

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10564118-7508

February 1, 2013

To the Continental Tire Marketing Department:

DWS Tires Are Defective - You Knew It - But Ignored It? You Owe Me \$831.84

FEB 11 2014

- I bought a full set of DWS tires from The Tire Rack in March, 2012, for my 2006 Jaguar XKR
- I had the rims refinished in October 2013
- The DWS tires had only 7,000 miles
- When the tires were re-installed on the like-new rims, the car shook like a buckboard!
- Why? LOTS of lateral movement of your tires visually obvious on the balancer
- I asked The Tire Rack what they could do about these defective tires
- Nothing - "uniformity" is warranted by Continental for only 12 months

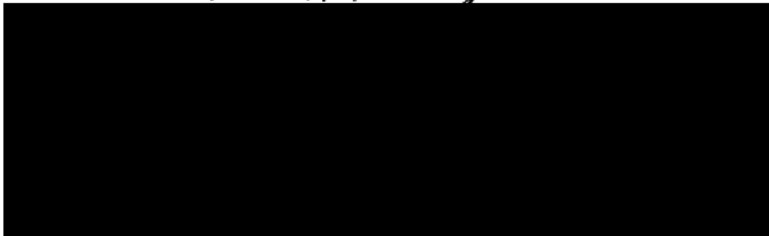
But you KNEW* you had a problem. And apparently you did nothing to make it right - in advance - for customers.

* A simple Google search by tire name told me - after the fact - that lots and lots of people have the same problem with these tires. It ALSO told me you resolved a class action suit not long ago. Is this a pattern with your company?

When you knew you had a problem you should have told your dealers to make it right for your customers! When I called The Tire Rack, they could have helped me, if you had authorized them to replace my low mileage tires, or refund my original price. But you didn't.

So I'm out \$831.84 (see attached) plus the cost of a new set of Michelins **I SHOULD NOT NEED!**

Please send my refund, payable to:



Lexington, Massachusetts



cc: NHTSA Headquarters, Washington, DC 20590

NM
2/2/14
SMD

From: Tire Rack [orders@email.tirerack.com]
Sent: Thursday, March 29, 2012 3:04 PM
To: [REDACTED]
Subject: Delivery Confirmation

Join Us On   

Trouble viewing this email? You can see it online [here](#).

888-727-8092

com

UPGRADE GARAGE

PRODUCTS

SHOPPING TOOLS

Delivery Confirmation

Your order was delivered on 03/29/2012.

Order Information

Customer Number: 4955120-000

Billing Address:

Lexington, MA

Shipping Address:

Upton, MA

DELIVERY DETAILS >>

UPS Tracking Number(s):
1Z03WE010387350078
1Z03WE010387350096

Questions?

Please refer to your customer number at left and order number(s) below when calling.

Products & Shipping

If you have questions about the products you have ordered, please call Julian (ext.798) at 888-727-8092 or email julian@tirerack.com.

If you have questions about order status or other customer service matters, please contact customer service at 888-981-3953 or email custsvc@tirerack.com.

Installation

Do you need help with installation? Select one of our [Recommended Installers](#) to handle your installation needs.

[Tire & Wheel Package installation](#) instructions are also available.

Order Number: F853277

Order Date: 03/21/2012

Via: UPS Ground

From: Midway, GA

PRODUCTS ORDERED

Qty	Size and Description	Availability	Price Each	Total Price
2	245/45ZR -18 Continental Ext Download Warranty Brochure PDF	In Stock	\$189.00	\$378.00
1	Continental Warranty Packet	In Stock	N/C	N/C
1	Tire registration card -retail	In Stock	N/C	N/C
2	255/45ZR -18 Continental Ext Download Warranty Brochure PDF	In Stock	\$189.00	\$378.00
1	Continental Warranty Packet	In Stock	N/C	N/C

1	Tire registration card -retail	In Stock	N/C	N/C
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VEHICLES

Some products above selected for the following vehicle(s):

Vehicle: 06 Jaguar XKR

Shipping: \$75.84
Order Total Including Shipping: \$831.84

Tech Center



Every tire requires a break-in period for optimum performance. [Read more.](#)

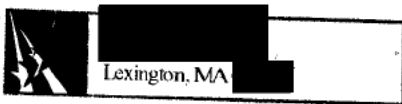
Tire Rack | 7101 Vorden Parkway | South Bend, IN 46628 | 888-727-8092 | www.tirerack.com

©1998-2012 TR

This email was sent to you by the Tire Rack and includes important information regarding your recent order.

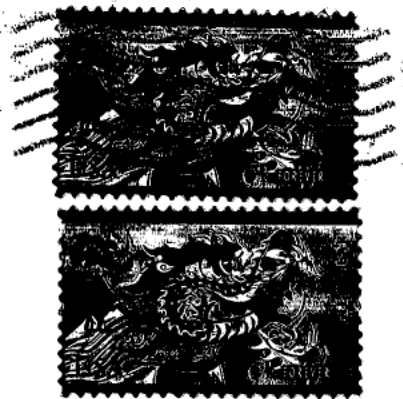
If you have a question for our sales team email sales@tirerack.com

We respect your right to privacy. [View our policy.](#)



BOSTON MA 021

03 FEB 2014 PMS L



NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC

20590

ATT: FIREWARRANTY Complaint

20590

