

Original Publication Date: April 7, 2021

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Continental Tire the America, LLC – SAFETY RECALL – NHTSA No. 21T-001

Certain 2018 Model Year RAV4 Vehicles

NHTSA Recall No. 21T-001

Toyota has received information from Continental Tire the Americas, LLC regarding its recall of tires affecting multiple manufacturers and aftermarket service providers (NHTSA Recall No. 21T-001). Certain 2018 Model Year RAV4 vehicles produced at Toyota Motor Manufacturing, Canada (TMMC) may have been equipped with an involved tire. Owners will be sent a letter from Continental by mid-April with further details about this recall.

Affected Tires

The affected tire is identified as follows:

Product Line: 225/65R17 102H Continental CrossContact LX
DOT TIN Range: A32Y H00B 2418 or A32Y H00B 2518
Mold number: 407923

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.

Affected DOT: Only A32Y H00B 2418 or A32Y H00B 2518 are affected:

DOT: A3 2Y H00B 24 18

- Year of Manufacture (2018)
- Week of Manufacture
- Tire Type Code
- Tire Size Code
- Manufacturer's Plant Code



DOT: A3 2Y H00B 25 18

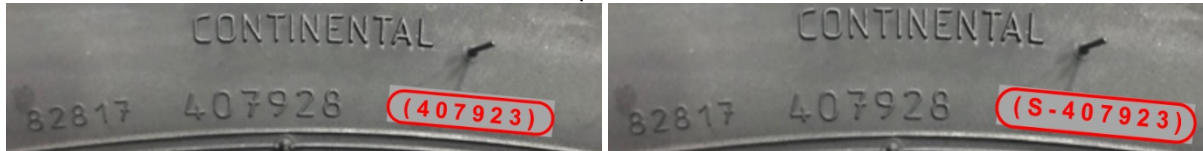
- Year of Manufacture (2018)
- Week of Manufacture
- Tire Type Code
- Tire Size Code
- Manufacturer's Plant Code



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

Affected Mold: Only Mold number identification 407923 is affected:

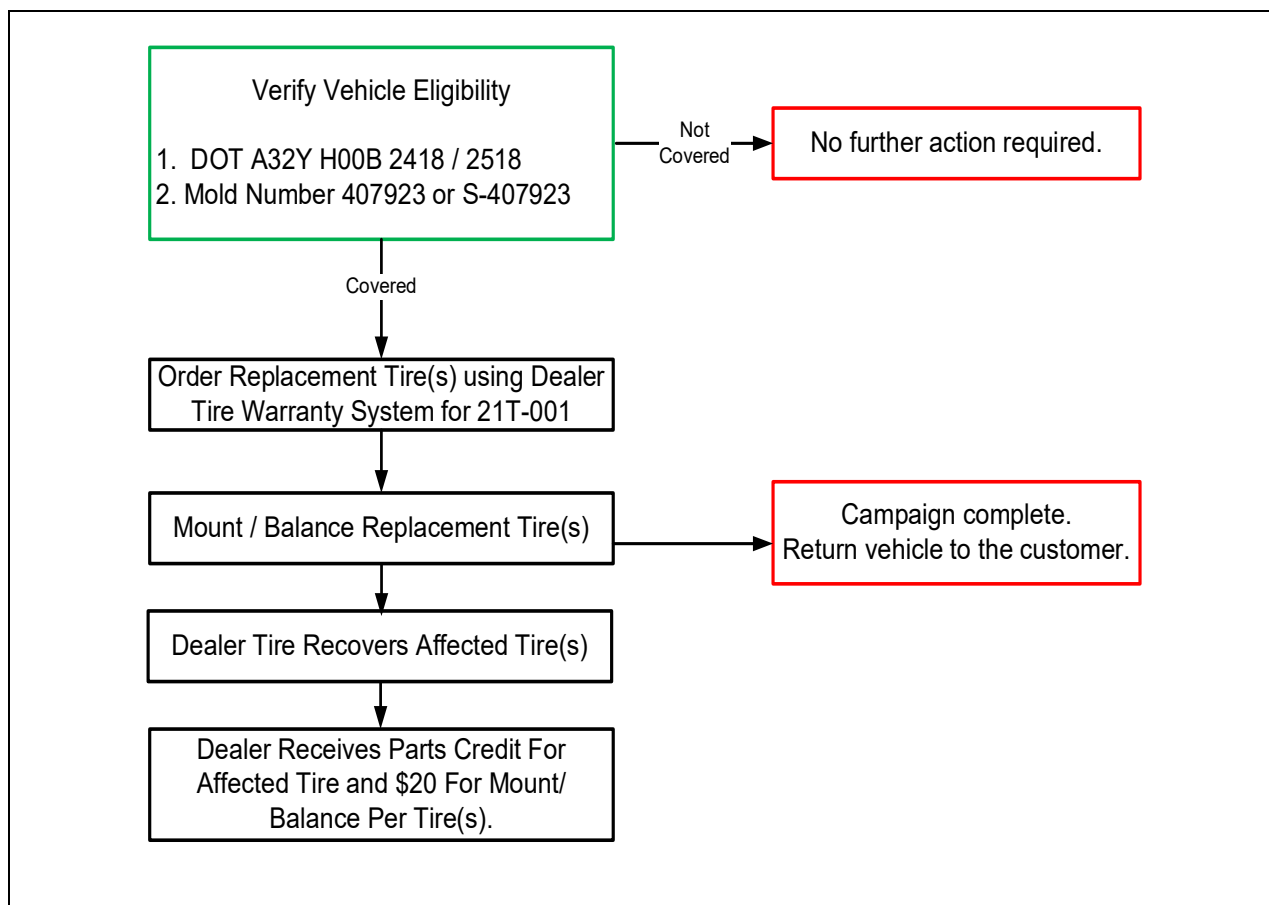
It can be shown with or without the "S-" like examples below:



Tires must have both DOT and mold number in order to be part of the recall.

This recall is being administered by Continental Tire the America's, LLC. This recall will not appear in TIS or Service Lane Portal. Dealers can reference Continental Tire the America's, LLC prepared dealer notice attached below for additional information pertaining to Safety Recall No. 21T-001.

If a customer arrives at your store with an affected tire, please support the customer utilizing the Dealer Tire warranty process. Below is a screen shot of the Dealer Tire site and a general process flow of how to obtain a replacement tire for the customer.



Dealer Tire Warranty – Use the Dealer Tire warranty process for reimbursement on 21T-001 affected tires and receive labor reimbursement.



Alerts Help Feedback Menu

+ Add a Link Consumer Registration DRSG® Truck

How May We Help You?

Please select an option below to get started. If you have a question or do not know which reason to select, please contact Toyota Complete Maintenance Care at (866) 460-8262 . Option 1.

<h3>Warranty</h3> <p>Please submit a claim for the following reasons here:</p> <ul style="list-style-type: none"> • Manufacturer Pre-Authorized • Mileage Warranty • Ride Guarantee • Ride Disturbance • Workmanship and Materials <p>For additional information in regards to Tire Manufacturer Warranty, please visit Tire Manufacturer Warranty Information located within the Program Information page.</p> <p>View or Submit</p> <p>Warranty ></p>	<h3>Tire Manufacturer Road Hazard</h3> <p>Please submit a claim for Road Hazard coverage offered by the Tire Manufacturer.</p> <p>These tire manufacturers offer road hazard coverage however, the coverage may vary by part number.</p> <ul style="list-style-type: none"> • Continental - All replacement tires • Falken - Specific model lines • Hankook - Specific model lines • Kumho - Specific model lines • Nexen - All replacement tires • Pirelli - All Run Flat and NCS tires (Original Equipment and Replacement) <p>Before submitting a claim, please visit the tire manufacturer's website linked on the tire</p> <p>View or Submit</p> <p>Tire Manufacturer Road Hazard ></p>	<h3>Vehicle Down</h3> <p><i>To submit a vehicle down claim the part number must be an eligible vehicle down part number. All Vehicle Down claims must be submitted within 5 business days of the repair order date to ensure credit. Please contact Carline Services before starting a claim to ensure the part number qualifies.</i></p> <p>For more information, please reach out to your Maintenance Care Retention Specialist, visit the Help section through TCMC website accessible through Dealer Daily, or contact Toyota Complete Maintenance Care Program Headquarters at 866.460.8262.</p> <p>Start or view claims</p> <p>Vehicle Down ></p>
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Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

Dealer notice---Continental Safety Recall (NHTSA Recall No. 21T001)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Continental Tire the Americas, LLC (“CTA”) announced a voluntary recall involving 93,959 passenger tires after discovering the affected tires 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 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. **We ask that you please check your on-hand inventory to identify and disable any affected tires.**

CTA and/or the Original Equipment Vehicle Manufacturer 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 vehicle or 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 request that dealers research their sales records for end consumers who may have purchased one of the affected tires. 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 affected tires sold to that end consumer
- Tire name, size, full DOT serial number and mold number (if available)
- Date of tire(s) sale

CTA will then notify these end consumers with the program information.

Impacted Part Number: Select Link Below to View Chart

Impacted DOT: Select Link Below to View Chart

Impacted Mold Number: Select Link Below to View Chart (Examples and location of mold numbers are shown on the official Continental Product Service Bulletin linked below.)

Replacement Part Number: Replace affected tires with the same Continental/General SKU Number. If the exact SKU number is not available, please replace with an appropriate SKU, which meets the same size and sidewall service description as the identified tires.

**Note: Current CTA inventory is not impacted by the condition associated with this recall.*

- [Click here](#) to view the official Continental Product Service Bulletin.
- [Click here](#) to view chart of impacted Part Numbers, DOT and Mold Numbers.

Note: Some mold numbers may be preceded by the letter “S-” and please refer to the mold number in parenthesis on the tire. To find examples and the location of the mold number on each tire please refer to the chart on the official Continental communication linked above this table.

***Denotes a SKU that is not stocked by Dealer Tire but is still a part of this recall. Please contact Carline Services to submit a claim for these SKUs.**

Claim Filing

Defective Tire

- Claims will be filed via the Recall tile in the Product Support Hub.
 - Please have RO information available.
 - Under “comments”, write “RECALL CAMPAIGN 21T001 – (enter mold number).”
 - Fill out the claim form in its entirety and submit your claim.
 - **Tires must have the SKU, DOT, and MOLD NUMBER associated with this recall to be warrantable.**
- This recall campaign expires on 8/31/21.
 - Claims submitted after this time period will be accepted through the normal warranty process.

Paperwork and Tire Preparation

- Place the claim form in a clear envelope and attach it to the tire with clear packing tape.
 - Make sure the claim barcode is visible in full.
- **IMPORTANT:**
 - **Using a tire crayon, write the claim number, mark an “X”, and identify the location (i.e. LF, RF, LR, RR, Spare) on the tire.**
 - This information can be located at the top of the claim summary screen.

Disable Tire

- Federal regulations require all recall tires to be completely disabled within 24 hours of removal.
- On each recall tire, cut one or two beads completely through in two places 180 degrees apart; or make one or more 6” (minimum length) circumferential cut in one sidewall or shoulder completely through the carcass. This procedure should be performed at the mid-sidewall area away from the TIN number, and only after the tire is dismounted from the wheel/rim.

Shipping

- Click the Print Shipping Label button upon claim submission. If you are submitting a claim for multiple tires, each tire must have its own label.

Reimbursement

- **New Tires:**
 - A reimbursement of dealer net as of the date the claim was submitted.
 - Reimbursement for the tire will be issued via paper check from Dealer Tire within two weeks of receipt of tire at the Dealer Tire warranty distribution center.
- **Replacement Tires:**
 - Replace affected tires with the same Continental/General SKU Number. If the exact SKU number is not available, please replace with an appropriate SKU, which meets the same size and sidewall designations of the affected tire. (Note: Current inventory is not impacted by the condition associated with this recall.)
 - Replacement is to be performed at no cost to the customer
 - \$20 mount, balance, and handling reimbursement per unit
 - Reimbursement for the tire will be issued via paper check from Dealer Tire within two weeks of receipt of tire at Dealer Tire warranty distribution center.

For more information, please reach out to your tire program administrator.