



## IMPORTANT SAFETY RECALL NOTICE

### Continental Product Service Information Bulletin PSIB2408261

#### Continental Tire Canada – Voluntary Tire Exchange Program: 24\_T069 Transport Canada Recall: 2024-487

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

Our product monitoring process has identified a potential anomaly of the following tire article which was delivered to the replacement market and the OEM Audi:

Brand	Tire Line	Article Nr.	Tire Size / L&S Index	DOT	DOT Week
Continental	ProContact GX AO	15573690000	255/35 R 19 96 H XL	CP32WMC9	1921 through 3224

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

In rare cases, the impacted tires may experience belt separations which could lead to a negative impact on the vehicle handling. As of today, Continental has not received any reports of accidents or injuries resulting from this condition.

Whilst we continue our investigations, we request that you stop sales of these tires and isolate any stock you may have until further notice.

Tires have been sold in Canada, either as original equipment tires, replacement tires, or are in dealer inventories. Certain Audi A5, S4, S5 and RS5 models have been equipped with the involved tire. Please read this notice carefully and follow the steps outlined in the instructions below.

Continental Tire Canada requests your assistance in:

1. Identifying
2. Removing and Replacing
3. Returning (only if needed)
4. Miscellaneous

The following instructions will outline the details of this program.

#### **1. Identifying tires by name of product line, tire size and DOT- serial number**

##### **1.1. Subject Tires**

The subject tires must match name of product line, tire size and DOT serial number to be part of the exchange program:

1. Name of product line: 'ProContact GX AO'
2. Tire size: '255/35 R 19 96 H XL'
3. DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire.

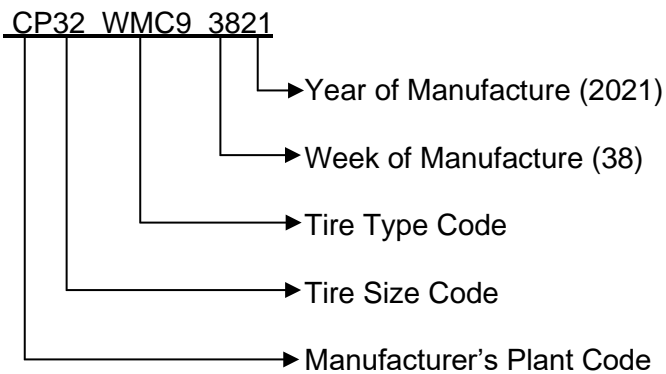
Tires have the DOT serial number with production week and year on one sidewall of the tire near the rim. The example below shows a tire manufactured during the 38<sup>th</sup> week of 2021.

Examples for full identification as follows.

**Example of DOT Serial number identification:**

The Continental 255/35 R19 96H ProContact GX AO is identified as follows:

- Product name: ProContact GX AO
- Tire size: 255/35 R 19 96 H XL
- DOT TIN: CP32WMC9
- Article No.: 15573690000
- Example: DOT CP 32WNMC9 3821



Example of a DOT week code 3821 – affected tires are the whole production, means all manufacturing dates.



Anyone needing assistance, please contact Continental Tire Canada Customer Service number **+1-855-453-1962**.



## **1.2 End Consumers**

CTC and/or the Original Equipment Vehicle Manufacturer 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 vehicle or 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 if needed 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 the local CTC Customer Service number **+1-855-453-1962** 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.
- Date of tire(s) sale.

CTC will then notify these end consumers with the program information.

## **2. Removing and Replacing Affected Tires**

### **2.1 Removing affected Tires**

You are requested to remove from use all subject tires which you identify as included in this exchange program.

### **2.2 Replacing Subject 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 or equivalent Continental Tire with the same article number 1557369 from DOT production weeks not affected by the condition.

The tires must meet name of product line, tire size and DOT serial identification number to be part of the exchange program.

### **2.3 Previously Replaced Tires**

In case the consumer has already replaced a tire that is included in this program and is seeking reimbursement, you may contact the CTC Customer Service at **+1-855-453-1962** for assistance.

### **3. Direct Customer and Distributor Procedure**

Each direct customer or distributor must check their on hand new tire inventory for the subject tires and inform CTC Customer Service representative.

#### **3.1 Tire Return and Disposal**

All tires that are identified as included in this program must be destroyed in accordance with the Local Continental Customer Service representative.

Dealers are required to contact local customers to coordinate vehicle inspection with the local Continental Tire Distributor.

Inspections can be done at either the dealer or tire distributor. If the DOT date falls within the required criteria, the tire needs to be replaced.

**The affected tire must have the sidewall information documented with photos.**

Drill or cut the tires to ensure it is not put back into service, take a photo of the skives and barcode and then scrap the tire.

EXAMPLE:

#### **3.2 Take picture of the DOT**



**Picture:** Take a picture of the DOT stamp (Date Code).

### 3.3 Take a picture of the barcode



**3.4 Drill two 13mm holes** in the tire sidewall above the bar code label. Take a picture of the holes, including the barcode label.



## 4. Miscellaneous

### 4.1 Credit

Continental will credit distributors for the subject tires in agreement with the Continental local Customer Service representative:

(a) For demounted, exchanged Continental tires, you will receive a credit equal to the current purchase price of the replacement Continental tire plus a standard CAD\$30 per tire to cover the cost of mounting, balancing and a new valve.

Send the standard warranty form (**reason for complaint: exchange program**) to Continental's local Customer Service.

(b) For unused tires from your inventory just note "**stock return**" on the return paperwork. In this case, we will issue a credit based on the current tire purchase price.



In both cases (a) and (b), Continental will credit the full purchase price of the replacement tire (including costs for mounting, balancing etc. if applicable) for all exchanges made **until 01.03.2025**. After 01.03.2025, the compensation will base on the currently valid version of the Continental warranty regulation.

#### **4.2 Sales of Affected Tires**

CTC is required to advised you of the following information and obligations of the Dealer:

Be advised that you are prohibited from selling any new or used noncompliant tires that are subject to the exchange program described in this notice.

We greatly appreciate your assistance in this matter and Continental would like to thank you in advance.

Sincerely,

Continental Tire Canada  
1 Robert Speck Parkway  
Suite #900, Mississauga, ON, L4Y 3M3

**Attachment no.1. Note: No other tire sizes, production periods or product lines are affected.**

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