



Safety Recall Campaign – FAQ

NHTSA CAMPAIGN ID Number: 23T007

1) How do I know if my tires are affected by the safety recall?

Toyo Tire U.S.A. Corp. is conducting a voluntary safety recall campaign to replace a limited number of **Toyo Tires® Open Country® A/T III, Open Country® H/T II, Open Country® Q/T and Extensa® A/S II** tires. Please [click here](#) to see if your tires are affected by the recall.

You can also [click here](#) for instructions on how to read the sidewall of your tire.

If you are unable to visually inspect the sidewall yourself, you may visit an authorized Toyo Tires dealer for assistance in determining if one or more of your tires are affected.

2) What is wrong with the tires?

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.

3) What should I do if I have tire(s) affected by the Safety Recall Notice? If you own one or more tires listed in the attachment, your local Toyo Tires dealer will replace the tires as soon as possible. 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. You can return to the place where you bought the tires or visit one of our authorized dealers listed at www.toyotires.com. Please [click here](#) to find a dealer near you.

4) I have a different Toyo tire in the same size. Is that affected as well?

Only **Toyo Tires® Open Country® A/T III, Open Country® H/T II, Open Country® Q/T and Extensa® A/S II** tires are potentially affected by this recall. Among these tire models, only tires that are listed in the attachment are covered. No other tire models or sizes are included in this safety recall.



5) I recently had my Toyo Tires® Open Country® A/T III, Open Country® H/T II, Open Country® Q/T and Extensa® A/S II tires replaced; will I be compensated for these?

Please contact our Consumer Relations Dept. at (800) 442-8696 and they will be able to help you best navigate your specific situation.

6) What will these recalled tires be replaced with?

Any tire that is affected by the Safety Recall Notice will be replaced with a new, non-recall Toyo tire of the same model and size at no additional cost to you, the tire owner.

7) Where can I get my tire(s) replaced?

You can return to the tire dealer from where you purchased your tires or go to an Authorized Toyo Tires dealer near you. We have dealers listed at www.toyotires.com. Please [click here](#) to find a dealer near you.

8) When will this safety recall campaign end?

The safety recall campaign ends June 15, 2024, so please make an appointment with your tire dealer as soon as possible to replace the tires.

9) What if I still have questions?

Please contact our Consumer Relations Dept. at (800) 442-8696 or contactus@toyotires.com.