



Safety Recall Campaign – FAQ

Transport Canada Recall ID Number: 2025-557

Toyo Tire Canada Inc. is conducting a voluntary safety recall of certain Nitto® Terra Grappler® G3 A/T, Ridge Grappler®, and Exo Grappler® AWT tires.

1) How do I know if my tires are affected by the safety recall?

The following tires are subject to this recall campaign (the “Recalled Tires”):

| Brand/Model | Size (Load Index/Speed Rating) | Tire Identification Number Range |
|-------------------------------|-----------------------------------|----------------------------------|
| Nitto® Terra Grappler® G3 A/T | LT265/65R18 122/119R | 173FH23CD0325 |
| Nitto® Ridge Grappler® | 38x12.50R17 118Q | 173JL14N50325 |
| Nitto® Exo Grappler® AWT | 37x13.50R20 127Q | 73TE23V0325 |

You can also [click here](#) for instructions on how to read the sidewall of your tire. Do not forget to check your spare tire.

If you are unable to visually inspect the sidewall yourself, you may visit an authorized Nitto dealer for assistance in determining if one or more of your tires are affected.

2) What is the problem?

Due to an isolated incident in the belt manufacturing process, affected tires may have reduced adhesion within the belt package. Affected tires may experience a partial or full separation of the full tread/belt package, which may lead to a loss of vehicle control and an increased risk of a crash. Drivers may experience localized rapid tread wear, increased noise, vibration and bulging in the tread area.





3) What should I do if I have Recalled Tires?

If you own one or more tires listed in the attachment, your local Nitto Tire dealer will replace the Recalled Tire(s) as soon as possible. Please take the owner notification letter you receive to the dealer at the time of your appointment. It will take the dealer approximately one hour to replace up to four (4) tires, not accounting for any wait time.

You can return to the place where you bought the tires or visit one of our authorized dealers listed at www.nittotires.ca Please [click here](#) to find a dealer near you.

4) I have a different Nitto tire in the same size. Is that affected as well?

Only Nitto® Terra Grappler® G3 A/T, Ridge Grappler®, and Exo Grappler® AWT tires are potentially affected by this recall. Among these tire models, only tires that are listed in the attachment are covered. No other tire models or sizes are included in this safety recall.

5) I recently had my Nitto® Terra Grappler® G3 A/T, Ridge Grappler®, and Exo Grappler® AWT replaced; will I be compensated for these?

Please contact our Consumer Relations Dept. at (877) 682-8696 and they will be able to help you best navigate your specific situation.

6) What will these Recalled Tires be replaced with?

Any tire that is affected by the Safety Recall Notice will be replaced with a new, non-recall Nitto tire of the same model and size at no additional cost to you, the tire owner.

7) Where can I get my tire(s) replaced?

You can return to the tire dealer from which you purchased your tires or go to an Authorized Nitto dealer near you. We have dealers listed at www.nittotires.ca. Please [click here](#) to find a dealer near you.

8) What if I still have questions?

Please contact our Consumer Relations Dept. at (877) 682-8696 or nittoinfo@nittocanada.com.

