



IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB 24_08_01

Continental Tire the Americas, LLC – **Voluntary Tire Recall**
NHTSA Recall ID: 24T008

To: Continental Authorized Tire Distributors and Dealers

Continental Tire the Americas, LLC (“CTA”) announced a voluntary recall involving **462** Truck tires after discovering that tires with incorrect rubber compound were sold into the USA market.

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. CTA requests your assistance in:

1. Identifying
2. Removing and Replacing
3. Returning
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 return these tires to CTA.
- 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](mailto:TI_CQ_SM_help.trucktires@continental.com) or call 1-800-726-7113
- 3) **As required by Law**, 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

CTA 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 CTA Customer Relations toll-free number 1-800-726-7113 or email to [TI CQ SM help.trucktires@continental.com](mailto: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.

CTA 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.

CTA authorized dealers should order replacement Continental tires through their CTA Inside Sales Representative at 1-800-321-7575.

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 CTA Customer Relations at 1-800-726-7113 for assistance.

3 Tire Return and Disposal

All tires that are identified as included in this program must be returned to CTA for disposal. Credit will only be issued once the recall tires have been received, inspected, and verified.

3.1 Direct Customer and Distributor Procedure

The direct customer or distributor returning tires subject to this recall program are to ship these tires with a **separate pickup or segregated on different pallets from their normal warranty returns**. (Note: for normal warranty returns continue to follow all current procedures). Complete the claim electronically using the online warranty system available on Contilink found at www.contilink.com. **You must indicate "Safety Campaign"** from the Dropdown Menu in the *Reason for Removal* field.

For clear identification write the Contilink Complaint # AND "CL24001" on both Beads and write the Contilink Complaint # AND "CL24001 COMPANION" on both beads for companion tires.

Shipments without a Contilink complaint # on bead attached cannot be processed at our warranty facility.



Call CH Robinson at 1-800-251-4472 to ship freight collect to:

Ship tires to:
Continental Tire the Americas, LLC.
Ref. Code: CL24001
3000 Continental Parkway
Clinton Ms. 39056

Caller must specify they are calling for a commercial warranty return to Continental Tire.

CHR will provide a BOL for shipment and Shipping Labels by email to the requestor.

For Dealer located in Alaska, Hawaii and Puerto Rico

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.

3.3 Return of Tires from Outside the Continental US

Dealers in Hawaii, Alaska, Puerto Rico or any other tire dealer needing additional assistance should call 1-800-726-7113 regarding return of a tire.

4 Miscellaneous

4.1 Credit

CTA 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 pursuant to 49 CFR 573.11 and 573.12 you are prohibited from selling any new or used noncompliant tires that are subject to the recall program described in this notice.

Be advised that pursuant to 49 CFR 573.10 you are further required to notify NHTSA of the sale of any new or used noncompliant tires subject to the recall program described in this notice to:

Associate Administrator for Safety Assurance,
National Highway Traffic Safety Administration,
1200 New Jersey Avenue, S.E.,
Washington, DC 20590

or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to www.safercar.gov

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

Sincerely,

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