



NITTO TIRE U.S.A. INC
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February 18, 2011

SAFETY RECALL NOTICE

BY FEDERAL EXPRESS

Dear Authorized Nitto® Dealer,

Nitto® Tire U.S.A. Inc. is conducting a recall campaign on a limited quantity of select Nitto brand tires. **If you have the tires listed below in your inventory, you must stop selling them immediately.** This letter outlines steps you must take to return the tires to Nitto as well as how to serve customers with campaign tires on their vehicles.

The attached letter is being distributed to customers, explaining that campaign tires will be replaced at no charge to them. Please read the letter and familiarize yourself with the information. We also request that you distribute a copy of these letters to any staff who are likely to receive questions from customers.

The following tires are covered under this recall campaign:

Model	Size (Load Index/Speed Rating)	DOT Serial #
Nitto® Terra Grappler™ All Terrain	255/55R18 109S	CX 91 K12 3810 CX 91 K12 3910

These tires were manufactured at our plant in Sendai, Japan during the 38th and 39th week of 2010 (as indicated by the last four digits of the DOT Serial #, i.e., 3810 and 3910). The serial number can be found after the letters "DOT" on the tire sidewall. There are approximately 214 tires covered by this campaign, approximately 36 of which are estimated to contain the defect. Tires manufactured before and after this period are not involved.

The rubber chemical mixture used in the production of some of the recalled tires does not meet Nitto's specification for these tires. As a consequence, sections of the tread may become detached, potentially causing loss of vehicle control and a crash, which could result in death or injury.

Distributors or wholesale dealers who have resold these tires to retail dealers are requested to forward a copy of this letter, along with a copy of the enclosed customer letter, to all known distributors and retail outlets as soon as possible.

Are Campaign Tires in Your Inventory?

Please check your inventory for campaign tires. If you locate any, please separate them from regular inventory immediately. **Then, follow the instructions below to return the tires to Nitto.**

Upon returning the tires you will receive credit for the original invoice cost of the tires plus the \$7.50 credit for handling.

Do Your Customers Have Campaign Tires?

As Nitto dealers, we ask that you support this recall campaign in two ways. First, please provide Nitto Consumer Relations with the names and addresses of any customers who purchased the campaign tires from your location. Nitto will then send the attached letter to the customers.

Second, replace campaign tires on customer vehicles with new, non-campaign Nitto tires of the same model and size. The replacement is to be performed at no cost to the customer. Nitto will reimburse dealers \$30.00 per replaced tire for mounting, balancing and handling.

If you do not have replacement tires in stock, and a customer requests them, please contact your Nitto Customer Service Representative. They will be happy to assist you in ordering and delivering the replacement tires. You should then call the customer when the tires arrive at your location.

PLEASE NOTE THAT FEDERAL LAW PROHIBITS THE SALE OF NEW OR USED TIRES COVERED BY THIS NOTICE

How to Process and Return Campaign Tires

If you identify campaign tires in your inventory or on a customer vehicle, you must follow these steps and return ALL campaign tires to the Nitto Adjustment Center in Ontario, California. This is the only way to ensure proper credit or receipt of replacement tires. All credit for tires, mounting, balancing and handling will be issued through the Nitto Warranty Claim system.

Step 1. Call your Nitto Consumer Relations at (888) 529-8200 and notify them that you have campaign tires. They will assist you with ordering replacement tires or beginning the process of a credit.

Step 2. Fill out a Nitto Tire Limited Warranty Claim Form for all tires being returned. See sample attached.

- All non-grayed areas on the Nitto warranty claim form are to be completed including store and dealer number plus the customer name and address section, if applicable.
- Under 'Condition', write in **RECALL CAMPAIGN 11T-001**.
- Customers receiving replacement tires should sign the completed Limited Warranty Claim Form for their used, campaign tires.
- **Important:** Do not mix campaign and possible adjustment tires on the same form.

Step 3. Record on the tire sidewall the last three digits and line item number of the Limited Warranty Claim Form (Example: Claim Form number NT40117-2 would be 117-2).

Step 4: Pursuant to federal regulations, recalled tires must be rendered unsuitable for use within 24 hours of removal. Accordingly, each tire must be cut completely through one sidewall circumferentially for a length of approximately 6 inches or otherwise similarly rendered unsuitable for use on motor vehicles (e.g., by drilling holes). This procedure should be performed at the mid-sidewall area away from the serial number and only after the tire is dismounted from the wheel/rim.

Step 5. Call Nitto Tire Consumer Relations at (888) 529-8200 to arrange for Federal Express Call Tags.

Step 6. When the Federal Express call tags arrive, return the campaign tires and Warranty Claim Form to: Nitto® Tire U.S.A. Inc., Western Region CAP Center, 1900 South Rochester Ave., Ontario, CA 91761

We appreciate your support and thank you for assisting with this campaign. If you have any questions, please contact the Nitto Consumer Relations Department at (888) 529-8200.

Very Sincerely,



Keiko Brockel
Chief Operating Officer
Nitto Tire U.S.A. Inc.

Enclosures: Letter to Customers, Sample Warranty Claim Form