Dear Customer,

We would like to inform you that Apollo Tyres (Europe) B.V has registered a recall process in Europe, resulting from the use of a contaminated compound in a limited batch of tyres manufactured during week 9 of 2024, some of which might have been mounted on your car. The detail of potentially affected tyres are listed below. We stress that no other tyre sizes are affected by this issue, and no others produced outside week 9 are affected and are not eligible for free replacement.

| Tread Pattern | Tyre |
|---|---|
| ALNAC 4G ALL SEASON | 205/55 R 16 91 H ALNAC 4G ALL SEASON<br>205/55 R 16 91 V ALNAC 4G ALL SEASON |
| QUATRAC | 185/65 R 15 88 H QUATRAC<br>185/65 R 15 88 T QUATRAC<br>195/55 R 16 87 H QUATRAC<br>195/60 R 15 88 H QUATRAC<br>195/65 R 15 91 H QUATRAC<br>195/65 R 15 91 T QUATRAC<br>205/45 R 16 83 H QUATRAC<br>205/55 R 16 91 H QUATRAC<br>205/55 R 16 91 V QUATRAC<br>205/55 R 16 94 V XL QUATRAC<br>205/60 R 16 96 H XL QUATRAC<br>205/60 R 16 96 V XL QUATRAC<br>215/60 R 16 99 V XL QUATRAC<br>215/65 R 16 102 V XL QUATRAC |

| Tread Pattern | Tyre |
|---|---|
| QUATRAC PRO EV | 235/50 R 19 103W XL QUATRAC PRO EV |
| QUATRAC PRO+ | 215/45 R 17 91Y XL QUATRAC PRO+<br>215/50 R 18 92W QUATRAC PRO+<br>235/45 R 20 100W XL QUATRAC PRO+ |
| | |
| ULTRAC | 185/60 R15 88H XL ULTRAC<br>195/55 R16 87V ULTRAC<br>205/55 R16 91H ULTRAC<br>205/55 R16 91V ULTRAC<br>215/55 R17 98Y XL ULTRAC<br>225/50 R17 98Y XL ULTRAC<br>225/65 R17 102V ULTRAC |
| HITRAC | 215/55 R 17 94V HITRAC |

**What would we like you to do?**

Please check if the tyres that are mounted on your car are shown in above list. If so, please check the sidewall of your tyres as the affected tyres have a “Tyre Identification Number” on one of the sidewalls, as clarified in Enclosure 1. If this is 0924 please contact your dealer from whom you purchased the tyres and schedule an appointment for your free exchange of the tyres to be done as soon as possible. Also, if you are not completely sure do not hesitate to contact your dealer. If necessary the dealer will change the tyres. Of course there will be no costs involved for you.

**Why is this important?**

As a result of the contaminated compound being used to produce this limited number of affected tyres, a potential risk exists for a separation between the steel belts, which could result in a loss of control and potentially lead to a crash or injury.

**What will your dealer do?**

The affected tyres will be replaced at no expense to you. All costs incurred for the replacement tyres will be covered by us including labour costs.

The estimated time for the above could be 1 hour, 4 hours, 2 days, depending on the availability of the replacement tyres at your dealer location.

Your dealer will replace the affected tyres free of charge. The replacement itself should take approximately 1 hour to complete at best. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate estimation.

**Who should you contact for further questions or concerns?**

In case you have any questions or concerns related to this recall, please contact us via email address recall_denmark@appollotyres.com .

If your dealer fails or is unable to remedy this matter without charge, or within a reasonable amount of time, you may submit a written complaint to recall_denmark@appollotyres.com .

**What if you already have paid for the replacement of tyres?**

You will be eligible to receive full reimbursement for the cost of the replacement tyres and all related costs made prior to receiving this notice. You may submit your receipts and the request for a reimbursement to the email address recall_denmark@appollotyres.com .

Apollo Tyres sincerely apologizes for the inconvenience caused by this initiative; we hope you understand our decision to proactively address any potential risk to our end-users.

Thank you for your understanding concerning this important matter.

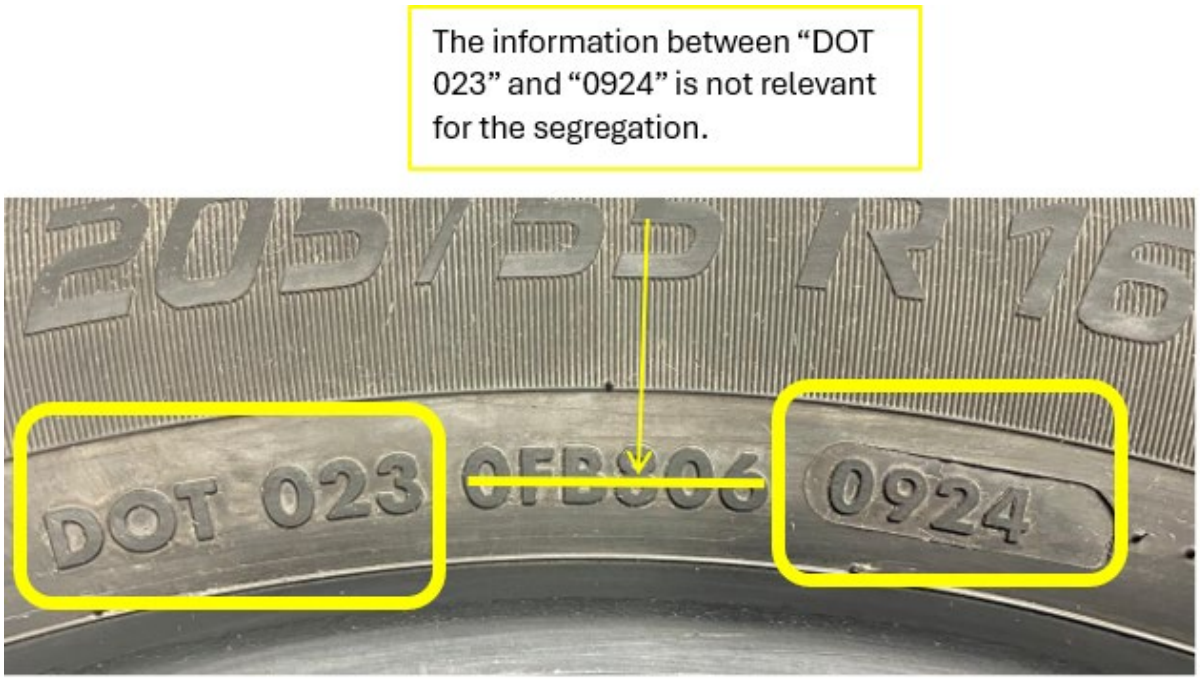
Kind regards,

Paul Eidhof
North West Cluster Director

## Enclosure - 1 – Identification

The tyres that need to be segregated can be identified* by the engraving on the sidewall, see the in yellow highlighted information.

-1- DOT 023
-2- 0924 (week/ year code)




* Be aware that this full information is only available on one side of the tyre.

In case of the Ultrac, Quatrac Pro+ and Qutrac Pro EV:
→ above information is visible on the outside of the tyre.
In case of the Quatrac:
→ the information for the right fitted tyres is visible on the outside and for the left fitted tyres on the inside.