

2/5/2020

IMPORTANT SAFETY RECALL NOTICE

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

Dear GALAXY 11R24.5 DH241-G 16H Tire Owner,

ATC Tires PVT LTD has decided that a defect which relates to motor vehicle safety exists in certain **Galaxy 11R24.5 DH241-G 16H** tires.

IMPORTANT!!

- Your Tire is being recalled
- You should contact your nearest Alliance Tire Americas, Inc. (ATA) tire dealer to schedule an inspection of your tires

REASON FOR THIS RECALL

These tires, manufactured by ATC Tires PVT. LTD., at its factory in Dahej, India between 06/22/2019 and 11/17/2019, may have been manufactured 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.

WHAT ALLIANCE TIRE AMERICAS, INC. (ATA) WILL DO

ATA will arrange for replacement free of charge of any tires subject to this recall with tires of equivalent value. This replacement includes the cost of mounting and balancing the replacement tires. In the case of a dual assembly, ATA will allow both tires in the dual assembly to be replaced with new equivalent tires.

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Alliance Tire Americas Inc.

201 Edgewater Drive, Suite 285, Wakefield, MA 01880
Tel: 339-900-8080, Toll Free: 800-343-3276, Fax: 339-900-8065
Website: www.atgtire.com

WHAT YOU SHOULD DO

Please contact an authorized ATA tire dealer as soon as possible to arrange for on-site replacement of the subject tire. Instructions for replacing this tire have been sent to your dealer. You will have 150 days from the date of this letter to take advantage of the free replacement policy. The time necessary to perform this service correction is approximately 30 minutes per tire. Your authorized ATA tire dealer is best equipped to obtain replacement tires and provide service to ensure that the subject tires are replaced as promptly as possible. If, however, your dealer does not remedy this condition within three (3) days, we recommend you contact ATA's RECALL COORDINATOR for service by calling toll free: 844-921-2778 or 339-900-8030 or emailing at RECALL@ATGTIRE.COM

If you no longer own this tire, please forward to ATA the information of the new owner. Please contact ATA's RECALL COORDINATOR by calling toll free: 844-921-2778 or 339-900-8030 or emailing at RECALL@ATGTIRE.COM

If you have further questions or concerns, contact ATA's RECALL COORDINATOR by calling toll free: 844-921-2778 or 339-900-8030 or emailing at RECALL@ATGTIRE.COM or visit our website at ATGTIRE.COM: <https://atgtire.com/recalls/>

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your tire replaced for this condition, you may be eligible for reimbursement of the charges you paid for the replacement. To learn more about what you need to do to obtain reimbursement, contact the ATA RECALL COORDINATOR by calling toll free: 844-921-2778 or 339-900-8030 or emailing RECALL@ATGTIRE.COM or visit our website at ATGTIRE.COM: <https://atgtire.com/recalls/>

If after having attempted to take advantage of this recall and you believe you have not been able to have your tire 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 safety recall may cause, but your safety is our first concern.