

TECHNICAL GROUP BULLETIN

11-10-2023

TOYO TIRE

OPEN COUNTRY & EXTENSA

VOLUNTARY RECALL NHTSA: 23T007

PRODUCT AFFECTED:

ARTICLE	SIZE	FAMILY LINE	DOT	FROM	TO
88594	275/55R20 117T	OPEN COUNTRY A/T III	05C KK 221F	0523	1423
88616	275/60R20 115T	OPEN COUNTRY A/T III	05C NU 221H	1523	1523
88603	285/55R20 114T	OPEN COUNTRY A/T III	05C YD 221C	1723	1723
88608	265/70R16 111T	OPEN COUNTRY A/T III	05C LJ 221V	1423	1423
88442	265/70R17 115T	OPEN COUNTRY A/T III	05C 70 221D	4322	1223
88589	275/65R18 116T	OPEN COUNTRY A/T III	05C CY 221E	5122	5222
88399	235/60R18 107T	OPEN COUNTRY A/T III	05C DC 21YW	1223	1223
88618	255/70R18 113T	OPEN COUNTRY A/T III	05C C3 2217	1223	1223
44872	275/55R20 117H	OPEN COUNTRY H/T II	05C KK 2228	0523	1423
44826	215/70R16 100H	OPEN COUNTRY H/T II	05C YV 221X	1323	1323
44835	265/70R16 112T	OPEN COUNTRY H/T II	05C LJ 2226	0423	0423
44854	265/70R17 115T	OPEN COUNTRY H/T II	05C 70 2227	1223	1223
44840	225/65R17 102H	OPEN COUNTRY H/T II	05C F5 221Y	0623	1523
44865	275/65R18 116T	OPEN COUNTRY H/T II	05C CY 2229	5122	5122
44863	265/70R18 116T	OPEN COUNTRY H/T II	05C D6 2229	0623	1223
136285	255/50R20 109V	OPEN COUNTRY Q/T	05C UV 224C	1523	1523
134262	235/60R18 107V	OPEN COUNTRY Q/T	05C DC 2249	1223	1223
86688	225/65R17 102H	EXTENSA A/S II	05C F5 224E	0223	1723
86681	205/55R16 91H	EXTENSA A/S II	05C 8K 219N	1023	1023
86692	235/55R18 100H	EXTENSA A/S II	05C 7C 222H	1323	1323

REASON:

A small number of tires are suspected of having been cured into the wrong mold, potentially resulting in incorrect component dimensions, compounds, and cord tension.

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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)
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. Disable the tires (**do NOT drill through the DOT or mold sticker**)
6. **Send with recalled adjustments, on their own shipment through Knight.**
-Contact Knight with your quantities so they can be added to a truck.

Recalled Tires from Vehicle:

1. Process the tires under 'Recall-09' and keep them with the new inventory that is recalled.
2. Disable the tires (**do NOT drill through the DOT or mold sticker**)
3. **Send these with the NEW recalled inventory, separate from the normal adjustments.**
-Contact Knight with your quantities so they can be added to a truck.

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