IMPORTANT SAFETY RECALL NOTICE

Continental Product Service Information Bulletin PSIB 14-05

To: Continental Authorized Tire Distributors and 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 notify end consumers that have been identified as having purchased affected tires, including those who have submitted a tire registration card. 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.

We ask distributors to forward this information to their dealers.

We request that dealers research their sales records for end consumers who have purchased the subject tire. If end consumers are identified, call CTA Customer Relations toll-free number 1-888-799-2168 with the following consumer information:

- End consumer name, address and phone number
- Quantity of subject tires sold to that end consumer
- Tire name, size and DOT serial number
- Date of tire sale

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

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.

CTA authorized dealers should order the approved replacement tires through their CTA Inside Sales Representative at 1-800-831-0181.
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

Render any new or used tires subject to this recall program unserviceable by drilling a hole into the sidewall, if possible.

4. Tire Return

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

4.1 Distributor Procedure

Please follow the special instructions below:
The distributor returning subject tires are to ship these tires separately from their normal warranty returns. (Note: for normal warranty returns continue to follow all current procedures). Attach a copy of the CTA Limited Warranty Claim Form (2469U) to each tire. You must indicate “RECALL” in the Reason for Removal field.

• The distributor returning subject tires is to ship the tires weekly.

  o The preferred shipping method is in quantities of ten or more tires. When shipping with this method, ship via Old Dominion, “Freight Collect” call 1-866-750-9533 (USA only) to schedule a pick up, reference code “RECALL”.

    ▪ On the Bill of Lading indicate shipment terms of “Freight Collect”. CTA will be billed for the freight charges. Please remember to verify the tire count before signing the Bill of Lading. Stipulate on the Bill of Lading “scrap rubber tires – freight class 60”, and “actual value not exceeding $1.00 per pound”.

  o Quantities of nine or less ship via FedEx, call 1-888-799-2168 and request a pre-paid shipping label.

• Ship tires to: Continental Tire the Americas, LLC.
  1950 Continental Blvd.
  Door C or D, Ref. Code RECALL
  Charlotte, NC 28273
4.2 Dealer Procedure

Each dealer should return all subject tires, whether new tires from inventory or tires that were in service, to their distributor following their normal warranty and credit return process.

5. Miscellaneous

5.1 Credit

CTA will issue full credit for tires returned from inventory, plus the standard $8.00 per tire handling allowance, after the tires have been received by CTA, inspected and verified.

Full credit will also be issued for replacement tires, plus the standard $8.00 per tire handling allowance and $20.00 per tire to cover customer’s mounting and balancing costs for this program.

Subject tires should be returned under the instructions outlined in section 4.1 and 4.2.

5.2 Sales of Affected Tires

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