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December 15, 2010

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.

JAN 28 2011

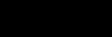
NM
020311
TGW

- 7/10/10 80,562 miles tires rotated.
- 12/12/10 85,639 miles replaced tires due to only 4/32" tread remaining 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.


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

INVOICE #: 27702

FEINN TIRE CO, INC.
28055 PLYMOUTH ROAD

LIVONIA, MI 48150
734/422-5088

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

CUSTOMER:

1

CANTON, MI

HOME: [REDACTED] 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
015461480000	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
 360
 66
 64
 18
 1169
 87
 770
 696
 740
 77
 8
 96

DATE	MILE	MPG	6	6
8-21	54972	28.0	20.00	7.1
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	7.1
10-20	55876	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	56682	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
			217.77	96.1
AUG MPG		26.6		
GAL TO		579.4		
MPG TO		32.43		
11-1806	56345			
4 NEW TIRES				
1-2707	57374	LCF		

min

85
2
190

2177
2411

88
98
176

27
81238
126
680
610

27
1203
158
570

00

	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	8.0
9-16	60876	27.0	21.00	7.1
9-30	61079	26.9	21.00	7.2
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

347 117.2

AVG MPG 26.75
GAL TO 765.70

11-17 62258 LOI= 10LBR. PUMP AND 10L
10-13 61326 10LBR. PUMP AND 10L
10-13 61326 10LBR. PUMP AND 10L
11 61326 10LBR. PUMP AND 10L

DATE	MILES	MPG	8	6
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	31	7.7
7-11	67203	27.4	20	5.0
7-28	67383	24.4	18	7.2
8-14	67575	26.7	27	7.3
9-7	67814	30.0	28	8
		28.8	251	67.0

9-20 67863
LIF

ROTATED TIRES

9-22 67868
REAR WHEEL CYL 236

AVG MPG AVG 28.8
CAL T.O 967.7
AVG-MPG TO 30.25

30

31

2

71 1229
205

69538

			DATE	MILES	MPG	8	6
		900	4-26	69738	33.3	11 00	60
			5-16	69950	20.1	14 00	65
	23		5-25	70098	32.2	11 00	49
	216		6-4	70297	30.0	16 00	65
	250		6-14	70539	28.9	21 00	84
			6-18	70604	31.2	7 00	28
			6-22	70859	30.3	19 00	76
			7-1	71055	25.9	19 00	75
			7-13	71268	34.8	16 00	67
322					29.0	20 00	85
5			8-10	71571	31.3	18 00	75
			8-24	71979	30.4	18 00	73
			9-7	72242	30.0	21 00	89
			9-20	72483	33.0	17 00	72
	804		10-5	72678	30.0	14 30	66
	867		10-17	72892	30.1	17 00	69
					259.50	10.1	
			5-6	69794	AVG		
704			10-17	LOF - ROTATE TIRDS			
				72895			
				AVG MPG	30.49		
				AVG T.D	1137.8		
				AVG TD	30.03		

2555 MPH
274 mph (6-19)

MP# 2277 3.727 gallons

MPH	2277	5.72	3.00	MPH	8	6
3-26	76562	NP		15	00	57
3-31	76737			28.7	22 00	84
4-9	76943			27.5	20 00	75
4-16	77138			27.8	18 00	67
4-23	77366			28.2	22 00	80
4-30	77621	NP		13	99	5108
5-2	77738			31.8	18 00	66
5-9	77962			30.0	20 00	72
5-13	78176			29.5	21 00	86
5-20	78427			29.6	22 00	81
5-24	78674			30.1	20 00	75
5-28	78916			33.1	19 00	77
6-7	79176			33.3	20 00	78
6-11	79429			32.5	20 00	78
6-19	79703				20 00	769
6-26	79921			29.5	19 00	74
6-30	80204				16 00	601
7-5	80381			22.2	21 00	80
AVG MPH			31.03	1304		
WAC PD			1405.5			
AVG MPH PD			29.88			
7-4	78802	BATTERY				
	77024	SPARK PLUGS				
7-10	80562	LOF TIRE RETAKE				

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

85266

22

62

8.1

12-6

85487

22

-

7.8

12-1

85256

21.6

20

50

7.1

12-11

4 new (11.16)

85639

TOTAL	324	14
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rf, IA

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