

IMPORTANT SAFETY RECALL



COOPERTIRES

Cooper Tire & Rubber Company Europe Ltd.
Bath Road, Melksham, Wiltshire SN12 8AA
+44 (0)1225 703 101

25 March 2021

Dear Customer

Cooper Tire & Rubber Company ("**Cooper Tire**") has determined that an issue relating to motor vehicle safety exists in certain Cooper tyres.

The affected tyres were manufactured between 1 February 2018 and 1 December 2019.

The following illustration shows the DOT tyre identification code ("**DOT Tyre ID**") on a sample of one of the affected tyres. The affected DOT Tyre IDs begin with UT YJ/Y1 and end with a four-digit date code (2-digit week and 2-digit year). In this example, the four-digit date code of 3718 is shown and is for illustration purposes only.



Tyres with the following brand/size/identification details were supplied in Jordan:

BRAND	LINE	SIZE	DOT IDENTIFICATION CODE			
COOPER	EVOLUTION HT	275/65R18	UT	YJ	1J9	2918--3218 3418--4418 0219--4319
MASTERCRAFT	COURSER AXT2	275/55R20	UT	Y1	F53	2719--3119 3319--3819

In order to determine if your tyre is subject to the recall (and therefore, if you are eligible for a free replacement), you will need to locate the DOT Tyre ID which is located on the sidewall of your tyre.

You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tyres. The affected tyres may lead to a **crash**. Bulges or separations in the sidewall area of the tyre may develop that, if undetected, may result in a loss of inflation pressure and potential tyre failure leading to the loss of vehicle control. Some affected tyres may display a visual anomaly on the white sidewall of the tyre. In-service conditions may include ride disturbance that may be felt

Jordan Consumer Letter

in vehicle steering or ride. **Driving at high speeds should be avoided until the tyres have been inspected and replaced**, if they fall within the DOT Tyre IDs shown above.

Please check your tyre. This check should not take long to complete. **If you believe you have an affected tyre, in the first instance, please immediately contact the dealer from which you purchased your tyres to arrange an inspection and a replacement of any affected tyres free of charge. Alternatively, if you cannot reach the dealer or require further assistance, please contact Cooper Tire's customer care at tyrerecall@coopertire.com.**

If you have replaced an affected tyre before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy. For more information, please contact Cooper Tire's customer care at tyrerecall@coopertire.com.

We regret this inconvenience, but are sure that you understand our interest in your safety and satisfaction with your tyres. Please see your dealer immediately for free replacement of the recalled tyres. Give this letter to them so that it can be returned to us for the purposes of this recall.

Sincerely

Russell Garner
QSEA Manager, Manufacturing Ops Director
Cooper Tire & Rubber Company Europe, Ltd.
tyrerecall@coopertire.com