IMPORTANT SAFETY RECALL

NHTSA Recall ID: 24T009

Mr. Sample
All Street 10
123456 Owner city

Dear Customer, October 18, 2024

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 ProContact GX AO tires, size 255/35R19 96H.

You have been identified as the potential owner of an affected tire. CTA has initiated a safety recall to remove these tires from service. The affected tire description is below.

Brand	Tire Line	Tire size	L&S Index	Article	DOT	DOT range (week and year of production)
Continental	ProContact GX AO	255/35 R19	96H	15573690000	CP32WMC9	1921 through 3224

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

Why is CTA Taking this Action?

The tires' design allowed for higher flexing in the tread shoulder, causing heat buildup. The affected tires may develop a belt edge separation. With continued use, the tires could experience a partial or full tread/belt loss, which could increase the risk of a crash, serious injury, or death. Affected tires may exhibit localized tread wear in the tread shoulders, excessive vibration, and noise.

Tires have been sold, either as original equipment tires, replacement tires, or are in dealer inventories. Certain Audi A5, S4 and S5 models have been equipped with the involved tire.

Affected product identification by DOT.
DOT serial number, also known as the Tire Identification Number, or TIN is found on the sidewall of each tire, close to the rim area. If the week and year of manufacture is not present on one side, it will be located on the opposite side of the tire. The tires matching DOT and DOT Week are considered part of the recall.



Fig. 1 DOT identification: **CP32WMC9**
DOT Week:**3821**, correlates to production week 38 of year 2021.

Please note: *the picture provided is only an example. You should visit your authorized dealer for inspection and identification of your tire(s).*

What Should You Do?

Please contact your authorized Audi dealer, car dealer, or tire dealer to inspect and confirm if a tire is part of this recall. This is especially significant if you notice localized tread wear in the tread shoulders, excessive vibration, and noise. Your dealer will then remove and replace with another new Continental Tire(s) with the same article number from an unaffected production week or with a comparable product manufactured by Continental Tire.

The time required to determine if a tire is part of the RECALL is only a few minutes and approximately sixty (60) minutes if replacement is required.

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

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 contact CTA-Customer Relations, submit the required documents, get a file number for reimbursement, and complete the Reimbursement Form, available at www.continentaltire.com, scroll to the bottom of the page and click on "Tire Recall Information" or you may request a form by calling CTA - Customer Relations at 1-888-799-2168.

If you 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 tire dealer, will replace the affected tire with a new tire of the same or equivalent size and description free of charge through **September 4th, 2025**, including mounting, balancing and taxes.

The tire(s) must meet DOT and DOT Week to be part of the recall. For reimbursement requests submitted after **September 4th, 2025**, 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 https://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 https://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