



December 2023

IMPORTANT SAFETY RECALL NOTICE

VIA Certified Mail

Dear Authorized Toyo Tires Dealer,

Toyo Tire U.S.A. Corp. is conducting a voluntary recall campaign on select **Toyo Tires® Open Country® A/T III, Open Country® H/T II, Open Country® Q/T and Extensa® A/S II** tires. **If you have in your inventory the tires listed in Attachment 1 (“recall tires”), you must stop selling them immediately.** This letter outlines steps you must take to return the tires to Toyo Tires and explains how to serve customers that have the recall tires on their vehicles.

See Attachment No. 1 for a list of the recall tires.

See Attachment No. 2 for photographs to assist you in locating the Identifying Information on the sidewalls of the recall tires.

The attached letter is being distributed to customers, explaining that recall tires will be replaced at no charge to them. Please read the letter and familiarize yourself with the information. We also request that you distribute a copy of these letters to any staff who are likely to receive questions from customers.

Distributors or wholesale dealers who have resold these tires to retail dealers are required by federal law to forward to them a copy of this letter, along with a copy of the enclosed customer letter, within five (5) business days of receipt.

The recall tires were manufactured at Toyo’s plant in the Republic of Serbia (05C) and can be identified by examining the sidewall stamping for the Brand, Model, Size, the “Made in Serbia” mark, the Tire Identification Number (“TIN”), which includes the plant code (i.e., immediately following the “DOT” mark) and the manufacture date (i.e., last 4 digits of the TIN), and the Mold Number (collectively, “Identifying Information”).

What is the Problem?

The recalled tires are suspected of having been cured into the wrong mold, potentially resulting in incorrect component dimensions, compounds, and/or cord tension. If this condition remains undetected, due to this production error, sections of the tread or sidewall may become detached, which could lead to a rapid loss of inflation pressure and an increased risk of a vehicle crash.

Are Recall Tires in Your Inventory?

Please check your inventory for recall tires. Should you find any, please separate them from your regular inventory immediately. Follow the instructions below to promptly return the recall tires to Toyo Tires. Upon returning the recall tires, you will have the option of receiving replacement tires plus a \$10.00 credit per tire for handling OR a credit for the original invoice cost of the recall tires plus the \$10.00 credit per tire for handling.

PLEASE NOTE THAT FEDERAL LAW PROHIBITS THE SALE OF NEW OR USED RECALL TIRES COVERED BY THIS NOTICE



Do Your Customers Have Recall Tires?

As a Toyo Tires dealer, we ask you to support this recall campaign in two ways. First, please provide Toyo Tires Consumer Relations Department, 3565 Harbor Blvd., Costa Mesa, CA 92626, with the names and addresses of customers who purchased the recall tires from you. Toyo Tires will send the attached letter to them. You may also provide this information by email at TTCConsumerRelations@ToyoTires.com.

Second, replace the recall tires on customer vehicles with new, non-recall Toyo tires of the same model and size ("replacement tires"). The replacement is to be performed at no cost to the customer. Toyo Tires will reimburse dealers \$35.00 per replaced tire for mounting, balancing, and handling.

If you do not have replacement tires in stock, and a customer requests them, please contact your Toyo Tires Customer Service Representative. They will be happy to assist you in ordering and delivering the replacement tires. You should then call the customer when the tires arrive at your location.

How to Process and Return Campaign Tires

If you identify recall tires in your inventory or on a customer vehicle, you must follow these steps and return ALL recall tires to a Toyo Tires Claim Adjustment Processing Center. This is the only way to ensure proper credit or receipt of replacement tires. All credit for tires, mounting, balancing, and handling will be issued through the Toyo Tires Warranty Claim system.

Step 1.

- Call your Customer Service Representative and notify them that you have recall tires in stock. They will assist you with ordering replacement tires or beginning the process of a credit.
- Call Toyo Tires Consumer Relations at (800) 442-8696 if you have a consumer with recall tires to arrange for FedEx Call Tags.

Step 2. Fill out a Limited Warranty Claim Form for all tires being returned. See sample attached. Or complete the claim electronically using the online E-warranty system available on the [Toyo Tires Dealer Portal](https://dealerportal.toyotires.com/en/create-warranty-claim). (<https://dealerportal.toyotires.com/en/create-warranty-claim>).

- All non-shaded areas of the Toyo Tires warranty claim form must be completed, including store and dealer number, and customer name and address.
- Under 'Condition', write "RECALL 23T007".
- Customers receiving replacement tires should sign the completed Limited Warranty Claim Form for their used, recall tires.
- **Important:** Do not mix recall and possible adjustment tires on the same form.

Step 3. Record on the tire sidewall the last three digits and line-item number of the Limited Warranty Claim Form (Example: Claim Form number W157954-1 would be 954-1).

Step 4: Federal regulations require all recall tires to be completely disabled within 24 hours of removal. On each recall tire, cut completely through one sidewall circumferentially for a length of approximately 6 inches or drill multiple holes. This procedure should be performed at the mid-sidewall area away from the TIN number, and only after the tire is dismounted from the wheel/rim.

Step 5. When the call tags from the carrier arrive, return the recall tires and Warranty Claim Form to either: 1) Toyo Tire Holdings of Americas Inc., Western Region CAP Center, 2151 S. Vintage Ave., Ontario, CA 91761 or 2) Toyo Tire North America Manufacturing Inc., Eastern Region CAP Center, 3660 Hwy 411, White, GA 30184. Be advised that FedEx will be used to ship consumer return tires and small quantities of dealer stock (less than 10 tires). Averitt Express will be used to ship larger quantities.



We appreciate your support and thank you for assisting with this recall campaign. If you have questions, please contact the Consumer Relations Department at (800) 442-8696.

Very Sincerely,

A handwritten signature in black ink, appearing to read "Michael Graber".

Michael Graber
President & CEO
Toyo Tire U.S.A. Corp.

Enclosures:

Letter to Customers
Sample Warranty Claim Form
Attachments 1 and 2

Attachment No. 1

Pattern	Size	Full DOT	Mold Code
OPEN COUNTRY A/T3	275/55 R20 117T	05CKK221F0523	S02
		05CKK221F1223	S01, S02, S03 or S04
		05CKK221F1323	S03 or S04
		05CKK221F1423	S01
	275/60 R20 115T	05CNU221H1523	S03
	285/55 R20 114T	05CYD221C1723	S01 or S02
	265/70 R16 111T	05CLJ221V1423	S01 or S02
	265/70 R17 115T	05C70221D4322	S03
		05C70221D4522	S05
		05C70221D0223	S04
		05C70221D0423	S01
		05C70221D0723	S04
		05C70221D0823	S03 or S05
		05C70221D1023	S03
		05C70221D1223	S04
	275/65 R18 116T	05CCY221E5122	S03
		05CCY221E5222	S02 or S03
	235/60 R18 107T	05CDC21YW1223	S01
255/70 R18 113T	05CC322171223	S01	
OPEN COUNTRY H/T II	275/55 R20 117H	05CKK22280523	S01
		05CKK22280623	S01
		05CKK22281223	S01
		05CKK22281423	S02
	215/70 R16 100H	05CYV221X1323	S01
	265/70 R16 112T	05CLJ22260423	S01
	265/70 R17 115T	05C7022271223	S01 or S02
	225/65 R17 102H	05CF5221Y0623	S02
		05CF5221Y1523	S01 or S02
	275/65 R18 116T	05CCY22295122	S01
	265/70 R18 116T	05CD622290623	S01
		05CD622291223	S01
OPEN COUNTRY Q/T	255/50 R20 109V	05CUV224C1523	S01
	235/60 R18 107V	05CDC22491223	S01 or S02
EXTENSA A/S II	225/65 R17 102H	05CF5224E0223	S02
		05CF5224E0423	S05
		05CF5224E1323	S04
		05CF5224E1423	S01
		05CF5224E1723	S01
	205/55 R16 91H	05C8K219N1023	S05
	235/55 R18 100H	05C7C222H1323	S01

Attachment 2: How to Identify your tires

Start by locating the DOT Tire Identification Number (TIN) on the tire, as shown in the images below. If your DOT TIN matches one of the recalled tires in Attachment 1, then check to see if the Mold Number also matches one of the recalled tires in Attachment 1. The Mold Number is located approximately 90 degrees clockwise from the DOT TIN, as shown in the images below. If your tire has both a DOT TIN and Mold Number that matches one of the tires in Attachment 1, please contact your Toyo dealer to schedule a replacement.

TOYO TIRES OPEN COUNTRY A/T III



TOYO TIRES OPEN COUNTRY H/T II

TIRE



DOT TIRE IDENTIFICATION NUMBER



MOLD NUMBER



TOYO TIRES OPEN COUNTRY Q/T

TIRE



DOT TIRE IDENTIFICATION NUMBER



MOLD NUMBER



TOYO EXTENSA A/S II

TIRE



DOT TIRE IDENTIFICATION NUMBER



MOLD NUMBER





LIMITED WARRANTY CLAIM FORM

CLAIM NUMBER

Western Region
2151 S. Vintage Ave
Ontario, CA 91761

Eastern Region
3660 Highway 411 N.E.
White, GA 30184

* Fields with asterisk must be completed

W -Example

ATTACH COPY OF ORIGINAL
PURCHASE INVOICE TO CLAIM
FORM IF DOT OVER 60 MONTHS

* 1. PURCHASE DATE
* 2. ADJUSTMENT DATE
DATE RECEIVED & FREIGHT CHARGE

COMPLETE NON-SHADED AREAS ONLY**PLEASE PRINT LEGIBLY USING BALLPOINT PEN**

* 3. NAME OF CUSTOMER JANE DOE			6. ASSOCIATE DEALER OR NATIONAL ACCOUNT SUB LOCATION - TIRE DEALER			* 9. DEALER NAME TIRE DISTRIBUTOR		
* 4. STREET ADDRESS 4321 TIRE LANE			7. STREET ADDRESS 1234 STATE STREET			* 10. STREET ADDRESS 1234 RUBBER WAY		
* 5. CITY, STATE, ZIP CODE COSTA MESA, CA 92626			8. CITY, STATE, ZIP CODE HUNTINGTON, NY 12345			* 11. CITY, STATE, ZIP CODE OCALA, FL 54321		
** PHONE 714-555-1234			** OPTIONAL DEALER REFERENCE			* 12 DEALER ACCOUNT NUMBER TC10000259		
** EMAIL (OPTIONAL)			** OPTIONAL DEALER REFERENCE			** DEALER REFERENCE NUMBER		

13	W/P	DOT SERIAL NUMBER										SIZE/PLY	PATTERN	DEPTH 32NDS	CONDITION	ADJ. CODE	ADJ. TYPE	DISP- CODE			
1		0	5	C	7	0	2	2	1	D	0	2	2	3	265/70R17 115T	OPAT3		23T007 - RECALL			
2		0	5	C	7	0	2	2	1	D	1	0	2	3	265/70R17 115T	OPAT3		23T007 - RECALL			
3		0	5	C	7	0	2	2	1	D	4	5	2	2	265/70R17 115T	OPAT3		23T007 - RECALL			
4		0	5	C	7	0	2	2	1	D	4	5	2	2	265/70R17 115T	OPAT3		23T007 - RECALL			
5																					
6																					

14. * VEHICLE YEAR 2020		* MILEAGE ON		15. No Regrets 500 Mile / 45 Day Trial Information <input type="checkbox"/> Refund or <input type="checkbox"/> Replacement Reason <input type="checkbox"/> Wet Handling <input type="checkbox"/> Ride Comfort <input type="checkbox"/> Wandering <input type="checkbox"/> Dry Handling <input type="checkbox"/> Noise Level <input type="checkbox"/> Other Reason	16. AUTHORIZATION NUMBER				SHADED AREA FOR INTERNAL USE ONLY			
* MAKE - TOYOTA		* MILEAGE OFF			DATE ENTERED							
* MODEL - TUNDRA		* MILEAGE TOTAL			COMMENTS				RFV 1st	RFV 2nd	RFV 3rd	TIR
* TRIM		* STAGGERED FITMENT							1			
* ATTACH MILEAGE WARRANTY REGISTRATION, AND UNIFORMITY MEASUREMENT READINGS TO THE BACK OF ORIGINAL CLAIM FORM.								2				
								3				
								4				
								5				
								6				

17. VEHICLE IDENTIFICATION NUMBER (VIN) IS REQUIRED FOR PRODUCT LIABILITY CLAIMS																			
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18. * CUSTOMER SIGNATURE: PLEASE READ BEFORE SIGNING																			
I CERTIFY THAT THE FOREGOING STATEMENTS ARE CORRECT, THAT I AM THE ORIGINAL PURCHASER OR AUTHORIZED PERSON FOR THE PRODUCT PRESENTED FOR ADJUSTMENT, AND THAT THE PRODUCT DESCRIBED WAS NOT INVOLVED IN ANY ACCIDENT AND/OR PROPERTY DAMAGE. I ACCEPT THE ADJUSTMENT IN LIEU OF ALL FURTHER CLAIMS. I UNDERSTAND THAT THE PRODUCT(S) RETURNED FOR REPLACEMENT BECOME THE PROPERTY OF TOYO TIRE U.S.A. CORP.																			
X										DATE									
TOYO INSPECTOR										DATE									