

To: Kenda Distributors and Retailers

5/1/17

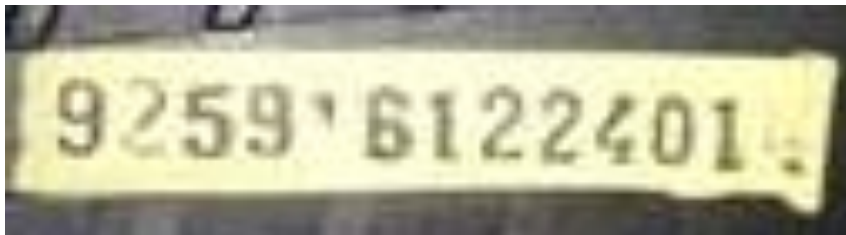
From: Brandon Stotsenburg
VP Automotive Division

Subject: Recall Action for 542 Kenda KR17 (Size 235/75R15 – Part #170018)

Dear Kenda Retailers and Distributors,

In early 2017 Kenda shipped 696 tires (Kenda Part #170018 235/75R15 KR17) with the following DOT #'s:

- K3D5ANA5116 and K3D5ANA5216
 - a. 543 to Hesselbein Tire in Tulsa, OK
 - b. 153 to Max Finkelstein in Westampton, NJ
- After shipment it was determined that 542 of these tires didn't pass production inspection and should not be in service. To properly identify the affected tires, there is a manufacturer identification number which is located on a label affixed to the inside of the tire (inner liner).
- Pictured as below:



- The following manufacturer identification numbers with the DOT #'s should be identified, replaced with a new tire. The affected tires must be scrapped:
9259 6122301 9226 6122301
9259 6122401 9226 6122401
9259 6122501 9226 6122501
9259 6122601 9226 6122601
- Following guidelines established by NHTSA, American Kenda is requesting its Distributors and Retailers to recall these tires.
 - a. **Distributors** - please provide Kenda with the list of retailers with business contact information who may have been shipped the affected part # from 2/1/17 until now. Kenda and the Distributor can provide the consumer information to assist the recall. If there are any tires with the DOT # & listed manufacturer identification number remaining in distributor inventory, please remove those tires from inventory and return them to American Kenda by contacting **Laura Garcia at (614) 729-7877** for return instructions.

b. **Retailer's Instructions** – please provide Kenda with the consumer contact information (name, mailing address, phone #) for consumers who may have purchased the affected part # from 2/1/17 until now. Kenda and the Retailer can provide the consumer information to request inspection. If there are any tires with the DOT # & listed manufacturer identification number remaining in retailer's inventory, please remove those tires from inventory and contact **Laura Garcia at (614) 729-7877** for return instructions.

1. Please proceed as follows for consumers with Kenda Part #170018, 235/75R15 with purchases from 2/1/17 until 5/1/17:
2. Confirm the DOT # is either K3D5ANA5116 or K3D5ANA5216 (If No, no further action is required)
3. **Tires which will not be recalled:** If the DOT # matches, dismount the tires and examine the inner liner to determine if the manufacturer code is as follows:

9259 6122301	9226 6122301
9259 6122401	9226 6122401
9259 6122501	9226 6122501
9259 6122601	9226 6122601

If the manufacturer code **does not** match those shown, the retailer is instructed to re-mount the tires on the vehicle, balance the tires and process an invoice, work order, or sales receipt for reimbursement from American Kenda Rubber. If the tires were not mounted, return the tires to the consumer. Reimbursement for service will be as follows:

Maximum Reimbursement for Mounted & Balanced Tires: \$25/tire

Maximum Reimbursement for Unmounted Tires: \$5/tire

Consumer Gift Certificate: \$25/consumer for inspection of tires with the DOT codes listed

(Gift Certificate attached for copy - provide this to the consumer on behalf of Kenda)

Kenda will provide a check for services per above. Mail invoice, work order or sales receipt to:

American Kenda Rubber
Attention: KR17 Recall
7095 Americana Parkway
Reynoldsburg, OH 43068

The retailer is to record following information on their invoice, work order, or sales receipt which must include the Retailer's business name, address, and phone number:

1. Customer Name
2. Customer Address, City, State, Zip Code
3. Number of Tires Inspected
4. DOT # for each tire inspected
5. Manufacturer Identification Number for each tire inspected

4. **Tires which will be recalled:** If the DOT # matches, dismount the tires and examine the inner liner to determine if the manufacturer code is as follows:

9259 6122301	9226 6122301
9259 6122401	9226 6122401
9259 6122501	9226 6122501
9259 6122601	9226 6122601

If the manufacturer code **does** match those shown, the retailer is instructed to replace the affected tires on the vehicle with a new 235/75R15 KR17 (Part #170018), mount & balance the tires and process an invoice, work order, or sales receipt for reimbursement from American Kenda Rubber. If the tires were not mounted, replace the tires with a new KR17. Reimbursement for service will be as follows:

Maximum Reimbursement for Mounted Tires: \$25/tire (Mount & Balance) + \$75/tire (Retail Price)

Maximum Reimbursement for Unmounted Tires: \$5/tire + \$75/tire (Retail Price)

Consumer Gift Certificate: \$25/consumer for inspection of tires with the DOT codes listed

Scrap and Disposal fee: \$3/tire

(Gift Certificate attached for copy - provide this to the consumer on behalf of Kenda)

Kenda will provide a check for services per above. Mail invoice, work order or sales receipt to:

American Kenda Rubber
Attention: KR17 Recall
7095 Americana Parkway
Reynoldsburg, OH 43068

The retailer is to record following information on their invoice, work order, or sales receipt which must include the Retailer's business name, address, and phone number:

1. Customer Name
2. Customer Address, City, State, Zip Code
3. Number of Tires Inspected
4. DOT # for each tire inspected
5. Manufacturer Identification Number for each tire inspected
6. Retailer must send Kenda the DOT cutout & Manufacturer Identification Number from tires subject to recall. Tire should be scrapped after removing DOT & ID number
7. If there are any questions, please contact **Laura Garcia at (614) 729-7877**