

IMPORTANT SAFETY RECALL



LES SCHWAB TIRE CENTERS

P.O. Box 5350
Bend, Oregon 97708.

March 12, 2021

NHTSA Recall No. – 21T-002

Dear [Customer Name]:

This notice (“**Recall Notice**”) is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Cooper Tire & Rubber Company (“**Cooper**”) recently informed Les Schwab Tire Centers that a defect related to motor vehicle safety exists in the tires identified below (“**Recalled Tires**”).

<u>Product Name</u>	<u>Size</u>	<u>DOT Serial Number</u>	<u>Brand</u>
Back Country QS3 Touring HT	275/65R18	UT YJ DRV 2518, 4018-4118, 4318 & 4219-4619	Dean Tires
Back Country SQ4 All Terrain	275/65R-18	UT YJ XP3 2218-2418, 3918-4218 & 0319-0719	Dean Tires

Identification of Recalled Tires. A 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 Recalled Tires (the Back Country QS3 Touring HT, Size 275/65R18). For this tire, the DOT sequence begins with UTYJDRV ---- and ends with a date code (2-digit week and 2-digit year), which would be 2518, 4018-4118, 4318 & 4219-4619, inclusive. In the example below it is 4118.



For the Back Country SQ4 All Terrain 275/65R-18, the DOT sequence begins with UTYJXP3 ---- and ends with a date code (2-digit week and 2-digit year), which would be 2218-2418, 3918-4218 &

0319-0719, inclusive.

On _____, we show record of you purchasing _____ from our store located at _____. If you are in possession of any Recalled Tires, **immediately remove those tires from service**. Please bring this Recall Notice into any Les Schwab Tire Center at your earliest convenience. If your tires are affected by this Safety Recall, we will gladly replace them with tires of equal value, mounted and balanced, free of charge. We expect replacement tires will be available at the time of the inspection. However, if replacement tires are not available at the time of inspection, they will be available within twenty-one (21) days.

If you replaced Recalled Tires before receiving this Recall Notice, you may be eligible to receive reimbursement for the cost of such replacement. For more information, contact the Les Schwab Customer Service at 1-844-486-5252.

Description of Defect. According to Cooper, the Recalled Tires may develop bulges or separations in the sidewall area of the tire.

Evaluation of Risk to Motor Vehicle Safety. The Recalled 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 Recalled Tires may have a visual anomaly on the white sidewall of the tire. In-service conditions may include ride disturbance that may be felt in vehicle steering or ride. Driving at high speed may cause this condition to occur and should be avoided until the Recalled Tires have been inspected and replaced, if they fall within the identification numbers shown above.

Complaints. If you believe we have failed to or are unable to effect the remedy without charge to you as described in this notification, 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 phone NHTSA's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153; or go to <http://www.safercar.gov>).

We apologize for this inconvenience, and will do our best to make this transaction as simple for you as possible. If you have any questions, please feel free to contact your local Les Schwab Tire Center.

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