

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: December 15, 2020

UPDATED - Safety Recall: WRG-20 Continental Tire Recall 20T-018

Please be advised that Continental Tire the Americas, LLC (CTA) is currently in the process of mailing recall notification letters to potentially affected owners of 2020MY Subaru Impreza vehicles. A copy of the letter can be found below.

Affected Vehicles

A total of 5,950 U.S. 2020 MY Impreza vehicles will be included in the CTA recall:

Model Year	Carline	Vehicle Production Dates*	Tire Production Dates*	Tire line	Tire identification marks
2020	Impreza	6/30/2020 - 8/24/2020	6/14/2020 - 6/20/2020	Continental ProContact™ TX P205/55R16 89V	<u>The combination of:</u> DOT code 2420 + mold number 416290 (refer to bulletin for location detail)

**** Not all vehicles in the vehicle production date range listed above are included in CTA's tire recall, and not all of the tires within the tire production date range listed above are defective.***

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Owner Notification

(SEE LETTER POSTED BELOW)



VIN #

December 15, 2020

Mr. Sample
All Street 10
123456 Ownercity

IMPORTANT SAFETY RECALL

Dear Customer,

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 Continental and General brand passenger tires.

As the owner of a 2020 model year Subaru Impreza, you have been identified as the potential owner of an affected tire in the size P205/55R16 89V Continental ProContact TX. CTA has initiated a safety recall to remove these tires from service.

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

CTA Taking this Action?

CTA has determined that the affected tire 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 a crash, resulting in 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.

Affected Tire

The affected tire is identified as follows:

Product Line: P205/55R16 89V Continental ProContact TX
DOT TIN Range: A3T2 WC39 2420
Mold number: 416290

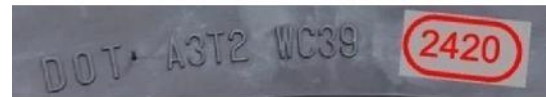
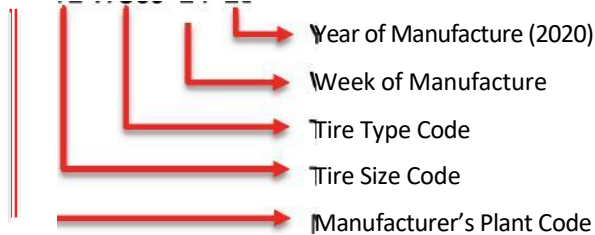


The subject tires were fitted as original equipment on your 2020 Subaru Impreza. The tires must meet both DOT and mold number in order to be part of the recall:

1. DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire. If the week and year of manufacture is not present on one side, it will be located on the opposite side of the tire.

Example: DOT A3T2 WC39 2420

DOT: A3 T2 WC39 24 20



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

Example for Mold number identification: "S-" **416290**



What Should You Do?

You should immediately contact your Subaru dealer to schedule an appointment to have your vehicle's tires inspected and, if necessary, replaced at no cost to you. This is especially important if you notice visible localized tread wear which may manifest as excessive vibration and/or bulging in the tread area. If it is determined that your vehicle is fitted with an affected tire(s), your Subaru dealer will replace the affected tire(s) pursuant to Subaru's Service Bulletin WRG-20 at no cost to you.

If your Subaru 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 disposed of the affected tire already or 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 Subaru or tire dealer, will replace the affected tire with a new tire of the same or equivalent size and description free of charge through May 31, 2021, including mounting, balancing and taxes.

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 complete a Reimbursement Request Form and submit this form with the required documents to CTA

before May 31, 2021. The Reimbursement Request Form is available at www.continentaltire.com, scroll to the bottom of the page and click on TIRE RECALL or you may request a form by calling CTA Customer Relations at 1-888-799-2168.

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

For reimbursement requests submitted after May 31, 2021, 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 <http://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 <http://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

