

## IMPORTANT SAFETY RECALL NOTICE

### Continental Product Service Information Bulletin PSIB \_\_\_\_\_

**To: Continental Authorized Motorcycle Tire Distributors and Dealers**

**Title: Continental Tire the Americas, LLC - Tire Safety Recall – Continental 120/70 ZR 17 and 120/70 R 17**

Continental Tire the Americas, LLC. (“CTA”) has initiated a tire safety recall involving certain Continental Tire brand motorcycle tires in size 120/70 ZR 17 and 120/70 R 17.

The affected tires were sold as original equipment and as replacement equipment worldwide between 2007 and 2014. Continental has determined that some of these tires have exhibited a condition in the tread and/or belt which may lead to uneven wear, separation and possible loss of inflation pressure. This could result in a potential loss of control that could lead to a crash without warning. The safety recall is being initiated to avoid any potential risk to road-users.

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. Disposing and
4. Returning
5. Miscellaneous

The following instructions will outline the details of this program.

### **1. Identifying Tires and Customers**

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

**The Continental 120/70 ZR 17 and 120/70 R 17 tires are identified as follows:**

Product Line: 120/70R17 M/C 58H TL ContiAttack SM  
DOT TIN Range: **CP8B BXM9 1011** thru **CP8B BXM9 2614**  
**Article No.:** **02441130000**

Product Line: 120/70ZR17 M/C (58W) TL ContiSportAttack  
DOT TIN Range: **CP8B B5MV 1008** thru **CP8B B5MV 2614**  
**Article No.:** **02442200000**

Product Line: 120/70ZR17 M/C (58W) TL ContiSportAttack 2  
DOT TIN Range: **CP8B B5M4 4811** thru **CP8B B5M4 2614**  
**Article No.: 02440060000**

Product Line: 120/70ZR17 M/C 58W TL ContiRaceAttack Comp. Soft  
DOT TIN Range: **CP8B B5M1 1907** thru **CP8B B5M1 2614**  
**Article No.: 02442650000**

Product Line: 120/70ZR17 M/C 58W TL ContiRaceAttack Comp. Medium  
DOT TIN Range: **CP8B B5M1 2307** thru **CP8B B5M1 2614**  
**Article No.: 02442660000**

Product Line: 120/70ZR17 M/C (58W) TL ContiRaceAttack Comp. Endurance  
DOT TIN Range: **CP8B 918B 3011** thru **CP8B 918B 2614**  
**Article No.: 02441510000**

Product Line: 120/70ZR17 M/C (58W) TL ContiRoadAttack 2 GTW  
DOT TIN Range: **CP8B 91E9 2513** thru **CP8B 91E9 2614**  
**Article No.: 02443290000**

#### Example: DOT CP8B B5M4 2612

DOT CP 8B B5M4 26 12

- Year of Manufacture (2012)
- Week of Manufacture
- Tire Type Code
- Tire Size Code
- Manufacturer's Plant Code



Tires made for use in the United States are required to have the DOT serial number and date located on one sidewall of the tire near the rim. The sample shows a tire manufactured during the 26<sup>th</sup> week of 2012.

No other tire sizes, production periods or product lines are affected. **Also not affected is the ContiSportAttack2 K.**

## 1.2 End Consumers

CTA will notify end consumers that we have identified as having purchased affected tires, including those who have submitted a tire registration card. These end consumers will be directed to contact their nearest motorcycle tire dealer. 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.



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We ask distributors to forward this information to their dealers.

We request that dealers research their sales records for end consumers who have purchased the subject tire. 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 DOT serial number
- Date of tire sale

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

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

### **2.1 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 comparable Continental tire.

Dealers should contact CTA Customer Relations at 1-888-799-2168 with the consumer information and the recall tire information. CTA will have a comparable replacement tire shipped to the dealer free of charge and have a call tag sent to the dealer for the recalled tire. Upon receipt of the replacement tire, please contact the consumer to schedule an appointment for mounting the tire. The dealer will be reimbursed for mounting, balancing and handling of the Continental replacement tire with an allowance of \$75.00, paid by check upon the receipt of the recalled tire.

Should no suitable Continental tire be available, CTA Customer Relations may authorize the dealer to utilize a competitor tire. The specific brand and model of the replacement tire should be agreed between the end consumer and the dealer who facilitates the exchange. The consumer will pay the dealer in full for the competitor tire, including mounting, balancing and any applicable taxes. The consumer must then fill out a Reimbursement Request Form and submit to CTA. Please refer them to our website [www.continentaltire.com](http://www.continentaltire.com) and tell the consumer to click on "Customer Care FAQs" tab and type in "motorcycle tire recall" for all information pertaining to this recall program. You may also contact CTA Customer Relations at 1-888-799-2168 for assistance. Reimbursement for the competitor tire, mounting, balancing and any applicable taxes will be paid directly to the consumer.

### **2.2 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 click on "Customer Care FAQs" tab and type in "motorcycle tire recall" for all information pertaining to this recall program. You may also contact CTA Customer Relations at 1-888-799-2168 for assistance.

## **2.3 Removing Recall Tires**

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

## **3. Tire Disposal**

You must follow the disposal plan below to render the tires unserviceable.

### **3.1 Tire Disposal Plan**

Immediately render any new or used tires subject to this recall program unserviceable by cutting one sidewall circumferentially at a minimum of 6 inches in length.

Report to CTA within 30 days the number of new or used tires subject to this recall program that have not been cut and rendered unserviceable and the reasons for your failure to cut and render the subject tires unserviceable.

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.

## **4. Tire Return**

All tires that are identified as included in this program must be returned to CTA.

### **4.1 Distributor Procedure**

Please follow the special instructions below:

The distributor returning tires from inventory are to ship these tires separately 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 (2469U) to each tire. You must indicate "RECALL" in the *Reason for Removal* field.

- The distributor returning tires from inventory is to ship the tires weekly.
  - The preferred shipping method is in quantities of **twelve** or more tires. When shipping with this method, ship via **Old Dominion**, "Freight Collect" call 1-866-750-9533 (USA only) to schedule a pick up, 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. Stipulate on the Bill of Lading "scrap rubber tires – freight class 60", and "actual value not exceeding \$1.00 per pound".



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- Quantities of eleven or less ship via FedEx, call 1-888-799-2168 and request a pre-paid shipping label.
- Ship tires to: Continental Tire the Americas, LLC.  
1950 Continental Blvd.  
Door C or D, Ref. Code RECALL  
Charlotte, NC 28273

#### **4.2 Dealer Procedure**

Each dealer must check their on hand new tire inventory for the subject tires and return these tires to their distributor following their normal warranty and credit return process.

#### **4.3 Returns for Tires in Service**

Recalled tires in service should be returned to CTA using the call tag provided by CTA. If you have not received a call tag please call 1-888-799-2168 to request one. Tire dealers in Hawaii, Alaska and Puerto Rico should call 1-888-799-2168 for special instructions regarding return of a tire that has been in service.

### **5. Miscellaneous**

#### **5.1 Distributor Credit**

CTA will credit distributors for the subject tires returned from inventory after the tires have been received by CTA, inspected and verified. This credit will be based on the current returned tire cost.

#### **5.2 Sales of Affected Tires**

Please be advised that you are prohibited from selling any new or used tires that are subject to this safety recall program described in this notice.

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