

TECHNICAL GROUP BULLETIN

10-27-2020

CONTINENTAL TIRE VOLUNTARY RECALL

PRODUCT AFFECTED:

PROCONTACT TX

P205/55R16 89V DOT A3T2 WC39 **2420**

215/60R16 95H DOT A35M WDT3 **3320**

CONTIPROCONTACT P215/60R16 94S A3X8 BN4 **2220**

PROCONTACT GX P225/60R17 98T A379 WBF2 **0120**

CROSSCONTACT LX SPORT

235/65R18 106H DOT A3LM WD30 **0220**

245/50R20 102H DOT A376 D3K9 **2920**

255/50R20 105T DOT 1A303 HD27 **1020**

CROSSCONTACT LX20 ECOPLUS+

255/55R20 107H DOT 1A30F BAXX **0220, 0220, 0420, 0820**

ARTICLE NUMBER:

34569, 39704, 15243, 39475, 32444, MISC

REASON:

Some of these tires have been subjected to inadequate mold curing time which may affect the quality and overall performance of these tires.

Store Instructions:

Removing New Product from Store Inventory:

1. Remove affected product from inventory/showroom
2. Create STO transfer to your Adjustment Warehouse using the affected article number(s)
3. Write "Voluntary Recall" under the comment section of STO

Removing Recalled Tires from Vehicles:

1. Follow your normal adjustment process
2. Write up as a "Manufacturer Adjustable Condition" on invoice
3. Select adjustment type "9-Recall/MFG Replacement Program"
4. Enter complete D.O.T. number and Full Tread Depth measurements
5. Print & stick Adjustment label on tire(s)
6. Stage with your other adjustment tires
7. No charge to customer for replacement tire(s)
8. No charge to customer for Certification renewal(s), if they were originally purchased
9. Offer Certifications on replacement tire(s), if none were originally purchased

TECHNICAL GROUP BULLETIN

Warehouse Instructions:

New Product from Store Inventory:

1. Receive STO from store(s) with affected product
2. Collect physical unit(s) from stores
3. Create RTV PO with all affected tires, from all stores on this ONE PO
4. Contact Melissa Jones, with PO & QTYs, for return instructions

Recalled Tires from Vehicle:

1. Process with all other adjustment tires

Let your Product Warranty team know if you have any questions and/or concerns.