



IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB 12-22

To: Continental Authorized Tire Distributors and Dealers

Continental Tire the Americas, LLC – Voluntary Tire Recall

Continental Tire the Americas, LLC (“CTA”) announced a voluntary recall involving **2,937** 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 as replacement tires or are still 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 Week and Mold number

1.1. Identification of subject tires

The tires must match DOT, DOT Week 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 DOTs, DOT Weeks and Mold Numbers are below.

Brand	Tire Line	Article #	Tire Size	DOT	DOT Week	Mold Number
Continental	4x4 Contact	0354893	255/55 R19 111V XL	AFP6D49R	1422	222902
						210017
Continental	PureContact LS	1550821	215/60 R16 95V	AF5MWD41	1122	246807
						246026
Continental	TerrainContact H/T	1557194	255/55 R20 107H	AFHHWM6E	1922	251673

Note: No other tire sizes, production periods or product lines are affected

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 11th week of 2022.

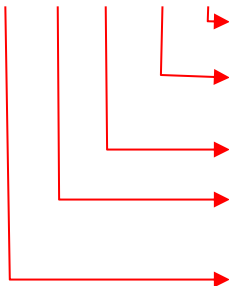
Example of DOT Serial number identification:

The Continental 215/60R16 95V PURECONTACT LS is identified as follows:

Product Line:	215/60R16 95V PURECONTACT LS
DOT TIN:	AF 5M WD41 1122
Article No.:	15508210000

Example: DOT AF 5M WD41 1122

AF 5M WD41 11 22



- Year of Manufacture (2022)
- Week of Manufacture
- Tire Type Code
- Tire Size Code
- Manufacturer's Plant Code



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-" 246807 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 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 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 Continental Tires with the same article number from DOT production weeks and mold numbers not affected by the condition.

The tires **must** meet DOT, DOT Week 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 and tell them to scroll to the bottom of the page and click on the "Tire Recall Information" link 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 at www.contilink.com. (National Account Car Dealers use www.conticarlink.com) **You must indicate “Safety Campaign”** from the Dropdown Menu 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.

- 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

3.2 Indirect Customers and Dealer Procedure

Each dealer should return all subject tires following their normal warranty and credit return process.

3.3 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.



4. **Miscellaneous**

4.1 **Credit**

CTA will provide credit for the subject tires after having been received, inspected, and verified. You will receive full credit for dealer acquisition price of the approved replacement tires plus the standard \$10.00 per tire handling commission on all returns submitted electronically and \$30.00 per tire to be provided to dealer for mounting and balancing.

Tires not meeting the DOT, DOT Week and Mold Number 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