Recall Process for Europe

Internal Communications

Memo to all Dealers Network

Dear Dealer,

The quality and safety of our Vredestein and Apollo products are of utmost importance to us.

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 may have been delivered to you. The potentially affected tyres are listed below. We stress that no other tyres are affected by this issue, and no other tyres produced in week 9 are affected so they can be sold without any restriction.

Tread Pattern	Size description	EAN/UPC
ALNAC 4G ALL SEASC	205/55 R 16 91 H ALNAC 4G ALL SEASON	8714692293818
	205/55 R 16 91 V ALNAC 4G ALL SEASON	8714692293788
QUATRAC	185/65 R 15 88 H QUATRAC	8714692358159
	185/65 R 15 88 T QUATRAC	8714692358142
	195/55 R 16 87 H QUATRAC	8714692358210
	195/60 R 15 88 H QUATRAC	8714692358227
	195/65 R 15 91 H QUATRAC	8714692358104
	195/65 R 15 91 T QUATRAC	8714692358111
	205/45 R 16 83 H QUATRAC	8714692504082
	205/55 R 16 91 H QUATRAC	8714692358074
	205/55 R 16 91 V QUATRAC	8714692358081
	205/55 R 16 94 V XL QUATRAC	8714692358098
	205/60 R 16 96 H XL QUATRAC	8714692358265
	205/60 R 16 96 V XL QUATRAC	8714692358272
	215/60 R 16 99 V XL QUATRAC	8714692358364
	215/65 R 16 102 V XL QUATRAC	8714692358302
QUATRAC PRO EV	235/50 R 19 103W XL QUATRAC PRO EV	8714692809699
QUATRAC PRO+	215/45 R 17 91Y XL QUATRAC PRO+	8714692810879
	215/50 R 18 92W QUATRAC PRO+	8714692810725
	235/45 R 20 100W XL QUATRAC PRO+	8714692810299
ULTRAC	185/60 R15 88H XL ULTRAC	8714692505270
	195/55 R16 87V ULTRAC	8714692505072
	205/55 R16 91H ULTRAC	8714692505140
	205/55 R16 91V ULTRAC	8714692505133
	215/55 R17 98Y XL ULTRAC	8714692504938
	225/50 R17 98Y XL ULTRAC	8714692504983
	225/65 R17 102V ULTRAC	8714692504952
HITRAC	215/55 R 17 94V HITRAC	8714692355035

While performing our procedural quality checks in our factory, we have noticed a potentially small discrepancy related to the internal rubber of tyres sold into the EU market, which could potentially lead to tyre damage. Thanks to the excellent traceability process in our plant, we were able to pinpoint the small subset of potentially affected tyres.

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.

As containment action, we have blocked all our stocks of the said affected tyres DOT 09/24 in Europe, to segregate tyres still in our control. Out of an abundance of caution, we have decided to inform each of our dealers who could have received one or more of these tyres of the potential issue and have decided to recall these tyres from the market to mitigate risks to our dealers/customers and end-users.

We kindly request that any of the affected SKUs from DOT 09/24 still in your possession be segregated and quarantined. Please use the form attached in Enclosure 2 to fill in all the details and send this to recall_denmark@apollotyres.com. We will contact you for the collection and replacement of these potentially affected tyres. Of course, we will compensate you for all related costs, such as for tyre mounting and balancing. You can share relevant details in the above-mentioned form.

As part of the recall process, we also request that each dealer/customer shall replace the affected tyres for end-users. We will collect these tyres and guarantee the provision of proper replacements.

We also kindly request you to assist us with this recall process, as appropriate:

- In case you have sold these affected tyres to one of your business partners, please forward this letter to them.
- In case you mounted one of the affected SKUs to an end user's car after week 9, please contact them by sending them the letter attached in Enclosure 3.

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 related to this important matter. Please do not hesitate to contact us at any time should you require any additional information, using the email: recall_denmark@apollotyres.com. Or check www.vredestein.dk/recall for the latest information/forms/templates.

Kind regards,

Paul Eidhof

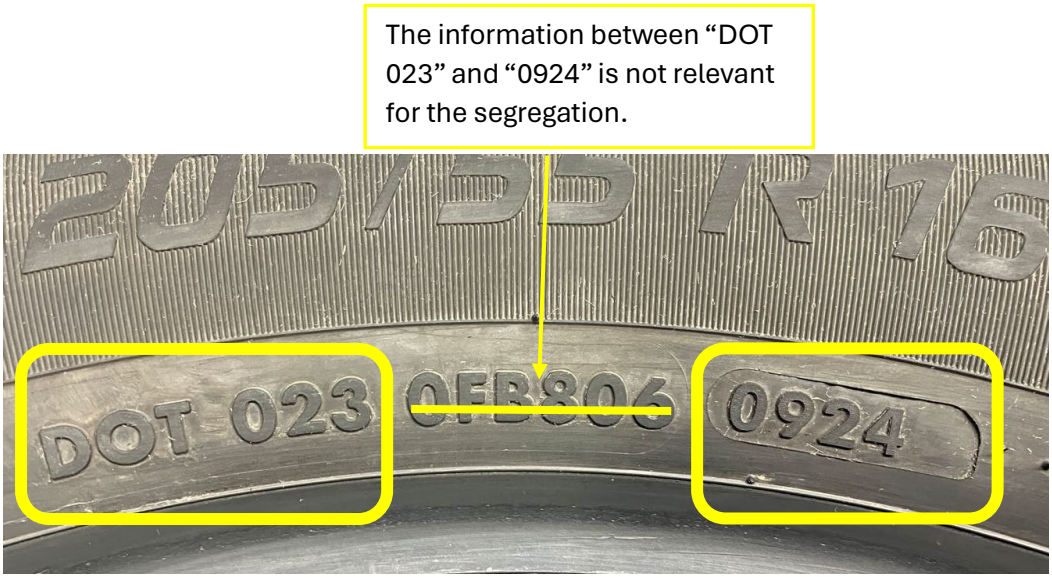
North West Cluster Director

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.
All tyres from referred articles, which are produced in week 0924 (as above), must be segregated and quarantined.

Enclosure - 2 - Template for registration.

See also our landing page www.vredestein.dk/recall for the same form in Excel format.

Recall 28 SKU's of tyres produced in wk.0924,

Version 1:0, date 04-06-2024

Template to use in case of isolation of concerned articles produced in wk.0924.

Name Business partner/ Tyre dealer:	
Contact person:	
Telephone number*	

APOLLO TYRES LTD

ARTICLE	QUANTITY	TYRES ARE NEW/USED?	CHARGES FOR SERVICES PROVIDED	SPECIFY SERVICES PROVIDED**

* telephone number in case of questions for internal purpose only related to this recall

** specify services provided. For example "mounting costs"

Enclosure - 3 - Letter for End user.

See also our landing page www.vredestein.dk/recall for the full scale letter in Word.