



## IMPORTANT SAFETY RECALL NOTICE

### Continental Product Service Information Bulletin PSIB 09\_23

#### Continental Tire the Americas, LLC – **Voluntary Tire Recall**

#### To: Continental Authorized Tire Distributors and Dealers

Continental Tire the Americas, LLC (“CTA”) announced a voluntary recall involving **3,472** passenger tires after discovering that tires with contaminated rubber compound were sold into the USA market.

The affected tires may contain rubber compound contaminated with small metal fragments. A small metal fragment in the sidewall of the tire could cause damage to the textile carcass cords. Tires may develop a bulge in the sidewall.

The affected tires may experience a sudden loss of air pressure which could increase the risk of serious injury or death.

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 and DOT Week**

##### 1.1 **Identification of Subject Tires**

The product affected is identified in the table below, tires must match DOT and DOT Week, in order to be part of the recall:

| Brand       | Tire Line         | Tire Size  | L&S Index | Article     | DOT       | ONLY these DOT Weeks      |
|-------------|-------------------|------------|-----------|-------------|-----------|---------------------------|
| Continental | CrossContact LX25 | 235/55 R18 | 100H      | 15491450000 | 1H3LWB85  | 1423 and 1623             |
| Continental | CrossContact LX25 | 225/65 R17 | 102H      | 15509980000 | 11H0F9HLH | 1423, 1523, 1623 and 1723 |

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

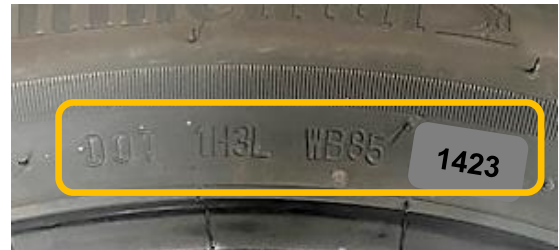
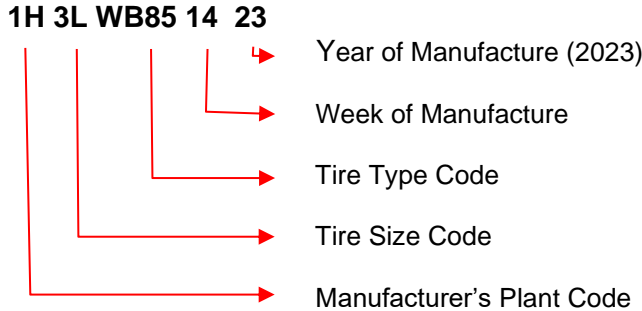


Tires made for use in the United States are required to have the DOT serial number with production week and year on one sidewall of the tire near the rim. The following sample shows a tire manufactured during the **14<sup>th</sup> week of 2023**.

**Example of DOT Serial Number Identification:**

The Continental 235/55 R18 CrossContact LX25 is identified as follows:

**Product Line:** 235/55 R18 CrossContact LX25  
**DOT TIN:** 1H 3L WB85 1423  
**Article No.:** 15491450000



**1.2 Direct Customers**

We ask each direct customer or distributor to inspect their on hand new tire inventory, searching for tires meeting this recall criteria, if any tires identified meeting this recall criteria: DOT and DOT week, return these tires to CTA.

**1.3 End Consumers**

CTA will begin notifying end consumers identified as having purchased affected tires. 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 or email to [continentaltire@custhelp.com](mailto:continentaltire@custhelp.com) with the following consumer information:

- End consumer name, address, and phone number.
- Quantity of subject tires sold to that end consumer.
- Tire line, size and Full DOT serial 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 tire(s) with a new Continental Tire(s) with the same article number from an unaffected production week.

The tires **must** meet DOT and DOT Week in order to be part of the recall.

CTA authorized dealers should order replacement Continental tires through their CTA Inside Sales Representative at 1-800-321-7575.

### 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 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

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](http://www.contilink.com). (National Account Car Dealers use [www.conticarlink.com](http://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, and "RECALL COMPANION" on Tread for companion tires.**

The direct customer or distributor returning tires from inventory are to ship the tires weekly.

- a) The preferred shipping method is in quantities of **seven** or more tires. When shipping with this method, call (800) 251-4472 (USA only) to schedule a pickup, reference code "RECALL". CTA will be billed for the freight charges. Please remember to verify the tire count before signing the Bill of Lading (BOL).
- b) Quantities of **six** or less, call 1-888-799-2168 and request a pre-paid shipping label.

#### **Ship tires to:**

Continental Tire the Americas, LLC.  
Ref. Code: RECALL  
854 Paragon Way  
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 Return of Tires from Outside the Continental US**

Dealers in Hawaii, Alaska, and Puerto Rico, or any other 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 the dealer's acquisition price of the approved Continental replacement tires. In addition, a \$10.00 per tire handling commission on all approved returns submitted electronically and \$30.00 per tire to be granted to dealer for mounting and balancing.

**Tires not meeting the DOT and DOT Week are NOT eligible for credit.**

### **4.2 Sale 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