



IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB 10-20

To: Continental Authorized Tire Distributors and Dealers

Continental Tire the Americas, LLC – Voluntary Tire Recall

See attached list in the Attachment no. 1.

Continental Tire the Americas, LLC (“CTA”) announced a voluntary recall involving **11,728** passenger tires after discovering the affected tires may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation which could lead to a partial or full tread/belt loss. These conditions could increase the risk of serious injury or death. Tires may experience a sudden air loss without warning while others may exhibit visible localized tread wear which may manifest as excessive vibration and/or bulging in the tread area.

Tires have been sold, either as original equipment tires, replacement tires, or are in dealer inventories. Please read this notice carefully and follow the steps outlined in the instructions below. CTA requests your assistance in:

1. Identifying
2. Removing and Replacing
3. Returning
4. Miscellaneous

The following instructions will outline the details of this program.

1. Identifying Tires by DOT and Mold Number

1.1. Affected Tires

The affected tires were sold, either as original equipment tires, replacement tires, or are in dealer inventories. The tires must match both DOT and mold number in order to be part of the recall:

1. DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire.
2. The mold number: A 6 digit number, example (S-XXXXXX) or without the “S” (XXXXXX) is located on the sidewall.
3. For the location of the mold number on each tire, please refer to the attachment 1.



Tires made for use in the United States are required to have the DOT serial number with production week and year on one sidewall of the tire near the rim. The sample shows a tire manufactured during the 29th week of 2020.

Examples for full identification as follows.

Example of DOT Serial Number Identification:

The Continental 245/50R20 102H CrossContact LX Sport tire is identified as follows:

Product Line:	245/50R20 102H CrossContact LX Sport
DOT TIN:	A376 D3K9 2920
Article No.:	03542490000

Example: DOT A376 D3K9 2920

A3	76	D3K9	29	20	
				→	Year of Manufacture (2020)
			→		Week of Manufacture
		→			Tire Type Code
	→				Tire Size Code
→					Manufacturer's Plant Code



Tires made for use in the United States have a unique mold number located on both sidewalls of the tire.



Mold number identification examples: The above mold number is preceded by an "S-" (S- 421921). Some molds do not have the "S-" and these mold numbers would be as shown in the picture below, (228723). In both cases, **use the mold number on the right in the parentheses.**



Anyone needing assistance in finding the mold number, please contact CTA Customer Relations toll-free number 1-888-799-2168.



1.2 End Consumers

CTA and/or the Original Equipment Vehicle Manufacturer will begin notifying end consumers that have been identified as having purchased affected tires. These end consumers will be directed to contact the dealer where they purchased their vehicle or tire to schedule an appointment for having a replacement tire installed on their vehicle. In case you are contacted, we request your assistance in verifying that the tire is included in this program and removing, replacing, and returning all identified tires.

We ask distributors to forward this information to all their locations and to their dealers.

We request that dealers research their sales records for end consumers who may have purchased one of the affected tires. If end consumers are identified, call CTA Customer Relations toll-free number 1-888-799-2168 with the following consumer information:

- End consumer name, address and phone number
- Quantity of affected tires sold to that end consumer
- Tire name, size, full DOT serial number and mold number (if available)
- Date of tire(s) sale

CTA will then notify these end consumers with the program information.

2. Removing and Replacing Affected Tires

2.1 Removing Recall Tires

You are requested to remove from use all recall tires which you identify as included in this recall program.

2.2 Replacing Recall Tires

You are requested to replace all affected tires with replacement tires of the same size and service description as those originally fitted. We intend to replace the affected tires with a new or equivalent Continental/General Tire with the same article number with DOT production weeks and mold numbers not affected by the condition.

The tires must meet both DOT and mold number in order to be part of the recall.

CTA authorized dealers should order replacement Continental tires through your normal ordering channel. For any questions, contact CTA Inside Sales Representative at 1-800-831-0181.

2.3 Previously Replaced Tires

In case the consumer has already replaced a tire that is included in this program and is seeking reimbursement, please refer them to our website www.continentaltire.com and tell them to scroll to the bottom of the page and click on the Tire Recall for all information pertaining to this recall program. You may also contact CTA Customer Relations at 1-888-799-2168 for assistance.



3. Tire Return and Disposal

All tires that are identified as included in this program must be returned to CTA for disposal. Credit will only be issued once the recall tires have been received, inspected, and verified.

3.1 Direct Customer and Distributor Procedure

Each direct customer or distributor must check their on hand new tire inventory for the affected tires and return these tires and any affected tires in service to CTA.

Please follow the special instructions below:

The direct customer or distributor returning tires subject to this recall program are to ship these tires with a **separate pickup or segregated on different pallets from their normal warranty returns**. (Note: for normal warranty returns, continue to follow all current procedures). Attach a copy of the CTA Limited Warranty Claim Form (2469V) to each tire or complete the claim electronically using the online warranty system available on Contilink found on www.contilink.com or ContiCarLink for Car Dealers on www.conticarlink.com. **You must indicate "Safety Campaign"** in the *Reason for Removal* field.

- The direct customer or distributor returning tires from inventory are to ship the tires weekly.
 - The preferred shipping method is in quantities of **seven** or more tires. When shipping with this method, ship via **YRC**, "Freight Collect" call (800) 357-9199 (USA only) to schedule a pickup, reference code "RECALL".

On the Bill of Lading indicate shipment terms of "Freight Collect". CTA will be billed for the freight charges. Please remember to verify the tire count before signing the Bill of Lading. Stipulate on the Bill of Lading "scrap rubber tires – freight class 60", and "actual value not exceeding \$1.00 per pound".

- Quantities of **six** or less ship via UPS, call 1-888-799-2168 and request a pre-paid shipping label.
- Ship tires to: Continental Tire the Americas, LLC.
854 Paragon Way
Ref. Code RECALL
Rock Hill, SC 29730

4.2 Indirect Customers and Dealer Procedure

Each dealer should return all affected tires, whether new tires from inventory or tires that were in service, to their distributor following their normal warranty and credit return process.

4.3 Returns for Tires in Service

Dealers in Hawaii, Alaska, and Puerto Rico or any tire dealer needing additional assistance should call 1-888-799-2168 regarding return of a tire.



5. Miscellaneous

5.1 Credit

CTA will credit distributors for the affected tires after the tires have been received by CTA, inspected and verified. You will receive full credit for dealer acquisition price of the approved replacement tires(s) plus the standard \$10.00 per tire handling commission on all returns submitted electronically of the affected tire and \$20.00 per tire to cover mounting and balancing costs for tires that have been replaced on a vehicle. **Tires not meeting the DOT, DOT Date and Mold Number are NOT eligible for credit.**

5.2 Sales of Affected Tires

CTA is required to advise you of the following information and obligations of the Dealer:

Be advised that pursuant to 49 CFR 573.11 and 573.12 you are prohibited from selling any new or used noncompliant tires that are subject to the recall program described in this notice.

Be advised that pursuant to 49 CFR 573.10 you are further required to notify NHTSA of the sale of any new or used noncompliant tires subject to the recall program described in this notice to:

Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590















or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to www.safercar.gov

We greatly appreciate your assistance in this matter and CTA would like to thank you.

Sincerely,

Continental Tire the Americas, LLC.
1830 MacMillan Park Drive
Ft. Mill, SC 29707

Attachment no.1. Note: No other tire sizes, production periods or product lines are affected.

Brand	Tire Line (as on sidewall)	Article #	Tire Size (as on Sidewall)	DOT	DOT Week	Mold Number*	Location of Mold Number**
Continental	CONTIPROCONTACT	1548153	P215/60R16 94 S	A3X8 BN4	2220	214571	
						214573	
						214574	
						404245	
	CROSSCONTACT LX SPORT	1550790	235/65R18 106 H	A3LM WD30	0220	415347	
						418538	
		0359220	255/50R20 105 T	1A303 HD27	1020	416221	
		0354249	245/50R20 102 H	A376 D3K9	2920	421920	
						421921	
	CROSSCONTACT LX20 ECOPLUS+	1557108	255/55R20 107 H	1A30F BAXX	0120	421241	
					0220	421238	
					0420	421246	
					0820	421236	
	PROCONTACT GX	1549352	P225/60R17 98 T	A379 WBF2	0120	218037	
	PROCONTACT TX	1549899	P205/55R16 89 V	A3T2 WC39	2420	416290	
		1550814	215/60R16 95 H	A35M WD3T	3320	419149	
General	ALTIMAX RT43	1550944	235/55R19 105 V	A3E7 WD84	1120	415663	
		1549796	225/60R18 100 H	A3E4 WBYV	2220	409762	
					2420	409762	
	GRABBER A/TX	0450678	LT275/70R18 125/122 R	A315 HMPK	2420	417330	
		0450834	LT315/70R17 121/118 S	A3BM HMWT	2520	417331	
						417395	
	GRABBER AT2	1548309	265/70R16 112 S	A3C2 3WC	2820	069114	
	Grabber HD	0450720	LT245/75R17 121/118 S	A311 HMT0	2420	416034	
						418570	
	GRABBER HTS	0450900	255/70R17 112 S	A3E8 HN00	3020	418570	
	GRABBER HTS60	0450518	LT275/70R18 125/122 S	A315 HMJ8	0520	412872	
						413243	
		0450459	225/75R16 104 S	A3X4 HMF9	2720	412441	
	GRABBER X3	0450606	35 X 12.50R20 121 Q	A33H HMM6	1120	415373	
					1220	415373	
	Reliatrek	1554540	205/55R16 91 H	A30F WJ80	1120	419193	
						419442	
	Reliatrek HT	0450353	275/65R18 116 T	A3YL HMBR	0420	421380	

* The Mold Number may be preceded by a "S-". ** The Mold Number should be near the bead area of the Orange section of the tire when the DOT is at the 12 o'clock position