

1/29/2020

IMPORTANT SAFETY RECALL NOTICE

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

All questions regarding this recall should be directed to Alliance Tire Americas, Inc. toll free at: 844-921-2778 or 1-339-900-8030 or email: RECALL@ATGTIRE.COM

To: All Alliance Tire Americas, Inc. (ATA) Dealers and Distributors,

ATC Tires PVT. LTD. has determined that a safety defect exists in certain Galaxy 11R24.5 DH241-G 16H tires. These tires were manufactured at ATC Tires PVT. LTD., in Dahej, India from 06/22/2019 to 11/17/2019.

The tires subject to this recall may have been produced with improper vulcanization. The tire tread may separate from the casing. In small separations, a vibration may be present. If left in service, the separation could grow and result in tread detachment. Tread detachment may create unpredictable vehicle handling and result in a vehicle crash.

Registered tire owners will be notified by email and certified US mail about the recall and will be instructed to contact their local authorized dealer for return and replacement. There is no cost to owners for the recall.

IDENTIFYING THE TIRES

The subject tires are Galaxy 11R24.5 DH241-G 16H tires manufactured between 06/22/2019 through 11/17/2019. They can be identified by the 11-digit TINS: DOT 01C 14F000 2519 through 01C 14F000 4619 located on the sidewall of the tire.

WHAT YOU CAN DO

Effective immediately, dealers and distributors must not sell any of the tires subject to this recall as described above.

“YOU ARE PROHIBITED BY FEDERAL LAW FROM SELLING OR LEASING NEW OR USED TIRES COVERED BY THIS NOTIFICATION”

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Tel: 339-900-8080, Toll Free: 800-343-3276, Fax: 339-900-8065
Website: www.atgtire.com

If a dealer or distributor knowingly sells or leases new or used recalled tires, that sale must be reported to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Ave. SE, Washington, DC 20590, within 5 working days after a person to whom the sale or lease has been made has taken possession of that tire. The required contents for such report are provided in NHTSA's regulation 49 C.F.R. § 573.10.

Dealers and Distributors are asked to identify and return to ATA any tires subject to this recall that they may have in stock. Please be reminded that it is a violation of Federal law for you to sell or lease the Galaxy 11R24.5 DH241-G 16H tires covered by this notification. Substantial civil penalties apply to violations of this law.

Dealers and Distributors are asked to forward this information to all their locations and to their dealers.

Dealers and Distributors are requested to research their sales records for end customers who have purchased subject tires. If end customers are identified, please call the ATA Recall Coordinator, Richard Sergi, at 844-921-2778 or 339-900-8030 with the following customer information or email the following information to him at RECALL@ATGTIRE.COM:

- End-user customer name, address, phone number, email address
- Customer sales invoice documenting sale of subject tires
- Quantity of subject tires sold
- Tire name, size and DOT serial numbers
- Date of tire sale

ATA will then notify these customers with the program information.

Dealers are also asked to assist end customers in identifying if they have tires subject to this recall on their vehicles. If tires subject to this recall are found on the end customer's vehicle, dealers are asked to remove these tires and replace them with tires as described in the section labeled: "HOW ARE THE SUBJECT TIRES TO BE REPLACED?"

HOW ARE THE SUBJECT TIRES TO BE REPLACED?

Below are the procedures for replacing the subject tires on a single vehicle:

1. If the inspected tires are confirmed to be eligible for replacement by ATA, a free replacement tire will be provided to the dealer using an equivalent Constellation tire (models CDL892 or CDL37).
2. Dealers will be reimbursed for actual cost, up to \$350.00 per tire, if a Constellation replacement tire is not available and an equivalent competitor tire is required to be installed.

3. If an end customer does not want a replacement tire and requests a monetary refund, ATA will refund the amount of the original tire purchase from ATA to the authorized dealer only.
4. Note: If a single tire needs to be replaced in the case of a dual assembly, ATA will allow both tires in the dual assembly to be replaced with new tires.
5. Please render the tire unserviceable by cutting a radial slice through the sidewall prior to storage or shipping.

WHAT ATA WILL REIMBURSE FOR MOUNTING

1. For tire replacement done at a dealer location: A \$30.00 per tire mounting allowance will be credited for eligible end customer replacements. An allowance will not be paid on tires that were never mounted.
2. For road service tire replacement calls: an hourly rate of \$90.00 during regular business hours and a rate of \$115.00 per hour for after-hours (nights, weekends, federal holidays) calls will be made. All labor, materials, and services will be included in this rate.

WHAT ATA WILL REIMBURSE FOR HANDLING

The dealer will be credited a handling fee of \$15.00 per tire to the dealer's account for all eligible tires that are returned to the ATA Savannah Recall Center within 180 days of the recall announcement (150 days of Eligible Time + 30 days to execute the tire return to the Savannah Recall Facility).

RETURNING TIRES TO ATA

Dealers are asked to call the ATA Recall Coordinator who will set up an appointment with the dealer and our authorized freight carrier to return the subject tires to the ATA Savannah Recall Facility. You can contact the ATA Recall Coordinator toll free at: 844-921-2778 or 339-900-8030 or email: RECALL@ATGTIRE.COM

*DO NOT RETURN TIRES TO ATA ON YOUR OWN.

CONTACTING ATA

Alliance Tire Americas, Inc. encourages all dealers, owners and purchasers of ATA products who have questions or safety concerns relating to this recall to contact the ATA Recall Coordinator:

Richard Sergi | 844-921-2778 or 339-900-8030 | RECALL@ATGTIRE.COM

Or visit the ATGTIRE.COM website

<https://atgtire.com/recalls/>