



IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB240823

Continental Tire Canada – Voluntary Tire Recall Transport Canada Recall: 2024-486

To: Continental Authorized Tire Distributors and Dealers

Continental Tire the Americas, LLC (“CTA”) announced a voluntary recall involving 522 Truck tires after discovering that tires with incorrect rubber compound were sold into the USA, MEXICO, CANADA markets. **9 out of the 522** affected truck tires have been shipped to CANADA.

CTA determined that the affected tires may contain an incorrect rubber compound in the tire's shoulder. Tires may develop a bulge or crack in the sidewall, shoulder or tread edge. The affected tires may experience a sudden loss of air pressure or tread loss which could increase the risk of serious injury or death.

Tires have been sold as replacement tires or are still in dealer inventories. Please read this notice carefully and follow the steps outlined in the instructions below. Continental Tire Canada (“CTC”) requests your assistance in:

1. Identifying
2. Removing and Replacing
3. Returning (if needed)
4. Miscellaneous

The following instructions will outline the details of this program.

1. Identifying Tires by DOT and DOT Week

1.1 Identification of Subject Tires

The product affected is identified in the table below, tires must match DOT and DOT Week, in order to be part of the recall:

Brand	Tire Line	Tire Size	L&S index	LR	Article	DOT	ONLY DOT Week
Continental	HDL2 DL+	11 R 24.5	149/146L	H	05211720000	02P 054CLD	4323

Note: No other tire sizes, production periods or product lines are affected.

Tires made for use in the United States are required to have the DOT serial number with production week and year on one sidewall of the tire near the rim. The following sample shows a tire manufactured during the **43rd week of 2023**.



1.2 As result of this recall Continental Tire request you to take the following actions:

1.3 Direct Dealers

- 1) We ask each direct customer or dealer to inspect their on hand new tire inventory, searching for tires meeting this recall criteria, if any tires identified meeting this recall criteria: DOT and DOT week, stop the sale of or retreading of these tires and contact CTC.
- 2) Immediately count your inventory of these tires and record the DOT and production period and forward to Continental Tire at TI_CQ_SM_help.trucktires@continental.com or call **1-855-453-1962**
- 3) Immediately provide Continental Tire with a list of Tire Owners to whom you have sold affected tires since November 16, 2023. This list should include the following information:
 - a) **Name**
 - b) **Address**
 - c) **City and State**
 - d) **Zip code**
 - e) **Phone number**
 - f) **Article number**
 - g) **Quantity**
 - h) **Date of sale or mounting**

Continental Tire will contact tire owners directly to provide instructions for tire return.

1.4 End Consumers

CTC will begin notifying end consumers identified as having purchased affected tires. End consumers will be directed to contact the dealer where they purchased their tire to schedule an appointment for having a replacement tire installed on their vehicle. In case you are contacted, we request your assistance in verifying that the tire is included in this program and removing, replacing, and returning all identified tires.

We ask distributors to forward this information to all their locations and to their dealers.

We request that dealers research their sales records for end consumers who may have purchased one of the subject tires. If end consumers are identified, call CTC Customer Relations toll-free number **1-855-453-1962** or email to TI_CQ_SM_help.trucktires@continental.com with the following consumer information:

- End consumer name, address, and phone number.
- Quantity of subject tires sold to that end consumer.
- Tire line, size and Full DOT serial number (if available).
- Date of tire(s) sale.

CTC will then notify these end consumers with the program information.



2. Removing and Replacing Affected Tires

2.1 Removing Recall Tires

You are requested to remove from use all recall tires which you identify as included in this recall program.

2.2 Replacing Recall Tires

You are requested to replace all affected tires with replacement tires of the same size and service description as those originally fitted. We intend to replace the affected tire(s) with a new Continental Tire(s) with the same article number from an unaffected production week.

The tires **must** meet DOT and DOT Week in order to be part of the recall.

CTC authorized dealers should order replacement Continental tires through their CTC Inside Sales Representative.

2.3 Previously Replaced Tires

In case the consumer has already replaced a tire that is included in this program and is seeking reimbursement, please refer them to our website <https://www.continental-tires.com/us/en/b2b/truck/> and tell them to scroll to the bottom of the page and click on the "Tire Recall Information" link for all information pertaining to this recall program. You may also contact CTC Customer Relations at **1-855-453-1962** for assistance.

3 Tire Return and Disposal

All tires that are identified as included in this program must be inspected, full DOT pictures and proof of scrap provided to CTC before disposal. There is no need to return the tire to CTC. Credit will only be issued once the recall tires have been inspected and verified.

3.1 Direct Customer and Distributor Procedure

For Dealer located in Canada;

The dealer should start a complaint (option to be assisted by Warranty Center), and upload the pictures in Contilink.com with the following:

- Picture of the tire
- Picture of the DOT and DOT Week
- Barcode from bead
- Picture of the tire being rendered unusable. (DOT removal)

3.2 Indirect Customers and Dealer Procedure

Each dealer should return all subject tires following their normal warranty and credit return process.



4 Miscellaneous

4.1 Credit

CTC will provide credit for the subject tires after having been received, inspected, and verified. You will receive full credit for the dealer's acquisition price of the approved Continental replacement tires. In addition, a \$12.00 per tire valve stem fee, \$50.00 mounting and balance on all approved returns submitted electronically.

Tires not meeting the DOT and DOT Week are NOT eligible for credit.

4.2 Sale of Affected Tires

Continental Tire is required to advise you of the following information and obligations of the Dealer:

Be advised that you are prohibited from selling any new or used noncompliant tires that are subject to the recall program described in this notice.

We greatly appreciate your assistance in this matter and CTC would like to thank you.

Sincerely,

Continental Tire the Americas, LLC.
1830 MacMillan Park Drive
Ft. Mill, SC 29707