

TECHNICAL GROUP BULLETIN

10-26-2016

CONTINENTAL TIRE VOLUNTARY RECALL

PRODUCT AFFECTED: **P275/55R20 111S SL GM**
Continental Cross Contact LX20 with
the DOT of:
A32A WBDE 1815

ARTICLE NUMBER: **18867**

REASON: **These tires may have insufficient**
adhesion within the belt package.
Insufficient adhesion can cause partial or
full tread/belt loss, increasing the risk of
a crash.

NEW PRODUCT:

Remove affected product from inventory /
showroom displays and return to Adjustment
warehouse as New Defective

- 1. Transfer to warehouse using article number 18867**
- 2. Under comments write "Voluntary Recall"**
- 3. Return through normal adjustment process**

WHEN REMOVING RECALLED TIRES

- Key as a "Manufacturer Adjustable Condition"**
- Select adjustment type "9-Recall/MFG Replacement Program"**
- Enter complete D.O.T. number and full tread depth.**
- No charge for replacement**
- No charge for Certificate renewal (if purchased originally).**
- Offer Certificates on the replacement tires (if not purchased originally).**
- Process as normal adjustment**