

# TECHNICAL GROUP BULLETIN

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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**