



IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB 15-02

To: Continental Authorized Tire Distributors and Dealers

Title: Continental Tire the Americas, LLC - Tire Safety Recall – Continental 225/45R17 91H ContiProContact

Continental Tire the Americas, LLC. ("CTA") has initiated a tire safety recall involving certain Continental Tire brand passenger tires in size 225/45R17 91H ContiProContact.

The affected tires were sold as replacement tires in the U.S. (4,884 tires), Canada (2,032 tires) and Mexico (1,551 tires). Continental has determined that affected tires may experience loss of air pressure. This could result in potential loss of control that could lead to a crash without warning. The safety recall is being initiated to avoid any potential risk to 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
4. Returning
5. Miscellaneous

The following instructions will outline the details of this program.

1. Identifying Tires and Customers

1.1. Subject Tires

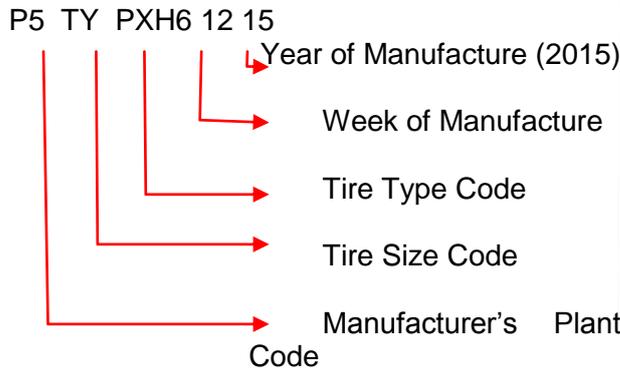
The subject tires were sold as replacement tires in the United States from February to June 2015.

The Continental 225/45R17 91H CONTIPROCONTACT tire is identified as follows:

Product Line:	225/45/R17 91H CONTIPROCONTACT
DOT TIN Range:	P5TY PXH6 0815 through P5TY PXH6 1915
Article No.:	03522460000



Example: DOT P5TY PXH6 1215



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 12th week of 2015.

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

1.2 End Consumers

CTA will notify end consumers that have been identified as having purchased affected tires, including those who have submitted a tire registration card. These end consumers will be directed to contact the dealer where they purchased their tire(s) 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. The free replacement period ends February 29, 2016. Beyond February 29, 2016, CTA will pay a prorated adjustment until the tread is worn down to the tread wear indicators.

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 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 225/45R17 91H CONTIPROCONTACT tire.

Dealers should order the replacement 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 recall program and is seeking reimbursement, please refer them to our website www.continentaltire.com and tell them to click on "Customer Care FAQs" tab and type in "Tire Recall" for all information pertaining to this recall program. You may also contact CTA Customer Relations at 1-888-799-2168 for assistance.

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. Credit will only be issued once the recall tires have been received by CTA, inspected and verified.

4.1 Distributor Procedure

Please follow the special instructions below:

The distributor returning tires subject to this recall program is 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 or complete the claim electronically using the Online warranty system available on Contilink found on www.contilink.com. You must indicate "Safety Campaign" 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 **nine** 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”.
 - Quantities of eight 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. Complete the CTA Limited Warranty Claim Form 2469U and return with the subject tires.

4.3 Returns for Tires in Service

Dealers return these tires to their distributor following their normal warranty and credit return process. Tire 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 that has been in service.

5. Miscellaneous

5.1 Distributor Credit

CTA will credit distributors for the subject tires after the tires have been received by CTA, inspected and verified. You will receive full credit for dealer acquisition price of the approved replacement tires(s) plus the standard \$8.00 per tire handling commission on all returns of the subject tire and \$20.00 per tire to cover mounting and balancing costs for tires that have been replaced on a vehicle.

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