

**HERCULES TIRE** USA

16380 East U.S. Route 224, Suite 200 • Findlay, OH 45840 • Office: 419.425.6400 • Fax: 419.425.6404 • www.herculestire.com

February \_\_\_\_, 2013

Re: Hercules Tire Recall #01-2013

Dear Hercules Tire Dealer,

Hercules Tire, in conjunction with the National Highway Traffic Safety Administration ("NHTSA"), is conducting a voluntary safety recall of several light truck sizes of the Hercules All Trac A/T tire line. As a tire dealer who our records indicate has sold tires covered by this recall, you are receiving this letter to (1) help you easily and accurately identify any recalled product, (2) outline your critical role in the recall, (3) walk you through the replacement, return and reimbursement processes, and (4) provide you with information on resources that can help you follow the recall requirements.

Hercules Tire, upon consultation with the tire manufacturer, Shandong Yongsheng Rubber Group Co., Ltd., has decided that a potential defect that relates to motor vehicle safety may exist in 10-ply Load Range E sizes of the Hercules All Trac A/T tire that were manufactured from late 2008 through the 40th week of 2010.

We have determined that the tires in the range described below can, if affected by the issue, experience in-service belt and tread separations. Should a separation occur, vehicle operators could lose control of their vehicles without warning.

Details of the recalled tires are as follows:

Product Name	Size	DOT Serial Number	Owner
Hercules ALL TRAC A/T	LT215/85R16 115/112S E	JEHMECL5008-4010	Hercules
Hercules ALL TRAC A/T	LT235/85R16 120/116S E	JEKMECL4708-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R16 120/116S E	JEJKECL4608-4010	Hercules
Hercules ALL TRAC A/T	LT265/75R16 123/120S E	JENKECL4808-4010	Hercules
Hercules ALL TRAC A/T	LT265/70R17 121/118S E	JENJFCL5108-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R17 121/118S E	JELKFCL5008-4010	Hercules
Hercules ALL TRAC A/T	LT225/75R16 115/112S E	JEJKECL5108-4010	Hercules

Immediate Next Steps

To begin the recall process, you must locate and quarantine all recalled All Trac A/T tires in your inventory. It is imperative that you and your sub-dealers, if

applicable, do not sell any of these tires. Please note that it is a violation of federal law to sell or lease new or used tires covered by this notification.

We also need your assistance to locate all sub-dealers or end users who may have purchased recalled tires, so we can attempt to notify them of this recall. Due to the urgency and importance of this notification, please send to Hercules Tire as soon as possible—but no later than April 30, 2013—the names and addresses of all consumers and sub-dealers to whom you sold or for whom you serviced recalled tires. As soon as you provide that information, Hercules Tire will mail the enclosed consumer recall notification letter to your consumer customers and/or a letter similar to this to any sub-dealer customers. Naturally, if you wish to write, call or email your customers in addition to Hercules Tire's mailing, we encourage you to do so.

Please e-mail the list of all customers who may have purchased recalled tires to [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com), fax it to 1-888-965-6121, or call 1-888-965-5795 to provide it via telephone. Please separate consumer and sub-dealer lists, if applicable.

We also ask that you share the information contained in this letter with all employees who are involved with the removal, disabling, or disposal of recalled tires to ensure that they are aware of the procedures and requirements described in this letter. A failure to comply with the instructions of this letter may constitute a violation of the National Traffic and Motor Vehicle Safety Act.

#### Replacing Consumer Tires

Consumers will be advised to return their recalled tire(s) and the enclosed notification letter to a Hercules Tire dealer. When a consumer presents a recalled tire to you for replacement, please visually inspect each tire and its serial number to confirm that it is covered by the recall. If the consumer's tire(s) is covered by this recall, you should replace the tire(s), mount the new tire(s) and, if needed, balance the tire(s). Hercules Tire will authorize a labor allowance of \$15.00 per tire. We have advised the consumer that it will take approximately thirty (30) minutes to replace each recalled tire.

Recalled tires should be replaced with a comparable Hercules brand tire using the same size and load rating as required by the vehicle manufacturer. If Hercules brand tires are not available at the time of the inspection, please replace the recalled tires with a comparable tire brand. If a consumer wishes to purchase higher-priced replacement tires, he or she may pay the difference in cost between the consumer's desired tire and the replacement tire offered.

Recalled tires should be replaced at no cost to the consumer if they are presented for remedy within sixty (60) days after (i) receipt of a recall notification letter or (ii) notice that a replacement tire is available, if not available at the time

of inspection. After 60 days, recalled tires will be replaced at a pro-rated value determined by remaining tread depth.

#### Collecting Recalled Tires From Sub-Dealers (if applicable)

If you have sold recalled tires to any sub-dealer, please collect those recalled tires in accordance with the procedures described in this notification. Also, as soon as possible, please provide Hercules Tire with the names and addresses of all sub-dealers to whom you sold recalled tires.

You can e-mail this information to [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com), fax it to 1-888-965-6121, or call 1-888-965-5795 to provide it via telephone.

#### Handling Recalled Tires

As mentioned above, all tires covered by the recall must be quarantined. This applies to new tires in your inventory, and tires removed from consumer vehicles. Please take the following actions for **each tire** collected or covered under this recall: (1) write "Recall" in tire crayon on the sidewall of the tire, and (2) **disable** the tire by making a 3-inch-long cut in each sidewall of the tire. This cut must be at least 3 inches to ensure that the tire cannot be inflated. **Do not skive DOT serial week codes on recalled tires.**

Please note that federal law requires that if recalled tires are removed from a consumer's vehicle and not altered in accordance with these instructions, you must notify Hercules Tire within 30 days of their removal, and explain why they were not properly altered.

#### Disposing of Recalled Tires

Please do not independently dispose of the recalled tires. We will handle collection and disposal of all recalled tires. After replacing and/or collecting recalled tires, contact your Hercules wholesale distributor to arrange for the tires to be collected. Your distributor will arrange for the return of recalled tires at no cost to you. Along with the recalled tires, please provide the invoice for labor charges and the consumer's recall notification letter, if available.

Please note that if recalled tires are not returned to Hercules in accordance with these instructions within 30 days, you must notify Hercules Tire, and explain why the recalled tires were not returned within that time.

#### Credit for Recalled Tires

As mentioned above, when returning recalled tires, please include a copy of the invoice for labor charges, and the consumer's recall notification letter, if available. This information will allow Hercules Tire to credit you for labor charges, as well

as the charges for the replacement tires. Note that the Hercules wholesale distributor will initially bill you for replacement tires, but upon verification that returned tires are within the recall population, Hercules Tire will issue a credit to your wholesale distributor for you, based upon your last invoice price of the replacement tires. Hercules Tire will authorize a labor allowance of \$15.00 per tire.

In the event a recalled tire is sold, you must immediately notify the National Highway Traffic Safety Administration of the sale. Such reports should be made to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Avenue, S.E., Washington, DC 20590.

For Further Information

We have a dedicated team in place to field questions and calls associated with the recall. The team can be reached by phone at 1-888-965-5795, by fax at 1-888-965-6121 and by email at [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com).

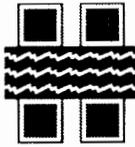
Thank you in advance for your assistance. It is our desire to make this recall process consistent with the high level of service and quality you have come to expect from Hercules Tire. We are committed to working with you and your customers throughout this recall to ensure a successful campaign. As always, thank you for your business.

Sincerely,

Glenn Taylor  
Quality Assurance Manager  
Hercules Tire & Rubber Company

Enclosures:

Adjustment Eform  
Customer Recall Letter



**HERCULES TIRE** USA

16380 East U.S. Route 224, Suite 200 • Findlay, OH 45840 • Office: 419.425.6400 • Fax: 419.425.6404 • www.herculestire.com

February \_\_\_\_, 2013

Re: Hercules Tire Recall #01-2013

Dear Hercules Distributor,

Hercules Tire, in conjunction with the National Highway Traffic Safety Administration ("NHTSA"), is conducting a voluntary safety recall of several light truck sizes of the Hercules All Trac A/T tire line. You are receiving this letter to (1) help you easily and accurately identify any recalled product, (2) outline your critical role in the recall, (3) walk you through the replacement, return and reimbursement processes, and (4) provide you with information on resources that can help you follow the recall requirements.

Hercules Tire, upon consultation with the tire manufacturer, Shandong Yongsheng Rubber Group Co., Ltd., has decided that a potential defect that relates to motor vehicle safety may exist in 10-ply Load Range E sizes of the Hercules All Trac A/T tire that were manufactured from late 2008 through the 40th week of 2010.

We have determined that the tires in the ranges described below can, if affected by the issue, experience in-service belt and tread separations. Should a separation occur, vehicle operators could lose control of their vehicles without warning.

Details of the recalled tires are as follows:

Product Name	Size	DOT Serial Number	Owner
Hercules ALL TRAC A/T	LT215/85R16 115/112S E	JEHMECL5008-4010	Hercules
Hercules ALL TRAC A/T	LT235/85R16 120/116S E	JEKMECL4708-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R16 120/116S E	JEJKECL4608-4010	Hercules
Hercules ALL TRAC A/T	LT265/75R16 123/120S E	JENKECL4808-4010	Hercules
Hercules ALL TRAC A/T	LT265/70R17 121/118S E	JENJFCL5108-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R17 121/118S E	JELKFCL5008-4010	Hercules
Hercules ALL TRAC A/T	LT225/75R16 115/112S E	JEJKECL5108-4010	Hercules

#### Immediate Next Steps

To begin the recall process, you must locate and quarantine all recalled All Trac A/T tires in your new product inventory. It is imperative that you and your

customers do not sell any of these tires. Please note that it is a violation of federal law to sell or lease new or used tires covered by this notification.

We also need your assistance to locate all customers or end users who may have purchased recalled tires, so we can attempt to notify them of this recall. Due to the urgency and importance of this notification, please send to Hercules Tire as soon as possible—but no later than April 30, 2013—the names and addresses of all consumers and dealers to whom you sold or for whom you serviced recalled tires. As soon as you provide that information, Hercules Tire will mail the enclosed consumer recall notification letter to your consumer customers and/or a letter similar to this to your dealer customers. Naturally, if you wish to write, call or email your customers in addition to Hercules Tire's mailing, we encourage you to do so.

Please e-mail the list of all customers who may have purchased recalled tires to [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com), fax it to 1-888-965-6121, or call 1-888-965-5795 to provide it via telephone. Please separate consumer and dealer lists, if applicable.

We also ask that you share the information contained in this letter with all employees who are involved with the removal, disabling, or disposal of recalled tires to ensure that they are aware of the procedures and requirements described in this letter. A failure to comply with the instructions of this letter may constitute a violation of the National Traffic and Motor Vehicle Safety Act.

#### Recalled Tires in Your Inventory

It is imperative that you quarantine all recalled tires in your inventory. Please write "Recall" in tire crayon on the sidewall of each tire. Also, you **must disable** all tires covered by this recall. To disable, make a 3-inch-long cut in each sidewall of the tire. This cut must be at least 3 inches to ensure that the tire cannot be inflated. **Do not skive DOT serial week codes on recalled tires.**

#### Collecting Recalled Tires

Consumers have been advised to return their recalled tire(s) and the enclosed notification letter to their local Hercules Tire dealer. After confirming that the consumer's tire(s) is covered by the recall, a Hercules Tire dealer will replace the recalled tire(s). The dealer should then contact you. Please arrange for the prompt collection and return of the recalled tires at no cost to the consumer. Along with the recalled tire(s), the tire dealer should return to you the customer's invoice for labor charges, and the consumer's recall notification letter, if available.

#### Handling Recalled Tires

Please confirm that returned tires are covered by the recall. Like new tires in your inventory, recalled tires returned to you must be quarantined. Upon receipt of returned recalled tires, you must confirm that the tires are labeled "Recall" in tire crayon on the sidewall of each tire. You must also confirm that the tires have been disabled, as described above. If a tire has not been properly altered, alter it immediately in accordance with the above instructions.

Please note that federal law requires that if recalled tires are removed from a consumer's vehicle and not altered in accordance with these instructions, you must notify Hercules Tire within 30 days of their removal, and explain why they were not properly altered.

### Disposing of Recalled Tires

Please do not independently dispose of the recalled tires. Recalled tires in your new product inventory, and those returned to you from Hercules Tire dealers, must be returned to Hercules Tire. After replacing and/or collecting recalled tires, contact your Hercules Tire customer service representative to arrange for recalled tires to be returned to the appropriate Hercules warehouse. At no cost to you, we will ship freight collect every 90 days regardless of weight or once 1,000 pounds are collected. Along with the tires, you should return paper copies of the following: (1) customer's invoice for labor charges; (2) consumer's recall notification letter; and (3) a completed Adjustment Eform, with "Recall" being the adjustment condition.

### Credit for Recalled Tires

As mentioned above, when returning recalled tires, please include a copy of the invoice for labor charges, and the consumer's recall notification letter, if available. This information will allow Hercules Tire to issue a credit for your customer's labor charges, as well as the charges for the replacement tires. Hercules Tire will authorize a labor allowance of \$15.00 per tire. For recalled tires removed from your inventory, Hercules Tire will issue a credit to you based upon your last invoice price of the tires.

In the event a recalled tire is sold, you must immediately notify the National Highway Traffic Safety Administration of the sale. Such reports should be made to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Avenue, S.E., Washington, DC 20590.

### For Further Information

We have a dedicated team in place to field questions and calls associated with the recall. The team can be reached by phone at 1-888-965-5795, by fax at 1-888-965-6121 and by email at [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com).

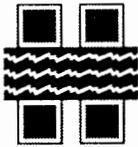
Thank you in advance for your assistance. It is our desire to make this recall process consistent with the high level of service and quality you have come to expect from Hercules Tire. We are committed to working with you and your customers throughout this recall to ensure a successful campaign. As always, thank you for your business.

Sincerely,

Glenn Taylor  
Quality Assurance Manager  
Hercules Tire & Rubber Company

Enclosures:

Adjustment Eform  
Customer Recall Letter



# HERCULES TIRE USA

16380 East U.S. Route 224, Suite 200 • Findlay, OH 45840 • Office: 419.425.6400 • Fax: 419.425.6404 • www.herculestire.com

February \_\_\_\_, 2013

Re: Hercules Tire Recall #01-2013

Dear Tire Dealer's Warehouse,

Hercules Tire, in conjunction with the National Highway Traffic Safety Administration ("NHTSA"), is conducting a voluntary safety recall of several light truck sizes of the Hercules All Trac A/T tire line. You are receiving this letter to (1) help you easily and accurately identify any recalled product, (2) outline your critical role in the recall, (3) walk you through the replacement, return and reimbursement processes, and (4) provide you with information on resources that can help you follow the recall requirements.

Hercules Tire, upon consultation with the tire manufacturer, Shandong Yongsheng Rubber Group Co., Ltd., has decided that a potential defect that relates to motor vehicle safety may exist in 10-ply Load Range E sizes of the Hercules All Trac A/T tire that were manufactured from late 2008 through the 40th week of 2010.

We have determined that the tires in the ranges described above can, if affected by the issue, experience in-service belt and tread separations. Should a separation occur, vehicle operators could lose control of their vehicles without warning.

Details of the recalled tires are as follows:

Product Name	Size	DOT Serial Number	Owner
Hercules ALL TRAC A/T	LT215/85R16 115/112S E	JEHMECL5008-4010	Hercules
Hercules ALL TRAC A/T	LT235/85R16 120/116S E	JEKMECL4708-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R16 120/116S E	JEJKECL4608-4010	Hercules
Hercules ALL TRAC A/T	LT265/75R16 123/120S E	JENKECL4808-4010	Hercules
Hercules ALL TRAC A/T	LT265/70R17 121/118S E	JENJFCL5108-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R17 121/118S E	JELKFCL5008-4010	Hercules
Hercules ALL TRAC A/T	LT225/75R16 115/112S E	JEJKECL5108-4010	Hercules

### Immediate Next Steps

To begin the recall process, you must locate and quarantine all recalled All Trac A/T tires in your new product inventory. It is imperative that you and your customers do not sell any of these tires. Please note that it is a violation of federal law to sell or lease new or used tires covered by this notification.

We also need your assistance to locate all customers and end users who may have purchased recalled tires, so we can attempt to notify them of this recall. Due to the urgency and importance of this notification, please send to Hercules Tire as soon as possible—but no later than April 30, 2013—the names and addresses of all customers and consumers to whom you sold or for whom you serviced recalled tires. As soon as you provide that information, Hercules Tire will mail the enclosed consumer recall notification letter to your consumer customers and/or a letter similar to this to your dealer customers. Naturally, if you wish to write, call or email your customers in addition to Hercules Tire's mailing, we encourage you to do so.

Please e-mail the list of all customers who may have purchased recalled tires to [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com), fax it to 1-888-965-6121, or call 1-888-965-5795 to provide it via telephone. Please separate consumer and dealer lists, if applicable.

We also ask that you share the information contained in this letter with all employees who are involved with the removal, disabling, or disposal of recalled tires to ensure that they are aware of the procedures and requirements described in this letter. A failure to comply with the instructions of this letter may constitute a violation of the National Traffic and Motor Vehicle Safety Act.

### Recalled Tires in Your Inventory

It is imperative that you quarantine all recalled tires in your inventory. Please write "Recall" in tire crayon on the sidewall of each tire. Also, you **must disable** all tires covered by this recall. To disable, make a 3-inch-long cut in each sidewall of the tire. This cut must be at least 3 inches to ensure that the tire cannot be inflated. **Do not skive DOT serial week codes on recalled tires.**

### Collecting Recalled Tires

Consumers have been advised to return their recalled tire(s) and the enclosed notification letter to their local Hercules Tire dealer. After confirming that the consumer's tire(s) is covered by the recall, a Hercules

Tire dealer will replace the recalled tire(s). The dealer should then contact its Hercules Tire Dealer's Warehouse ("TDW") sales representative to arrange for the tire(s) to be collected.

The TDW sales representative should prepare a return goods authorization, and arrange for the recalled tire(s) to be collected and returned to TDW. Along with the recalled tire(s), the tire dealer should return to you the customer's invoice for labor charges, and the consumer's recall notification letter, if available. Hercules Tire will authorize a labor allowance of \$15.00 per tire.

Once the tires are returned to you, please confirm that returned tires are covered by the recall. Like new tires in your inventory, recalled tires returned to you must be quarantined. Upon receipt of returned recalled tires, you must also confirm that the tires are labeled "Recall" in tire crayon on the sidewall of each tire, and that the tires have been disabled, as described above. If a tire has not been properly altered, alter it immediately in accordance with the above instructions.

Please note that federal law requires that if recalled tires are removed from a consumer's vehicle and not altered in accordance with the above instructions, you must notify Hercules Tire within 30 days of their removal, and explain why they were not properly altered.

You may not independently dispose of the affected tires. You must store the quarantined recalled tires until you are directed otherwise by Hercules Tire.

#### Credit for Recalled Tires

Please scan and send each of the following to the Adjustment Administrator: (1) customer's invoice for labor charges; (2) consumer's recall notification letter, if available; (3) a completed Adjustment Eform, with "Recall" as the adjustment; (4) the return goods authorization; and (5) acknowledgment form.

This information will allow Hercules Tire to credit your customer for labor charges, as well as the charges for the replacement tires. Hercules Tire will authorize a labor allowance of \$15.00 per tire. For recalled tires removed from your inventory, Hercules Tire will issue a credit to you based upon your last invoice price of the tires.

In the event a recalled tire is sold, you must immediately notify the National Highway Traffic Safety Administration of the sale. Such reports should be made to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Avenue, S.E., Washington, DC 20590.

For Further Information

If you have any questions regarding this recall please email us at: [adjustmentcenter@herculestire.com](mailto:adjustmentcenter@herculestire.com) or call Hercules Tire Company at 1-888-965-5795.

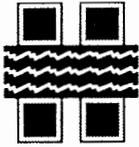
Thank you in advance for your assistance. It is our desire to make this recall process consistent with the high level of service and quality you have come to expect from Hercules Tire. We are committed to working with you and your customers throughout this recall to ensure a successful campaign. As always, thank you for your business.

Sincerely,

Glenn Taylor  
Quality Assurance Manager  
Hercules Tire & Rubber Company

Enclosures:

Adjustment Eform  
Customer Recall Letter



# HERCULES TIRE USA

16380 East U.S. Route 224, Suite 200 • Findlay, OH 45840 • Office: 419.425.6400 • Fax: 419.425.6404 • www.herculestire.com

February \_\_, 2013

Re: Hercules Tire Recall #01-2013

Dear Hercules Tire Dealer,

Hercules Tire, in conjunction with the National Highway Traffic Safety Administration ("NHTSA"), is conducting a voluntary safety recall of several light truck sizes of the Hercules All Trac A/T tire line. As a tire dealer who our records indicate has sold tires covered by this recall, you are receiving this letter to (1) help you easily and accurately identify any recalled product, (2) outline your critical role in the recall, (3) walk you through the replacement, return and reimbursement processes, and (4) provide you with information on resources that can help you follow the recall requirements.

Hercules Tire, upon consultation with the tire manufacturer, Shandong Yongsheng Rubber Group Co., Ltd., has decided that a potential defect that relates to motor vehicle safety may exist in 10-ply Load Range E sizes of the Hercules All Trac A/T tire that were manufactured from late 2008 through the 40th week of 2010.

We have determined that the tires in the ranges described below can, if affected by the issue, experience in-service belt and tread separations. Should a separation occur, vehicle operators could lose control of their vehicles without warning.

Details of the recalled tires are as follows:

Product Name	Size	DOT Serial Number	Owner
Hercules ALL TRAC A/T	LT215/85R16 115/112S E	JEHMECL5008-4010	Hercules
Hercules ALL TRAC A/T	LT235/85R16 120/116S E	JEKMECL4708-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R16 120/116S E	JEJKECL4608-4010	Hercules
Hercules ALL TRAC A/T	LT265/75R16 123/120S E	JENKECL4808-4010	Hercules
Hercules ALL TRAC A/T	LT265/70R17 121/118S E	JENJFCL5108-4010	Hercules
Hercules ALL TRAC A/T	LT245/75R17 121/118S E	JELKFCL5008-4010	Hercules
Hercules ALL TRAC A/T	LT225/75R16 115/112S E	JEJKECL5108-4010	Hercules

Immediate Next Steps

To begin the recall process, you must locate and quarantine all recalled All Trac A/T tires in your inventory. It is imperative that you and your sub-dealers, if applicable, do not sell any of these tires. Please note that it is a violation of federal law to sell or lease new or used tires covered by this notification.

We also need your assistance to locate all sub-dealers or end users who may have purchased recalled tires, so we can attempt to notify them of this recall. Due to the urgency and importance of this notification, please send to Hercules Tire as soon as possible—but no later than April 30, 2013—the names and addresses of all consumers and sub-dealers to whom you sold or for whom you serviced recalled tires. As soon as you provide that information, Hercules Tire will mail the enclosed consumer recall notification letter to your consumer customers and/or a letter similar to this to any sub-dealer customers. Naturally, if you wish to write, call or email your customers in addition to Hercules Tire's mailing, we encourage you to do so.

Please e-mail the list of all customers who may have purchased recalled tires to [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com), fax it to 1-888-965-6121, or call 1-888-965-5795 to provide it via telephone. Please separate consumer and sub-dealer lists, if applicable.

We also ask that you share the information contained in this letter with all employees who are involved with the removal, disabling, or disposal of recalled tires to ensure that they are aware of the procedures and requirements described in this letter. A failure to comply with the instructions of this letter may constitute a violation of the National Traffic and Motor Vehicle Safety Act.

#### Replacing Consumer Tires

Consumers will be advised to return their recalled tire(s) and the enclosed notification letter to a Hercules Tire dealer. When a consumer presents a recalled tire to you for replacement, please visually inspect each tire and its serial number to confirm that it is covered by the recall. If the consumer's tire(s) is covered by this recall, you should replace the tire(s), mount the new tire(s) and, if needed, balance the tire(s). Hercules Tire will authorize a labor allowance of \$15.00 per tire. We have advised the consumer that it will take approximately thirty (30) minutes to replace each recalled tire.

Recalled tires should be replaced with a comparable Hercules brand tire using the same size and load rating as required by the vehicle manufacturer. If Hercules brand tires are not available at the time of the inspection, please replace the recalled tires with a comparable tire brand. If a consumer wishes to purchase higher-priced replacement tires, he or she may pay the difference in cost between the consumer's desired tire and the replacement tire offered.

Recalled tires should be replaced at no cost to the consumer if they are presented for remedy within sixty (60) days after (i) receipt of a recall notification letter or (ii) notice that a replacement tire is available, if not available at the time of inspection. After 60 days, recalled tires will be replaced at a pro-rated value determined by remaining tread depth.

#### Collecting Recalled Tires From Sub-Dealers (if applicable)

If you have sold recalled tires to any sub-dealer, please collect those recalled tires in accordance with the procedures described in this notification. Also, as soon as possible, please provide Hercules Tire with the names and addresses of all sub-dealers to whom you sold the recalled tires.

You can e-mail this information to [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com), fax it to 1-888-965-6121, or call 1-888-965-5795 to provide it via telephone.

#### Handling Recalled Tires

As mentioned above, all tires covered by the recall must be quarantined. This applies to new tires in your inventory, and tires removed from consumer vehicles. Please take the following actions for **each tire** collected or covered under this recall: (1) write "Recall" in tire crayon on the sidewall of the tire, and (2) **disable** the tire by making a 3-inch-long cut in each sidewall of the tire. This cut must be at least 3 inches to ensure that the tire cannot be inflated. **Do not skive DOT serial week codes on recalled tires.**

Please note that federal law requires that if recalled tires are removed from a consumer's vehicle and not altered in accordance with these instructions, you must notify Hercules Tire within 30 days of their removal, and explain why they were not properly altered.

#### Disposing of Recalled Tires

Please do not independently dispose of recalled tires. We will handle collection and disposal of all recalled tires. After replacing and/or collecting recalled tires, contact your Hercules Tire Dealer's Warehouse ("TDW") sales representative to arrange for the tires to be collected.

The sales representative will prepare a return goods authorization, and arrange for the recalled tires to be picked up from your location and returned to TDW. Along with the recalled tires, please provide TDW with the invoice for labor charges and the consumer's recall notification letter, if available.

Please note that if recalled tires are not returned to your servicing warehouse in accordance with these instructions within 30 days, you must notify Hercules Tire, and explain why the recalled tires were not returned within that time.

### Credit for Recalled Tires

As mentioned above, when returning recalled tires, please include a copy of the invoice for labor charges, and the consumer's recall notification letter, if available. This information will allow Hercules Tire to credit you for labor charges, as well as the charges for the replacement tires. Note that TDW will initially bill you for replacement tires, but upon verification that returned tires are within the recall population, Hercules Tire will issue a credit to you based upon your last invoice price of the replacement tires. Hercules Tire will authorize a labor allowance of \$15.00 per tire.

In the event a recalled tire is sold, you must immediately notify the National Highway Traffic Safety Administration of the sale. Such reports should be made to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Avenue, S.E., Washington, DC 20590.

### For Further Information

We have a dedicated team in place to field questions and calls associated with the recall. The team can be reached by phone at 1-888-965-5795, by fax at 1-888-965-6121 and by email at [alltracresponse@herculestire.com](mailto:alltracresponse@herculestire.com).

Thank you in advance for your assistance. It is our desire to make this recall process consistent with the high level of service and quality you have come to expect from Hercules Tire. We are committed to working with you and your customers throughout this recall to ensure a successful campaign. As always, thank you for your business.

Sincerely,

Glenn Taylor  
Quality Assurance Manager  
Hercules Tire & Rubber Company

Enclosures:

Adjustment Eform  
Customer Recall Letter