IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB 14-04

To: Mercedes-Benz Dealers

Title: Continental Tire the Americas, LLC - Tire Safety Recall – Continental 225/45R18 95H XL

Continental Tire the Americas, LLC. (“CTA”) has initiated a tire safety recall involving certain Continental Tire brand passenger tires in size 225/45R18 95H XL.

The affected tires were sold as original equipment and as replacement tires. Continental has determined that affected tires may exhibit tread distortion when inflated and that the directional stability of the vehicle may be affected. Specific potential failure modes are unknown, however, it is possible that an affected tire could fail in a manner that may lead to a loss of control that could increase the risk of a crash without warning. The safety recall is being initiated to avoid any potential risk to users.

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. Disposing and
4. Returning
5. Miscellaneous

The following instructions will outline the details of this program.

1. Identifying Tires and Customers

1.1. Subject Tires

The subject tires were sold as original equipment on various 2015 Mercedes-Benz C-Class vehicles for the front axle and as replacement tires in the United States from June – October 2014.

The Continental 225/45R18 95H XL tire is identified as follows:

- Product Line: 225/45R18 95H XL PROCONTACT GX SSR MOE
- DOT TIN Range: A34F WBJR 2514 thru A34F WBJR 3014
- Article No.: 15494330000
Example: DOT A34F WBJR 2914

DOT A3 4F WBJR 29 14

Year of Manufacture (2014)
Week of Manufacture
Tire Type Code
Tire Size Code
Manufacturer's Plant Code

Tires made for use in the United States are required to have the DOT serial number and date located on one sidewall of the tire near the rim. The sample shows a tire manufactured during the 29th week of 2014.

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

1.2 End Consumers

CTA will begin notifying end consumers that have been identified as having purchased affected tires from October 27th, 2014. These end consumers will be directed to contact the dealer where they purchased their vehicle or 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.

2. Removing and Replacing Affected Tires

2.1 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 tires with a new Continental 225/45R18 95H ProContact GX SSR MOE tire.

Mercedes-Benz dealers should order replacement Continental tires from Dealer Tire through the MBUSA Tire Program Headquarters at 877.4MB.TIRE (877.462.8473). Refer to the attached MBUSA Tire Program Handling Process, Document Number MB-01-14 for specific instructions. The dealer will be reimbursed for the cost of the Continental replacement tire and labor.

2.2 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 www.continentaltire.com and tell them to click on “Customer Care FAQs” tab and type in Tire Recall for all information pertaining to this recall program. You may also contact CTA Customer Relations at 1-888-799-2168 for assistance.
2.3 Removing Recall Tires

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

3. Tire Disposal

You must follow the disposal plan below to render the tires unserviceable.

3.1 Tire Disposal Plan

Immediately render any new or used tires subject to this recall program unserviceable by drilling a hole into the sidewall of the tire using a Uni-Drill bit. Refer to the attached Tire Drilling Process for further instruction.

Report to CTA within 30 days the number of new or used tires subject to this recall program that have not been rendered unserviceable and the reasons for your failure to render the subject tires unserviceable.

4. Tire Return

All tires that are identified as included in this program must be returned to Dealer Tire through the MBUSA Tire Program, as per the attached MBUSA Tire Program Handling Process document. Credit will only be issued once the recall tires have been received by Dealer Tire, inspected and verified. Dealer Tire will then return the tires to CTA.

4.1 Dealer Procedure

Each dealer must check their on hand new tire inventory and identified vehicles for the subject tires and return these tires and any affected tires in service to Dealer Tire. For specific instructions refer to the attached MBUSA Tire Program Handling Process document.

5. Miscellaneous

5.1 Sales of Affected Tires

Please be advised that you are prohibited from selling any new or used tires that are subject to this safety recall program described in this notice.

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.

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