

IMPORTANT SAFETY RECALL



4300 TBC Way
Palm Beach Gardens, FL 33410 561-383-3100

March 12, 2021

NHTSA Recall No. – 21T-002

Dear Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

TBC Corporation and Cooper Tire & Rubber Company have decided that a defect that related to motor vehicle safety exists in all tires as identified in the table below.

| Brand Name | Size | DOT Serial Number | Serial Weeks Range Affected | Brand Name Owner |
|--------------------------------------|-----------|-------------------|---|------------------|
| Multi-Mile Wild Country XTX Sport 4S | 275/65R18 | UT YJ 2C7 | 4218-4318, 0319-0519, 0819-0919 & 3519-3619 | TBC Corporation |
| Multi-Mile Wild Country XTX Sport 4S | 275/55R20 | UT Y1 2C8 | 0518-0818, 5018-5218, 0319-0419 & 3519-3619 | TBC Corporation |
| Cooper Discoverer RTX | 275/65R18 | UT YJ 2BM | 2518, 2918-3218, 3818-3918, 4218-4318, 0219-0419, 0719-0919, 1119-1219, 1519-1719, 1919-2019, 2319-2619, 2919-3319, 3719-4219 & 4619-4719 | TBC Corporation |

The DOT identification number is molded into each tire and is composed of a DOT sequence followed by a four-digit DOT date code. As an example, the following illustration shows what this number would look like for one of the affected tires in the chart above (Multi-Mile Wild Country XTX Sport 4S, Size 275/55R20). For this tire, the DOT sequence begins with UT Y1 2C8 and ends with a date code (2-digit week and 2-digit year) which could be between 0518-0818, 5018-5218, 0319-0419, or 3519-3619, inclusive. In the example below, it is 0618.



You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires. The affected tires may lead to a **crash**. Bulges or separations in the sidewall area of the tire may develop and if undetected may ultimately result in a tire failure leading to the loss of vehicle control. Some affected tires may have a visual anomaly on the white letter sidewall of the tire. In-service conditions may include ride disturbance that may be felt in vehicle steering or ride. Driving at high speeds may cause this condition to occur and should be avoided until the tires have been inspected and replaced, if they fall within the identification numbers shown above.

TBC Corporation and Cooper Tire & Rubber Company are recalling all of the tires with the identification

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numbers in the table above. To ensure your safety and satisfaction with our product, we request that you return the recalled tire(s) and this letter to your dealer. If the inspection verifies that you have a tire or tires with the suspect identification number, they will be replaced with similar tires for **FREE**, if you have presented them for remedy within one-hundred and eighty (180) days after (i) receipt of this letter or (ii) notice that a replacement tire is available (if not available at the time of inspection). It is expected that replacement tires will be available at the time of the inspection. However, if the tires are not available at the time of inspection, they will be available within twenty-one (21) days. After expiration of the one-hundred and eighty (180) day period, tires will be replaced under our normal adjustment policy.

The time required to determine if the tire is subject to recall is only a few minutes, approximately thirty (30) per tire, if replacement is required.

Should any questions or problems arise while your tires are being inspected or replaced, please call the TBC Corporation Quality Assurance Department at 800-739-7698. In the event you believe we have failed to be of service to you or we are unable to replace your tire(s) without charge to you, as described above, you may submit a complaint to the Secretary of Transportation at the following address: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call NHTSA's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

If you've had your tires replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact the TBC Corporation Quality Assurance Department at 800-739-7698.

We are sorry for the inconvenience this has caused, but trust you understand our interest in your safety and satisfaction with your tires. Please see your dealer immediately for free replacement of your recalled tires with this letter so they can be returned to us for purposes of this recall.

Sincerely,

Tony Maddox

Vice-President, SRM & Quality Assurance, TBC Corporation

TO BE COMPLETED BY DEALER

Tire(s) inspected and replaced _____
(date)

Dealer stamp or name and address

Dealer: Please complete the above, attach the letter to the standard Warranty Return Form and return it with the recalled tire(s).