

JUN 21 2011

OS/FOI

12-28-10

December 15, 2010

CL-1038 0680-5952

Continental Tires US Headquarters
1830 MacMillan Park Dr
Fort Mill, SC 29707

Re: General Ameri G4S SR 175/70/14 Premature Wear
Wrongful Warranty Claim Handling

Dear Sir:

I am writing in follow-up to my request for adjustment on my General tires because they prematurely wore to 4/32" tread life in less than 30,000 miles rather than the 60,000 tread life warranty used to entice me to purchase your tires. You had denied my warranty claim based on the stated position that the tires are older than the warranty covers (72 months). The tires, which I purchased new on 11/18/06-invoice enclosed-have DOT dates of the 37th week and 39th week of 2003 making the tires about a year older than covered by the warranty. Please reconsider your position considering the following points of contention:

- I was not told I was purchasing tires that had been sitting on your shelf for over 3 years.
- I do not believe it is reasonable that a consumer inspect new tires to decipher the codes on the sidewall to make sure they are not purchasing aged inventory.
- I do not believe the tires should have, or did incur over 30,000 miles worth of wear while sitting on your shelf.
- I was not provided with warranty information and relied on General standing behind its products and honoring a claim when tires wear prior to the 60,000 mile warranty period.

I understand proper vehicle maintenance, tire rotations and tire inflation are crucial for optimal tire life and performance. I perform the majority of my own vehicle maintenance and am enclosing pertinent portions of my maintenance logs. As you can see, my vehicle has been meticulously maintained well in excess of the manufacturer's recommendations. I have personally assured this vehicle has been maintained with tire inflation in accordance with the manufacturer's specifications, 30 psi front and 26 psi rear. As shown by the enclosed documentation, the tires were properly rotated at the following intervals:

- 11/18/06 56345 miles the new tires were purchased.
- 10/13/07 61,329 miles tires rotated.
- 9/20/08 67,863 miles tires rotated.
- 10/17/09 72,895 miles tires rotated.

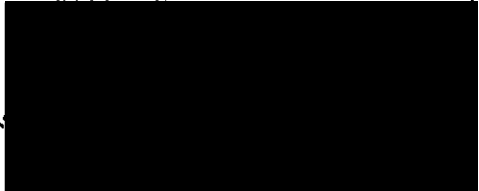
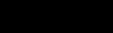
NH
062241
DW

- 7/10/10 80,562 miles tires rotated.
- 12/12/10 85,639 miles replaced tires due to only 4/32" tread reaming and slippery Midwest winters.

Despite work to assure proper maintenance, rotated the tires every 4984 to 7667 miles, I was only able to use my General Ameri G4S SR 175/70/14 tires.

Because of the inappropriate and wrongful denial of my warranty claim, I decided it was not in my best interest to replace the tires with another General or Continental product. I am enclosing a copy of the invoice for the replacement tires. Because the tires lasted less than 50% of their warranted life, I am seeking reimbursement of 50% of the cost to replace the tires or \$162.07.

I look forward to a favorable response by January 21, 2011.

*my to
NHTSA*

Bettendorf, IA 

cc:

Feinn Tire Co., Inc.
28055 Plymouth Road
Livonia, MI 48150

U.S. Department Of Transportation
National Highway Traffic Safety Administration
Office Of Vehicle Safety Compliance
400 7th Street, SW
Room 6111
Mail Code: NSA-30
Washington, DC 20590

U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Office of The Attorney General
Consumer Protection Division
P.O. Box 30213-7713
Lansing, MI 48909

REG # - F112384

FEINN TIRE CO, INC.
28055 PLYMOUTH ROAD

INVOICE #: 27702

LIVONIA, MI 48150
734/422-5088

PAGE: 1
TIME STARTED: 07:23:39
TIME CLOSED: 07:37:22

CUSTOMER:

1

CANTON, MI

HOME: [REDACTED] 0 VEHICLE: 1997 SATURN SC SERIES
SALESMAN: ANTON URBANSKI LICENSE: [REDACTED] MI MILEAGE: 56000
COLOR: GOLD ENGINE: 1.9L L4 FI
INVOICE DATE: 11/18/06 DUE: 11/18/06

PRODUCT	LCT	DESCRIPTION	QUANTITY	PRICE	EXTENSION
G15461480000	0	GE 175/70-14 AMERI G4S SR	4	52.95	211.80
115	0	PASSENGER TIRE BALANCE	4	7.00	28.00
VS	0	RUBBER VALVE STEM	4	1.00	4.00
RH	0	PRORATED ROAD HAZARD WARRANTY	4		0.00
Registration: Serial# 0606			Quantity	4	Warranty Period
***** FREE TIRE ROTATION EVERY 6000 MILES *****					4 YEAR

MERCHANDISE: 215.80
LABOR: 28.00
SALES TAX: 12.95
INVOICE TOTAL: 256.75

VISA/MASTERCARD

256.75

TENDERED BY 3

Customer Signature : _____
See Reverse Side for Sales Agreement and Warranty

12
 310
 66
 64
 18
 164
 82
 770
 696
 710
 7
 8
 96

DATE	MILE	MPG	B	G
8-21	54972	28.0	20.00	2.1
8-26	55211	34.2	19	7.0
9-11	55437	27.2	20.00	8.3
9-29	55593	NF	5	2.3
10-4	55637	21.2	15.00	2.1
10-20	55826	29.7	17.00	8.0
10-29	56124	32.1	17.00	7.7
11-14	56296	22.3	17.00	7.7
11-28	56479	26.5	16.00	7.3
12-12	56652	22.2	21.00	9.1
12-31	56898	28.5	17.00	7.7
1-8	57166	33.1	17.00	8.1
1-23	57330	18.8	16.77	8.7
AUG MPG		26.6	217.77	96d
MILE TO		579.4		
MPG TO		32.47		
11-1802	56345			
4 NEW TIRES				
1-2707	57374	LCF		

5200

85
2
190

88
88
176

27
81238
176
670
616

27
1203
158
570

00

2177
2411

	Miles	MPG	\$	G
6-15	59213	24.5	\$27	8.5
6-23	59464	25.9	30.00	9.6
6-26	59584	28.1	13	4.2
6-27	59783	35.1	17	5.7
7-10	60029	32.3	26.00	7.9
8-2	60235	28.7	21.00	7.2
8-20	60491	32.0	24.00	8.0
9-2	60684	24.1	24.00	9.0
9-16	60876	27.0	21.00	7.1
9-30	61079	26.9	21.00	7.5
10-17	61328	35.0	24.00	7.2
10-22	61526	30.0	19	7.2
11-3	61767	25.9	28	9.5
11-11	62020	29.0	26.00	8.7
11-17	62258	27.0	26.00	9.8

AVG MPG 26.75 347 117.2
CAL TO 763.70

11-17 62255 LOI= 100% PULLY AND 10%
10-13 61328 100% GIVE MOUNT
10-13 61329 100% GIVE MOUNT
10-13 61329 100% GIVE MOUNT
10-13 61329 100% GIVE MOUNT

DATE	Miles	MPG	g	g
3-26	66013		14	4.4
4-1	66161		18	5.4
5-14	66424		25	6.8
6-8	66645	27.8	30	8.0
6-22	66852	25.8	31	8.0
7-6	67065	30.1	30	7.7
7-11	67203	27.4	20	5.0
7-28	67383	24.4	28	7.2
8-14	67575	26.7	27	7.3
9-7	67814	30.0	28	8

28.8 251 620

9-20 67863

LOF

ROTATED TIRES

9-22 67868

REAR WHEEL G.I.F. 236

AVG MPG

AVG

28.8

WAL T.O

967.7

AVG-MPG PD

30.25

30

31

32

75 1329
258

69538

				MILE	MILE	MPG	X	L
			900	4-26	69738	33.3	11.00	68
				5-16	69950	20.1	14.00	65
	223			5-25	70098	31.2	11.00	89
	216			6-4	70297	32.0	16.00	65
	258			6-14	70539	28.9	21.00	84
				6-18	70681	31.2	7.00	28
				6-22	70859	30.3	19.00	76
				7-1	71055	35.9	17.00	71
				7-13	71268	31.8	16.00	67
						29.0	20.00	85
				8-12	71551	31.3	18.00	75
				8-24	71979	30.4	18.00	75
				9-7	72242	30.0	21.00	89
				9-20	72483	33.0	17.00	72
	284			10-5	72678	30.0	12.50	66
	267			10-17	72890	30.1	12.00	69
						259.50		10.1
				5-6	69794	MUFFLE		
				10-17	LOF- ROTATE TIRES			
					72895			
					AVG MPG	30.49		
					GAL T.D	1137.8		
					AVG TD	30.03		

8 1200
16

283.1 MPH

2555 MPH
274 mph (6-19)

MPH 2277 5.727
gallons

66	20	3-26	76562	MPH	227	5.76	gallons	MPH	8	G	
		3-31	76737	NP					15	00	57
		4-9	76943						28.7	22 00	84
117	322	4-16	77138						27.5	20 00	75
	352	4-23	77366						27.8	18 00	67
	1240	4-28	77621						28.2	22 00	80
	117	5-2	77738					NP	13	99	5108
	13	5-8	77962						26.8	18 00	66
42		5-13	78176						30.0	20 00	72
42		5-20	78427						29.5	21 00	76
200		5-24	78674						29.6	22 00	81
500		5-18	78916						32.1	20 00	75
		6-7	79176						33.1	19 00	73
		6-11	79429						33.3	20 00	78
		6-19	79703						32.5	20 00	78
		6-26	79921							20 00	769
		6-30	80204						29.5	19 00	74
		7-5	80381							16 00	601
									22.2	21 00	80

117
332
357
1240
112
13

11-11	84732		12	00	4.4
11-15	84861		22	82	8.5
11-22	85051	23.8	23	00	8.0
12-1	85206		22	62	8.1
12-6	85487		22	-	7.8
12-1	85856	21.4	20	50	7.1

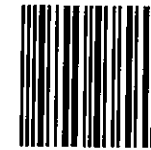
12-11 4 new TIRL)
85639

TOTAL PARTS

[REDACTED]
Bettendorf, IA [REDACTED]



1000



20814

U.S. POSTAGE
PAID
ROCK ISLAND, IL
61201
DEC 17, 10
AMOUNT

\$0.61
00022475-04

U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814