

Continental Tire Safety Recall

Code: 44CT

Document History

Date	Summary
09/20/2024	Added Canadian market Updated "Continental Tire Safety Recall Information" section
09/13/2024	Original publication – USA ONLY

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2024	A5 CABRIOLET	4,668
USA	2022	2024	A5 COUPE	1,301
USA	2022	2025	A5 SPORTBACK	20,812
USA	2023	2025	S4 SEDAN	917
USA	2022	2024	S5 CABRIOLET	1,291
USA	2022	2024	S5 COUPE	147
USA	2022	2025	S5 SPORTBACK	1,402
CAN	2022	2024	A5 CABRIOLET	280
CAN	2022	2025	A5 COUPE	214
CAN	2022	2025	A5 SPORTBACK	2,071
CAN	2023	2024	S4 SEDAN	65
CAN	2022	2024	S5 CABRIOLET	23
CAN	2022	2025	S5 COUPE	29
CAN	2022	2024	S5 SPORTBACK	117

Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Continental Tire Safety Recall Information

Continental Tire the Americas, LLC (CTA) announced a voluntary recall involving passenger tires after discovering a non-compliance condition.

Audi has applied code 44CT to help dealers identify vehicles that were produced with affected tires. Refer to the tire vendor/distributor for additional information.

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 vibrations and noise.

Tires have been sold, either as original equipment tires, replacement tires, or are in dealer inventories. Vehicles identified with potentially affected tires will be inspected, and if necessary, the recalled tires will be replaced free of charge.

Affected Tire Model/Details	
Product line: Continental ProContact GX AO Size: 255/35 R19 96H XL Article Number: 1557369 DOT Number: CP32 WMC9 DOT Weeks (last four digits of DOT Number) 1921 - 3224	
Continental Contact Information - including a guide for identifying the affected tires using their DOT number, local contacts, and customer reimbursement information.	
USA NHTSA: 24T-009	1-888-799-2168 https://tinyurl.com/continentaltire
CANADA Transport Canada: 2024-487	1-855-453-1962 www.continentaltire.ca

Code Visibility

Owner Notification

Additional Information

On September 11, 2024, code 44CT was applied to affected vehicles.

Continental will begin notifying end consumers and car owners identified as having affected tires. End consumers will be directed to contact their tire dealer or car dealer to schedule an appointment for inspection and having a replacement tire installed on their vehicle. For tire dealers and car dealers, we request assistance with inspection and verification of tire(s) been included in this program. Then removing, replacing, and returning all identified tires.

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information

NOTE

If tire(s) require replacement, tire ordering will be handled through the dealer's tire vendor, distributor, or Representative of the Tire Manufacturer.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	44CT		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	K1 or K2		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Inspect all four tires, no tires require replacement
OR			
	LABOR		
	Labor Op	Time Units	Description
	4440 50 99	20	Inspect all four tires, one or more tires require replacement
	<i>DO NOT ENTER TIRES ON CLAIM:</i> <i>If a tire requires replacement, the reimbursement of the tire, mounting, balancing, and handling will be handled by the dealer's tire vendor, distributor, or Representative of the Tire Manufacturer.</i>		

Repair Overview

⚠ CRITICAL REPAIR STEP

STOP! STOP!

- Vehicles with criteria K1 MUST use the exact tire model (**Continental ProContact GX AO**) that was originally installed on the vehicle. Vehicles with criteria K1 identify unsold vehicles in new car dealer inventory at the time the 44CT code was assigned.
- Vehicles with criteria K2 (retail sold units) are allowed to use substitute tire models, as long as they meet the minimum requirements for the vehicle.

ⓘ NOTE

If tire(s) require replacement, tire ordering, returning defective tires and reimbursement of mounting and balancing the tire(s) will be handled through the dealer's tire vendor, distributor or Representative of the Tire Manufacturer.

Example of DOT Serial Number Identification:

The Continental 255/35 R19 96H ProContact GX AO is identified as follows:

Product Line: ProContact GX AO

DOT TIN: CP32WMC9

Article No. 15573690000

CP 32 WMC9 38 21

- Year of Manufacture (2021)
- Week of Manufacture
- Tire Type Code
- Tire Size Code
- Manufacturer's Plant Code



- Inspect all four tires and replace affected tires if necessary.

ⓘ NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **STOP!** 

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B.

Section B – Tire Inspection

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- All four tires must be inspected, and all tire sets associated with the vehicle must be inspected (For example, if snow tires were installed, customers should bring the other tire set as well).
- The DOT number should be visible on the outside facing sidewall. If not, the vehicle may need to be lifted on the hoist.
- For information on which tires are affected, refer to information from the tire vendor, distributor, or Representative of the Tire Manufacturer.

Proceed to Section C

Section C – Replacing Tires

- Replace and balance the tires in accordance to your dealership's tire changing equipment.
- Follow all necessary safety guidelines in accordance to your dealership's tire changing and wheel balancer equipment.
- Inflate tires according to the "Tire and Loading Information" label located on the B-pillar.
- Torque wheel bolts to 120 Nm.

Proceed to Section D

Section D – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section E**

Section E – Removed Tire Handling

See information from the dealer's tire vendor, distributor, or Representative of the Tire Manufacturer regarding handling replaced/removed tires.