



IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB 17-01

To: Continental Authorized Tire Distributors and Dealers

Title: Continental Tire the Americas, LLC -Tire Safety Recall- General Grabber Tires – 33x12.50R18 LT 118Q

- Voluntary safety recall program involves General Grabber tires – 33 x 12.50R18 LT 118Q
- Partial or full tread separation may occur; No reports of accidents
- Tires will be replaced at no charge

Continental Tire the Americas, LLC (“CTA”) is conducting a voluntary safety recall program involving approximately 325 light truck tires in the U.S. The tires involved in the recall are General Grabber 33X12.50R18 LT118Q produced in May 2015 and sold in the replacement market only. The tires may experience localized tread wear, excessive vibration, noise and bulging in the tread area. With continued use, the tire could experience a tread separation, which could result in loss of vehicle control. The tires can be identified with the Department of Transportation (DOT) codes A3CB 1YC 1815 and A3CB 1YC 1915. Only the production DOT weeks 1815 and 1915 are affected. Continental has not received any reports of accidents or injuries resulting from this condition.

Please read this notice carefully and follow the steps outlined in the instructions below. CTA request 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

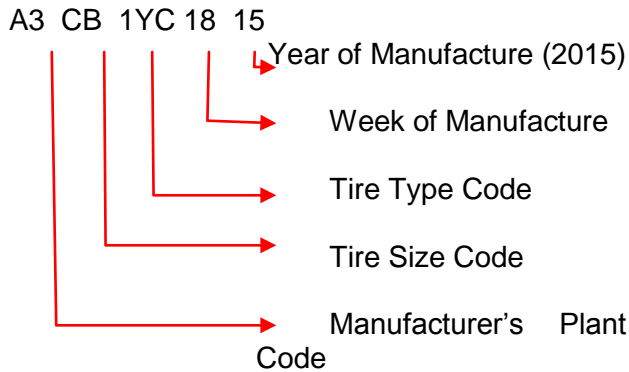
1.1. Subject Tires

The subject tires were sold as replacement tires. The tires can be identified by the DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire.

The 33x12.50R18 LT118Q General Grabber tire is identified as follows:

Product Line:	33x12.50R18 LT118Q General Grabber
DOT TIN:	A3CB 1YC 1815 and A3CB 1YC 1915
Article No.:	04568180000

Example: DOT A3CB 1YC 1815



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 18th week of 2015.

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

1.2 End Consumers

CTA 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 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 returning all identified tires.

We ask distributors to forward this information to all of their locations and 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 or with a 33x12.50R18 LT 118Q General Grabber X3, article number 04505930000.



CTA authorized dealers should order replacement General tires through their CTA Inside Sales Representative at 1-800-831-0181.

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 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.

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 or by drilling several holes at least ½ inch in diameter into the sidewall of the tire.

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

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, inspected and verified.

4.1 Distributor Procedure

Each distributor must check their on hand new tire inventory for the subject tires and return these tires and any affected tires in service to CTA.

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 (2469V) 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 should return all subject tires, whether new tires from inventory or tires that were in service, to their distributor following their normal warranty and credit return process.

4.3 Returns for Tires in Service

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.

5. Miscellaneous

5.1 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 recall tires(s) plus \$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.

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.

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