

IMPORTANT SAFETY RECALL NOTICE

To: Continental Authorized Motorcycle 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 4,256 ContiScoot tires which have been sold in the replacement market. Superficial groove cracks in the tread rubber developed during FMVSS 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. Reimbursing
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 Tire
2. DOT- H6 (Manufacturing Plant – All Combinations)
3. The list of affected articles is in **Attachment no. 1** below.

Examples for full identification as follows.

The affected tire is identified as follows:

Product Line: ContiScoot
DOT- All Combinations, Plant of Manufacturing: H6

The subject tires were sold as replacement tires. The tires can be identified by the Tire Line (ContiScoot) and by DOT – all combinations, plant of manufacturing: H6.





1.2 End Consumers

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 another brand of 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, and Full DOT serial number
- 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 a comparable competitor replacement tire. CTA will reimburse the original price of the ContiScoop tire including \$30.00 mounting, balancing and taxes through September 15, 2022.

The tires **must** meet Product Line and DOT to be part of the recall.

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. Reimbursing

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 and scrap photo(s) have been received and verified.

Same procedures apply to your direct customers.



3.2 Indirect Customers and Dealer Procedure

Each dealer should return all new tires from inventory back to the Distributor. Distributor should follow the process in 3.1

Tires that were in service, consumer must purchase new competitor tires. CTA will reimburse the consumer the original price of the ContiScoop tire including \$30.00 mounting, balancing and taxes through September 15, 2022.

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 regarding return of a tire.

4 Miscellaneous

4.1 Credit

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

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.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.

ContiScoot	DOT Number			
			Start	End
100/80-16 M/C 50P	H6	HAFCS	2818	0821
100/90-14 M/C 57P	H6	R9RCS	2718	0821
110/70-12 M/C 47P	H6	00FCS	3618	0821
110/70-13 M/C 48S	H6	73FCS	3118	0821
110/70-16 M/C 52S	H6	XXFCS	2518	0821
110/80-14 M/C 59P	H6	97RCS	5018	0821
110/90-13 M/C 56P	H6	93FCS	3018	0821
120/70-12 M/C 51P	H6	ENFCS	2418	0821
120/70-12 M/C 58P	H6	ENRCS	2318	0821
120/70-13 M/C 53P	H6	R2FCS	4318	0821
120/70-14 M/C 55P	H6	HKFCS	2318	0821
120/70-15 M/C 56S	H6	V8FCS	2818	0821
120/70-16 M/C 57P	H6	XCFC	3018	0821
120/80-14 M/C 58S	H6	VXFCS	3218	0821
120/80-16 M/C 60P	H6	LFRC	3318	0821
130/70-12 M/C 62P	H6	4LRCS	2418	0821
130/70-13 M/C 63P	H6	S3RCS	2418	0821
130/70-16 M/C 61S	H6	BLRCS	2518	0821
140/60-13 M/C 63P	H6	B3RCS	2119	0821
140/70-14 M/C 68S	H6	HJRCS	2219	0821
140/70-15 M/C 69P	H6	V7RCS	4318	5120
150/70-13 M/C 64S	H6	L3RCS	4418	0821
80/90-14 M/C 40P	H6	F9FCS	2418	0821
90/80-16 M/C 51P	H6	HEFCS	3618	4820
90/90-14 M/C 46P	H6	AAFCS	2718	0821
90/90-14 M/C 52P	H6	AARCS	3518	2220

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: contisoot@custhelp.com