



Date:

NHTSA Recall No.: 20T-003

## **IMPORTANT SAFETY RECALL**

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

Compañía Hulera Tornel, S.A. de C.V., ("Tornel") has decided that a defect which relates to motor vehicle safety exists in certain light truck radial tires. Tornel has initiated a voluntary recall of these tires. These tires were sold in the replacement market beginning in May 2019. They were manufactured during DOT weeks 2119 through 2619.

You are receiving this letter because Tornel records indicate that you have purchased tires that may be the subject of this safety recall.

In affected tires, there may be foreign material between the outer protective rubber layer (sidewall) and carcass, which may develop a separation of lower sidewall under certain extreme operating conditions. If this warning is not heeded, a vehicle crash can occur.

### **AFFECTED RECALL POPULATION**

Brand: Tornel  
Tire Line: A/T-09  
Tire Size: LT265/75R16 Load Range "C"

The recalled tires will have one of the following DOT Tire Identification Number molded on the tire's Sidewall:

### **DOT Tire Identification Number**

<b>4F W8 T6J 2119</b>	<b>4F W8 T6J 2219</b>
<b>4F W8 T6J 2319</b>	<b>4F W8 T6J 2419</b>
<b>4F W8 T6J 2519</b>	<b>4F W8 T6J 2619</b>

### **COMPAÑÍA HULERA TORNEL S.A. DE C.V.**

Av. Santa Lucía 311, Col. Sta. Cruz Acayucan, Del. Azcapotzalco, México, D.F., 02770, México.

☎ Conmutador: 5354 0200 ☎ Fax 5561 2151 🌐 [www.tornel.com.mx](http://www.tornel.com.mx) e mail: [stornel@tornel.com.mx](mailto:stornel@tornel.com.mx)



The DOT Tire Identification Number can be found on the tire's sidewall immediately following the symbol "DOT". Below are pictures of the DOT Tire Identification Numbers to look for:



## **TIRE REPLACEMENT PROGRAM**

Tornel will replace any tire subject to the recall with new tires, and mount the replacement tires, all at no charge to you. If you own tires that match the exact description of the Brand, Tire Line, Tire Size, and the DOT Tire Identification Number listed above, contact the tire retailer who sold you these recalled tires to arrange verification and replacement at no charge through August 31, 2020. To locate an authorized Tornel dealer near you, please call 1-281 919 1944.

Any tire that is the subject of this recall will be replaced with a comparable Tornel LT265/75R16, load Range "C" tire manufactured outside of the affected production range. If a Tornel brand tire is not currently available, a suitable competitive product may be used as a replacement tire.

## **REIMBURSEMENT TO CUSTOMERS FOR AFFECTED TIRES PRIOR TO RECALL**

If you purchased tires subject to this recall and have already paid for a replacement due to the condition associated with this recall, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursements may be limited to the amount the replacement would have cost if completed by an authorized Tornel dealer. To be eligible for reimbursement, you must present records documenting the following information to Tornel:

- The name and address of the person or company that paid for replacement.
- The brand name, tire line name, size and DOT Tire Identification Numbers (including date codes) of the replaced tire(s).
- A description of the problem that occurred with the replaced tire(s).
- The name of the servicing entity that replaced the tire(s) and the date(s) of the replacement.
- The total cost paid to replace the tire(s) that is being claimed.
- Proof of payment (copy of front and back of cancelled check or copy of credit card receipt)

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## **PROBLEMS OR CONCERNS**



If you have any problems or concerns about this recall, or if your authorized Tornel dealer does not make the necessary replacements free of charge, please contact Tornel at 1-281-919-1944. You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 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>, if you believe that: Tornel or an authorized Tornel dealer has failed or is unable to remedy the defect or noncompliance without charge; or Tornel has failed or is unable to remedy the defect or noncompliance without charge after the date specified in this notification on which replacement tires will be available.

Thank you,

COMPAÑIA HULERA TORNEL. S.A. DE C.V.

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