

CL-10212750-2542

2007 DEC 13 AM 11:04
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Big Spring, Tx.

home

October 12, 2007

National Highway Traffic Safety Administration

My description of the accident:

While driving 60-65 mph I heard a noise and looked in the rear view mirror. I saw a piece of rubber bounce off the pavement behind my Vehicle. I stopped immediately to check the tires & the tread had come off almost a foot around my right rear tire. (drivers side rear) The tire was still inflated & no air loss. I then tried to make it to a service station close by

Going 45-50 mph in hope of replacing the tire with spare. In route, the rest of the tread came off the tire and blew out & damaged my vehicle.

I have enclosed pictures, repair bills for damages, and a receipt where I replaced all four tires. I was afraid & refused to go anywhere with the tires that were on the vehicle.

I complied with the manufacture instructions and mailed 2 body repair estimates. An estimate for replacement of tires -- and pictures of the tire and body damage. I also sent the tire to manufacture.

Next, I receive a letter stating the tire had a puncture and had been repaired.

Basically the manufacturer was telling me that if I have a flat that I can't repair it and that I must replace the tire, because it wouldn't be safe after a flat is fixed. My tire had been repaired due to a nail, but not a road hazard puncture.

On August 7, 2007 -- I received a letter stating the tire had a puncture that

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had been repaired. The pictures of the tires were returned.. And I took this as their way of saying that my claim was denied. (copies of each are included)

There was no PUNCTURE.

The tire had a slow leak because of a nail and was repaired approximately 1 year ago. I had no problems with the tires until this incident. At my request, Continental returned my tire. I would be most willing to send all 4 tires to you for examination.

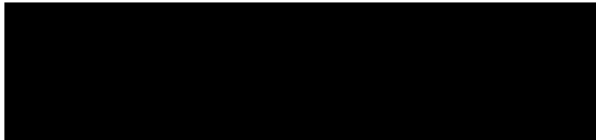
These tires are absolutely a safety concern for all vehicles & persons now using Continental Tires.

My wife & grandson were both with me & fortunately no one was injured. However, the circumstance could have turned out so differently. One should be able to depend on their tires being safe. The tire should remain safe even if it was fixed from a nail. (I have all four tires for examination -- if need be)

I know these tires have already cost people their lives. Continental Tire Company should be ordered to replace the tires & pay for all damages to my vehicle.

Please contact me so that I can be advised what to do to correct this situation.

Thank-you,





Service Center

July 18, 2007

[REDACTED]
Big Spring, TX [REDACTED]

Claim [REDACTED]

Dear [REDACTED]

Thank you for bringing this incident to our attention. Continental Tire North America, Inc. fully investigates every claim.

In order to process your claim please complete and return, via US Mail, the enclosed Claim Information Report along with a copy of your insurance coverage showing your deductible, copies of two repair estimates for the damage to your vehicle, receipts for replacement tires, photographs of the vehicle damage, a copy of the police report if one was completed, and copies of all medical records and billing if applicable. **The Claim Information Report must be completely filled out.** We cannot begin the review process without this vital information.

Enclosed please find a prepaid shipping tag for your use in forwarding the subject tire to our Charlotte facility for examination. Please be advised, without the complete tire a full reconstructive analysis cannot be performed on the tire in question. A complete tire will include the sidewalls, casing, and tread. The label is to be placed on the **tread area** of the tire. **Please tape over the label with clear tape to ensure it does not come off the tire.** It is not necessary to put the tire in a box; however, you may need to tape around the tire with clear tape to secure the tire.

Our examination of the subject tire and request for subsequent documents should not be construed as our admission of liability. Please keep in mind that any tire, no matter how well constructed, may fail in use as a result of punctures, cuts, impact damage, improper inflation, or other conditions from use or misuse which we are not responsible.

If we have not received your tire and the documents listed in paragraph two within three months from the date of this letter, your claim will be considered closed, and no consideration for reimbursement will be made.

Once we have received the subject tire, and the documents listed in paragraph two, please allow thirty business days to process your claim. We will notify you of our findings by mail. If you have any questions, please contact us at 800-266-5139.

Sincerely,

Warranty Claim Department
Continental Tire North America, Inc.
ServiceCenter@conti-na.com

Continental Tire
North America, Inc.
1950 Continental Blvd.
Charlotte, NC 28273

Phone 800-266-5139
Fax 704-588-8476

PDC01 Rev. 2 08/03

Continental



Service Center

TIRE

National Highway Transportation Safety Administration

August 7, 2007

Big Spring, TX

Property Damage Claim

Tire: P265/70R17 Conti Trac SUV DOT: ADT645EW1902

Dear

We have completed the technical examination of the tire. The examination revealed that the tire had a puncture that was repaired. Some road hazard damage, such as a puncture, can cause gradual air loss, leading to insufficient inflation pressure. This results in high operating temperatures, causing structural damage.

The examination did not reveal any material and / or workmanship related conditions to explain the failure of the tire. Since service related conditions are beyond the control of the manufacturer, we must, therefore, respectfully decline the claim.

Should you have any questions, contact us at (800) 266-5139

Sincerely,

Warranty Claim Department
Continental Tire North America
ServiceCenter@conti-na.com

Continental Tire
North America, Inc.
1950 Continental Blvd.
Charlotte, NC 28273

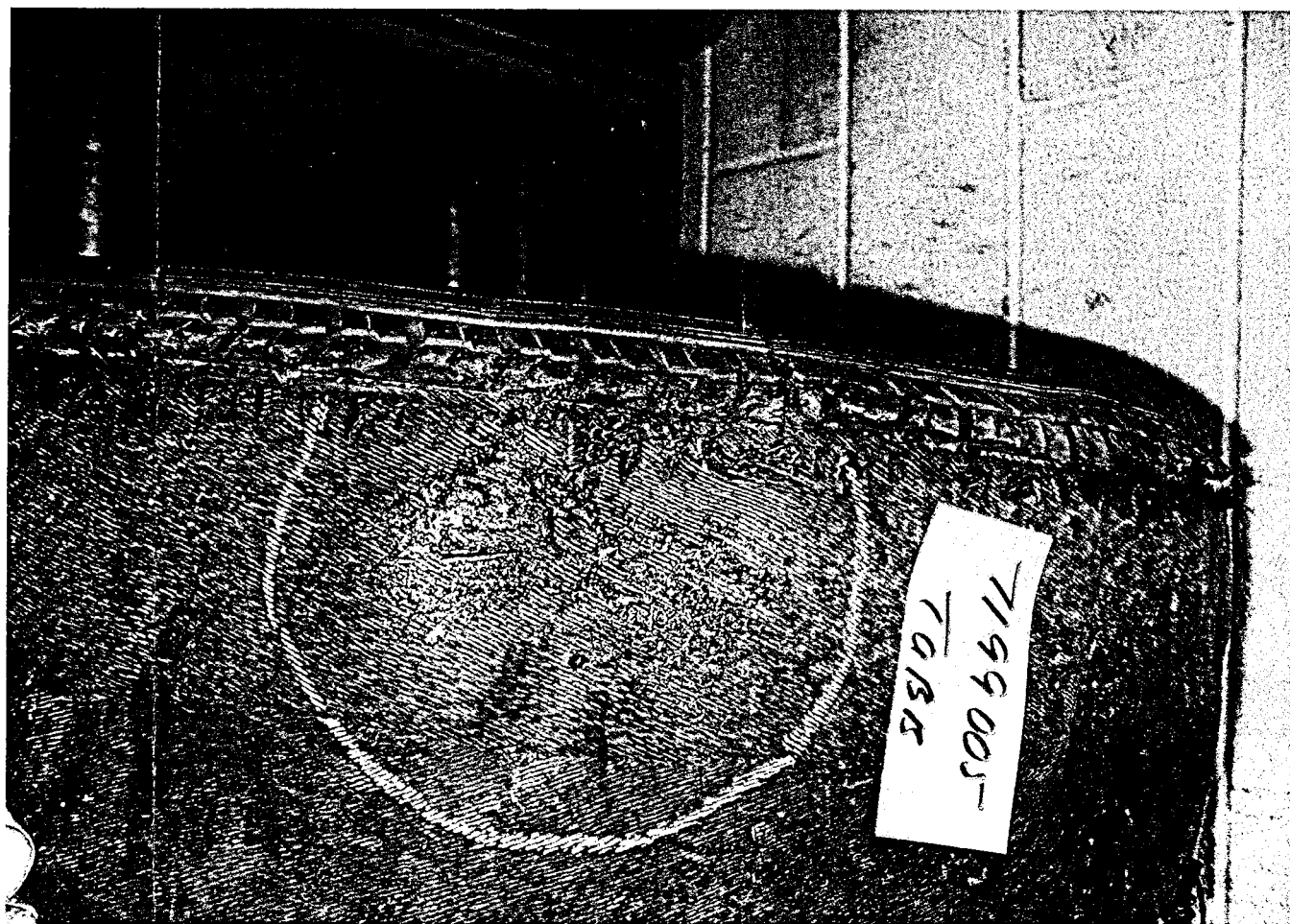
Phone 800-266-5139
Fax 704-588-8476

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1-888-327-4236

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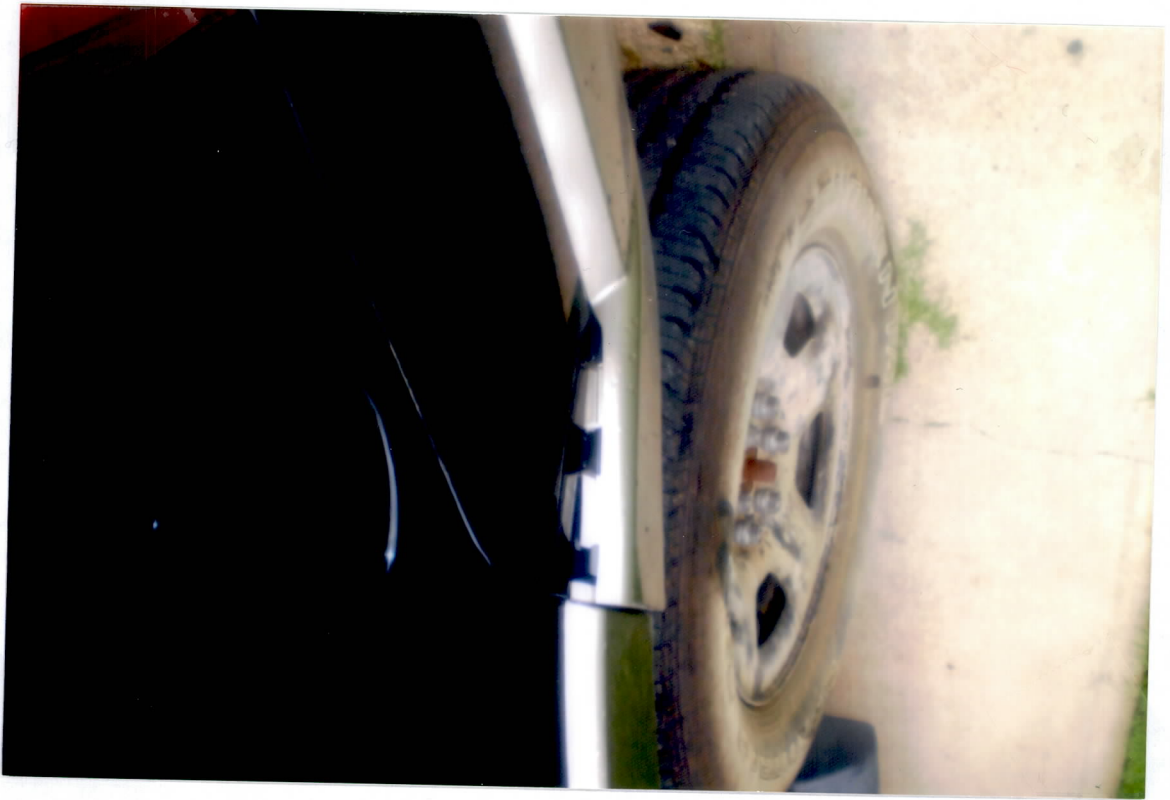




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TAB B









THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).