

# Continental Tire Safety Recall

## Code: 44CT

### Document History

Date	Summary
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

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. All tires subject to this recall 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	1-888-799-2168
NHTSA: 24T-009	<a href="https://tinyurl.com/continentaltire">https://tinyurl.com/continentaltire</a>

### Code Visibility

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

**Owner Notification**

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.

**Additional Information**

**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.

<b>Service Number</b>	44CT		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	K1 or K2		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	20	Inspect all four tires, no tires require replacement
<b>OR</b>			
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4440 50 99	20	Inspect all four tires, one or more tires require replacement
	<b><i>DO NOT ENTER TIRES ON CLAIM:</i></b> <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 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

Campaign/Action	Start	Designation
→ <b>3</b>	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

### 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)
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- Tire Type Code
- Tire Size Code
- Manufacturer's Plant Code



- 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.