

U.S. DEALERS ONLY

IMPORTANT SAFETY RECALL NOTICE

**Reference to: Continental Product Service Information Bulletin PSIB 01-21
NHTSA recall 20V142**

Continental Tire the Americas, LLC (“CTA”) announced a voluntary recall involving **3,232 Volkswagen** passenger tires identified as being fitted OE to Volkswagen Atlas vehicles, 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.

Tires have been identified as being fitted as original equipment, to the 2018 and 2019 Volkswagen Atlas.

1. What to do when tires meeting the recall criteria are found on a vehicle

1. Contact Continental Tire Customer Relations at 1-888-799-2168 for an authorization number once the tires have been identified by mold and DOT numbers, the tread depth deltas as mentioned in point 3 below have been checked and the vehicle VIN is available.
2. All tire(s) on a vehicle, identified as being part of and or meeting the requirements in this notice require an authorization number. This authorization number is required as part of the tire data when returning the tire through Dealer Tire.
3. Should the tread depth difference between the new replacement tire and the existing tire on the vehicle on the opposite side of the same axle be more than 2mm, Volkswagen requires the opposite tire on the same axle must also be replaced.
4. Return the tires through the Dealer Tire warranty system.
5. Claims to be filed via the “**Recall**” tile in the Dealer Tire Product Support Hub.
6. Please have RO information available to enter into the Product Support Hub.
7. Under “comments”, write **(1)** “RECALL CAMPAIGN 21T001 – enter the mold number : **(2)** Write the authorization number provided by Continental in step 1. **(3)** Note if the tire is a recall or a companion tire from the opposite side of the axle noted in point 3 above **(4)** The Vehicle VIN is required.
8. Fill out the claim form in its entirety and submit your claim.
9. Tires must have the SKU, DOT, MOLD NUMBER and AUTHORIZATION NUMBER associated with this recall to be warrantable.
10. Physically write on the tire tread “**Recall**” (if the tires removed meet the recall criteria) OR “**Recall Companion**” if the tire is removed from the opposite side of the same axle and is removed due to the 2mm tread depth delta in point 3 above.
11. For any assistance with the Dealer Tire Product Support hub or submitting the tires through the Dealer Tire warranty claim process, call the Dealer Tire VW Car Line services number 866-898-4731

2. Identifying Tires by DOT, DOT DATE and Mold number

2.1. Subject Tires

The subject tires were sold, as original equipment tires to Volkswagen and were fitted to the Volkswagen Atlas. **Please ensure that the full-size spare tire is included in the inspection process if applicable to the vehicle.**

The tires must match the DOT, DOT Date **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.
2. Mold number - 6-digit number in (S-XXXXXX) on the sidewall. The “S-“ may or may not be on the Mold depending on article.
3. The list of affected to DOT, DOT Date and Mold Numbers are shown below.

Tires made for use in the United States are required to have the DOT serial number with production week and year on one sidewall of the tire near the rim. The first sample below shows a tire manufactured during the 7th week of 2019. The second example shows a tire manufactured in the 16th week of 2018.

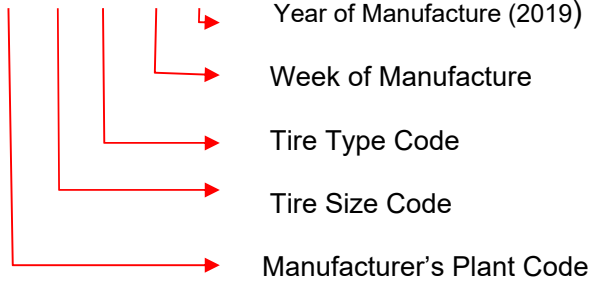
Examples for full identification as follows.

The Continental 245/60 R 18 105T CROSSCONTACT LX SPORT is identified as follows:

Product Line: 245/60 R 18 105T CROSSCONTACT LX SPORT
DOT TIN: A383WC9V 0719
Article No.: 15500960000

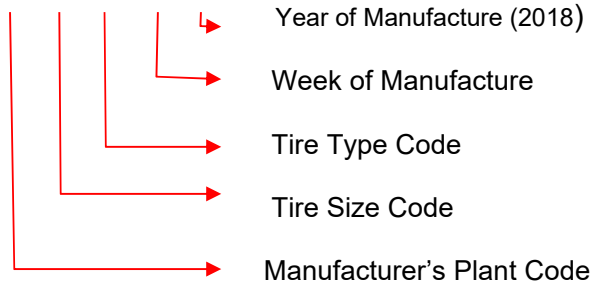
245/60 R18 105T CrossContact LX sport article 15500960000 :
Affected DOT : A383 WC9V 0719 : Mold Serial number 416281

A3 83 WC9V 07 19



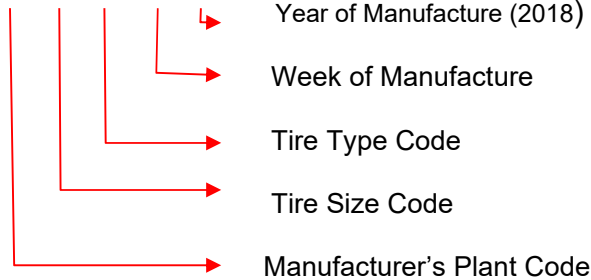
255/50 R20 105T CrossContact LX sport article 15500980000 :
Affected DOT : A3N4 WC9X 16 18 : Mold Serial numbers 416221 & 418292

A3 N4 WC9X 16 18



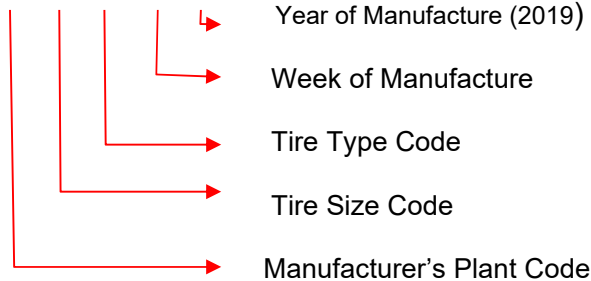
255/50 R20 105T CrossContact LX sport article 15500980000 :
Affected DOT : A3N4 WC9X 17 18 : Mold Serial numbers 416221 & 418292

A3 N4 WC9X 17 18



255/50 R20 105T CrossContact LX sport article 15500980000 :
Affected DOT : A3N4 WC9X 14 19 : Mold Serial numbers 416222 & 419612

A3 N4 WC9X 14 19



Tires made for use in the United States have a printed unique mold number located on both sidewalls of the tire.

Overview of Affected articles, DOT and Mold numbers are:

Vehicle	Model	Tire Size	Tire Line	DOT	DOT Week Start	Mold Number
Volkswagen Atlas	2018 and 2019	245/60 R 18 105T	CROSSCONTACT LX SPORT	A383WC9V	0719	416281
		255/50 R 20 105T	CROSSCONTACT LX SPORT	A3N4WC9X	1618	416221
		255/50 R 20 105T	CROSSCONTACT LX SPORT	A3N4WC9X	1718	416221
		255/50 R 20 105T	CROSSCONTACT LX SPORT	A3N4WC9X	1618	418292
		255/50 R 20 105T	CROSSCONTACT LX SPORT	A3N4WC9X	1718	418292
		255/50 R 20 105T	CROSSCONTACT LX SPORT	A3N4WC9X	1419	416222
		255/50 R 20 105T	CROSSCONTACT LX SPORT	A3N4WC9X	1419	419612

The mold number can be shown with or without the “S-“ like examples below:



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

Anyone needing assistance in finding the Mold Number, please contact Continental Tire Customer Relations toll-free number 1-888-799-2168

3. Removing and Replacing Affected Tires

3.1 Removing Recall Tires

You are requested to remove from use all recall tires which you identify as included in this recall program.

3.2 Replacing Tires identified as part of this Recall

Please follow the steps shown in the Point 1 : “What to do when tires meeting the criteria in are found on a vehicle” as shown on page 1 of this document. You are requested to replace all affected tires with replacement tires of the same size and service description as those originally fitted.

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

3.3 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 directly to the Continental Tire website www.continentaltire.com and click on the “Tire Recall” link for all information pertaining to this Continental Tire recall program. Or the consumer may also contact Continental Tire Customer Relations at 1-888-799-2168 for assistance.

4. Tire Return and Disposal

All tires that are identified as included in this program must be returned via Dealer Tire for disposal. Follow the process outlined in Section 1 above.

5. Returns for Tires in Service Hawaii, Alaska and Puerto Rico

Dealers in Hawaii, Alaska and Puerto Rico or any tire dealer needing additional assistance should call Continental Customer service direct at 1-888-799-2168 regarding return of a tire.

6. Miscellaneous

6.1 Credit

Volkswagen dealers will be credited, through Dealer Tire, for valid recall tires removed, verified as meeting the recall requirements. In addition, a \$20 mounting and balancing fee per valid recall tire will also be provided through Dealer Tire for tires verified as meeting the recall requirements. Continental Tire need to receive the tires removed from vehicles for verification through the Dealer Tire warranty process, outlined in Section 2. **Tires not meeting the DOT, DOT Date, MOLD Number or that do not have a valid Continental issued Authorization number will NOT eligible for credit.**

6.2 Sales of Affected Tires

There are some obligations you need to be aware of regarding this recall :

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 to:

Associate Administrator for Safety Assurance,
National Highway Traffic Safety Administration,
1200 New Jersey Avenue, S.E.,
Washington, DC 20590

or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to www.safercar.gov