



"VIN"

April 19, 2021

Mr. Sample
All Street 10
123456 Ownercity

IMPORTANT SAFETY RECALL

Dear Customer,

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 Continental and General brand passenger tires.

As the owner of a 2019 model year Jeep Cherokee, you have been identified as the potential owner of an affected tire in the size 225/55 R18 98H Continental ProContact TX CTA has initiated a safety recall to remove these tires from service.

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

Why is CTA Taking this Action?

CTA has determined that the affected tire may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation which could lead to a partial or full tread/belt loss. These conditions could increase the risk of a crash, resulting in serious injury or death.

Tires may experience a sudden air loss without warning while others may exhibit visible localized tread wear which may manifest as excessive vibration and/or bulging in the tread area.

Affected Tire

The affected tire is identified as follows:

Product Line: 225/55 R18 98H Continental ProContact TX
DOT TIN Range: A35L WBJD 3619 & 4319
Mold number: 408578 / 408585

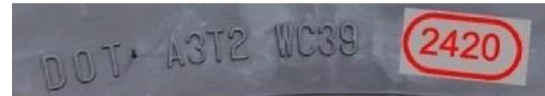
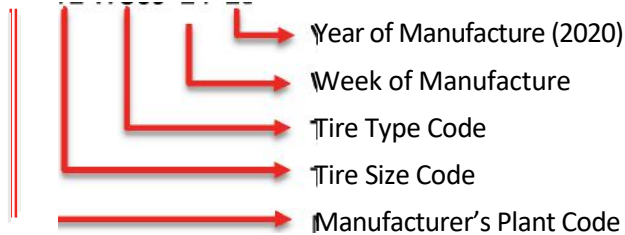


The subject tires were fitted as original equipment on your 2019 Jeep Cherokee. The tires must meet both DOT and mold number in order to be part of the recall:

1. DOT serial number, also known as the Tire Identification Number, or TIN, found on the sidewall of each tire. If the week and year of manufacture is not present on one side, it will be located on the opposite side of the tire.

Example: DOT A3T2 WC39 2420

DOT: A3 T2 WC39 24 20



2. Mold number is located on the sidewall of each tire.

Example for Mold number identification: “S-“ **416290**



What Should You Do?

You should immediately contact your FCA dealer to schedule an appointment to have your vehicle's tires inspected and, if necessary, replaced at no cost to you. This is especially important if you notice visible localized tread wear which may manifest as excessive vibration and/or bulging in the tread area. If it is determined that your vehicle is fitted with an affected tire(s), your FCA dealer will replace the affected tire(s) pursuant to FCA's Service Bulletin at no cost to you.

If your FCA dealer cannot assist you or to locate a CTA authorized dealer near you, please consult our website, www.continentaltire.com and select "Store Finder" 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 CTA Do For You?

If you have an affected tire in service on the date you receive this notice, CTA, through your FCA or tire dealer, will replace the affected tire with a new tire of the same or equivalent size and description free of charge through August 31, 2021, including mounting, balancing and taxes.

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, 2021.

The Reimbursement Request Form is available at www.continentaltire.com, scroll to the bottom of the page and click on TIRE RECALL or you may request a form by calling CTA Customer Relations at 1-888-799-2168.

The tires must meet both DOT and mold number in order to be part of the recall.

For reimbursement requests submitted after August 31, 2021, 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 leaser 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 <http://continentaltire.custhelp.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