

Hello Stores/Warehouses,

On Friday, July 17, the Technical Bulletin Pathfinder Recall was sent to all stores. The following items you need to be aware of:

1. We will use the Dill Safety Advisory process for the Pathfinder recall starting Tuesday, July 28th. Due to updates being made to the POS, we were unable to update the pop-up to reflect Pathfinder vs. Dill. This change will be made as soon as the current updates have been completed.
2. Customers will be receiving notification by mail and email in mid-August about this recall. The “Advisory Customer Responses” will be updated based on the option selected in the pop-up.
3. To view information on how to process recalls, visit the [Velocity](#) page on the KC and review the [Handling New Product Recall](#) documentation.
4. When processing replacement tires in the adjustment wizard, follow the instructions on the [Pathfinder Technical Bulletin](#) located on the Fitment, Technical & TPMS page on the KC.

Call to Action

All store personnel need to be aware of and understand that this pop-up has nothing to do with Dill Valves, it will be used to alert them that the customer may have the Pathfinder product on their vehicle, and they need to select the best option from the pop-up.

Replace ment Options	Explana tion
<p>Not Servicing Vehicle Today</p>	<p>Customers file will not be updated and they will continue to receive notifications regarding this. Popup will continue to display.</p>
<p>Replacing Tires Today</p>	<p>Customers file will be updated to no longer receive notifications and popup</p>

Safety Advisory - Dill Valves

Customer: DAVID G BATCHELOR

Potentially affected vehicles (5)

Vehicle (Year Make Model)	Dill Safety Advisory Customer Response
2014 TOYOTA TUNDRA	Please select an advisory response...
2008 CHEVROLET CORVETTE	Please select an advisory response...
2004 FORD F-350	NOT SERVICING VEHICLE TODAY
2009 CADILLAC CTS-V	REPLACING TIRES TODAY
2005 PORSCHE 911 CARRERA	NO LONGER OWNS VEHICLE
	ALREADY REPLACED TIRES

Salesman Id Valid Id require

Cancel Save Changes

	will no longer be displayed	
No Longer Owns Vehicle	Customer's file will be updated to no longer receive notifications and popup will no longer be displayed	
Already Replaced Tires	Customer's file will be updated to no longer receive notifications and popup will no longer be displayed	

Recommended replacement options: YOKOHAMA GEOLANDAR ATS, HANKOOK DYNAPRO ATM RF10, COOPER DISCOVERER ATP, GENERAL GRABBER AT2, NITTO DURA GRAPPLER

These tires listed are to be replaced at no charge to the customer, unless the customer wishes to replace a tire of greater value.

If you have questions, please contact the help desk.

Thank you for being the BEST!

Store Operations