



January 16<sup>th</sup> 2017

Dear Customer,

We would like to inform you that there has recently been a mis-shipment relating to two Item numbers of our Dunlop Trailsmart adventure tire, impacting tires received during the months of September through December 2016.

The following two Items were advertised and sold as W speed-rated, but you may have received tires marked on the sidewall and labeled by Dunlop as V speed-rated during this time frame:

| TIRE LINE NAME | SIZE       | LOAD<br>SPEED<br>INDEX | POSITION | DUNLOP<br>STOCK # | DUNLOP<br>ITEM # |
|----------------|------------|------------------------|----------|-------------------|------------------|
| TRAILSMART     | 120/70ZR19 | 60W                    | FRONT    | 16TF06            | 45206552         |
| TRAILSMART     | 170/60ZR17 | 72W                    | REAR     | 16TR10            | 45206217         |

We would like to take the opportunity to correct this mis-shipment, by replacing any V speed-rated inventory you may have in these sizes with the appropriate W speed-rated tires.

Distributor records indicate that you may have received **XX** of these tires.

Dunlop will arrange to have the tires returned to our Buffalo warehouse, and ship the replacement tires directly to your location.

If you have sold or fitted any of these tires to a customer's motorcycle, we would like to contact the customer in order that we may offer to replace their V speed-rated tire with a W speed-rated tire. In this case, where there are mounting and balancing charges to be paid, Dunlop will cover 100% of this cost.

**Please contact our Consumer Affairs Department at 1-800-845-8378 at your earliest convenience to notify us of any affected customers and to let us coordinate the shipping details with you for your inventory replacement.**

We apologize sincerely for any inconvenience this may cause you.