



Toyo Tire U.S.A. Corp.  
Executive Office  
5665 Plaza Drive, Suite 300, Cypress, CA 90630  
714-236-2080 Fax 714-229-6183  
www.toyotires.com

## Safety Recall Campaign – FAQ

NHTSA CAMPAIGN ID Number: 19T004

### 1) How do I know if my tires are affected by the safety recall?

Toyo Tire U.S.A. Corp. is conducting a voluntary safety recall campaign to replace a limited number of **Toyo® Proxes® A27** tires. Please [‘click here’](#) to see if your tires are affected by the recall.

You can also [‘click here’](#) for instructions on how to read the sidewall of your tire.

Because the recall tires cover a specific period of manufacture, please visit an authorized Toyo Tires dealer if you need assistance determining if you own a qualifying **Toyo® Proxes® A27** tire.

### 2) What is wrong with the tires?

The rubber compound used in the manufacture of a small number of tires during the production period did not meet Toyo’s specification. As a consequence, sections of the tread on affected tires may become detached. If this condition remains undetected, it could lead to a loss of inflation pressure, vehicle instability and an increased risk of a vehicle crash.

### 3) What should I do if I have tire(s) affected by the Safety Recall Notice?

Please schedule an appointment with your local Toyo Tires dealer to replace the tires as soon as possible. Please take the owner notification letter you receive to the dealer at the time of your appointment. It will take the dealer approximately one hour to replace up to four (4) tires, not accounting for any wait time. You can return to the place where you bought the tires, or visit one of our authorized dealers listed at [www.toyotires.com](http://www.toyotires.com). Please [‘click here’](#) to find a dealer near you.

### 4) I have a different Toyo tire in the same size. Is that affected as well?

Only **Toyo® Proxes® A27** tires are affected by this recall. No other tire models or sizes are included in this safety recall.



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**5) I recently had my Toyo® Proxes® A27 tires replaced; will I be compensated for these?**

Please contact our Consumer Relations Dept. at (800) 442-8696 and they will be able to help you best navigate your specific situation.

**6) What will these recalled tires be replaced with?**

Any tire that is affected by the Safety Recall Notice will be replaced with a new, non-recall Toyo tire of the same model and size at no additional cost to you, the tire owner.

**7) Where can I get my tire(s) replaced?**

You can return to the tire dealer from where you purchased your tires, or go to an Authorized Toyo Tires dealer near you. We have dealers listed at [www.toyotires.com](http://www.toyotires.com). Please [‘click here’](#) to find a dealer near you.

**8) When will this safety recall campaign end?**

The safety recall campaign ends November 9, 2019, so please make an appointment with your tire dealer as soon as possible to replace the tires.

**9) What if I still have questions?**

Please contact our Consumer Relations Dept. at (800) 442-8696 or [contactus@toyotires.com](mailto:contactus@toyotires.com).