

Product Service Information Bulletin Truck Tires

Continental Product Service Information Bulletin PS-CVT-17-01 225/70R19.5 HDR HSR Tires With Fuel Pump Symbol

To: Selected Continental Tire Distributors and Dealers

Continental Tire the Americas, LLC has decided to initiate this Customer Satisfaction Program for customers who determine that the product's performance falls below their expectations.

This condition was observed in the market due to over the curb service. This condition may result in tread lug wear, partial delamination and/or lug base cracking, as depicted below. These are appearance issues only and do not affect the durability of the tire.



Please read this Bulletin carefully and follow the steps outlined below.

Program Conditions and Procedures

- These procedures are applicable to Chrysler and Ford produced chassis with HSR/HDR "Fuel Pump" logo tires, specific to: **YESCO, Lamar Advertising, and AT&T only**.
- You must provide verification via the above mention logo on the vehicle or proof of association with these customer groups.
- Continental employees have been visiting yards within his/her territory and will follow up each month throughout 2017.

Adjustment Procedures

Complete Continental's Adjustment Procedures 1 or 2 below for all product within the scope of this Program. If the product is a dual application and new product installed creates a 3% or greater tread difference, remove and replace both tires with new product.

1. For tires adjusted at an authorized Continental Tire Dealer → Standard warranty program:
Tires are written on our standard claim form and returned to our Warranty Center for approval. All tires are to be shipped to the Warranty Center using standard procedures. REMINDER: Completed claim forms must have a customer signature and vehicle information. Please leave a copy with the customer and send the completed form to the Mt. Vernon Warranty Center. A listing of authorized dealers can be found at www.continental-truck.com and clicking on the dealer locator icon. If you have any questions on this process, please contact your local Continental representative directly. Credit will either be issued to the authorized dealer or directly to the National Account. Contact the National Account Credit Department to verify account number.

OR

2. For tires inspected by a Continental employee in the field → New photo warranty program:
Tires are written up on claim form, photo(s) are taken and uploaded using the ContiOnlineComplaint system. Employee must make the following mark on the left side of the DOT: „X“. This mark designates to the customer and Continental Tire the tire has been warranted under this Program and is not eligible for further consideration. The tire can also be rendered permanently unserviceable by cutting the sidewall beyond repair, removing the DOT, and then disposing the tire per state policy. Under this process, adjusted tires are not returned to the Warranty Center.

Please note, the customer customer is responsible for dismount/mount and balancing service charges.

Tires should replaced with the following products only:

225/70R19.5Hybrid HD3	05990520000
225/70R19.5Hybrid HS3	05111140000
225/70R19.5Scandinavia HD3	05230340000
225/70R19.5Terra HD3	05260080000



Conti Hybrid HS3 - 19.5"

Hybrid Steer

Continental offers the right tire for every application and type of terrain. Whether you need to take the highway, regional roads, city traffic or even venture off road, our premium tires for trucks and buses are engineered to suit your specific application needs.

Commercial Vehicle Tires | www.continental-truck.com

Scan code or visit
www.continental-truck.com
for the most up to date
product information.





Conti Hybrid HD3 - 19.5"

Hybrid Drive

Continental offers the right tire for every application and type of terrain. Whether you need to take the highway, regional roads, city traffic or even venture off road, our premium tires for trucks and buses are engineered to suit your specific application needs.

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ContiScandinavia HD3-19.5"

Severe Weather Drive

Continental offers the right tire for every application and type of terrain. Whether you need to take the highway, regional roads, city traffic or even venture off road, our premium tires for trucks and buses are engineered to suit your specific application needs.

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Conti Terra HD3 - 19.5"

Off-road Drive

Continental offers the right tire for every application and type of terrain. Whether you need to take the highway, regional roads, city traffic or even venture off road, our premium tires for trucks and buses are engineered to suit your specific application needs.

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