



John Smith
1 Any Street
Any town, SC29710

IMPORTANT SAFETY RECALL

Dear Mr. Smith,

Date: July 31, 2015

This notice is sent to you in accordance with 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 passenger tires, in the size 225/45R17 91H ContiProContact.

CTA has initiated a tire safety recall to remove these tires from service. You have been identified as a potential owner of an affected tire.

Please read this notice carefully and follow the steps outlined in the instructions below.

Why is Continental taking this action?

Continental has determined that affected tires may experience loss of air pressure. This could result in potential loss of control that could lead to a crash without warning. The safety recall is being initiated to avoid any potential risk to users.

Affected Tires

The affected Continental tires are identified as follows:

Product Line: 225/45R17 91H CONTIPROCONTACT
DOT TIN Range P5TY PXH6 0815 through P5TY PXH6 1915 (the 8th week of 2015 through the 19th week of 2015)

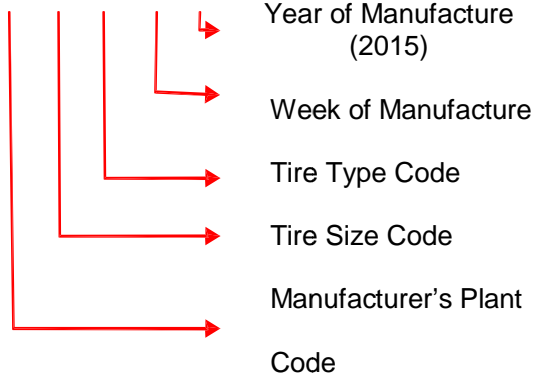
The subject tires were sold as replacement tires in the United States from February through June 2015.

The tires can be identified by the DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire.



Example: DOT P5TY PXH6 1215

DOT: P5 TY PXH6 12 15



If the date of manufacture is not present on one side, it will be located on the opposite side of the tire.

What should you do?

If you have one of the covered tires, please contact your tire dealer where you purchased your replacement tire(s). This is especially important if your vehicle is equipped with a Tire Pressure Monitoring System (“TPMS”) and the warning light is illuminated. Your dealer will then schedule an appointment to have the replacement tire mounted.

If your tire dealer cannot assist you or to locate a CTA tire retailer near you, please consult our website, www.continentaltire.com and select “Dealer Locator” or call CTA Customer Relations at 1-888-799-2168.

If you have disposed of the affected tire already, or sold the vehicle on to which it was mounted, please contact CTA Customer Relations at 1-888-799-2168 with the name and address of the new owner.

What will Continental do for you?

If you have an affected tire in service on the date you receive this notice, CTA, through your vehicle or tire dealer, will replace the affected tire with a new Continental brand tire of the same size and description free of charge through February 29, 2016, including mounting, balancing and taxes. That procedure should take approximately 60 minutes, although the amount of time that you may need to spend at the dealer could be longer to account for scheduling issues.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, CTA will reimburse you for the cost of the comparable replacement tire, including mounting, balancing and taxes. To be eligible for reimbursement you must complete a Reimbursement Request Form and submit this form with the required documents to CTA before February 29, 2016. The Reimbursement Request Form is available at www.continentaltire.com, click on the “Customer Care FAQ’s Tab” and type in Tire Recall or you may request a form by calling CTA Customer Relations at 1-888-799-2168.



For reimbursement requests submitted after February 29, 2016, CTA will pay you a prorated portion based on the percentage of useable tread remaining on the tire you are replacing.

If you believe that CTA has failed or is unable to remedy the defect without charge within 60 days after your receipt of this notice, 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 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee by First Class Mail within ten days of your receipt of this notice.

We apologize for any inconvenience that this action may cause you. Because we are concerned about your safety, we urge you to take immediate action. Thank you in advance for your cooperation. If you have any questions about these instructions, please refer to our website <http://continentaltire.custhelp.com> or contact CTA Customer Relations at 1-888-799-2168 for assistance.

Sincerely,

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