



**Savatech, d.o.o.**

Družba za proizvodnjo in trženje  
gumenotehničnih proizvodov in pnevmatike  
Industrial Rubber Products and Tyres

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## MITAS MOTORCYCLE BUSINESS UNIT

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### LETTER TO THE CUSTOMERS

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**TO:** All Mitas and Savatech customers

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Kranj: 29 January 2015

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### SUBJECT: NEW Mitas Sport Force+ radial motorcycle tyres

In February, Mitas will unveil its NEW radial motorcycle tyre SPORT FORCE+ for riders of sport, naked and touring motorcycles.

Front	Rear
120/70 ZR17 (58W) TL	150/60 ZR17 (66W) TL
	160/60 ZR17 (69W) TL
	180/55 ZR17 (73W) TL
	190/50 ZR17 (73W) TL

The new SPORT FORCE+ tyre is the result of recent development activities, intensive testing and high-end elastomers built in a tyre compound.

### Features & Technologies

- ⇒ Superior tyre performance throughout the tyre service life has been achieved by using SCT - Strong Carcass Technology
- ⇒ Outstanding grip on different road surfaces, at different temperatures and conditions is supported by OGT 3D-Optimum Groove Technology
- ⇒ Easy cornering with maximum control and high speed stability throughout the tyre service life are supported by combining the two different technologies: SCT - Strong Carcass Technology and FEA – Finite Element Analysis for a definition of a tyre footprint
- ⇒ (W) speed index on all tyre sizes

**Mitas Motorcycle  
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In the second quarter of 2015, the following new dimensions will complete the range of SPORT FORCE+ tyre family:

Front	Rear
110/70 ZR17 (54W) TL	190/55 ZR17 (75W) TL
120/60 ZR17 (55W) TL	
120/65 ZR17 (56W) TL	

### Sport Force recall-related information and tyre exchange programme

We would like to repeat certain points already mentioned in our previous letter about the recall:

On 1 August 2014, a recall of Sport Force tyre was announced since during a sustained high speed riding a bulge may appear on the tread of the tyre causing vibration and in the most extreme cases some of the tread may become detached.

The following tyre sizes are subject to recall:

120/70 ZR17 (58W) TL SPORTFORCE MI  
150/60 ZR17 (66W) TL SPORTFORCE MI  
160/60 ZR17 (69W) TL SPORTFORCE MI  
180/55 ZR17 (73W) TL SPORTFORCE MI  
190/50 ZR17 (73W) TL SPORTFORCE MI

You can determine whether the tyre is subject to recall by checking the brand name "MITAS", tyre name "Sport Force," inscription "tubeless" and DOT\* codes from 0114 to 2614, on the tyre sidewall.

Only the tyres produced from March 2014 have been affected, but to avoid any potential issues in interpreting the DOT identification system on the tyre, the entire 2014 production (DOT 0114 to DOT 2614) is subject to recall.

Instructions on how to handle the Sport Force recall:

- Make sure that all of your staff is aware of the recall and that all incoming calls to your offices regarding the recall are handled promptly and professionally according to the instructions. Please instruct your staff not to get into any discussion or speculation about the issue.
- All stock in the supply chain must be quarantined. Your customers' stock has to be

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returned back to your warehouse. The decision about returning the tyres back to Mitas/Savatech must be agreed upon with your Mitas/Savatech sales representative. If tyres are returned, transport will be organised by the Logistics department at Mitas/Savatech. In certain circumstances, it may be possible / necessary to scrap the tyres locally; this procedure must be overseen by Mitas/Savatech personnel.

- Your entire stock should be returned to Mitas/Savatech, unless otherwise agreed. Transportation of affected tyres from your warehouse will be organised by Mitas/Savatech. We will refund all reasonable and documented costs in connection with the tyre recall.

**We are pleased to announce that as of February 2015, the new Sport Force+ tyres from DOT4914 onwards have been released. Sport Force+ tyres will be available in stock in our warehouses (Zlin, Czech Republic and Kranj, Slovenia) and the tyre exchange programme for Mitas Sport Force tyres with DOT 0114 to DOT 2614 will become valid.**

**Instructions:**

- Please share the Sport Force+ press release translated into your local language and instruct your customers about the tyre exchange programme.
- In the case of end user's request for the replacement, please advise the end user to contact the point of purchase to discuss the tyre exchange programme.
- Instruct the sales point which sold the tyres to the rider/user about the tyre exchange programme.
- Costs for dismounting and mounting and, if required, any other reasonable and documented costs will be refunded by Mitas/Savatech.
- Inform Mitas/Savatech about the quantity of affected tyres collected (separate Recall template – Enclosure 2) and the associated documented costs.
- Your Mitas/Savatech sales manager will be in contact regarding the disposal of the recalled tyres.

As a Mitas/Savatech customer you are entitled to replace Sport Force tyres under recall with the new Sport Force+ tyres through the tyre exchange programme as follows:

- Collect affected tyres and return them to your company warehouse.
- Order a new **Sport Force+** motorcycle tyre with your Mitas/Savatech Sales Manager.
- Provide a new Sport Force+ tyre to your customer.
- After you prove - based on a valid scrapping procedure - that the tyres under recall were returned to you, Mitas will issue a credit note for the recalled Sport Force tyres including all other reasonable and documented recall-related costs

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We hereby authorise you to manage the tyre exchange procedure with your customers.

Any queries should be addressed to your Mitas/Savatech Sales Manager who will co-operate fully to answer your query.

Please accept our apologies for any inconvenience caused and allow us to express our sincere appreciation for your cooperation in solving such a rare issue.

Yours sincerely,

Ksenija Bitenc  
Managing Director  
Mitas Motorcycle Business Unit

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**Enclosure:**

1. Press Release - English
2. Tyre Report Template

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