

TECHNICAL GROUP BULLETIN

9-14-2022

FALKEN TIRE PRO G5 CSV RETURN TO VENDOR

PRODUCT AFFECTED: **Falken Pro G5 CSV**
235/65R18 106V DOT 0922
245/50R20 102V DOT 0922
265/50R20 111V DOT 0922
235/65R17 104V DOT 0922

ARTICLE NUMBER: **37721, 37728, 37743, 37726**

REASON: **Several of these tires have been discovered with loose tread or tread detaches after installation and being driven on.**



Store Instructions:

Removing New Product from Store Inventory:

1. Remove affected product from inventory/showroom
2. Contact your Adjustment Warehouse with your Quantities.

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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. **No charge** for mounting, balancing, or any type of labor
10. 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)
4. **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 adjustment tires