



Mr Sample
All Street 10
123456 Owncity
Country

IMPORTANT SAFETY RECALL

Dear Customer,

Date:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Continental Tire the Americas, LLC ("CTA") has decided that a defect which relates to motor vehicle safety exists in certain General Tire brand passenger tires, in the size 33X12.50R18 LT 118Q General Grabber.

CTA has initiated a tire safety recall to remove these tires from service. You have been identified as a potential owner of an affected tire.

Please read this notice carefully and follow the steps outlined in the instructions below.

Why is Continental taking this action?

Continental has determined that affected tires may experience localized tread wear, excessive vibration, noise and bulging in the tread area. With continued use, the tire could experience a tread separation, which could result in loss of vehicle control, increasing the risk of a crash. The safety recall is being initiated to avoid any potential risk to users.

Affected Tires

The affected tires are identified as follows:

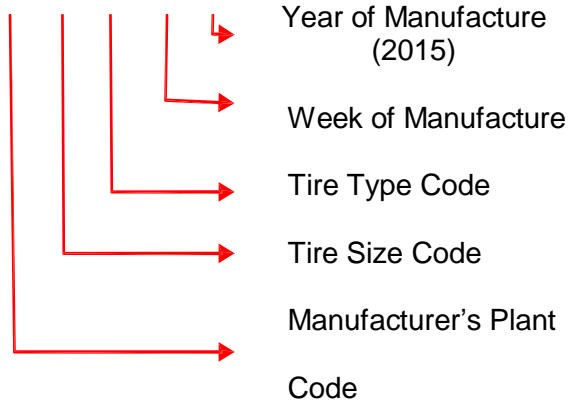
Product Line: 33x12.50R18 LT 118Q General Grabber
DOT TIN Range: A3CB 1YC 1815 and A3CB 1YC 1915

The tires can be identified by the DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire.



Example: DOT A3CB 1YC 1815

DOT A3 CB 1YC18 15



If the date of manufacture is not present on one side, it will be located on the opposite side of the tire.

What should you do?

If you have one of the covered tires, please contact your tire dealer where you purchased your replacement tire(s). This is especially important if you notice visual tread distortion, excessive vibration or noise with your tire. Your dealer will then schedule an appointment to have the replacement tire mounted.

If your tire dealer cannot assist you or to locate a CTA tire retailer near you please consult our website, www.continentaltire.com and select "Dealer Locator" or call CTA Customer Relations at 1-888-799-2168.

If you have disposed of the affected tire already, or sold the vehicle on to which it was mounted, please contact CTA Customer Relations at 1-888-799-2168 with the name and address of the new owner.

What will Continental do for you?

If you have an affected tire in service on the date you receive this notice, CTA, through your tire dealer, will replace the affected tire with a new General brand tire of the same size and description, or with a General Grabber X3, free of charge through August 31, 2017, including mounting, balancing and taxes. That procedure should take approximately 60 minutes, although the amount of time that you may need to spend at the dealer could be longer to account for scheduling.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, CTA will reimburse you for the cost of the comparable replacement tire, including mounting, balancing and taxes. To be eligible for reimbursement you must complete a Reimbursement Request Form and submit this form with the required documents to CTA before August 31, 2017. The Reimbursement Request Form is available at www.continentaltire.com, click on the "Customer Care FAQ's Tab" and type in Tire Recall or you may request a form by calling CTA Customer Relations at 1-888-799-2168.



For reimbursement requests submitted after August 31, 2017, CTA will pay you a prorated portion based on the percentage of useable tread remaining on the tire you are replacing.

If you believe that CTA has failed or is unable to remedy the defect without charge within 60 days after your receipt of this notice, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590, or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee by First Class Mail within ten days of your receipt of this notice.

We apologize for any inconvenience that this action may cause you. Because we are concerned about your safety, we urge you to take immediate action. Thank you in advance for your cooperation. If you have any questions about these instructions, please refer to our website www.continentaltire.com or contact CTA Customer Relations at 1-888-799-2168 for assistance.

Sincerely,

Continental Tire the Americas, LLC
1830 MacMillan Park Drive
Ft. Mill, SC 29707