

# **TECHNICAL SERVICES BULLETIN**

# Yokohama Casing Compound Recall

3/17/2020

Yokohama Tire Corporation is initiating a voluntary recall of certain tires manufactured in The West Point, MS plant in January and February 2020. These tires may have been manufactured with an out-of-specification compound. There is a possible risk of tire damage due to material detachment inside the tire. This could lead to a tire disablement and an increased risk of loss of vehicle control. Yokohama will replace the subject tires at no charge to consumers.

Tire Model	Tire Size	Load Range	Yokohama Part Number	DOT TIN ("Serial") Begins With	DOT TIN ("Serial") Ends With
RY023	255/70R22.5	Н	120102387	FAABJAE	0320, 0520, 0620
RY023	295/75R22.5	Н	120102391	FABTJAE	0320, 0420, 0520
RY023	285/75R24.5	G	120102390	FABPJAD	0320, 0520
RY617	11R22.5	Н	120161722	FA3TJAB	0320
RY617	11R24.5	Н	120161724	FA4FJAB	0220, 0420, 0520, 0620
TY517 MC <sup>2</sup>	295/75R22.5	G	120151725	FABTJAF	0220, 0320, 0420, 0520, 0620
TY517 MC <sup>2</sup>	285/75R24.5	G	120151727	FABPJAF	0420, 0520, 0620
709ZL	285/75R24.5	G	120170903	FABPJAM	0420
709ZL	11R24.5	G	120170904	FA4FJAM	0220
LY053	11R24.5	Н	120105306	FA4FJAJ	0320, 0420, 0520, 0620
TY527	11R24.5	Н	120152724	FA4FJAV	0520
109L	295/75R22.5	G	120110901	FABTJAW	0420
109L	11R22.5	G	120110902	FA3TJAW	0220, 0420, 0520, 0620
109L	285/75R24.5	G	120110903	FABPJAW	0320, 0420, 0620
108R	11R24.5	Н	120110834	FA4FJA9	0320, 0620
715R	295/75R22.5	Н	120171501	FABTJBJ	0320, 0420
TY517 MC <sup>2</sup>	11R22.5	Н	120151732	FA3TJAH	0320, 0420, 0520, 0620
712L	295/75R22.5	Н	120171221	FABTJAY	0420, 0520, 0620
712L	11R22.5	Н	120171222	FA3TJAY	0320, 0420, 0620

## 1. What tires are subject to this recall: "Eligible Tires"?

On some part numbers the serial dates that are eligible for the recall are not continuous because tires from omitted serial weeks did not flow out to the market.

# 2. <u>What tire condition is involved</u>?

The tires subject to this recall may have been produced with an improperly manufactured rubber compound. The rubber adhesion may be inadequate, resulting in a detachment in the casing or bead.

# 3. What is the effect of this condition for driving safety?

If a tire disablement occurs due to this condition while the vehicle is operating, there may be an increased risk of loss of vehicle control.

## 4. How do I handle single tire replacements?

If a single tire needs to be replaced, Yokohama will allow both tires on a steer axle to be replaced with new Yokohama tires. In the case of a dual assembly, Yokohama will allow both tires in the dual assembly to be replaced with new Yokohama tires.

## 5. How do I process the removed tires for warranty reimbursement?

Submit the eligible removed tires under the Yokohama standard limited warranty procedures and state, "Casing Compound Recall" on the *Standard Warranty Claim Form* as the reason for removal. Additional *Standard Warranty Claim Forms* can be requested by e-mail at <u>marketingmaterials@yokohamatire.com</u>.

Affix corresponding tire identification stickers to the tread portion of claim tires. For example, the sticker numbered G12345-1 would be placed on the tire listed as line item #1 on claim form number G12345. Sticker number G12345-2 would be placed on the tire listed as line item #2, and so on.

White copy of the *Standard Warranty Claim Form* is to be placed in an envelope and secured to the tire(s) or mailed separately to the Yokohama Campaign Service Center location. Tires may be shipped with other warranty submissions or separately by FedEx. For FedEx ground shipments please contact the recall campaign call center (contact info below).

If eligible tire(s) are confirmed by Yokohama, free replacement credit will be granted for identical (or substantially similar Yokohama part at Yokohama's discretion). Tread depth proration credit will be granted if non-Yokohama brand tires are installed. In addition to the regular warranty claim handling allowances defined in the Yokohama warranty claims procedure manual, a \$30 per tire mounting allowance will also be credited.

Eligible tires and claim forms will be sent to: **Yokohama Campaign Service Center** | 5925 Opus Drive Groveport, OH 43125.

#### 6. What is the "Eligible Time Period" for this recall?

Owners of eligible tires will receive a dated letter with instructions for the service campaign. Owners have 60 days from the date of the letter to take advantage of the free replacement policy. After the 60-day period, the Yokohama Standard Limited Warranty coverage and policy applies.

- How will owners of eligible tires be notified or become aware of this recall? Notification letters will be sent to all registered and recorded owners of eligible tires. A public notice will be placed on Yokohamatruck.com.
- How can anyone find answers to questions?
  Go to yokohamatruck.com to find this technical service bulletin, Yokohama dealer locations, etc.
- What if I need special assistance with this recall? If you need our assistance, please call or text the Yokohama Campaign Call Center 1-800-722-9888 or email at recall@yokohamatire.com. Consumer Affairs specialists are available from 6AM to 4PM Pacific Time, Monday through Friday.

C	VOROLANA A
2	5
2	É
2	>
N	ζ
נ	>

# STANDARD WARRANTY CLAIM FORM

CLAIM ADJUSTMENT NO. G 3 0 0 0 0

YOKOHAMA TIRE CORPORATION 1 MACARTHUR PLACE, SUITE 800 • SANTA ANA, CA 92707 CONSUMER AFFAIRS (800)722-9888

G300001

NOTE: DEALER MUST COMPLETE ALL NON-SHADED AREAS. SHADED AREAS ARE FOR YOKOHAMA USE ONLY.	HADED AREAS ARE FOR YOKOHAMA USE O	NLY.
DEALER NAME	ASSOCIATE DEALER OR NATIONAL ACCOUNT NAME	CUSTOMER NAME END USER
Y-DEALER		GOOD CUSTOMEIC
STREET ADDRESS	STREET ADDRESS	STREET MURRESS
123 TARE LANE		CITY, STATE, ZIP CODE
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE	LANNA 40 LID Sta
BIG CITY OH HHHHH		PHOXIE NUMBER 330 555 1234
YOKOHAMA DEALER NUMBÉR CLAIM DATE	NATIONAL ACCOUNT NUMBER (IF APPLICABLE)	E-MAIL ADDRESS
123XXX 00 1 03152020		CUSTOMER @ YYY. COM
	DEL POSITION OF CLAIM TIRE(S) (Please check and indicate item number)	VIENDACY POLICY
VEHICLE MILEAGE DATE VEHICLE PURCHASED (IF O.E.)	FRONT FRONT	process warranty by visiting us online at https://www.yokohamatire.com/privacy-policy.

VEHICLE IDENTIFICATION NUMBER (IF O.E.) ODOMETER AT TIRE REMOVAL TOTAL MILEAGE RECEIVED ODOMETER AT TIRE INSTALLATION COMPLETE FOR MILEAGE CLAIMS ONLY (Attach mileage certificate(s)) -H P CAR Ь Ь Ы TRUCK Ċ **CUSTOMER NOTICE – Read Carefully Before Signing** I hereby certify that to the best of my knowledge the foregoing statements are correct, that I am the owner of the product presented for claim and that the product described was not involved in any accident, personal injury, consequential damage or other loss. I accept credit in lieu of further claim. I understand that the fyres(s), detailed on this claim, become the property of Yokohama Tire Corporation. NOTICE TO DEALER If claim is disallowed, the product will be scrapped unless the box below is checked. RETURN FREIGHT COLLECT 1000 CUSTOMER SIGNATURE usterny 3/15/2020 DATE

PLACE OF			~	PART NUMBER
W D U			295/15122,5 RYO23 FABTJAE0320 18 CASING RECALL	SIZE / DESCRIPTION
YTC TECHNICAL SERVICES REPRESENTATIVE			FABTJAE0320	DOT SERIAL NUMBER
EPRE			18	RTD (/32")
DATE			CASING RECALL	RTD REASON FOR REMOVAL
YT				د ۳ ۲ ۵
YTC CORPORATE APPROVAL				B WARBANTY ADJUSTMENT CASING
PPROVAL	-	1.9%	-	UT CASIN
				B S
				TIMES RETREADED
				RUBBER
DATE				HANDLING
	6			6

CPW-0091-1219

YTC COR ORATE PRESS HARD - USE BALL POINT PEN