

IMPORTANT SAFETY RECALL



COOPER TIRE & RUBBER COMPANY
Findlay, Ohio 45840 419-423-1321

September 23, 2020

NHTSA Recall No. – 20T-017

Dear Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Cooper Tire & Rubber Company has decided that a defect which relates to motor vehicle safety exists in certain Cooper and Mastercraft tires, as identified in the table below.

Product Name	Size	DOT Serial Number	Brand
CS5 Grand Touring	225/55R17	U9 00 1CW 2920-3220	COOPER
LSR Grand Touring	225/55R17	U9 00 FY7 2920-3220	MASTERCRAFT

The DOT identification number is molded into each tire, and is composed of a DOT sequence, followed by a four-digit DOT date code. As an example, the following illustration shows what this number would look like for one of the affected tires in the chart above (Mastercraft LSR Grand Touring, Size 225/55R17). For this tire, the DOT sequence begins with U900FY7 --- and ends with a date code (2-digit week and 2-digit year), which could be between 2920 through 3220, inclusive. In the example below it is 3120.



You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires. The affected tires may lead to a **crash**. Low tread gauge may cause cracking at the base of the shoulder slots which could lead to tread separation that if undetected may ultimately result in a tire failure leading to the loss of vehicle control. The affected tires may have a visual anomaly on the outside shoulder area of the tire. In-service conditions may include a ride disturbance or in certain cases, vehicle steering or ride may be impacted, providing operator notice. Driving at high speeds may cause this condition to occur and should be avoided until the tires have been inspected and replaced, if they fall within the identification numbers shown above.

Cooper Tire & Rubber Company is recalling all of the tires with the identification number(s) in the table above. To ensure your safety and satisfaction with our product, we request that you return the recalled tire(s) and this letter to your dealer. If the inspection verifies that you have a tire or tires with the suspect identification number, they will be replaced with the same or substantially similar tires, for **FREE** if you have presented them for remedy within one-hundred and eighty (180) days after (i) receipt of this letter or (ii) notice that a replacement tire is available (if not available at the time of inspection). It is expected that replacement tires will be available at the time of the inspection. However, if the tires are not available at the time of inspection, they will be available within twenty-one (21) days. After expiration of the one-hundred and eighty (180) day period, tires will be replaced under our normal adjustment policy.

CTRC1770920

The time required to determine if the tire is subject to recall is only a few minutes and approximately thirty (30) minutes per tire if replacement is required.

Should any questions or problems arise while your tires are being inspected or replaced, please call the Cooper Tire Consumer Relations Department at 800-854-6288. We will attempt to be of service to you. In the event you believe we have failed to or are unable to replace your tire(s) without charge to you, as described above, you may submit a complaint to the Secretary of Transportation at the following address: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or phone NHTSA's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153; or go to <http://www.safercar.gov>).

If you've had your tires replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact the Cooper Tire Consumer Relations Department at 800-854-6288.

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

Sincerely,

William N. G. Geaman, Jr.
Manager, Consumer Quality Systems

TO BE COMPLETED BY DEALER

Tire(s) inspected and replaced _____
(date)

Dealer stamp or name and address

Dealer: Please complete the above, attach letter to the standard Warranty Return Form and return with the recalled tire(s).