

April 19, 2021

IMPORTANT VOLUNTARY CUSTOMER SATISFACTION FIELD CAMPAIGN

NOTICE

OPTION TO RETURN SIZE 600/50R22.5 ALLIANCE 398 FLOTATION RADIAL MPT 13 164J TL MANUFACTURED PRIOR TO MARCH 2019

All questions regarding this Customer Satisfaction Field Campaign should be directed to your Yokohama Off-Highway Tires America, Inc. Sales Representative

To: All Yokohama Off-highway Tires America, Inc. (YOHTA) Dealers and Distributors ("Dealers") who have purchased and have remaining in inventory Alliance 398 Flotation Radial MPT 13 124J TL tires size 600/50R22.5 that have a production date prior to March 2019 (the "Tires"):

In service to our customers and in furtherance of our commitment to their satisfaction and continued confidence in Alliance brand products, YOHTA is undertaking this Voluntary Customer Satisfaction Field Campaign to facilitate the immediate return from dealers of any new unsold Tires currently held in inventory.

Although technical examination of the Tires has not identified a specific deficiency in design, materials, or manufacture, certain of the Tires have been determined to be slightly out of round such that it does not sit concentrically around the wheel and can thereby create vibration issues at speeds over 40mph. The vibrations, while not a safety concern, cause the Tires to perform in a manner that does not meet our expectations nor that of our customers. YOHTA wishes to arrange for the return of the Tires from inventory to YOHTA so that we can conduct more comprehensive measurements and testing.

If your dealer location has one or more of these Tires in inventory, we ask that you contact your YOHTA Sales representative to arrange for the return of such Tires for a credit. If the Dealer has sold the Tire(s), to an End-user and the End-user has not reported any vibration issue to the Dealer, the Tire(s) can remain in service. No replacement tires are available from YOHTA at this time.

IDENTIFYING THE TIRES

The subject Tires are Alliance 398 Flotation Radial MPT 13 124J TL tires size 600/50R22.5 that have a production date prior to March 2019 (the "Tires"). These Tires were sold under the following YOHTA sku: 39810020. The week of the year (01 through 52) and the last two digits of the year of manufacture are represented by the last four digits of the serial number of the Tire

Yokohama Off-Highway Tires America, Inc.
201 Edgewater Drive, Suite 285
Wakefield, MA 01880
Ph: 339-900-8080
www.yokohama-oht.com

which appears on the upper edge of the sidewall as depicted in the diagram below (i.e., if the tire was manufactured in the sixth week of the year of 2018, the last four digits of the serial number would be 0618). The size is also located on the sidewall of the Tire(s). See diagram below.



WHAT YOU CAN DO

Effective immediately, Dealers should check the manufacture dates contained in the serial numbers of the Alliance 398 Tires Size 600/50R22.5 which they have in inventory. If any of these tires have a manufacture date prior to March 2019 (week 10 of 2019), please contact your YOHTA sales representative to arrange for the return shipment of the Tires to YOHTA and the issuance of a credit to your account with YOHTA. Your YOHTA sales representative will arrange for the Tires to be picked and returned to YOHTA as no cost to the Dealer. YOHTA will provide the Dealer with the return authorization and the shipment details.

*PLEASE DO NOT RETURN TIRES TO YOHTA ON YOUR OWN.

CONTACTING YOHTA

Yokohama Off-Highway Tires America, Inc. encourages all Dealers, end-users, and other purchasers of YOHTA products who have questions or safety concerns relating to this Voluntary Customer Satisfaction Field Campaign to contact their YOHTA Sales representative.