



**Sentury Tire USA**  
**3850 W 108 ST. SUITE 1, HIALEAH FL 33018**  
**PHONE:1-866-305-2750**

**IMPORTANT SAFETY RECALL NOTICE**

March 20, 2020

Dear Distributors/Wholesalers:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Sentury Tire USA has determined that the tires listed in the chart below may fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 139, New pneumatic radial tires for light vehicles.

Due to a manufacturing issue, the tires may exhibit a reduced margin of performance durability. Tires that have a reduced margin of durability are more likely to develop sidewall separation, increasing the risk of a crash.

Registered tire owners will be notified by certified U.S. mail and by email, to the extent such information is available about the recall and will be instructed to contact their local dealer/retailer for return and replacement. There is no cost to owners for the recall.

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

**What Tires are Covered?**

This recall involves the following tires:

<b>Brand</b>	<b>Product Name</b>	<b>Size</b>	<b>DOT Serial Number</b>
Delinte	DX-11	LT275/65R20	TBF1 F75C 3617-2219
Landsail	CLX-11	LT275/65R20	TBF1 F75C 2917-1618
Lionhart	Lionclaw HT	LT275/65R20	TBF1 F95C 4617-2518
Lexani	LXHT-206	LT275/65R20	TBF1 F95C 4617-5018
Patriot	Patriot H/T	LT275/65R20	TBF1 F95C 2518-2618
Pantera	Supertrac H/T	LT275/65R20	TBF1 F95C 4717-2418
Wild Spirit	Wild Spirit HST	LT275/65R20	TBF1 FL5C 4617-2618
National	Commando HST	LT275/65R20	1TBF1 P15C 0319-3419

## **Immediate Next Steps**

1. **Check Your Inventory.** Check your inventory for any unsold tires that contain the specific identification numbers listed above. Effectively immediately, any recalled tires found in inventory must not be sold. It is imperative that you and your customers do not sell any of these tires. **IT IS A VIOLATION OF FEDERAL LAW TO SELL OR LEASE NEW OR USED TIRES COVERED BY THIS NOTIFICATION.**

The DOT tire identification number is molded into each tire, and is composed of a DOT sequence, followed by a four-digit DOT date code. For example, for the Delinte DX-11 above (DOT serial number TBF1 F75C 3617-2219), the DOT sequence begins with “TBF1 F75C” and ends with a date code (2-digit week and 2-digit year), which could be between 3617 through 2219, inclusive. This means Delinte DX-11 tires produced between the 36<sup>th</sup> week of 2017 (3617) and the 22<sup>nd</sup> week of 2019 (2219) are included in this recall.

2. **Request for Purchaser Information.** Dealers and Distributors are requested to research their sales records for end customers who have purchased the recalled tires. We are also requesting that you forward this request for purchaser information to any dealer you have sold tires to so that you can obtain end-user information from them as well. For end customers that are identified, email the requested information below to [2750recall@senturytireusa.com](mailto:2750recall@senturytireusa.com) and write “Purchaser Information” in the subject line of the email:

- Customer name, address, phone number, and email address
- Customer sales invoice documenting sale of subject tires
- Quantity of recalled tires sold to customer
- Tire name, size and DOT serial number(s)
- Date of tire sale

Due to the urgency and importance of this notification, please send Sentury Tire USA the names and addresses of all the customers you sold the recalled tires as soon as possible but in no event later than **April 6, 2020.**

3. **Assisting Customers.** Dealers are also asked to assist customers in identifying if their tires are subject to this recall. If tires subject to this recall are found on the customer’s vehicle, dealers are asked to remove these tires and replace them with equivalent Sentury tires of like size and construction bearing DOT serial numbers other than those listed above. Dealers will be reimbursed for the actual cost of the tire, including an additional \$40.00 per tire for the removal, mounting, balancing and any associated taxes and fees. If a Sentury manufactured tire is not available, dealers are to use another comparable tire brand using the same size and load rating as required by the vehicle manufacturer. If a comparable tire brand is used, dealers will be reimbursed up to \$180 per tire. This reimbursement amount includes costs associated with removal, mounting, balancing and any associated taxes and fees.

Recalled tires are to be replaced at no cost to the customer if they are presented through November 30, 2020. After November 30, 2020, recalled tires will be replaced at a pro-rated value determined by remaining tread depth.

## **Returning Tires to Sentury**

1. **New Tires:** Distributor and dealers are asked to contact Juan Tatis, Director of Logistics by phone at 1-866-305-2750 or by email at [2750recall@senturytireusa.com](mailto:2750recall@senturytireusa.com) to set up an appointment with you and your dealers and our authorized freight carrier to return the recalled tires to specified location. In order

to expedite the sorting and crediting process, please use a tire crayon and write the words, “2750 New” on the sidewall of the tire. New tires returned from your inventory must be listed on the DOT Tire Recall Form.

Upon verification by Sentury Tire USA that the returned tires are within the recall group, tire replacement or credit will be issued based on the purchase unit price (including applicable discounts) for the tires identified on your invoice.

2. Used Tires: Tires removed from consumer vehicles as a result of this recall should be replaced with equivalent Sentury tires of like size and construction bearing DOT serial numbers other than those listed above. If a Sentury manufactured tire is not available, dealers are to use another comparable tire brand using the same size and load rating as required by the vehicle manufacturer.

Tires removed from consumer vehicles must be listed on the DOT Tire Recall Form. The claim form must be properly completed and signed by the consumer and if available, the consumer’s copy of the recall letter attached.

**All DOT Tire Recall Forms for both “New” and “Used” tires are to be attached to the returned tires for easy identification at the warehouse AND emailed to Sentury Tire USA at [2750recall@senturytireusa.com](mailto:2750recall@senturytireusa.com). Please keep a copy of the form for your own records.**

3. If your inspection verifies that the consumer has tires bearing a DOT serial number associated with this recall, the tires should be replaced, mounted, and balanced at no charge to the consumer. Dealers are asked to contact Juan Tatis, Director of Logistics by phone at 1-866-305-2750 or by email at [2750recall@senturytireusa.com](mailto:2750recall@senturytireusa.com) to set up an appointment with you and your dealers and our authorized freight carrier to return the recalled tires to specified location. In order to expedite the sorting and crediting process, please use a tire crayon and write the words, “2750 Used” on the sidewall of the tire.

Sentury Tire USA requests that you advise those customers of yours, if any, who have purchased any of the tires listed above for which registration forms have not been previously submitted. Such customers must be advised of the recall so that the replacement of their recalled tires can be scheduled.

We apologize for any inconvenience this may cause you. If you have any questions pertaining to the implementation of this recall or need assistance, please contact Sentury Tire USA by email at [2750recall@senturytireusa.com](mailto:2750recall@senturytireusa.com) or by phone at 1-866-305-2750.

Sincerely,

Maxwell Wee  
Executive Vice President



# DOT TIRE RECALL FORM

EMAIL FORM TO: 2750RECALL@SENTURYTIREUSA.COM

\*Required Fields

### CUSTOMER INFORMATION\*

FIRST NAME*	
LAST NAME*	
ADDRESS 1*	
ADDRESS 2*	
CITY*	
STATE*	
ZIP CODE*	
EMAIL*	

### DEALER INFORMATION\*

DEALER BUSINESS NAME*	
DBA NAME IF ANY	
ADDRESS 1*	
ADDRESS 2*	
CITY*	
STATE*	
ZIP CODE*	
EMAIL*	

### TIRE INFORMATION\*

DATE OF PURCHASE(MM/DD/YYYY)*				
BRAND*(SELECT FROM CELL)				PURCHASED QTY OF LISTED DOT # *
PATTERN*(SELECT FROM CELL)				
DOT # (SAMPLE) (SELECT FROM CELL)	TBF1	F95C	4617	
DOT # (FULL SERIAL NUMBER)*				
DOT # (FULL SERIAL NUMBER)				
DOT # (FULL SERIAL NUMBER)				
DOT # (FULL SERIAL NUMBER)				
DOT # (FULL SERIAL NUMBER)				
DOT # (FULL SERIAL NUMBER)				
DOT # (FULL SERIAL NUMBER)				
DOT # (FULL SERIAL NUMBER)				

\*\*\*Multiple tires may have the same DOT Code or they may have differnt DOT Codes. Please Check each tire and Enter as many codes as you have.


### SENTURY TIRE OFFICE USE

SENTURY TIRE RECALL NO.	2750	COMMENT		
CLAIM RECEIPT DATE				
CLAIM ASSIGNED NO.				
CLAIM PROCESSED				
CLAIM COMPLETE				