

TECHNICAL GROUP BULLETIN

11-10-2023

MOHAVE CUV TIRES

VOLUNTARY RECALL

PRODUCT
AFFECTED: **235/60R18 107V Mohave CUV**
215/60R17 96H Mohave CUV
215/65R16 98H Mohave CUV
DOT ending in 1723

PRODUCT CODE: **89854, 89853, 89860**

REASON: **544 tires produced during the week of 1723 were made with an under-tread with an insufficient amount of sulfur. This may lead to tread delamination or tire failure.**

Store Instructions:

Removing New Product from Store Inventory:

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

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)

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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
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.