

**NHTSA Recall No. 23T-010**

December 29, 2023

## **IMPORTANT RECALL**

<b>To:</b>	<b>Sumitomo Rubber North America, Inc. Dealer (“Dealer”)</b>
<b>From:</b>	<b>Sumitomo Rubber USA, LLC</b>

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

Sumitomo Rubber USA, LLC (SRUSA) has decided that certain Falken brand WildPeak AT3W and HT02 tires may have a sidewall puncture that prevents proper air retention. Affected tires may not comply with Federal motor vehicle safety standard (FMVSS) No. 139, *New pneumatic radial tires for light vehicles*. SRUSA has initiated a voluntary noncompliance recall of these tires. The specific tires subject to the recall are listed in the attached affected tire list.

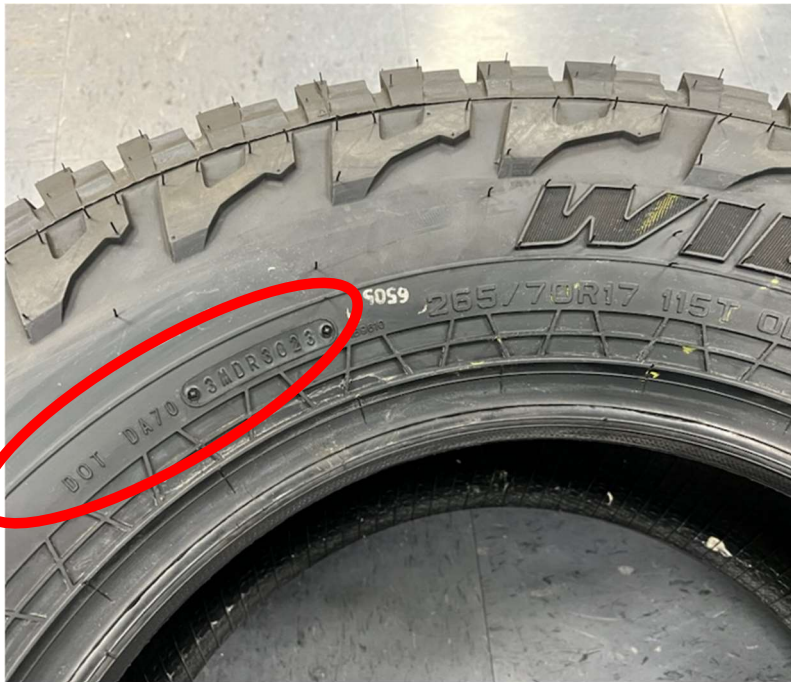
Dealer is receiving this notice because SRUSA’s records indicate you received tires that may be subject to this recall. Further, SRUSA is required to advise you of certain tire dealer obligations, which are detailed in this notice.

Effective immediately, a stop sale is required for Falken brand WildPeak AT3W and HT02 tires identified in the attached affected tire list.

The affected tires that are in Dealer inventory, or may be arriving at your dealerships, must be returned to any of Sumitomo Rubber North America, Inc.’s (SRNA) three (3) warranty centers in accordance with the instructions in the section of this letter titled **ACTIONS REQUIRED BY DEALER**.

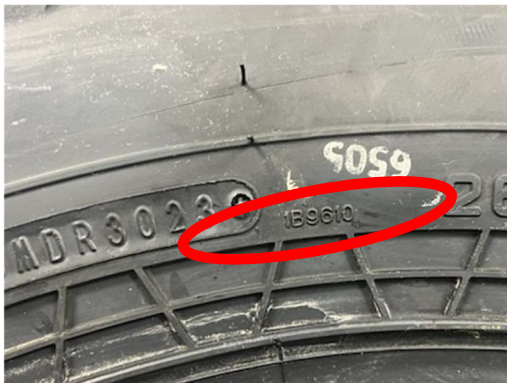
Affected tires that must be returned are those listed in the attached affected-tire list by pattern and size, to include specific manufacture date ranges and mold numbers. For example, if an affected pattern and tire size is listed as showing the manufactured dates are ‘3023’ and mold number 1B9610, then under this example, Dealer should return all tires showing ‘3023’ as the manufactured date and mold number 1B9610.

The tire’s manufacture date is listed in the complete DOT numbers on one side of the tire with the last four numbers being the week and year manufactured, as shown circled in red below.

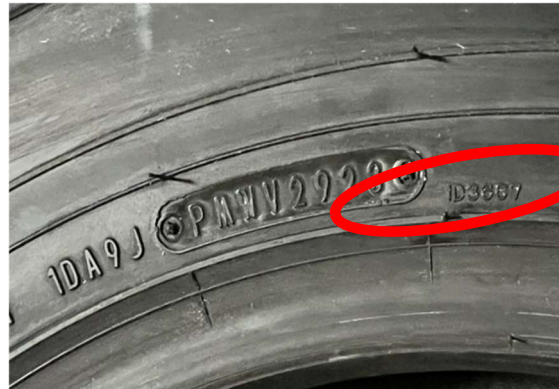


In addition, the mold number is shown after the DOT number as shown circled in red below.

AT3W 265/70R17 115T



HT02 LT235/85R16 120/116S



The return shipment will be at no charge to Dealer. Any returned inventory will be replaced at no charge to Dealer with the same tires produced outside the affected population or full reimbursement credit provided.

If you have any difficulty identifying an affected tire, please contact Falken tire's customer service at **1-877-763-0416**.

### **What's the Issue?**

Sumitomo Rubber USA, LLC (SRUSA) has decided that certain Falken brand WildPeak AT3W and HT02 light truck and car tires manufactured between June 26, 2023 and August 23, 2023 fail to conform to Federal Motor Vehicle Safety Standard No. 139, *New pneumatic radial tires for light vehicles*. Affected tires may have a sidewall puncture that prevents proper air retention, which may quickly leak air upon mounting leading to a flat tire.

### **What SRUSA is Doing:**

Consistent with SRUSA's longstanding commitment to safety and customer satisfaction and service, owners of any affected tires that match the size, line, Department of Transportation (DOT) tire identification number (TIN) including the four-digit production period and mold number in the affected-tire list are urged to contact a Dealer retailer location to arrange verification and replacement at no charge through July 31, 2024.

Any tire subject to this recall will be replaced with a comparable tire. In the event that a comparable Falken tire is not currently available, a suitable competitive product may be used as a replacement.

**Upon receipt of this notice, however, Dealer is prohibited under Federal law from continuing to sell any affected tires that remain in their inventory.**

### **ACTIONS REQUIRED BY DEALER**

As a result of this safety recall and federal law, Dealer is required to take the following actions.

#### **Returning Inventory (New/Never Mounted) Recalled Tires.**

Examine Dealer tire inventory. Any tires that meet the descriptions in the affected-tire list are subject to this recall and cannot be sold. To determine if Dealer received tires that are included in this recall, please check the DOT TIN and mold number found on the sidewall of the tire as explained above. If Dealer has tires that meet the above description, immediately stop the sale. Immediately count Dealer's inventory of affected tires and record specific DOT TINs and mold numbers. Provide this information to SRNA's Quality Assurance department at 1-800-723-2553, option 2.

Promptly return all recalled tires from Dealer inventory to SRNA as per company directions. Dealer will be compensated for all recalled (new) tires that Dealer returns from inventory. All tires removed from inventory under this recall campaign must be rendered permanently unserviceable. To render the tire unserviceable, please utilize one of the following three options:



**Option 1:** Drill a 1" nominal (plus or minus ¼" tolerance) hole through the sidewall using the 1" hole saw. Rotate the recalled tire approximately 180 degrees and drill a second hole through the sidewall. Drilling additional holes beyond the two specified is not necessary. Drilling holes in the other sidewall is not necessary.

**Option 2:** Cut between body cords in the sidewall area of the tire. The cut shall be a minimum of 3-inches long. Making more than one continuous 3-inch minimum length cut or cutting more than one sidewall is not necessary.

**Option 3:** Use a "Bead Notching" machine to permanently remove a section of the bead from the tire. It is not necessary to remove more than one section of bead or to remove a section of bead from more than one side of the tire.

Please do not alter the DOT TIN or mold number in any way as we will check it to validate that the returned tire meets the recall criteria.

**Provide SRUSA the List of Owners of Recalled Tires**

Please check your sales records to identify Falken WildPeak tires sold that are covered under this recall. Please send the following information for each customer to SRUSA so that the customer can be added to the voluntary safety recall mailing list:

Customer Name:	
Address (street, city, state, ZIP code):	
Date of Sale/Mounting:	
Quantity Sold/Mounted:	

Please send the customer information by email to **Warranty@srnature.com**. For email, please use the subject line: "Recall No. 23T-010 Customer Information."

Alternatively, you may mail the customer information to:

**Sumitomo Rubber USA, LLC**  
**PO Box 1109**  
**Buffalo, NY 14240**  
**Attention: Quality Assurance Manager**

Customers who are identified as potential purchasers of the affected tires will be issued a letter requesting that the owner check their tires to determine if they are subject to the voluntary safety recall. If the customer is unable to determine whether the tires are part of this recall, the customer will be instructed to contact Falken tire's customer service at **1-877-763-0416**.

### **Replacement of Mounted Tires**

Customers who visit a Dealer retail location in connection with this recall must have all tires inspected in order to determine whether the DOT TIN and mold number are an exact match as indicated above. Please make sure to check each tire closely. If the DOT TIN and mold number do not exactly match the description above, the tire is not part of the recall. Any tire with the DOT TIN and mold number described in the affected-tire list must be replaced immediately without charge (including mounting and balancing) to the customer. Dealer will be reimbursed \$35 for mounting and balancing for each tire replaced in service.

Please do NOT alter the DOT TIN or mold number in any way as we will check it to validate that the returned tire meets the recall criteria. Dealer must secure the recalled tires. All tires removed from service under this recall must be rendered permanently unserviceable. To render the tire unserviceable, please utilize one of the following three options:

**Option 1:** Drill a 1" nominal (plus or minus ¼" tolerance) hole through the sidewall using the 1" hole saw. Rotate the recalled tire approximately 180 degrees and drill a second hole through the sidewall. Drilling additional holes beyond the two specified is not necessary. Drilling holes in the other sidewall is not necessary.

**Option 2:** Cut between body cords in the sidewall area of the tire. The cut shall be a minimum of 3-inches long. Making more than one continuous 3-inch minimum length cut or cutting more than one sidewall is not necessary.

**Option 3:** Use a "Bead Notching" machine to permanently remove a section of the bead from the tire. It is not necessary to remove more than one section of bead or to remove a section of bead from more than one side of the tire.

If you have any questions, please contact Falken tire's customer service at **1-877-763-0416**.

All new or used affected tires must be returned following the instructions listed below:

All affected tires are to be listed on a separate Falken Adjustment Claim Form.

Mark "New Recall" on new (never mounted) tires and "Used Recall" on tires removed from service on the sidewall as well as the claim form. Tires are to be rendered unserviceable as described earlier in this letter.

After the Falken claim form is completed, please ship freight collect using either of the following carriers:

**Knight Logistics** – 602-606-6276 or [Christopher.Smith@KnightTrans.com](mailto:Christopher.Smith@KnightTrans.com)

**ArcBest Freight** – 888-897-1319 or [Customersupport04@arcb.com](mailto:Customersupport04@arcb.com)

Ship tires along with a copy of the claim form to your normal warranty servicing location.

For any questions on this procedure, please call Falken tire's customer service at **1-877-763-0416**.

### **Disposition of Tires Subject to a Recall**

SRUSA is required to advise you of the following information:

**IT IS A VIOLATION OF FEDERAL LAW FOR A DEALER TO SELL, LEASE, REUSE, OR RESELL A RECALLED TIRE.**

If a dealer knowingly sells or leases new or used recalled tires, the sale must be reported to the Associate Administrator for Safety Assurance, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E. Washington, DC 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to [www.nhtsa.gov](http://www.nhtsa.gov) within five working days of such a release to report the following information:

- 1) A statement that a report is being submitted pursuant to 49 CFR 573.10(a);
- 2) The name, address, and phone number of the person who purchased or leased the tire;
- 3) The name of the manufacturer of the tire;
- 4) The tire's brand name, model name, and size;
- 5) The tire DOT identification number and press identification number;
- 6) The date of the sale or lease; and
- 7) The name, address, and telephone number of the seller or lessor.

These notifications and instructions must be communicated to all employees of this dealership who are involved in the inspection and removal of recalled tires.

\* \* \*

While we regret any inconvenience this may cause, SRUSA is determined to maintain a high level of tire quality and customer satisfaction.

Please refer all customer inquiries to the Falken tire's customer service at **1-877-763-0416**.

Sincerely,

***Sumitomo Rubber USA, LLC***

**AFFECTED-TIRE LIST**

FTC #	DTC #	Brand	Tire Line & Size	13 Digit Tire Identification Number (TIN)				Mold Number
				Plant ID	Size Code	Opt Code	DOT Weeks	
28034300	26514	Falken	AT3W 265/70R17 115T	DA	70	3MDR	3023, 3123, 3223, 3323, 3423	1B9610
28820474	44912	Falken	HT02 LT235/85R16 120/116S	1DA	9J	PMWV	2623, 2723, 2823, 2923	1D3667