



April 5, 2022

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall ID: 22T003

To: Continental Authorized Motorcycle Tire Distributors and Dealers

Continental Tire the Americas, LLC –Tire Safety Recall

See attached list in the Attachment No. 1.

Continental Tire the Americas, LLC (“CTA”) announced a tire safety recall involving 4,256 ContiScoot tires which have been sold in the replacement market. CTA has determined that superficial groove cracks in the tread rubber developed during testing, however these cracks did not propagate into the reinforcing materials of the tires. Groove cracking may appear during the tire service life and can lead to tread separation, increasing the risk of a crash.

Please read this notice carefully and follow the steps outlined below, CTA requests your assistance in:

1. Identifying
2. Removing and Replacing
3. Scraping and submitting complaint
4. Miscellaneous

The following instructions will outline the details of this program.

1. Identifying Tires by Product Line and DOT

1.1. Subject Tires

The subject tires were sold as replacement tires. The tires must match both Product Line and DOT to be part of the recall:

1. Product Line - ContiScoot
2. DOT- H6 (Manufacturing Plant – All Combinations, end production date up to 0822)
3. The list of affected articles is in **Attachment no. 1** below.

Examples for full identification as follows.





1.2 End Consumers

We request that dealers research their sales records for end consumers who may have purchased one or more of the subject tires. Email end consumer contact information to contiscoot@custhelp.com or 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
- Date of tire(s) sale

CTA 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 motorcycle or tire to schedule an appointment for having a replacement tire installed on their motorcycle. In case you are contacted, we request your assistance in verifying that the tire is included in this program removing and replacing all identified tires with a substantially similar tire.

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

2. Removing and Replacing Affected Tires

2.1 Removing Recall Tires

In case you are contacted, you are requested to remove from use all recall tires which you identify as included in this recall program, see attached list in the **Attachment No. 1**.

2.2 Replacing Recall Tires

You are requested to replace all affected tires with a substantially similar competitor replacement tire.

The tires must meet Product Line and DOT to be part of the recall, see attached list in the **Attachment No. 1**.

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 contact CTA Customer Relations at 1-888-799-2168 for assistance.

3. Scrapping and submitting complaint

3.1 Direct Customer and Distributor Procedure

Each direct customer or distributor must check their on hand new tire inventory for the subject tires.

All tires that are identified as included in this program must be approved by Customer Relations. After approval, the tire(s) must be rendered unserviceable. See attached **Technical Service Bulletin**. Credit will only be issued once the information of the Tire size, DOT, Dealer Name, Distributor Name, Consumer's information, Vehicle Information, and scrap photo(s) have been received and verified. Email information to contiscoot@custhelp.com or call CTA Customer Relations toll-free number 1-888-799-2168.

The same procedures apply to your direct customers.



3.2 Indirect Customers and Dealer Procedure

Each indirect customer or dealer must check their on hand new tire inventory for the subject tires.

All tires that are identified as included in this program must be approved by Customer Relations. After approval, the tire(s) must be rendered unserviceable. See attached **Technical Service Bulletin**. Credit will only be issued once the information of the Tire size, DOT, Dealer Name, Distributor Name, Consumer's information, Vehicle Information, and scrap photo(s) have been received and verified. Email information to contiscoot@custhelp.com or call CTA Customer Relations toll-free number 1-888-799-2168.

Tires that were in service: The dealer is requested to replace all affected tires with a substantially similar competitor replacement tire. CTA will fully reimburse to dealers the ContiScoat tire through your distributor, for all tires submitted within 180 days of the receipt of the "consumer letter", including \$50 for mounting, balancing and taxes.

3.3 Tires in Remote Locations

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

4 Miscellaneous

4.1 Credit

CTA will credit distributors for the subject tires after information, photos have been received, verified and approved. You will receive full credit for acquisition price of the approved replaced tires(s) plus the \$5.00 per tire handling commission and \$50 for mounting, balancing and taxes. **Tires not meeting the Recall criteria are not eligible for credit.**

It is the distributors responsibility to pass this credit to their dealers.

4.2 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.nhtsa.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.

ContiScoot	DOT Number			
			Start	End
100/80-16 M/C 50P	H6	HAFCS	2818	0822
100/90-14 M/C 57P	H6	R9RCS	2718	0822
110/70-12 M/C 47P	H6	00FCS	3618	0822
110/70-13 M/C 48S	H6	73FCS	3118	0822
110/70-16 M/C 52S	H6	XXFCS	2518	0822
110/80-14 M/C 59P	H6	97RCS	5018	0822
110/90-13 M/C 56P	H6	93FCS	3018	0822
120/70-12 M/C 51P	H6	ENFCS	2418	0822
120/70-12 M/C 58P	H6	ENRCS	2318	0822
120/70-13 M/C 53P	H6	R2FCS	4318	0822
120/70-14 M/C 55P	H6	HKFCS	2318	0822
120/70-15 M/C 56S	H6	V8FCS	2818	0822
120/70-16 M/C 57P	H6	XCFC	3018	0822
120/80-14 M/C 58S	H6	VXFCS	3218	0822
120/80-16 M/C 60P	H6	LFRC	3318	0822
130/70-12 M/C 62P	H6	4LRCS	2418	0822
130/70-13 M/C 63P	H6	S3RCS	2418	0822
130/70-16 M/C 61S	H6	BLRCS	2518	0822
140/60-13 M/C 63P	H6	B3RCS	2119	0822
140/70-14 M/C 68S	H6	HJRCS	2219	0822
140/70-15 M/C 69P	H6	V7RCS	4318	0822
150/70-13 M/C 64S	H6	L3RCS	4418	0822
80/90-14 M/C 40P	H6	F9FCS	2418	0822
90/80-16 M/C 51P	H6	HEFCS	3618	0822
90/90-14 M/C 46P	H6	AAFCS	2718	0822
90/90-14 M/C 52P	H6	AARCS	3518	0822

Technical Services Bulletin Motorcycle & Scooter Tires

Rendering Tires Unserviceable

To prevent that complaint tires which have been credited, returning to service at a later stage, a photo of each tire showing that it has been made unserviceable is required to fulfill reporting requirements. One image per tire must be provided to the respective Continental contact **after it has been accepted** by us.

The following methods of rendering a tire unserviceable are acceptable:



Option 1 – hole drilling

Drilling a hole (minimum 1/2 of an inch) in the sidewall beside the DOT code.



Option 2 – sidewall cutting

Cutting through the sidewall at a length of approx. (4 to 6 inches) above the DOT code.



Option 3 – bead cutting

Cutting through one bead beside the DOT code.

If more than one tire of the same size needs to be rendered unserviceable, each tire should be marked (for example with yellow chalk) with consecutive numbers.

Contact:

Customer Relations

Email: contiscoot@custhelp.com