



Toyo Tire U.S.A. Corp.
Executive Office
3565 Harbor Blvd.
Costa Mesa, CA 92626
714-236-2080
www.toyotires.com

IMPORTANT SAFETY RECALL

November 4, 2023:

Toyo Tire U.S.A. Corp. is conducting a voluntary safety recall of various Toyo Tires® Open Country® A/T III, Open Country® H/T II, Open Country® Q/T and Extensa® A/S II tires sold in the United States. [See Attachment No. 1 for a list of the recall tires.](#)

The recall tires were manufactured at Toyo's plant in the Republic of Serbia (05C) and can be identified by examining the sidewall stamping for the Brand, Model, Size, the "Made in Serbia" mark, 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), and the Mold Number (collectively, "Identifying Information").

To determine if you have received tires that are included in this recall campaign, please check the Identifying Information found on the sidewall of the tire, and if it matches the above identifiers, contact your Toyo Tires dealer. [See Attachment No. 2 for photographs to assist you in locating the Identifying Information on the sidewalls of the recall tires.](#)

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

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

WHAT IS THE PROBLEM?

A small number of tires are suspected of having been cured into the wrong mold, potentially resulting in incorrect component dimensions, compounds, and cord tension. If this condition remains undetected, we cannot rule out the possibility that, due to this production error, sections of the tread or sidewall may become detached, which could lead to a loss of inflation pressure and an increased risk of a vehicle crash.



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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 Tires 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 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 to the dealer from whom you purchased the tire, or an authorized Toyo dealer, on or before June 15, 2024. 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

(6:00 am to 4:00 pm Pacific Time)

(9:00 am to 7:00 pm Eastern Time)

EXPIRATION DATE

This recall campaign will expire on June 15, 2024, 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 (October 2023), if you paid to have the recall tires replaced due to the condition associated with this recall campaign.



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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 Tires dealer).

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

- Receipt or work order with:
 - your name and address;
 - a description of the recall tire that was replaced, including model, size, DOT code and mold number;
 - 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
3565 Harbor Blvd.
Costa Mesa, CA 92626

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