

December 13, 2019

IMPORTANT SAFETY RECALL
NHTSA Recall No. 19T008

Dear Dunlop SP Sport 5000 Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. **Sumitomo Rubber Industries, Ltd. (SRI)** has determined that a defect which relates to motor vehicle safety exists in certain Dunlop SP Sport 5000 tires, size 215/45R18 89W, manufactured March 3, 2019 to March 9, 2019. **SRI** is therefore conducting a voluntary tire recall. We are contacting you because records indicate that you may have purchased one or more of the subject tires.

What is the Problem?

Certain tires produced during the relevant production period were produced with an out-of-specification rubber compound. As a consequence, sections near the tread surface may become partially detached, decreasing vehicle stability, thereby increasing the risk of a crash.

What Tires Are Affected?

This recall involves the following tires:

Size	Type	Product Code	DOT Number
215/45R18 89W	Dunlop SP Sport 5000	265-038-960	V4X0AMDR <u>0919</u>

Only tires produced during the specified period, as indicated by the last four digits of the DOT number, i.e., "0919" (representing the 9th week of 2019), are being recalled. Tires produced outside the 9th week of 2019 (0919) are not included in the recall. To determine if your tires are included in this recall campaign, please check the DOT number found on the sidewall of the tire.

If you have difficulty determining whether you own a recalled tire, please contact or visit your nearest Goodyear dealer for assistance.

Note: Please be sure to check your spare tire as well.

What Should You Do?

If you own one or more of the subject tires, the tire(s) will be replaced at no charge to you with another 215/45R18 89W Dunlop SP Sport 5000 that is outside the affected date range, including mounting and balancing. To be eligible for a free replacement, you must return your tires to an authorized dealer on or before June 30, 2020. Please take this letter to the dealer at the time of your appointment.

To find the nearest retailer, go to goodyear.com and enter your location information in the Find A Store area or call 1-800-466-3932.

Questions?

If further assistance is required for any reason, including difficulty in obtaining free replacement tires, please contact the Customer Assistance Center, D728 at 200 Innovation Way, Akron, Ohio 44316, or by calling toll free 1-800-592-3267.

If after attempting to have your tires replaced you believe you have not been able to have your recall remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the 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 any inconvenience this may cause you and thank you for your attention to this important matter. Your continued satisfaction is of the utmost importance to Sumitomo Rubber Industries, Ltd.

Sincerely,

Sumitomo Rubber Industries, Ltd. (SRI)