

IMPORTANT SAFETY RECALL



Les Schwab Tire Centers
20900 Cooley Road
PO Box 5350
Bend, OR 97701

June 14, 2019

NHTSA Safety Recall No. – 19T-005

Dear [Customer Name]:

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

In consultation with the Cooper Tire & Rubber Company, Les Schwab Tire Centers has decided that a defect related to motor vehicle safety exists in the tires identified below (“Recalled Tires”).

Product Name	Size	DOT Serial Number	Brand
Back Country QS3 Touring HT	235/65R18	UP LM DRW 3718-4118	DEAN TIRES

Identification of Recalled Tires. A 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 Recalled Tires (the Back Country QS3 Touring HT, Size 235/65R18). For this tire, the DOT sequence begins with UPLMDRW ---- and ends with a date code (2-digit week and 2-digit year), which would be 3718 through 4118, inclusive. In the example below, the date code is 4118.



On _____, we show record of you purchasing _____ from our store located at _____. If you are in possession of any Recalled Tires, **immediately remove those tires from service**. Please bring this Recall Notice into any Les Schwab Tire Center at your earliest convenience. If your tires are affected by this Safety Recall, we will gladly replace them with tires of equal value, mounted and balanced, free of charge.

Description of Defect. According to the Cooper Tire & Rubber Company, the Recalled Tires may develop a ply cord distortion that could develop into a parting of the lower sidewall compounds extending to the cord material.

Evaluation of Risk to Motor Vehicle Safety. If the condition exists undetected and the tire remains in-service, Recalled Tires may develop an unsatisfactory ride condition or lower sidewall degradation ultimately resulting in an increased potential of tire failure that could lead to the loss of inflation pressure, vehicle control, and increase the risk of a crash.

Complaints. If you believe we have failed to or are unable to effect the remedy without charge to you as described in this notification, 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>).

We apologize for this inconvenience, and will do our best to make this transaction as simple for you as possible. If you have any questions, please feel free to contact your local Les Schwab Tire Center.

LES SCHWAB TIRE CENTERS