



IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PS-CVT-18-08

To: Continental Authorized Tire Distributors and Dealers

Title: Continental Tire the Americas, LLC -Tire Safety Recall- Continental Conti Coach HA3 315/80R22.5 LI 157/154 L LR L

- Voluntary safety recall program involves Continental Conti Coach HA3 315/80R22.5 LI 157/154 L LR L
- Slow or rapid air loss through the sidewall 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 3,917 commercial truck tires in the U.S. The tires involved in the recall are Continental Conti Coach HA3 315/80R22.5 LI 157/154 L LR L produced between August 2017 and April 2018, sold in the replacement market and original equipment. The tires may experience air penetration through the inner liner resulting in a bulge or blister in the sidewall. With continued use, the tire could experience slow or rapid air loss, which could result in loss of vehicle control. The tires can be identified with the Department of Transportation (DOT) codes A372 KWUU 3517 through A372 KWUU 1618. All the production DOT weeks from 3517 through 1618 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 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 subject tires were sold as original equipment and 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.

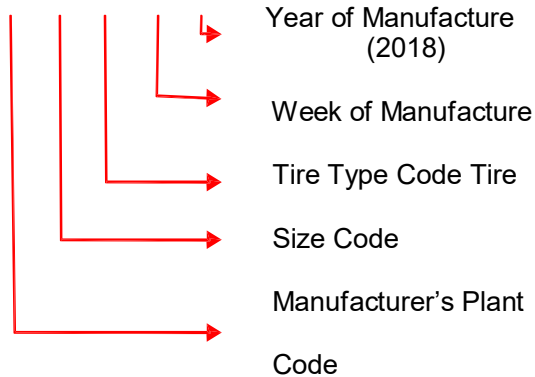
The 315/80R22.5 Continental Conti Coach HA3 tire is identified as follows:

Product Line:	315/80R22.5 Conti Coach HA3 LI 157/154 LR L
DOT TIN:	A372 KWUU 3517 through A372 KWUU 1618
Article No.:	05110750000



Example: DOT A372 KWUU 0618

DOT A3 72 KWUU 06 18



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 6th week of 2018.

1.2 End Consumers

CTA will begin notifying end consumers that have been identified as having purchased affected tires as replacements. 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 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 CVT Warranty Center at 1-800-726-7113 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 315/80R22.5 Conti Coach HA3 LI 157/154 LR L with a non-affected DOT week, or 315/80R22.5 HSR2 SA of any production date. Alternatively, replacements could be an equivalent steer tire in Load Range L.

CTA authorized dealers should order replacement Continental 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.continental-truck.com > Click on Tools > Click on Download Center and type "Recall" in the search bar. You may also contact the CTA CVT Warranty Center at 1-800-726-7113 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

All tires must be returned to the Mt Vernon Warranty Center at 12086 East Illinois Highway 148, Mt Vernon, Illinois 62864 by contacting Old Dominion at 1-866-750-9533 and using RWA RECALL.

Please render the tire unserviceable by cutting a radial slice through the sidewall prior to storage or shipping.

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 as soon as available, there is no request to collect tires prior to shipping.

- Ship via **Old Dominion**, "Freight Collect" call 1-866-750-9533 (USA only) to schedule a pick up, using RWA "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".

- Ship tires to: Continental Warranty Center
12086 East Illinois Highway 148
Mt Vernon, IL 62864

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 \$35 delivery commission, \$36 service fee for mounting and dismounting, and \$27 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