



Mercedes-Benz

MERCEDES-BENZ USA, LLC

One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350
 Phone (201) 573-0600
 Fax (201) 573-0117
 MBUSA.com

newschannel update

TO: Service Managers, Parts Managers	FROM: Cai Ramhorst, Department Manager, Product Management - Parts
RE: UPDATE - Continental Tire Recall/Additional details and replacement process	DATE: October 23, 2014

*(Please refer to the NCA and attachments posted 10/20/14, **Continental Tire Recall - Additional details and Replacement Process**, and **Recall Campaign 20141000004 - Continental PROCONTACT GX Tire. Model 205 (C-Class Sedan), Model Year 2015**, posted 10/21/14)*

Please be advised that we have reduced the requirements for information when ordering this tire from the MBUSA Tire Program. Based on dealer feedback we reviewed the requirements with Continental and agreed That only the following is needed:

- **Dealer code**
- **Contact name**
- **Email**
- **Quantity**
- **DOT #**
- **VIN**

Dealers should continue to contact MBUSA Tire Program Headquarters at 877.4MB.TIRE (877.462.8473) to order replacement tires and file a claim for recalled tires. Your call will facilitate both the ordering and claim submission as well as generate the email with the Fedex shipping label for the return of damaged tires.

If you have questions or for more information, call the MBUSA Tire Program Headquarters at 877.4MB.TIRE (877.462.8473) or your account manager.

Alternatively, you can contact Cai Ramhorst at MBUSA at ramhorstc@mbusa.com

