Mr Sample  
All Street 10  
123456 Ownercity  
Country

IMPORTANT SAFETY RECALL

Dear Customer,

Date: October 30, 2014

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 Tire brand passenger tires, in the size 225/45R18 95H XL. 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 exhibit tread distortion when inflated and that the directional stability of the vehicle may be affected. Specific potential failure modes are unknown, however, it is possible that an affected tire could fail in a manner that may lead to a loss of control that could increase the risk of a crash without warning.

Affected Tire

The affected Continental tire is identified as follows:

Product Line: 225/45R18 95H XL PROCONTACT GX SSR MOE
DOT TIN Range: A34F WBJR 2514 thru A34F WBJR 3014

The subject tires were sold as original equipment on various 2015 Mercedes-Benz C-Class vehicles for the front axle and as replacement tires in the United States from June – October 2014.

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.

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Example: DOT A34F WBJR 2914

DOT A3 4F WBJR 29 14
Year of Manufacture (2014)
Week of Manufacture
Tire Type Code
Tire Size Code
Manufacturer's Plant Code

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 Mercedes-Benz dealer where you purchased your car or your tire dealer if you purchased a replacement tire. 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. To locate an additional authorized Mercedes-Benz dealers see www.MBUS.A.com.

If your Mercedes-Benz dealer cannot assist you or to locate a Continental 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 vehicle or tire dealer, will replace the affected tire with a new Continental brand tire of the same size and description free of charge through May 6, 2015, 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 issues.

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 May 6, 2015. 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 May 6, 2015, 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 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