3MDR 3023 TO 3423
LT235/85R16/E Falken WildPeak HT02
DOT DA -- ----- 2623 TO 2923

ARTICLE NUMBER: **26514, 44912**

REASON: **Tires produced in a specific mold were found to have a punctured sidewall. This puncture was caused by an extraction rod that broke off in the mold. Only tires from the Buffalo Plant (DA) are being recalled.**

Store Instructions:

Removing New Product from Store Inventory:

1. Remove affected product from inventory/showroom
2. Create STO transfer to your Adjustment Warehouse using the affected article number(s)
3. Write "Voluntary Recall" under the comment section of STO.

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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
2. Create STO from store(s) with affected article number(s)
3. Write "Voluntary Recall" under the comment section of STO
4. Collect physical unit(s) from store(s) by **December 31st, 2023**.
5. **Instructions to come soon from the Product Warranty Team, on how to return this product (physically or data only)...stay tuned.**

Recalled Tires from Vehicle:

1. Process with all other adjustments.

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