

# TECHNICAL GROUP BULLETIN

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3/28/2022

## CUSTOM WHEEL HOUSE | METHOD WHEELS VOLUNTARY RECALL

**PRODUCT AFFECTED:** MR316

17X8 6-139.7 25 | BLACK FINISH

**ARTICLE NUMBER:** 104514

**REASON:** The wheel spokes may experience cracking under heavy weight loads.

### 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 Wheels from Vehicles:**

1. Write up as a "Manufacturer Adjustable Condition" on invoice
2. Select adjustment type "78 - RECALL WHEEL"
3. Print & stick Adjustment label on wheel(s)
4. Contact Matt Harris from Custom Wheel House:  
951-251-0355 or [matt@customwheelhouse.com](mailto:matt@customwheelhouse.com)
6. Matt will send an RGA and call tags for pickup

### 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 all stores, **by April 30<sup>th</sup>, 2022**
4. Create an RTV PO with all affected wheels in your region
5. Contact Matt Harris from Custom Wheel House:  
951-251-0355 or [matt@customwheelhouse.com](mailto:matt@customwheelhouse.com)
6. Matt will send an RGA and call tags for pickup

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