



JA SAMPLE  
123 MAIN STREET  
ANYWHERE, US 12345-6789

April 14, 2011

Dear Valued Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Continental Tire the Americas, LLC ("CTA") has decided that a defect which relates to motor vehicle safety exists in certain Continental Tire brand tires. CTA has initiated a tire recall program to replace these tires. You have been identified as the potential owner of the affected tires through the tire registration card you returned.

Continued use of the subject tires can result in partial and/or total tread/belt detachment which could lead to vehicle damage or motor vehicle crash without prior warning.

Please thoroughly review this notice and follow the steps outlined in the instructions.

### **Why is Continental taking this action?**

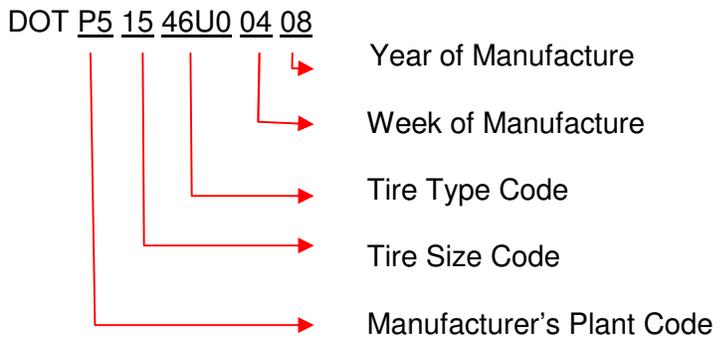
Some of the tires within the affected population may experience uneven wear, vibration, or particularly under conditions of overloading or under inflation in high ambient temperature usage, separation between the belt edges potentially leading to a tread detachment.

### **Affected Tires**

- Tire Name: Continental ContiTrac  
Size: LT275/70R18 125/122S Load Range E Black Sidewall  
DOT Serial Numbers: **P515 46YB 4307** through **P515 46YB 3708**
- Tire Name: Continental ContiTrac TR  
Size: LT275/70R18 125/122S Load Range E Outline White Letters  
DOT Serial Numbers: **P515 46U0 1807** through **P515 46U0 2308**
- Tire Name: Continental ContiTrac TR  
Size: LT275/70R18 125/122S Load Range E Black Sidewall  
DOT Serial Numbers: **P515 46XB 2607** through **P515 46XB 2408**



Example: DOT P515 46U0 0408



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 4<sup>th</sup> week of 2008. If the date of manufacture is not present on the outside, it will be located on the opposite side of the tire.

### **What should you do?**

Please make an appointment with the nearest CTA authorized tire dealer at your earliest convenience. This is especially important if you notice excessive vibration, bulging in the tread area or uneven tread wear with your tires. In this case, immediately contact your nearest CTA authorized tire dealer for further instructions.

To locate a CTA authorized tire dealer near you, consult our online dealer locator found on our website, [www.continentaltire.com](http://www.continentaltire.com) or call CTA Customer Relations at 1-888-799-2168.

If you have sold the affected tires or the vehicle on which they were mounted, please contact Continental's Customer Relations at 1-888-799-2168 with the Name and Address of the new owner.



### **What will Continental do for you?**

CTA will make available approved replacement tires free of charge through **October 15, 2011** including mounting, balancing and applicable sales tax.

Please note that after **October 15, 2011** owners will be required to pay a pro-rated amount of tire replacement costs, based on the percentage of useable tread worn.

CTA will provide detailed instructions to CTA authorized tire dealers outlining the procedures of this program. Approved replacement tires of the same size and load range will be made available to the dealers.

If you have already replaced one or more affected tires between March 7, 2010 and the date of receipt of this notice, CTA will reimburse your cost up to \$250 USD per tire plus mounting, balancing, and applicable sales tax. To be eligible for reimbursement you must complete a Reimbursement Request Form and submit this form with the required documents to CTA before **October 15, 2011**. The Reimbursement Request Form is available at [www.continentaltire.com](http://www.continentaltire.com), click on "Recall Campaign Tab" or you may request a form by calling CTA Customer Relations at 1-888-799-2168.

If you believe that CTA has failed or is unable to remedy the defect without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590, or call the toll free Auto Safety Hotline at 1-888-327-4236.

We apologize for any inconvenience that this action may cause you. Because we are sincerely concerned about your safety, we urge you to take immediate action. Thank you in advance for your cooperation. If you have any questions about the procedure, please refer to our website [www.continentaltire.com](http://www.continentaltire.com) and click on the "Recall Campaign Tab" for all information pertaining to this campaign. You may also contact CTA's Customer Relations Department at 1-888-799-2168 for assistance.

Sincerely,

Continental Tire the Americas, LLC.  
1830 MacMillan Park Drive  
Ft. Mill, SC 29707