



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

IMPORTANT SAFETY RECALL

In May 2019, Toyo Tires announced a voluntary recall of Toyo® Proxes® A27 tires sold in the United States.

The following tires are subject to this recall campaign:

Brand/Model	Size (Load Index/Speed Rating)	Part No.	Tire Identification Number Range
Toyo® Proxes® A27	P185/60R16 86H	201280	N3ELV573718 and N3ELV573818

The recall tires were manufactured at Toyo's plant in Kuwana, Japan (N3) and can be identified by examining the sidewall stamping for the Brand, Model, Size, the "Proxes A27" mark, the "Made in Japan" mark, and the Tire Identification Number ("TIN"), which includes the plant code (i.e., immediately following the "DOT" mark), and the manufacture date (i.e., last 4 digits of the TIN).

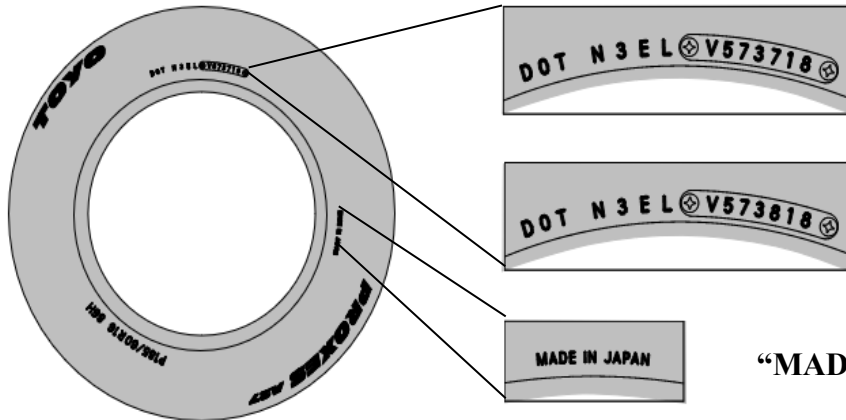
To determine if you have received tires that are included in this recall campaign, please check the TIN information found on the sidewall of the tire, and if they match the above identifiers, contact your Toyo dealer.

The illustration below will assist you in locating the TIN information and "Made in Japan" mark on the sidewall.



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Brand and Model Name: “TOYO® PROXES® A27”



The TIN follows the “DOT” symbol

“MADE IN JAPAN” Mark

If you have difficulty determining whether you own a recalled tire, please contact or visit your Toyo dealer for assistance.

Note: Please be sure to check your spare tire as well.

WHAT IS THE PROBLEM?

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.

REPLACEMENT OF RECALLED TIRES

If you own a recalled tire, please contact the dealer from whom you purchased the tire, or the nearest authorized Toyo dealer, to schedule an appointment to replace the tire. It is important that all recalled tires be removed from service as soon as possible. Replacement Toyo® Proxes® A27 tires are readily available, and in the event that your dealer does not have them in stock, replacements will be ordered for you. The recalled tire will be replaced free of charge, including mounting, balancing and taxes, if returned



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to the dealer from whom you purchased the tire, or an authorized Toyo dealer, on or before November 9, 2019. 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.

For a complete listing of our dealers, please [click here.](#)

CONSUMER HOTLINE

If you have any questions or need additional help identifying and replacing recalled tires, please contact our toll-free consumer hotline:

800-442-8696 (6:30 am to 4:30 pm Pacific Time)
(9:30 am to 7:30 pm Eastern Time)

If Toyo is unable to provide the necessary replacement tires free of charge within a reasonable time, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

EXPIRATION DATE

This recall campaign will expire on November 9, 2019, so it is important that you act as soon as possible to determine whether your tires are covered by this recall campaign.

REIMBURSEMENT FOR TIRE REPLACEMENTS PRIOR TO RECALL

You may be eligible to receive reimbursement, subject to the terms contained in Toyo's General Reimbursement Plan (April 2019), if you paid to have the recall tires replaced due to the condition associated with this recall campaign.

You may request reimbursement for the cost of the tire, including mounting and balancing and related labor, fees, and taxes (reimbursement may be limited to the amount the replacement would have cost if completed by an authorized Toyo dealer).

Together with your written request, submit copies of the following documents:



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- Receipt or work order with:
 - your name and address;
 - a description of the recall tire that was replaced, including model, size and DOT code;
 - the applicable recall number;
 - the name of the owner of the recall tire when the replacement occurred;
 - a description of the problem that occurred with the replaced tires;
 - a copy of the receipt identifying the replacement tire involved and stating the total amount paid; and
 - documentation indicating that the claimant owned the recalled tire (such as an invoice or receipt indicating the purchase of the recalled equipment and DOT code).

Mail the documentation to: Toyo Tire U.S.A. Corp.
 Consumer Relations
 PO Box 6052
 Cypress, California 90630

You will be notified in writing within 60 days of the action taken on your request.