



Mr. Sample  
All Street 10  
123456 Ownercity

## IMPORTANT SAFETY RECALL

Dear Customer,

November 30, 2020

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Continental Tire the Americas, LLC (“CTA”) has decided that a defect which relates to motor vehicle safety exists in certain Continental and General brand passenger tires.

You have been identified as the potential owner of an affected tire in the size 245/50R20 102H CrossContact LX Sport. CTA has initiated a safety recall to remove these tires from service.

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

### Why is CTA Taking this Action?

CTA has determined that the affected tire may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation which could lead to a partial or full tread/belt loss. These conditions could increase the risk of a crash, resulting in serious injury or death.

Tires may experience a sudden air loss without warning while others may exhibit visible localized tread wear which may manifest as excessive vibration and/or bulging in the tread area.

### Affected Tire

The affected tire is identified as follows:

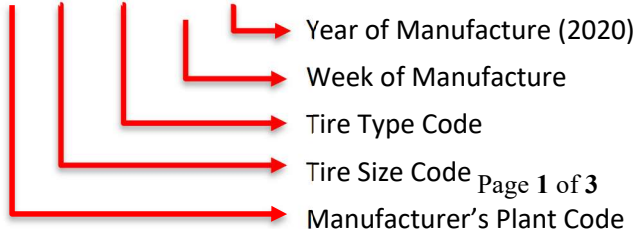
**Product Line:** 245/50R20 102H CrossContact LX Sport  
**DOT TIN Range:** A376 D3K9 2920  
**Mold number:** 421920

The subject tires were sold, either as original equipment tires, replacement tires, or are in dealer inventories. The tires must meet both DOT and mold number in order to be part of the recall:

1. DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire. If the week and year of manufacture is not present on one side, it will be located on the opposite side of the tire.

### Example: DOT A376 D3K9 2920

DOT: A3 76 D3K9 29 20





2. Mold number is located on the sidewall of each tire.

Example for Mold number identification: "S-" 421921



### **What Should You Do?**

If you have one of the affected tires, please contact the car dealer where you purchased your vehicle or your tire dealer if you purchased a replacement tire. This is especially important if you notice visible localized tread wear which may manifest as excessive vibration and/or bulging in the tread area. Your dealer will then schedule an appointment to have the replacement tire mounted.

If your car dealer cannot assist you or to locate a CTA authorized dealer near you, please consult our website, [www.continentaltire.com](http://www.continentaltire.com) and select "Store Finder" or call CTA Customer Relations at 1-888-799-2168.

If you have disposed of the affected tire already or sold the vehicle on to which it was mounted, please contact CTA Customer Relations at 1-888-799-2168 with the name and address of the new owner.

### **What Will CTA Do For You?**

If you have an affected tire in service on the date you receive this notice, CTA, through your vehicle or tire dealer, will replace the affected tire with a new tire of the same or equivalent size and description free of charge through May 31, 2021, including mounting, balancing and taxes.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, CTA will reimburse you for the cost of the comparable replacement tire, including mounting, balancing and taxes. To be eligible for reimbursement, you must complete a Reimbursement Request Form and submit this form with the required documents to CTA before May 31, 2021. The Reimbursement Request Form is available at [www.continentaltire.com](http://www.continentaltire.com), scroll to the bottom of the page and click on TIRE RECALL or you may request a form by calling CTA Customer Relations at 1-888-799-2168.

The tires must meet both DOT and mold number in order to be part of the recall.

For reimbursement requests submitted after May 31, 2021, CTA will pay you a prorated portion based on the percentage of useable tread remaining on the tire you are replacing.



If you believe that CTA has failed or is unable to remedy the defect without charge within 60 days after your receipt of this notice, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590, or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Federal law requires that any vehicle leaser receiving this recall notice must forward a copy of this notice to the lessee by First Class Mail within ten days of your receipt of this notice.

We apologize for any inconvenience that this action may cause you. Because we are concerned about your safety, we urge you to take immediate action. Thank you in advance for your cooperation. If you have any questions about these instructions, please refer to our website <http://continentaltire.custhelp.com> or contact CTA Customer Relations at 1-888-799-2168 for assistance.

Sincerely,

Continental Tire the Americas, LLC  
1830 MacMillan Park Drive  
Ft. Mill, SC 29707