

## Recall Process US & Europe – Version 5th June 2024

### Frequently asked Questions and Answers

#### • What is the reason for the recall?

We have noticed a anomaly in one specific batch of tyres related to a contaminated compound which could potentially lead to a belt separation and therefor has a potential safety risk. As Apollo Tyres takes product safety very serious we have initiated this recall for the sake of caution.

#### • How did we find out this problem?

We have received complaints about 11 tyres from the market with regard to the batch of tyres manufactured in week 09-2024 (3rd- 9th March 2024).

#### • What is the problem with the tyres affected?

There is a possibility of tyres being deformed in contours and dimensions due to contaminated compound used in the affected batch.

#### • How many tyres are affected? How many SKU's?

In total 4,300 tyres have been produced with the affected compound batch, spread over 28 SKU's (product lines) and two brands (Vredestein and Apollo).

#### • Are the affected tyres produced in multiple production locations?

No, all the affected tyres come from one production location (Hungary).

#### • What are the products involved?

TREAD PATTERN	ARTICLE DESCRIPTION	EAN/UPC	EPREL
ALNAC 4G ALL SEASON	205/55 R 16 91 H ALNAC 4G ALL SEASON	8714692293818	635228
QUATRAC	185/65 R 15 88 H QUATRAC	8714692358159	615596
	185/65 R 15 88 T QUATRAC	8714692358142	615594
	195/55 R 16 87 H QUATRAC	8714692358210	615580
	195/60 R 15 88 H QUATRAC	8714692358227	615576
	195/65 R 15 91 H QUATRAC	8714692358104	615667
	195/65 R 15 91 T QUATRAC	8714692358111	625425
	205/45 R 16 83 H QUATRAC	8714692504082	615657
	205/55 R 16 91 H QUATRAC	8714692358074	615699
	205/55 R 16 91 V QUATRAC	8714692358081	615697
	205/55 R 16 94 V XL QUATRAC	8714692358098	615695
	205/60 R 16 96 H XL QUATRAC	8714692358265	615677
	205/60 R 16 96 V XL QUATRAC	8714692358272	615675
	215/60 R 16 99 V XL QUATRAC	8714692358364	698794
	215/65 R 16 102 V XL QUATRAC	8714692358302	698779
QUATRAC PRO EV	235/50 R 19 103W XL QUATRAC PRO EV	8714692809699	1518826
QUATRAC PRO+	215/45 R 17 91Y XL QUATRAC PRO+	8714692810879	1768710
	215/50 R 18 92W QUATRAC PRO+	8714692810725	1598780
	235/45 R 20 100W XL QUATRAC PRO+	8714692810299	1765845
ULTRAC	185/60 R15 88H XL ULTRAC	8714692505270	615900
	195/55 R16 87V ULTRAC	8714692505072	615527
	205/55 R16 91H ULTRAC	8714692505140	615206
	205/55 R16 91V ULTRAC	8714692505133	615205
	215/55 R17 98Y XL ULTRAC	8714692504938	763791
	225/50 R17 98Y XL ULTRAC	8714692504983	1138817
	225/65 R17 102V ULTRAC	8714692504952	615496
HITRAC	215/55 R 17 94V HITRAC	8714692355035	N/A

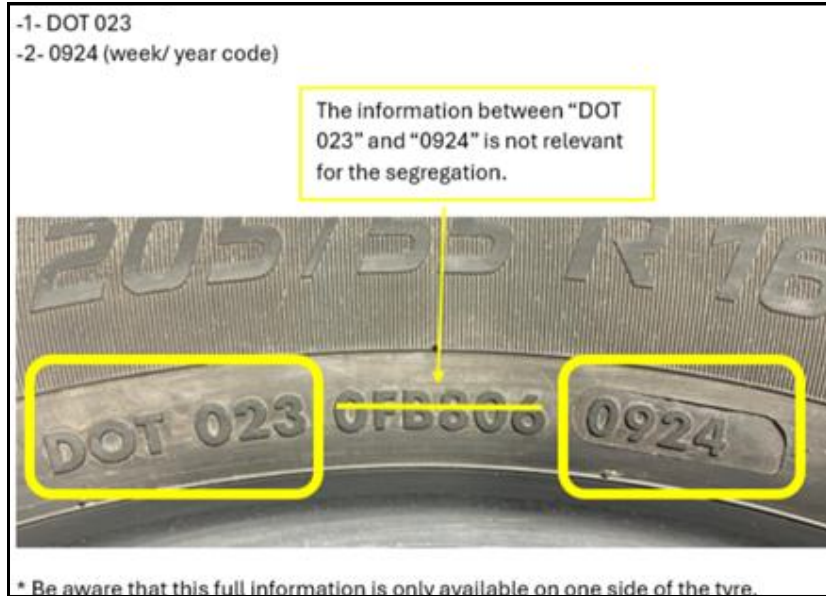
## Recall Process US & Europe – Version 5th June 2024

### Frequently asked Questions and Answers

---

- **How do I recognize if these tyres were produced in week 9 – 2024?**

On the sidewall of the tyre you can read the production week as in below picture, see the yellow highlighted information.



- **Has Apollo Tyres sold tyres with the problem?**

Yes, tyres have reached different customers in USA, Europe, Turkey and United Arab Emirates and may have been mounted on cars.

- **Have issues been reported by customers in the market?**

So far there has been no issue reported in terms of damage of vehicles or which affected safety of end users. So this is a precautionary measure.

- **Where is this recall happening?**

In USA, EU, Turkey, Switzerland and UAE.

- **What will be done with the recalled tyres?**

As part of the recall process, we are requesting each dealer/customer to collect and replace tyres and we will guarantee appropriate replacement. Apollo Tyres will collect the affected tyres and destroy them.

- **Is there any risk of having more tyres affected?**

No, the scope of affected tyres is limited to 4,300 tyres.

- **If there is a limited number of tyres affected, why do you inspect more?**

Out of abundance of caution Apollo Tyres is inspecting all 55,000 tyres produced in our Hungarian plant during the relevant week.

- **Besides US and EU, have we send tyres to other markets?**

Yes, Turkey, UAE and Switzerland.

- **What could happen with these tyres in the market?**

The tyres we have received so far present a deformation in dimensions, presenting a not okay for contour. As a reaction to this the control panel of the car might show a warranty light of the ABS/ASR.

- **Is there a deadline for customers/end users to respond to the recall notice?**

There is no deadline as we want to recall as many tyres as possible from the affected batch. However we urge dealer/customers to replace the affected tyres as soon as possible.

- **How will customers, their customers and end users be notified about this recall?**

All customers will be contacted, either via our sales organisation and via a letter to explain the recall operation and the procedures with the request to inform their customers and end users and collect the tyres that we are recalling. All communication will be in the local languages.

- **How is Apollo Tyres working with regulatory bodies to manage the recall?**

Apollo Tyres is working in full cooperation with the authorities in all countries (e.g. NHTSA 24T-006 in the USA and RAPEX 2024\_22205 in Europe).

- **Have counter measures been taken to prevent the same issue happening again?**

Yes, an in depth root cause analysis has been taken place, so that we could take the right counter measures.

- **What assurances can Apollo Tyres provide to customers regarding the safety of their products moving forward?**

Product safety is of the utmost importance for Apollo Tyres, we have a record of supplying safe products to the markets and immediate changes to our internal procedures were reinforced.

- **I have to make costs to check my stocks, will this be compensated?**

Apollo Tyres will fully compensate these cost. Following the procedure that was communicated or that you can find on this website.

- **Will Apollo Tyres compensate for the costs of demounting/remounting the tyres?**

Apollo Tyres will compensate the costs demounting/remounting and balancing the tyres.

- **Per axle are two tyres fitted. What should be done if one of DOT0924 and the other one is from another production week?**

Basic rule for replacement axle wise (in case customers ask):

In case one position is DOT0924 and affected SKU is worn out > 20% other position can be demounted and replaced as well.

- **If end users do not feel safe driving with the affected tyres, can the tyre dealer organize transport of the car and will Apollo Tyres pay for this?**

Please reassure that they can drive with these tyres to the dealer/garage. But if they do not feel safe driving, you can organize towing and Apollo Tyres will pay for this.

Recall Process US & Europe – Version 5th June 2024  
Frequently asked Questions and Answers

---

- **Do you need to reach out to your business partners and end users who bought these tyres?**

Yes, there is legal obligation to do so. You can use the concept letter that we are providing.

- **If the customer does not feel comfortable with replacing the tyres by Vredestein/Apollo and insists on having an other brand, what should I do?**

The appropriate Vredestein/Apollo tyres that we supply to replace the affected tyres are completely safe. So you can reassure the end user.

- **Who should I contact with further questions or concerns?**

Please contact the local Apollo Tyres Customer Care Team via the mail address that was communicated.