Part 573 Safety Recall Report 17T-011

Manufacturer Name : Sumitomo Rubber USA, LLC
Submission Date : JUL 28, 2017
NHTSA Recall No. : 17T-011
Manufacturer Recall No. : NR

Manufacturer Information :

Manufacturer Name : Sumitomo Rubber USA, LLC
Address : 10 Sheridan Drive
Tonawanda NY 14150
Company phone : 879-8328

Population :

Number of potentially involved : 478
Estimated percentage with defect : 15 %

Tire Information :

Tire Brand 1 : Dunlop
Tire Line : Sportmax Q3+
Tire Size : 120/70ZR17 58W
Descriptive Information : A motorcycle tire intended for use on the front wheel of a motorcycle marked with the brand, tire line, and size as indicated herein.
Production Dates : APR 27, 2017 - MAY 04, 2017

TIN (Tire Identification Number)

Plant ID	Size code	Optional Code	Begin M Code	End M Code
1DA	8B	5K1	1717	1817

Description of Defect :

Description of the Defect : Porosity (or air pockets) in the shoulder region of the tire.
FMVSS 1 : 119 - New pneumatic tires- other than passenger cars
FMVSS 2 : NR
Description of the Safety Risk : (1) Non-linear steering effort which could lead to abnormal ride handling and/or steering characteristics of the motorcycle. If abnormal ride handling is not identified by the customer and tire is continued in use, then (2) the risk is tread chunking in the shoulder area of the tire.
Description of the Cause : Tires potentially did not receive sufficient thermal energy during the curing process, due to a localized low temperature area on the curing bladder.
Identification of Any Warning that can Occur : See (1) above. In certain cases, an experienced person may be able to detect this defect by inspecting the inside of a dismounted tire in the shoulder regions , either visually or by hand. In other cases, it may be detectable only using x-ray. Detection on a mounted tire may not be possible.

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

- 04/27/17: Cure production started

- 05/04/17: Inspector identified issue that Quality determined might be a possible undercure. Tires were x-rayed to confirm porosity. Cure charts were reviewed and there was no evidence of any cure issue in the trace. It was determined that this condition was not easily identifiable, and a quality hold was issued for the entire production run. The press was shut down, and it was believed that everything was contained

- 05/05/17: Further studies were conducted with another tire in the press, and the same condition existed. These study tires were scrapped. Tires from the previous production code were found to have no porosity through x-ray. The tires were cured on a different press, studied, and found no porosity. Additional production tires were sent through x-ray and were found to be free of porosity.

- 05/18/17: It was discovered that this tire was not held as previously indicated and that some were shipped to distributors. Distributors were alerted that there was a potential quality issue in this code and were instructed to verify their inventories to determine if any tires were sold.

- 05/19/17: Arrangements were made with the distributors to conduct a complete review and sort in the distribution centers.

- 05/21/17: Teams from Sumitomo were deployed for a Monday morning sort at the distribution centers.

- 05/22/17: A total of 7,380 tires were inspected, with a remaining 1,233 tires to be inspected, of which 1,053 were still in transit.

An internal investigation determined that 478 tires containing the DOT codes at issue had been shipped to distributors and/or dealers. Of those 478 tires, 72 were produced on a separate press and therefore are conforming.

Description of Remedy :

Description of Remedy Program :	Shipments of all potentially affected tires have been identified. Those distributors who received potentially affected tires have been notified to freeze their inventory and provide Sumitomo with lists of retailers or consumers who may have received affected tires shipped from the distributor. Communication has been drafted (to be emailed separately to NHTSA) to send to retailers and customers who may have received affected tires. The communication instructs them to check their tires of that size and pattern and identify the date code. They are instructed to contact us by phone or email after checking. If they have tires of the affected two production weeks, we will issue a call tag to have the tires shipped back to our factory. We will arrange with the retailer (or a local retailer for a customer) to ship a replacement tire.
How Remedy Component Differs from Recalled Component :	NR
Identify How/When Recall Condition was Corrected in Production :	The press was taken out of service, and product produced on a different press was inspected through x-ray and found to be free of porosity.

Recall Schedule :

Description of Recall Schedule :	Send out dealer and customer letters immediately, as prescribed by the regulations.
Planned Dealer Notification Date :	MAY 25, 2017 - JUN 23, 2017
Planned Owner Notification Date :	JUN 01, 2017 - JUN 30, 2017

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	NR
Address :	NR
	NR
Country :	NR
Company Phone :	NR

* NR - Not Reported