
Continental Letterhead

Vehicle ID#

J A SAMPLE
APARTMENT 1
123 MAIN STREET
ANYWHERE, US 12345-6789

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Continental Tire North America, Inc., ("CTNA") has decided that certain Continental and General Tire brand tires fail to conform to Federal Motor Vehicle Safety Standard #119 (New Pneumatic Tires for Vehicles other than Passenger Cars). You have been identified as the owner of a model year 2006 Ford F250 or F350 that may have been originally equipped with an affected spare tire.

Please note that affected Continental tires may have been installed as **spare tires** on vehicles that are equipped with 20" non-Continental brand tires on the drive and steer axles.

Please thoroughly review this notice and follow the steps outlined in the instructions.

Why is Continental taking this action?

Affected tires may not meet the endurance test requirements of Federal Motor Vehicle Safety Standard 119. If or when the spare tire has been placed into service, continued use of the affected tire can result in tire failure which could lead to vehicle damage or motor vehicle crash.

What is Ford Motor Company's involvement?

Ford has initiated a Customer Satisfaction Program through its dealer network for the purpose of assisting its customers in the inspection and replacement of affected tires that were installed as original equipment on Ford vehicles.

The Ford dealer will inspect the spare tire on your vehicle, and replace the tire if produced within the suspect timeframe. Your vehicle will require inspection prior to determining if a replacement tire needs to be ordered. Only tires confirmed as having been produced within the suspect timeframe, based upon build date code inspection, will be replaced.

What should you do?

Please make an appointment with the nearest Ford dealership at your earliest convenience. This is especially important if you notice excessive vibration, bulging in the tread area or uneven tread wear with your spare tire. In this case, immediately contact your nearest Ford dealership for further instructions.

To locate a Ford dealership near you visit <http://www.genuineservice.com> on the internet or consult your local Yellow Pages. If you need further assistance you may also call CTNA Customer Relations at 1-800-847-3349.

If you no longer own the vehicle identified by the Vehicle Identification Number (VIN) mentioned in the letterhead, please contact our Customer Relations toll-free number 1-800-847-3349 with the following information:

- Vehicle VIN# (Located above your name at the top of this letter).
- Name and address of the current owner

What will Continental do for you?

Continental Tire North America, through your Ford dealer, will replace the affected spare tire free of charge through June 15, 2006, including mounting and balancing. At that time, Ford Motor Company's involvement in this campaign will end.

After June 15, 2006, customers will be required to contact CTNA Customer Relations at 1-800-847-3349 for assistance and service instructions. Please note that after June 15, 2006, owners will be required to pay a pro-rated amount of tire replacement costs, based on the percentage of useable tread worn.

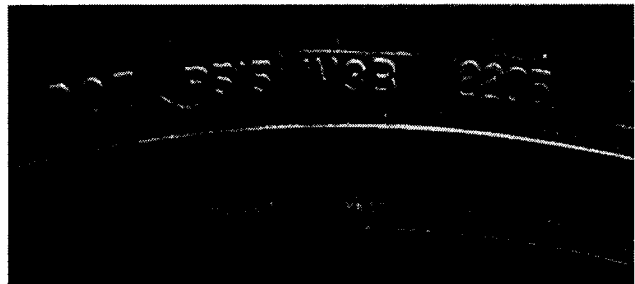
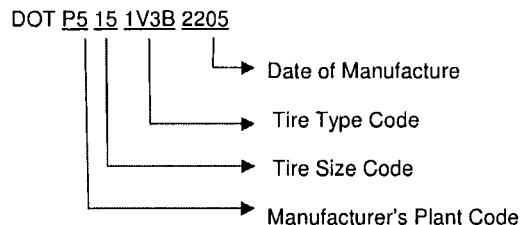
Please note that Ford Motor Company recommends that the wheel lug nut torque be checked after the wheels have been removed and re-installed on a vehicle. Follow the procedure outlined in the Ford F-Series Owner Guide or return your vehicle to your Ford or Lincoln Mercury dealer to have the lug nut torque checked at no charge.

Affected Tires

The affected tires may have been installed as spare tires on model year 2006 Ford F250 or F350 vehicles that are equipped with 20" Non Continental brand tires on the drive and steer axles. Affected tires were produced in week 22 and 23 of 2005 and are shown below:

- **Tire Name: Continental ContiTrac TR**
Size: LT275/70R18 125/122S BSW
DOT Serial Numbers: P515 1V3B 2205 and P515 1V3B 2305

Example: DOT P515 1V3B 2205



Tires made for use in the United States have the DOT serial number located on one sidewall of the tire near the rim. Starting with the year 2000, four numbers are used for the Date of Manufacture. The first

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two numbers identify the week and the last two numbers identify the year of manufacture. The sample shows a tire manufactured during the 22nd week of 2005.

In the event you believe this remedy is inadequate, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience that this action may cause you. Because we are sincerely concerned about your safety, we urge you to take immediate action. Thank you in advance for your cooperation. If you have any questions about the procedure, please call our Customer Relations toll-free number 1-800-847-3349 for assistance.

Sincerely,

Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273