



Mr. Sample
All Street 10
123456 Owner city

IMPORTANT SAFETY RECALL

NHTSA Recall ID: 23T006

Dear Customer,

Date: 10/24/2023

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Continental Tire the Americas, LLC (“CTA”) has determined that some tires with a nonconformance were sold into the USA market which relates to motor vehicle safety in certain Continental brand passenger tires.

You have been identified as the potential owner of an affected tire. CTA has initiated a safety recall to remove these tires from service. The list of affected products, DOTs and DOT Weeks are below.

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

CTA has determined that the affected tires may contain rubber compound contaminated with small metal fragments. 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. The tires must match DOT and DOT Week in order to be part of the recall.

1. DOT serial number, also known as the Tire Identification Number, or TIN is found on the sidewall of each tire, close to the rim area. If the week and year of manufacture is not present on one side, it will be located on the opposite side of the tire.



Fig. 1: DOT identification: 1H3LWB85 and DOT Week:1423 – Production week 14 of year 2023.

Please note: the picture provided is only an example. You should visit your authorized dealer for an inspection of your tire(s).



What Should You Do?

If you have one of the suspect tires, please contact the car dealer or tire dealer where you purchased your tire(s), they will inspect and confirm if a tire is part of this recall. This is especially important if you notice a bulge in the sidewall. Your dealer will then remove and replace with another new Continental Tire(s) not affected by the condition.

The time required to determine if the tire is part of the RECALL is only a few minutes and approximately sixty (60) minutes if replacement is required.

If your car dealer cannot assist you, or to locate a CTA authorized dealer near you, please consult our website, www.continentaltire.com and select "Store Finder" or call CTA - Customer Relations at 1-888-799-2168.

If you have disposed of the affected tire already or sold the vehicle on to which it was mounted, please contact CTA - Customer Relations at 1-888-799-2168 with the name and address of the new owner.

What Will CTA Do For You?

If you have an affected tire in service on the date you receive this notice, CTA through your tire dealer, will replace the affected tire with a new tire of the same or equivalent size and description free of charge through **July 31, 2024**, including mounting, balancing and taxes.

In the event that you need a direct reimbursement after receiving authorization from CTA - Customer Relations, the Reimbursement Request Form is available at www.continentaltire.com, scroll to the bottom of the page and click on "Tire Recall Information" or you may request a form by calling CTA - Customer Relations at 1-888-799-2168.

The tire(s) must meet DOT and DOT Week in order to be part of the recall.

For reimbursement requests submitted after **July 31, 2024**, CTA will pay you a prorated portion based on the percentage of useable tread remaining on the tire you are replacing.

If you believe that CTA has failed or is unable to remedy the defect without charge within 60 days after your receipt of this notice, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Federal law requires that any vehicle leaser receiving this recall notice must forward a copy of this notice to the lessee by First Class Mail within ten days of your receipt of this notice.

We apologize for any inconvenience that this action may cause you. Because we are concerned about your safety, we urge you to take immediate action. Thank you in advance for your cooperation. If you have any questions about these instructions, please refer to our website <http://continentaltire.custhelp.com> or contact CTA - Customer Relations at 1-888-799-2168 for assistance.

Sincerely,

Continental Tire the Americas, LLC
1830 MacMillan Park Drive
Ft. Mill, SC 29707