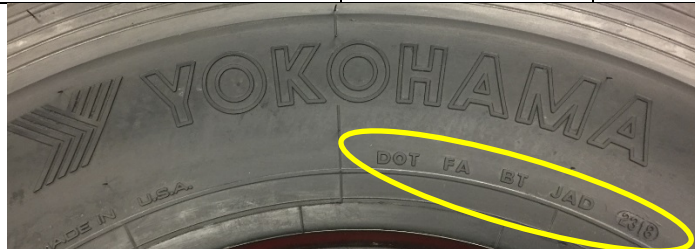

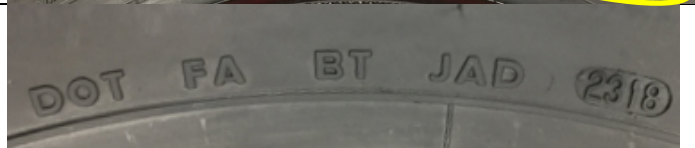


Yokohama Tire Corporation is initiating a voluntary recall of certain RY023 tires. These tires may have been manufactured with an out-of-spec undertread compound and may separate in service. Yokohama will replace the subject tires at no charge to consumers.

1. **What tires are subject to this recall: "Eligible Tires"?**

Tire Model	Tire Size	Yokohama Part Number	Eligible Tire DOT Serial
Yokohama RY023	295/75R22.5 14G	02396	FABTJAD2318
			
			

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

The tires subject to this recall may have been produced with an improperly manufactured rubber compound. The rubber adhesion may be inadequate, resulting in a separation of the tread from the casing.

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

The rubber adhesion may be inadequate, resulting in a separation of the tread from the tire casing. If a tire disablement occurs due to this condition while the vehicle is operating, there may be an increased risk of loss of vehicle control.

4. **How do I handle replacement of a steer tire or one tire on a dual fitment?**

If a single tire needs to be replaced, Yokohama will allow both tires on a steer axle to be replaced with new Yokohama tires. In the case of a dual assembly, 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, "RY023 tread separation" 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](mailto: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.

White copy of the *Standard Warranty Claim Form* is to be placed in an envelope and secured to the tire(s) or mailed separately to the Yokohama Campaign Service Center location. Tires may be shipped with other warranty submissions or separately by FedEx. For FedEx ground shipments please contact the recall campaign call center (contact info below).

If eligible tire(s) are confirmed by Yokohama, free replacement credit will be granted for identical Yokohama part (or part# 02391 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 and claim forms will be sent to:

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

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 the date 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](http://Yokohamatruck.com).

8. **How can anyone find answers to questions?**

Go to [yokohamatruck.com](http://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 #2 or email at [recall@yokohamatire.com](mailto:recall@yokohamatire.com)**. Consumer Affairs specialists are available from 6AM to 4PM PST, Monday through Friday.



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

# STANDARD WARRANTY CLAIM FORM

CLAIM ADJUSTMENT NO. G489212



NOTE: DEALER MUST COMPLETE ALL NON-SHADED AREAS. SHADED AREAS ARE FOR YOKOHAMA USE ONLY.

DEALER NAME <b>Y-DEALER</b>		ASSOCIATE DEALER OR NATIONAL ACCOUNT NAME		CUSTOMER NAME <b>Good Customer</b>		END USER	
STREET ADDRESS <b>123 TIRE LANE</b>		STREET ADDRESS		STREET ADDRESS <b>456 MAIN ST</b>			
CITY, STATE, ZIP CODE <b>BIG CITY OH 44444</b>		CITY, STATE, ZIP CODE		CITY, STATE, ZIP CODE <b>BIG CITY OH 44444</b>			
YOKOHAMA DEALER NUMBER <b>123 X X X 001</b>		NATIONAL ACCOUNT NUMBER (IF APPLICABLE)		PHONE NUMBER <b>614-555-1234</b>			
CLAIM DATE MO. DAY YEAR <b>11 30 2018</b>				E-MAIL ADDRESS <b>Good.Customer@YYY.COM</b>			

ORIGINAL EQUIPMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	VEHICLE YEAR <b>2014</b>	MAKE <b>Volvo</b>	MODEL <b>VNL</b>
DATE VEHICLE PURCHASED (IF O.E.)			
VEHICLE IDENTIFICATION NUMBER (IF O.E.)			
COMPLETE FOR MILEAGE CLAIMS ONLY (Attach mileage certificate(s))			
ODOMETER AT TIRE REMOVAL			
ODOMETER AT TIRE INSTALLATION			
TOTAL MILEAGE RECEIVED			

POSITION OF CLAIM TIRE(S)  
(Please check and indicate item number)

FRONT FRONT TRUCK

CAR

**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.

*Good Customer*  
CUSTOMER SIGNATURE  
DATE **11/30/18**

PART NUMBER	SIZE / DESCRIPTION	DOT SERIAL NUMBER	RTD (32')	REASON FOR REMOVAL	R E J	WARRANTY CODE	ADJUSTMENT CODE	CASING G B S	TIRES RETREADED	RUBBER REFUND	HANDLING C B
1	295/75R22.5 RY023	FABT5AD2318	18	RY023 TREAD SEP							
2											
3											
4											
5											

PLACE OF INSPECTION	W	D	U	YTC TECHNICAL SERVICES REPRESENTATIVE	DATE	YTC CORPORATE APPROVAL	DATE
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