

**TECHNICAL SERVICES BULLETIN****Yokohama Casing Compound Recall****3/17/2020**

Yokohama Tire Corporation is initiating a voluntary recall of certain tires manufactured in The West Point, MS plant in January and February 2020. These tires may have been manufactured with an out-of-specification compound. There is a possible risk of tire damage due to material detachment inside the tire. This could lead to a tire disablement and an increased risk of loss of vehicle control. Yokohama will replace the subject tires at no charge to consumers.

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

Tire Model	Tire Size	Load Range	Yokohama Part Number	DOT TIN ("Serial") Begins With	DOT TIN ("Serial") Ends With
RY023	255/70R22.5	H	120102387	FAABJAE	0320,0520, 0620,
RY023	295/75R22.5	H	120102391	FABTJAE	0320, 0420, 0520
RY023	285/75R24.5	G	120102390	FABPJAD	0320, 0520
RY617	11R22.5	H	120161722	FA3TJAB	0320
RY617	11R24.5	H	120161724	FA4FJAB	0220, 0420, 0520, 0620,
TY517 MC ²	295/75R22.5	G	120151725	FABTJAF	0220, 0320, 0420, 0520, 0620,
TY517 MC ²	285/75R24.5	G	120151727	FABPJAF	0420, 0520, 0620,
709ZL	285/75R24.5	G	120170903	FABPJAM	0420
709ZL	11R24.5	G	120170904	FA4FJAM	0220
LY053	11R24.5	H	120105306	FA4FJAJ	0320, 0420, 0520, 0620
TY527	11R24.5	H	120152724	FA4FJAV	0520
109L	295/75R22.5	G	120110901	FABTJAW	0420
109L	11R22.5	G	120110902	FA3TJAW	0220, 0420, 0520, 0620
109L	285/75R24.5	G	120110903	FABPJAW	0320, 0420, 0620
108R	11R24.5	H	120110834	FA4FJA9	0320,0620
715R	295/75R22.5	H	120171501	FABTJBJ	0320, 0420
TY517 MC ²	11R22.5	H	120151732	FA3TJAH	0320, 0420, 0520, 0620
712L	295/75R22.5	H	120171221	FABTJAY	0420, 0520, 0620
712L	11R22.5	H	120171222	FA3TJAY	0320, 0420, 0620

On some part numbers the serial dates that are eligible for the recall are not continuous because tires from omitted serial weeks did not flow out to the market.

2. What tire condition is involved?

The tires subject to this recall may have been produced with an improperly manufactured rubber compound. The rubber adhesion may be inadequate, resulting in a detachment in the casing or bead.

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

If a tire disablement occurs due to this condition while the vehicle is operating, there may be an increased risk of loss of vehicle control.

4. How do I handle single tire replacements?

If a single tire needs to be replaced, Yokohama will allow both tires on a steer axle to be replaced with new Yokohama tires. In the case of a dual assembly, Yokohama will allow both tires in the dual assembly to be replaced with new Yokohama tires.

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

Submit the eligible removed tires under the Yokohama standard limited warranty procedures and state, "Casing Compound Recall" on the *Standard Warranty Claim Form* as the reason for removal. Additional *Standard Warranty Claim Forms* can be requested by e-mail at marketingmaterials@yokohamatire.com.

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.

White copy of the *Standard Warranty Claim Form* is to be placed in an envelope and secured to the tire(s) or mailed separately to the Yokohama Campaign Service Center location. Tires may be shipped with other warranty submissions or separately by FedEx. For FedEx ground shipments please contact the recall campaign call center (contact info below).

If eligible tire(s) are confirmed by Yokohama, free replacement credit will be granted for identical (or substantially similar Yokohama part at Yokohama's discretion). Tread depth proration credit will be granted if non-Yokohama brand tires are installed. In addition to the regular warranty claim handling allowances defined in the Yokohama warranty claims procedure manual, a \$30 per tire mounting allowance will also be credited.

Eligible tires and claim forms will be sent to:

Yokohama Campaign Service Center | 5925 Opus Drive Groveport, OH 43125.

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

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

7. 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 Yokohamatruck.com.

8. How can anyone find answers to questions?

Go to yokohamatruck.com to find this technical service bulletin, Yokohama dealer locations, etc.

9. What if I need special assistance with this recall?

If you need our assistance, please **call or text the Yokohama Campaign Call Center 1-800-722-9888 or email at recall@yokohamatire.com.** Consumer Affairs specialists are available from 6AM to 4PM Pacific Time, Monday through Friday.



STANDARD WARRANTY CLAIM FORM

CLAIM ADJUSTMENT NO. **G 3 0 0 0 0 1**



YOKOHAMA TIRE CORPORATION
1 MACARTHUR PLACE, SUITE 800 • SANTA ANA, CA 92707
CONSUMER AFFAIRS (800)722-9888

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

DEALER NAME Y-DEALER	ASSOCIATE DEALER OR NATIONAL ACCOUNT NAME GOOD CUSTOMER
STREET ADDRESS 123 TIRE LANE	STREET ADDRESS 456 MAIN ST
CITY, STATE, ZIP CODE BIG CITY OH 44444	CITY, STATE, ZIP CODE BIG CITY OH 44444
YOKOHAMA DEALER NUMBER 12345678901	CLAIM DATE 03 15 2020
ORIGINAL EQUIPMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	MAKE VOLVO
VEHICLE MILEAGE 2014	MODEL VNL
VEHICLE IDENTIFICATION NUMBER (IF O.E.) 12345678901234567890123456789012345678901	POSITION OF CLAIM TIRES (Please check and indicate item number) FRONT FRONT
COMPLETE FOR MILEAGE CLAIMS ONLY (Attach mileage certificate(s)) ODOMETER AT TIRE REMOVAL ODOMETER AT TIRE INSTALLATION	<p><input type="checkbox"/> NOTICE TO DEALER If claim is disallowed, the product will be scrapped unless the box below is checked.</p> <p><input type="checkbox"/> RETURN FREIGHT COLLECT</p>
TOTAL MILEAGE RECEIVED	CUSTOMER SIGNATURE John Customer DATE 3/15/2020

PRIVACY POLICY

Yokohama is committed to your privacy. You can learn more about how we use your information to process warranty by visiting us online at <https://www.yokohamatire.com/privacy-policy>.

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. Accept credit in lieu of further claim, I understand that the tire(s) detailed on this claim, become the property of Yokohama Tire Corporation.

PART NUMBER	SIZE / DESCRIPTION	DOT SERIAL NUMBER	RTD (size)	REASON FOR REMOVAL	R E J	WARRANTY CODE	ADJUSTMENT CODE	CASING G B S REFREED	TIRES G B S REFREED	RUBBER REFUND	HANDLING C B
1	295/75R22.5 R023	FA375AE0320	18	CASING RECALL							
2											
3											
4											
5											
PLACE OF INSPECTION	W D U	YTC TECHNICAL SERVICES REPRESENTATIVE	DATE	YTC CORPORATE APPROVAL	DATE						