

Product Safety Recall

16049 Continental Tire Recall



Reference Number: N16206975

Release Date: October 2016
Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Tires involved in this recall were original equipment or used to service various vehicles. Dealers who ordered this part for service will be identified in an attachment contained in the Administrative Message (USA) or Dealer Communication (Canada) when available. Please see the Vehicles Involved section for details.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade, Escalade EXT	2015	2016	QSS/R5A	Continental P275/55R20 111S
Chevrolet	Silverado LD	2015	2016	QSS/R5A	Continental P275/55R20 111S
Chevrolet	Suburban, Tahoe	2015	2016	QSS/R5A	Continental P275/55R20 111S
GMC	Sierra LD	2015	2016	QSS/R5A	Continental P275/55R20 111S
GMC	Yukon, Yukon XL	2015	2016	QSS/R5A	Continental P275/55R20 111S

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Continental Tire the Americas, LLC ("CTA") has decided that a defect that relates to motor vehicle safety exists in certain Continental CrossContact LX20 P275/55R20 111S tires manufactured at the company's Mt. Vernon, Illinois plant from May 3, 2015 through May 9, 2015. Due to an isolated incident in the manufacturing process, the affected tires have a lack of adhesion in the belt package due to contamination. Tires may exhibit localized tread wear, excessive vibration, noise and/or bulging in the tread area. With continued use, the tires could experience a partial or full tread/belt loss, which could increase the risk of serious injury or death.
	CTA will replace the affected tires that have been sold, either as original equipment tires, replacement tires, or tires in dealer inventories. All known customers, distributors, dealers and independent outlets will receive notification of this recall.
Correction	Dealers are to inspect all of the tires on the vehicle for the date code 1815 embossed on the sidewall, and replace any tire(s) in accordance with the inspection information contained within the service procedure.

Various serviced vehicles may additionally have had an affected tire(s) installed during a service visit. A search of General Motors sales records identified the following 3 categories of sales:

- Sales records that contain a VIN.** These identified VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
- Sales records that contain a customer address but no VIN.** GM will contact these customers. The VIN will not appear in IVH.
- Sales records that do not contain a VIN or customer address.** Attached to the dealer message announcing this recall is a list that identifies the involved dealers and provides an invoice number. Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the letter found in this bulletin, requesting that their vehicle be brought in for repair. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner's name and address and send the owner a copy of the letter. The VIN will not appear in IVH.

For dealers with involved vehicles that can be identified by VIN, a listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to USA & Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Parts

Quantity	Part Name	Part No.
1 – 4 (As Required)	P275/55R20 111S ContiCrossContact LX20 Tire GM TPC Number Continental Article Number	22809730 1426MS 15493040000

For dealers with in-stock tires, please check your parts inventory immediately for any of the affected tires as described below. If any tires bearing these markings with the date code “1815” are found, take them out of parts inventory and render them unsaleable. Affected unused tires should be returned should be returned to CTA for full credit.

Product Line: P275/55R20 111S ContiCrossContact LX20
DOT TIN: A32AWBDE 1815
Continental Article No: 15493040000
GM part # 22809730, TPC #1426MS

If you have concerns acquiring replacement tires in a timely manner please call the GM Tire Program at 1-877-728-4737 for assistance locating replacement tires. You may also contact Continental Customer Relations at 1-888-799-2168 for inventory inquiries.

For USA:

General Motors dealers returning tires subject to this recall program 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 (2469V) to each tire. If you don't have a copy of the CTA Limited Warranty Claim Form (2469V), CTA will supply it to you by calling 1-888-799-2168. You must indicate “RECALL” in the Reason for Removal field.

- The dealer 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

GM 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.

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For Canada:

General Motors dealers returning tires subject to this recall program 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 CTC Tire Adjustment Report (T.A.R.) to each tire. You must indicate "RECALL" in the Reason for Removal field. The dealer is to ship the tires weekly. If you don't have a copy of the CTA Limited Warranty Claim Form (2469V), CTA will supply it to you by calling 1-888-799-2168.

Tires have to be sent via Purolator Courier (www.purolator.com or 1-888-744-7123) on our account – 1588076 – ship collect to;

Continental Tire Canada
 12333 Airport Road
 Caledon, Ontario
 L7C 2X3
 Att: Recall

Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102600	Inspect Date of Manufacture on Tires (No further repair required)	0.2	ZFAT	N/A
9102651	Replace One Tire (Includes Inspection) Add: Replace each additional tire	0.7* 0.2		

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102637**	Inspect Date of Manufacture on Tires (No further repair required)	0.2	ZREG	N/A
9102652**	Replace One Tire (Includes Inspection) Add: Replace each additional tire	0.7* 0.2		

*Labor time includes balancing the tire, tire pressure indicator sensor learn and an administrative allowance to return the tire(s) to Continental Tire the Americas LLC.

**Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

Customer Reimbursement

In case the consumer has already replaced a tire that is included in this program and is seeking reimbursement, please refer them to CTA's website www.continentaltire.com and tell them to scroll to the bottom of the page and click on the Tire Recall for all information pertaining to this recall program. You may also contact CTA Customer Relations at 1-888-799-2168 for assistance.

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Service Procedure

This procedure is to inspect the date of manufacture on the side of P275/55R20 111S ContiCrossContact LX20 tires. The date of manufacture may be on the inboard or outboard side of the tire.

The Continental P275/55R20 111S ContiCrossContact LX20 tire is identified as follows:

Product Line: P275/55R20 111S ContiCrossContact LX20
DOT TIN: A32AWBDE 1815
Continental Article No: 15493040000,
GM part # 22809730, TPC #1426MS

1. Pull the vehicle into a service bay.



Note: The date of manufacture may be on the inboard or outboard side of the tire. It may be necessary to lift the vehicle on a hoist to read the date of manufacture if it is on the inboard side of the tire.

2. Inspect the side of all four tires for the date of manufacture 1815.
 - If the date of manufacture is NOT 1815, no further action is required.
 - If the date of manufacture is 1815, replace the affected tire(s) with tires of the same size and service description as those originally fitted. Affected tires should be replaced with a new Continental P275/55R20 111S ContiCrossContact LX20, GM Part number 22809730, TPC number 1426MS.
3. Refer to *Tire Dismounting and Mounting* in SI.
4. Immediately render any tires subject to this recall program unserviceable by drilling several holes in the sidewall of the tire using a ½" (13mm) drill bit. Report to CTA within 30 days the number of new or used tires subject to this recall that have not been drilled and rendered unserviceable and the reason why the tires were not handled as requested.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told

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how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Customer Notification

USA & Canada - General Motors will notify customers of record of this recall on their vehicle. Dealers are to contact customers that do not have customer name and addresses, and those that purchased tires over-the-counter that GM does not have the customer information.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter (when available).

