

IMPORTANT SAFETY RECALL



6750 Lenox Center Court, Suite 108
Memphis, TN 38115 901-363-8030

June 12, 2019

NHTSA Recall No. – 19T-005

Dear Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

TBC Corporation and Cooper Tire & Rubber Company have decided that a defect which relates to motor vehicle safety exists in all tires identified in the table below.

<u>Product Name</u>	<u>Size</u>	<u>DOT Serial Number</u>	<u>Brand</u>
Big O Big Foot A/S	235/65R18	UP LM 2C2 2918-3518	TBC/BIG O

The DOT identification number is molded into each tire, and is composed of a DOT sequence, followed by a four-digit DOT date code. As an example, the following illustration shows what this number would look like for one of the affected tires in the chart above (the Big O Big Foot A/S, Size 235/65R18). For this tire, the DOT sequence begins with UPLM2C2 ---- and ends with a date code (2-digit week and 2-digit year), which would be 2918 through 3518, inclusive. In the example below it is 0919.



You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires. The affected tires may develop a ply cord distortion that could develop into a parting of the lower sidewall compounds extending to the cord material, which may ultimately result in an increased potential of tire failure leading to the loss of inflation pressure, vehicle control and increased risk of a crash. Driving at high speeds may cause this condition to occur and should be avoided until the tires have been inspected and replaced, if they fall within the identification numbers shown above.

Cooper Tire & Rubber Company and TBC Corporation are recalling all of the tires with the identification number(s) in the table above. To ensure your safety and satisfaction with our product, we request that you return the recalled tire(s) and this letter to any Big O Tires location. If the inspection verifies that you have a tire or tires with the suspect identification number, they will be replaced with the same or substantially similar tires, mounted, and balanced at no charge to you, if you have presented them for remedy within one-hundred and eighty (180) days after (i) receipt of this letter or (ii) notice that a replacement tire is available (if not available at the time of inspection). It is expected that replacement tires will be available at the time of the inspection. However, if the tires are not available at the time of inspection, they will be available within twenty-one (21) days. After expiration of the one-hundred and eighty (180) day period, tires will be replaced under our normal adjustment policy.

The time required to determine if the tire is subject to recall is only a few minutes and approximately thirty (30) minutes per tire if replacement is required.

TBCC1720619

Should any questions or problems arise while your tires are being inspected or replaced, please call the TBC Corporation Quality Assurance Department at 800-739-7698. We will attempt to be of service to you. In the event you believe we have failed to or are unable to replace your tire(s) without charge to you, as described above, you may submit a complaint to the Secretary of Transportation at the following address: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or phone NHTSA's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153; or go to <http://www.safercar.gov>).

If you've had your tires replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact TBC Corporation Quality Assurance Department at 800-739-7698.

We regret this inconvenience, but trust that you understand our interest in your safety and satisfaction with your tires. Please see your dealer immediately for free replacement of the recalled tires. Share this letter with them to ensure proper procedure.

Sincerely,

Tony Maddox

Vice-President of Purchasing & Quality Assurance, TBC Corporation

TO BE COMPLETED BY DEALER

Tire(s) inspected and replaced _____
(date)

Dealer stamp or name and address

Dealer: Please complete the above, attach letter to the standard Warranty Return Form and return with the recalled tire(s).