

Part 573 Safety Recall Report

24T-009

Manufacturer Name : Continental Tire the Americas, LLC

Submission Date : AUG 20, 2024

NHTSA Recall No. : 24T-009

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Continental Tire the Americas, LLC

Address : 1830 Macmillan Park Drive
Fort Mill SC 29707

Company phone : 704-583-4882

Population :

Number of potentially involved : 146,568

Estimated percentage with defect : 100 %

Tire Information :

Tire Brand 1 : Continental

Tire Line : ProContact GX AO

Tire Size : 255/35R19 96H XL

Descriptive Information : Passenger car tire mainly sold as an OE fitment for the Audi A4/A5.
Approximately 10% of the affected tires were sold in the USA replacement market.

Production Dates : MAY 09, 2021 - AUG 17, 2024

TIN (Tire Identification Number)

Plant ID	Size code	Optional Code	Begin M Code	End M Code
CP	32	WMC9	1921	3224

Description of Defect :

Description of the Defect : The tires' design allowed for higher flexing in the tread shoulder, causing heat build up. This can lead to belt edge separations.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The affected tires may develop a belt edge separation. With continued use, the tires could experience a partial or full tread/belt loss, which could increase the risk of serious injury or death.

Description of the Cause : The tires' design allowed for higher flexing in the tread shoulder, causing heat build up.

Identification of Any Warning that can Occur : Affected tires may exhibit localized tread wear in the tread shoulders, excessive vibrations and noise.

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

From start of production in May, 2021 through Dec, 2023: Continental Tire the Americas, LLC (CTA) received four tires through returns with complaints for suspected belt separation findings with localized tread wear. In all four instances, there was no tread/belt detachment.

Jan-Mar, 2024: Five additional tires were returned with suspected belt separations and one tire with a confirmed belt edge separation.

Apr-Jun, 2024: Eleven tires were returned with complaints of suspected belt separations.

July, 2024: Twenty tires were returned for suspected belt separations and additional four tires with confirmed, visible belt edge separations. None of these twenty-four tires experience a belt / tread loss. Based on the increase in returns with similar findings and verified belt edge separations, an escalated investigation was initiated.

Aug. 13, 2024: A management review was conducted and CTA made a decision that a safety risk exists and to initiate this recall. To date, CTA has identified thirty-nine tires with suspected tread/belt separation plus six tires with confirmed tread/belt separation. CTA is not aware of any reports of property damage, accidents, injuries, or deaths related to the affected tires.

Description of Remedy :

Description of Remedy Program :	CTA will conduct a safety recall campaign to replace the subject tires that have been sold, either as original equipment tires or sold in the replacement market. All known customers, distributors, dealers will be notified and given instructions on how to identify the subject tires, information regarding removal from service and return/disposal. CTA will cover the tire replacement cost of affected tires, including any customer, who prior to this recall, replaced these tires due to the condition described above.
How Remedy Component Differs from Recalled Component :	The tire design has been enhanced to improve the tire endurance.
Identify How/When Recall Condition was Corrected in Production :	The enhanced tire design is planned to start production in DOT week 3424

Recall Schedule :

Description of Recall Schedule :	CTA will notify all customers, distributors, as well as all independent outlets that are authorized to replace the tires that are the subject of this recall, of their responsibilities in accordance with Section 573.6(c)(9). Distributors and outlets will be instructed to return affected tires to CTA to ensure tires are rendered unservicable and disposed of properly.
Planned Dealer Notification Date :	SEP 30, 2024 - OCT 04, 2024
Planned Owner Notification Date :	OCT 07, 2024 - OCT 18, 2024

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	AUDI AG
Address :	Auto-Union-Str. 1 Ingolstadt 00 85057
Country :	DE
Company Phone :	NR

* NR - Not Reported