

Yokohama Tire Corporation is initiating a voluntary recall of certain Yokohama AVID Touring-S tires manufactured in 2009. These tires possess a manufacturing anomaly which may result in a crack or separation in the lower sidewall. Not all tires subject to this recall will develop the condition, but if left in service, a tire with this condition could begin to lose air, potentially creating an unsafe situation.

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

Tires on vehicles, including the spare tire, new tires in warehouse or store inventory and any used tires for resale are eligible.

Tire Model	Tire Size	Yokohama Part Number	Eligible Tire Beginning DOT Serial	Eligible Tire Ending DOT Serial
AVID Touring-S	215/65R16 98T	31817	CCHB81T0709	CCHB81T1509

Sidewall References			Product Name
			Tire Size
			DOT #

2. What tire condition is involved?

The tires subject to this recall were manufactured with irregular geometry in the casing turn up area, above the tire bead, in the lower sidewall. Under certain limited circumstances this irregular geometry can potentially spawn a lower sidewall crack and can lead to a loss of inflation pressure. In some cases, during use, this crack may become visible but in other cases, a separation may remain hidden within the tire.

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

In most cases, this tire condition has no effect on driving safety at early stages. However, if left in service, the crack/separation could grow and the tire would become vulnerable to impacts and air loss could occur. Underinflated tires can change a vehicle's handling characteristics. In extremely rare cases, rapid air loss may occur, increasing the risk of a vehicle crash.

4. How do I inspect for this condition?

Due to the possibility of hidden separations, the tire condition cannot be evaluated visually. All eligible tires must be removed from service, even if there is no visible condition.

5. How do I handle single tire replacements?

If a single tire needs to be replaced, Yokohama will allow both tires on an axle to be replaced with new Yokohama tires. The new tires must be placed into service on the rear axle to maximize safe vehicle handling on wet road surface conditions.

6. **How do I process the removed tires for warranty reimbursement?**

Please submit the eligible removed tires under the Yokohama Standard Limited Warranty procedures and state, "AVID Touring-S Recall" on the *Standard Warranty Claim Form* as the reason for removal. Two full copies of claim form and Tire Service Inspection Record, photo-copied or printed from Yokohama's dealer site:

<http://eco.yokohamatire.com/Tiredex/loginindex.jsp> are to be submitted. Tire owner information and signature must be present for reimbursement. Additional *Standard Warranty Claim Forms* can be requested by e-mail at marketing.materials@yokohamartire.com.

Using the *Standard Warranty Claim Form*, please 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.

Only tires that are deemed eligible for the voluntary recall, which does include ineligible corresponding mating tires on the same axle, may be inputted on this claim form(s) i.e. recall tire claims forms should only have tires subject to the recall activity. All other out of service warranty tires MUST be submitted via another claim form using the normal *Yokohama Standard Warranty Claim Form* and procedure.

In addition, tires that are deemed eligible must be rendered unserviceable by making a circumferential cut 6-8 inches long in the tire sidewall immediately after being removed from the vehicle. "Recall" should also be written on the sidewall of the tire(s) that are submitted to help identify this as a tire being submitted for the voluntary recall service campaign.

As a reminder, Federal law prohibits the reuse or resale of any recalled tires. Violators are subject to a fine of up to \$100,000 per tire.

Standard Warranty Claim Form(s) with attached Tire Service Inspection Record(s) are to be placed in an envelope, properly addressed to the Yokohama Campaign Service Center location. Please refer to the attached Technical Services Bulletin "Revision in Authorized Freight Carriers for Consumer Warranty Claim Processing", dated July 2012, for your designated Service Center location and authorized freight carrier(s).

Designated Service Center Locations

Yokohama Campaign Service Center East | 6101 Cane Run Road | Louisville, KY 40258

Yokohama Campaign Service Center West | 601 S. Acacia Ave | Fullerton, CA 92831

If eligible tires are confirmed by Yokohama, free replacement credit will be granted for new Yokohama tires installed. Eligible AVID Touring-S tires installed as full size spare tires will also be covered. In addition to the special claim handling allowance, a \$10 per tire mounting and balancing allowance will also be credited. Yokohama will also issue a \$15 credit per vehicle for all inspections of the proper part numbers regardless of eligibility for recall. The maximum credit allowance received for one vehicle is \$75.00 and the minimum credit allowance is \$15.00, with the submission of a completed Yokohama Tire Service Inspection Record.

Example for 1 vehicle with 4 eligible tire submission.

Description	Dollar Amount	Quantity	Total
Special Allowance	\$5.00	4	\$20.00
Mounting and Balance Allowance	\$10.00	4	\$40.00
Vehicle Inspection	\$15.00	1	\$15.00
Grand Total			\$75.00

Example for 1 vehicle with 0 eligible tire submission.

Description	Dollar Amount	Quantity	Total
Special Allowance	\$5.00	0	\$0.00
Mounting and Balance Allowance	\$10.00	0	\$0.00
Vehicle Inspection	\$15.00	1	\$15.00
Grand Total			\$15.00

To receive \$15 credit for vehicle and tire inspections, without tire replacements, mail your completed Yokohama Tire Service Inspection Record to your designated Service Center location.

7. **What is the "Eligible Time Period" for this recall?**

Owners of eligible tires will receive a dated letter with instructions for the recall 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.

8. **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 www.yokohamatire.com.

9. **How can anyone find answers to questions?**

Go to www.yokohamatire.com/tires_101/lsc to find the recall announcement information, Yokohama dealer locations, etc.

10. **What if I need special assistance with this recall?**

If you need our assistance, please contact the Yokohama Campaign Call Center at 888-589-3348 (Monday – Friday, 7AM – 5PM, PST) or by email at lsc@yokohamatire.com.



TECHNICAL SERVICES BULLETIN

Revision in Authorized Freight Carriers for
Consumer Warranty Claim Processing

July 2012

All Passenger and Light Truck Tires

In order to serve our dealer network more efficiently we have "**REVISED**" our list of Authorized Freight Carriers. Due to the disparity in freight costs, it is imperative that the authorized carrier, for each state, be used when shipment to a service center is necessary. *Yokohama Tire Corporation reserves the right to charge back the cost difference, to the dealer, if the authorized carrier is not used.* Please refer to the following state-by-state listing for your designated Service Center location and authorized freight carrier(s).

The Yokohama Technical Service Representative must be contacted for shipment authorization. This authorization is required for the shipment to be received freight collect.

Louisville 800-368-8852 ext. 4402
(Warranty Claims Representative)
Yokohama Tire Corp.
6101 Cane Run Road
Louisville, KY 40258

Fullerton 800-423-4544 ext. 3941
(Warranty Claims Representative)
Yokohama Tire Corp.
601 S. Acacia Avenue
Fullerton, CA 92831

If for any reason you are unable to contact your Service Center for authorization please call 800-423-4544 ext. 3939 for assistance.

State	Service Center	Authorized Carriers	Customer Support #
Alabama	LV, KY	Averitt Express	800-283-7488
Alaska	N/A	N/A	N/A
Arizona	FT, CA	Choice Transportation	877-242-8548
Arkansas	LV, KY	Averitt Express	800-283-7488
California	FT, CA	Dura (S. CA) Roy Miller (N.CA)	909-595-8100 800-336-5673
Colorado	LV, KY	Old Dominion Freight Lines	800-235-5569
Connecticut	LV, KY	Old Dominion Freight Lines	800-235-5569
Delaware	LV, KY	Old Dominion Freight Lines	800-235-5569
Florida	LV, KY	Old Dominion Freight Lines	800-235-5569
Georgia	LV, KY	Averitt Express	800-283-7488
Hawaii	N/A	N/A	N/A
Idaho	FT, CA	Choice Transportation	877-242-8548
Illinois	LV, KY	Old Dominion Freight Lines	800-235-5569
Indiana	LV, KY	Old Dominion Freight Lines	800-235-5569
Iowa	LV, KY	Old Dominion Freight Lines	800-235-5569
Kansas	LV, KY	Old Dominion Freight Lines	800-235-5569
Kentucky	LV, KY	Averitt Express	800-283-7488
Louisiana	LV, KY	Old Dominion Freight Lines	800-235-5569
Maine	LV, KY	Old Dominion Freight Lines	800-235-5569
Maryland	LV, KY	Old Dominion Freight Lines	800-235-5569
Massachusetts	LV, KY	Old Dominion Freight Lines	800-235-5569
Michigan	LV, KY	Old Dominion Freight Lines	800-235-5569
Minnesota	LV, KY	Old Dominion Freight Lines	800-235-5569
Mississippi	LV, KY	Old Dominion Freight Lines	800-235-5569
Missouri	LV, KY	Old Dominion Freight Lines	800-235-5569
Montana	FT, CA	Choice Transportation	877-242-854

<u>State</u>	<u>Service Center</u>	<u>Authorized Carriers</u>	<u>Customer Support</u>
Nebraska	LV, KY	Old Dominion Freight Lines	800-235-5569
Nevada	FT, CA	Choice Transportation	877-242-8548
New Hampshire	LV, KY	Old Dominion Freight Lines	800-235-5569
New Jersey	LV, KY	Old Dominion Freight Lines	800-235-5569
New Mexico	FT, CA	Old Dominion Freight Lines	800-235-5569
New York	LV, KY	Old Dominion Freight Lines	800-235-5569
North Carolina	LV, KY	AVERITT	800-283-7488
North Dakota	LV, KY	Old Dominion Freight Lines	800-235-5569
Ohio	LV, KY	Old Dominion Freight Lines	800-235-5569
Oklahoma	LV, KY	Old Dominion Freight Lines	800-235-5569
Oregon	FT, CA	Oak Harbor	800-909-6704
Pennsylvania	LV, KY	Old Dominion Freight Lines	800-235-5569
Rhode Island	LV, KY	Old Dominion Freight Lines	800-235-5569
South Carolina	LV, KY	AVERITT	800-283-7488
South Dakota	LV, KY	Old Dominion Freight Lines	800-235-5569
Tennessee	LV, KY	AVERITT	800-283-7488
Texas	LV, KY	Old Dominion Freight Lines	800-235-5569
Utah	FT, CA	Choice Transportation	877-242-8548
Vermont	LV, KY	Old Dominion Freight Lines	800-235-5569
Virginia	LV, KY	Old Dominion Freight Lines	800-235-5569
Washington	FT, CA	Oak Harbor	800-909-6704
West Virginia	LV, KY	Old Dominion Freight Lines	800-235-5569
Wisconsin	LV, KY	Old Dominion Freight Lines	800-235-5569
Wyoming	FT, CA	Choice Transportation	877-242-8548

Ship warranty claim tires freight collect, Class 50 Scrap Pneumatic Rubber Tires, in accordance with the following guidelines:

- Claim tires will be accepted only at the authorized Service Centers as listed.
- Only return tires exhibiting a warrantable condition. Yokohama reserves the rights to either return non-warrantable tire(s) freight collect or charge back to dealer freight and handling on non-warrantable tires. Minimum weight to qualify for a warranty claim shipment is 750 pounds. You may return tires at any time after reaching 750 pounds.
- If minimum weight cannot be attained, accumulated warranty claim tires may be returned after 45 days from previous claim tire return.
- For documentation purposes, please note **"Scrap Tires"** on the bill of lading. **DO NOT list the tires as "used."** State legislation and Government regulations prohibit transportation of "used" tires over U.S. Highways. Transporters/carriers must be registered and permitted to haul scrap tires.



STANDARD WARRANTY CLAIM FORM

YOKOHAMA TIRE CORPORATION

801 S. ACACIA AVE. • FULLERTON, CA 92831-5197

WARRANTY CLAIMS ASSISTANCE 800/433-9851, EXT. 0584

NOTE: DEALER MUST COMPLETE ALL NON-SHADED AREAS. SHADED AREAS ARE FOR YOKOHAMA USE ONLY.



G107302

DEALER NAME Y-DEALER	ASSOCIATE DEALER OR NATIONAL ACCOUNT NAME
STREET ADDRESS 123 TIRE LANE	STREET ADDRESS 456 MAIN STREET
CITY, STATE, ZIP CODE BIG CITY, OH 44444	CITY, STATE, ZIP CODE BIG CITY, OH 44444
YOKOHAMA DEALER NUMBER 123 X X X 001	PHONE NUMBER 614-555-1212
CLAIM DATE 11/12/2011	E-MAIL ADDRESS gc@yyy.com
TEAR 11/12/2011	END USER * GOOD CUSTOMER

ORIGINAL EQUIPMENT ☐ YES ☒ NO	VEHICLE YEAR 2007	MAKE CHRYSLER	MODEL T&C Touring
VEHICLE MILEAGE 107328		(DATE VEHICLE PURCHASED (IF O.E.))	
VEHICLE IDENTIFICATION NUMBER (IF O.E.)			
COMPLETE FOR MILEAGE CLAIMS ONLY (Attach mileage certificate(s))			
ODOMETER AT TIRE REMOVAL _____			
ODOMETER AT TIRE INSTALLATION _____			
TOTAL MILEAGE RECEIVED _____			

POSITION OF CLAIM TIRE(S) (Please check and indicate tire number) FRONT TRUCK	NOTICE TO DEALER If claim is disallowed, the product will be scrapped unless the box below is checked. ☐ RETURN FREIGHT COLLECT 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 tire(s), detailed on this claim, become the property of Yokohama Tire Corporation.
CUSTOMER SIGNATURE <i>Good Customer</i>	DATE <i>11-12-2012</i>

PART NUMBER	SIZE / DESCRIPTION	DOT SERIAL NUMBER	REASON FOR REMOVAL	REPAIR CODE	CAVING G.B.S. REQUIRED	RUBBER REFILL	HANDLING
1 31817	215/65R16 Tires AVID	CCH881T12096	AVD TIRING S				
2 31817	"	CCH881T12096	CAMPAIGN				
3 31817	"	CCH881T09095					
4 31817	"	CCH881T09095					
5							

W	D	U.	YTC TECHNICAL SERVICES REPRESENTATIVE	DATE	YTC CORPORATE APPROVAL	DATE
PLACE OF INSPECTION						

1983 10 21 1151

ATC CORP



Tire Service Inspection Record

Please note: This service inspection record along with the standard warranty claim form must be completed to receive your \$15 credit for the inspection and your credit for tire replacement (if applicable). Forms submitted must have 100% of the specified information filled in.

Please check the tire being inspected:

☐	Avid Touring S	Size: 215/65R16 98T	Part Number: 31817
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Please attach a copy of:

- ✓ the no-charge Invoice
- ✓ Standard Limited Warranty Claim Form
- ✓ copy of the Recall Notification Letter

Contact Yokohama Campaign Call Center for replacement tires (888) 589-3348.

Inspection Date	
Recall Notification Letter Number	
Yokohama Warranty Claim Form Number	
Claim Date	
Number of Eligible Tires Replaced (circle)	0 1 2 3 4 5
Yokohama Dealer Number	
Yokohama Dealer Name	
Customer Name	
Customer Address	
Customer City, State, Zip	
Vehicle Year	
Vehicle Make	
Vehicle Model	
Customer Signature	

DOT Code (Tire Identification Number, including date code)			
Left Front		Right Front	
Left Rear		Right Rear	
Spare			

New Tires Installed	Brand	Model	Size	Part No.
Left Front				
Right Front				
Left Rear				
Right Rear				
Spare				

If you have questions, please contact the Yokohama Campaign Call Center at (888) 589-3348 or by e-mail at lsc@yokohamatire.com.

