



## IMPORTANT SAFETY RECALL NOTICE

### Continental Product Service Information Bulletin PSIB 01-21

**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 **93,959** 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, DOT DATE and Mold number**

##### **1.1. Subject Tires**

The subject tires were sold, either as original equipment tires, replacement tires, or are in dealer inventories. **For Original Equipment applications, ensure that the full-size spare tire is included in the inspection process.**

The tires must match both DOT, DOT Date 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. Mold number - 6-digit number in (S-XXXXXX) on the sidewall. The “S-“ may or may not be on the Mold depending on article.
3. The list of affected to DOT, DOT Date and Mold Numbers are in **Attachment no. 1** below.

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 29<sup>th</sup> week of 2020.

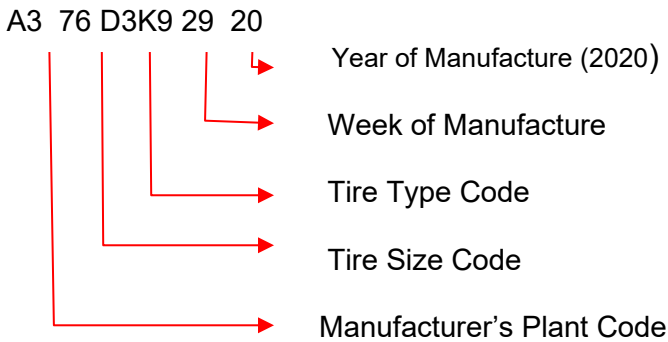
Examples for full identification as follows.

**Example of DOT Serial number identification:**

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

Product Line:	245/50R20 102H CrossContact LX Sport
DOT TIN:	A376D3K9 2920
Article No.:	03542490000

Example: DOT A376 D3K9 2920



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



Mold number identification example: "S-" 421921 or without the "S-" like the mold number below,



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 subject 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 subject 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 from DOT production weeks and mold numbers not affected by the condition.

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

CTA authorized dealers should order replacement Continental tires through their 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](http://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 subject 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](http://www.contilink.com) or ContiCarLink for Car Dealers on [www.conticarlink.com](http://www.conticarlink.com). **You must indicate “Safety Campaign” in the Reason for Removal field. For clear identification write “RECALL” on Tread.**

- 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 subject 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 subject 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 subject 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

Continental Tire 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](http://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	Article #	Tire Size	DOT	DOT Week Start	DOT Week End	Tread Serial number	Location of Mold Number**					
BARUM	Bravuris 3 HM	1550363	215/55 R 16 97H	A3B3WCKR	1419	1419	418676	 DOT number  Mold Number					
CONTINENTAL	4X4 CONTACT	0354590	255/50 R 19 107H	A3LHNXXN	2519	2519	069161	 DOT number  Mold Number					
					3719	3719	071046						
					CONTIPROCONTACT	1548355	205/65 R 16 95H	A3843WU	3618	3618	406987	 DOT number  Mold Number	
	1549332	215/55 R 16 97H	A3B3WBEC	3819		3819	222132						
	1548945	235/40 R 19 92H	A3183Y7	4919		4919	416760						
	1548479	235/55 R 17 99H	A37A47JB	0819		0819	407235	 DOT number  Mold Number					
	1548496	235/45 R 19 95H	A3E647LB	0620		0620	405556						
	1548338	P215/60 R 16 94T	A3X83WH	1319		1319	410013	 DOT number  Mold Number					
	410019												
	CONTIPROCONTACT SSR	0350318	245/45 R 18 100V	A38UB1H6	3918	3918	411818	 DOT number  Mold Number					
	CONTISPORTCONTACT 5	0311552	255/45 R 20 101W	A312BH52	0620	0620	418766	 DOT number  Mold Number					
	CONTITRAC	0432023	LT275/65 R 18 123/120S	A3B9H00R	2120	2220	075198	 DOT number  Mold Number					
					0219	0219	419157						
					0718	0718	075197						
					0719	0819	416469						
					2118	2118	060283						
					2620	2620	419159						
					3018	3018	419156						
					4119	4219	419156						
					4318	4318	416468						
					4319	4419	416469						
	ControlContact Tour A/S PLUS	1550255	225/55 R 17 97H	A3EAWCF5	0219	0319	226028	 DOT number  Mold Number					
							410874						
	CROSSCONTACT LX	0432011	225/65 R 17 102H	A32YH00B	2418	2518	407923	 DOT number  Mold Number					
							417658						
	CROSSCONTACT LX SPORT	0354249	245/50 R 20 102H	A376D3K9	2719	2719	405235	 DOT number  Mold Number					
							1550790		235/65 R 18 106H	A3LMWD30	0219	0319	418516
							0820		0820	418527			
							1419		1419	418526			
							2719		2719	418527			
4219							4219		418532				
4219							4219		418520				
0519							0619		408207				
1719							1719		412681				
									412688				
									408205				
									412689				
									408204				
									3319				
									3319				
									412692				
									412685				
		412692											
		412574											
		416281											
		404623											
		416222											
		419612											
		416221											
		418292											
		408691											
		0419											
		0419											
		419759											
		2219											
		2219											
		419757											
		5218											
		5218											
		419757											

Brand	Tire Line	Article #	Tire Size	DOT	DOT Week Start	DOT Week End	Tread Serial number	Location of Mold Number**
CONTINENTAL	CROSSCONTACT LX20	1557108	255/55 R 20 107H	1A30FBAXX	1120	1120	421223	 DOT number Mold Number
		1549935	255/55 R 20 107H	A3HHWC4F	2119	2219	416939	
					2219	2319	416946	
					2719	2719	416931	
		1557108	255/55 R 20 107H	1A30FBAXX	5019	5119	421241	 DOT number Mold Number
		1549108	235/60 R 18 107H	A345WB6X	2418	2418	411660	
				0719	0719	409465		
				1919	1919	412660	 DOT number Mold Number	
	1549304	P275/55 R 20 111S	A32AWBDE	2019	2019	412664		
				2819	2819	408920		
				3020	3020	408920		
	CrossContact LX25	1549231	245/50 R 20 102H	A376WBB1	4119	4119	420018	 DOT number Mold Number
							420409	
		1549160	255/50 R 19 107H	A3LHWB8M	0120	0120	420232	 DOT number Mold Number
	ExtremeContact DWS06	1550002	245/45 R 19 98Y	A3A2WC6P	2820	2820	228811	
							229256	
		1550006	255/50 ZR 19 107W	A3LHWC6V	2918	2918	416588	 DOT number Mold Number
	PremiumContact 6	0358885	315/30 R 22 107Y	A3HAD8PM	4719	4719	419480	 DOT number Mold Number
	PremiumContact 6 SSR	0358811	275/40 R 22 107Y	A3VED7VB	2419	2419	420766	
					1020	1020	416188	 DOT number Mold Number
	PROCONTACT TX	1550814	215/60 R 16 95H	A35MWD3T	1819	1819	419087	
							419091	
					3120	3120	419149	
							419088	
					3219	3219	419088	 DOT number Mold Number
		1549423	225/55 R 18 98H	A35LWBJD	1019	1019	408593	
							419174	
					3519	3619	408583	
					4319	4319	408585	 DOT number Mold Number
					2419	2419	408578	
	1549422	225/60 R 18 100H	A3E4WBJC	3819	3819	408598	 DOT number Mold Number	
						408600		
						408603	 DOT number Mold Number	
	1550917	235/60 R 18 103H	A345WD77	3719	3819	418548		
						418549		
	1549899	P205/55 R 16 89V	A3T2WC39	3119	3119	415721	 DOT number Mold Number	
						416291		
	PureContact LS	1550806	205/55 R 16 91V	A30FWD3H	3019	3019	418688	 DOT number Mold Number
	SureContact LX	1550496	265/65 R 18 114T	A3C8WCR6	1319	1319	413571	 DOT number Mold Number
							414302	
TerrainContact A/T	1550693	275/55 R 20 113T	A3Y1WCYR	4919	5019	415620	 DOT number Mold Number	

Brand	Tire Line	Article #	Tire Size	DOT	DOT Week Start	DOT Week End	Tread Serial number	Location of Mold Number**
GENERAL	ALTIMAX RT43	1549471	225/60 R 17 99H	A341WBL1	0319	0319	416771	
					2819	2819	407358	
					3420	3420	421012	
		1549796	225/60 R 18 100H	A3E4WBYV	0719	0719	409739	
					0919	0919	409739	
					1550944	235/55 R 19 105V	A3E7WD84	
	1557054	245/45 R 20 99V	A308WM1T	1319	1419	419436		
	1550274	245/50 R 20 105H	A376WCFT	4118	4118	414059		
	AMERITRAC TR	1548285	P265/70 R 17 113H	A3T6BN9	1318	1318	071020	
					1418	1518	073093	
					2218	2318	407309	
					3018	3018	071017	
							073093	
							407309	
	Exclaim HPX A/S	1549852	205/50 R 17 93V	A37PWC1P	4318	4318	416454	
					5118	5118	416448	
		1549754	215/55 R 17 94V	A33RWBXE	4119	4119	418834	
					0720	0720	417639	
		1549757	225/50 R 17 94V	A340WBXJ	3019	3119	240990	
					4419	4419	416459	
		1549762	235/55 R 17 99W	A37AWBXP	4419	4419	416476	
					0520	0520	417293	
	GRABBER A/TX	0450838	265/70 R 17 115T	A31YHMX	3719	3819	417291	
					4018	4018	417292	
					0450824	35 X 12.50 R 18 123R	A31AHMWE	
		0450837	LT265/70 R 17 121/118S	A3AHMWW	4519	4519	417268	
					0450602	LT265/70 R 18 124/121S	A351HMM2	0720
		0450821	LT275/60 R 20 119/116S	A32PHMWB	1120	1120	422241	
					3420	3420	422241	
		0450829	LT275/65 R 18 123/120R	A3B9HMXL	0719	0819	417319	
					4819	4919	417319	
					5119	5119	417318	
					0450678	LT275/70 R 18 125/122R	A315HMPK	3720
		0450725	LT285/70 R 17 121/118S	A3LHMT5	2920	3020	417007	
					417299			
		GRABBER APT	0450795	255/75 R 17 115T	A30RHMV	0520	0620	416825
	417161							
	0450787		265/75 R 16 116T	A3V6HMV7	3119	3119	418961	
					3918	3918	419284	
	0450313	P275/70 R 18 116S	A31HHMAD	0120	0120	415813		
				5218	5218	415812		
	GRABBER ARCTIC LT	0450446	LT245/70 R 17 119/116R	A3P8HMEV	2819	2819	412215	
					412479			
	GRABBER AT2	1548309	265/70 R 16 112S	A3C23WC	2820	2820	069114	
					3918	3918	069113	



Brand	Tire Line	Article #	Tire Size	DOT	DOT Week Start	DOT Week End	Tread Serial number	Location of Mold Number**							
GENERAL	Grabber HD	0450718	LT245/75 R 16 120/116S	A311HMRX	3718	3718	416697	DOT number 							
	GRABBER HTS	1548531	235/65 R 17 108H	A3813U7	0119	0119	403120	DOT number 							
					0419	0419	418563								
					0819	0919	418581								
		0450900	255/70 R 17 112S	A3E8HN00	1219	1219	418561								
							418579								
					1719	1719	418556								
							418570								
					1919	1919	418563								
							418579								
					2419	2419	418562								
							418570								
					3019	3019	418565								
				418582											
		0450319	265/70 R 18 116S	A3H4HMAL	1718	1818	415465								
					1718	1718	411003								
	2820				2820	411002									
	2920				2920	406500									
	3019				3019	414462									
	3020				3020	406497									
						406499									
	3218				3318	411003									
	3620				3620	406499									
						406497									
	3918				3918	414462									
	4118				4118	414462									
	4418	4418	406493												
			406494												
			411003												
	1544842	P245/70 R 17 108S	A383BMB	2620	2620	400188	DOT number 								
				0450328	P255/70 R 17 110S	A3NDHMAX	4118	4118	414559	DOT number 					
				4418	4418	414560									
	GRABBER HTS60								DOT number 						
										0450459	225/75 R 16 104S	A3X4HMF9	3319	3319	412788
										0450489	235/65 R 18 106T	A3LMHMH9	4419	4519	412583
										0450482	245/65 R 17 107T	A315MHM2	4919	5019	412577
										0450564	275/60 R 20 115S	A3W0HMKT	3419	3519	419783
	0450510	LT245/75 R 16 120/116S	A311HMJ0						DOT number 						
										0719	0819	413228			
									413230						
	GRABBER STX	0450153	245/65 R 17 107T	A315HM53					DOT number 						
										0219	0319	405110			
								407589							
					3018	3018	407589								
GRABBER STX	0450151	265/70 R 17 115S	A31YHM51		1918	1918	405088	DOT number 							
Grabber STX2	0450938	275/60 R 20 115S	1A304DKA9		2720	2720	422039	DOT number 							
GRABBER X3	0450606	35 X 12.50 R 20 121Q	A33HHMM6		3618	3618	415372	DOT number 							
Reliatrek HT	0450354	245/65 R 17 107H	A315HMBT		0420	0420	421108	DOT number 