

Yokohama Tire Corporation is initiating a voluntary recall of certain tires manufactured in The West Point, MS plant in 2022. The recall is because of a manufacturing anomaly. Tires may experience sudden air loss from a sidewall blowout, resulting the potential for reduced vehicle control and increasing the risk of a crash. 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
504C	11R22.5 16	H	120150432	FA3TJBH	2622, 2722, 2822, 2922, 3022, 3122, 3522, 3622, 3722, 4322, 4422, 4522, 4622, 4722, 4822

2. **What tire condition is involved?**

If left in service, air may migrate into the sidewall causing an air bubble and may further lead to rapid air loss and possible loss of vehicle control.

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

If the tire experiences sudden air loss, there is an increased risk of a crash.

4. **How do I handle dual assembly tire replacements?**

In the case a dual assembly affected, 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 Splice 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.

For new tires remove the new tire tread label prior to shipping.

White copy of the *Standard Warranty Claim Form* is to be placed in an envelope and secured to the tire(s). Tires may be shipped with other warranty submissions or separately using the normal warranty return procedure. Alternate shipping can be arranged by contacting 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 must be sent together with the claim form to:

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

For further shipment details see the Technical Services bulletin at Yokohamatruck.com/dealers-fleets:

Warranty Returns New Request Form and Authorized Freight Carrier for Columbus, OH Warranty Center

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 receipt 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 PST, Monday through Friday.



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

STANDARD WARRANTY
CLAIM FORM

CLAIM ADJUSTMENT NO. G300001



G300001

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		CUSTOMER NAME Good Customer	
STREET ADDRESS 123 TIRE LANE		STREET ADDRESS		STREET ADDRESS 456 MAIN ST	
CITY, STATE, ZIP CODE BIG CITY OH 44444		CITY, STATE, ZIP CODE		CITY, STATE, ZIP CODE BIG CITY OH 44444	
YOKOHAMA DEALER NUMBER 200XX01		CLAIM DATE MO: 9 DAY: 1 YEAR: 2023		PHONE NUMBER 330 555 1234	
		NATIONAL ACCOUNT NUMBER (IF APPLICABLE)		E-MAIL ADDRESS customer@yyy.com	

ORIGINAL EQUIPMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	VEHICLE YEAR 2020	MAKE MAK	MODEL GRANITE	POSITION OF CLAIM TIRE(S) (Please check and indicate item number)	
VEHICLE MILEAGE	DATE VEHICLE PURCHASED (IF O.E.)			FRONT FRONT	
VEHICLE IDENTIFICATION NUMBER (IF O.E.)				FRONT FRONT	
COMPLETE FOR MILEAGE CLAIMS ONLY (Attach mileage certificates)				FRONT FRONT	
ODOMETER AT TIRE REMOVAL				FRONT FRONT	
ODOMETER AT TIRE INSTALLATION				FRONT FRONT	
TOTAL MILEAGE RECEIVED				FRONT FRONT	
				CAR TRUCK	

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. 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 *Good Customer* **DATE** **9/1/23**

PART NUMBER	SIZE / DESCRIPTION	DOT SERIAL NUMBER	RTD (321)	REASON FOR REMOVAL	R E B	WARRANTY CODE	ADJUSTMENT CODE	CASING G B S	TIMES RETREADS	RUBBER REFUND	HANDLING	C B
1201 50432	11R22.5 504C	FA3TJBH2622	20	RECALL								
2		FA3TJBH2922	20	MATE								
3												
4												
5												

PLACE OF INSPECTION	W	D	U	YTC TECHNICAL SERVICES REPRESENTATIVE	DATE	YTC CORPORATE APPROVAL	DATE
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CPW-0091-1219

FIELD ENGINEER

PRESS HARD - USE BALL POINT PEN