



September 28, 2000

Mr. Jonathan D. White, Chief  
 Recall Analysis Division  
 National Highway Traffic Safety Administration  
 400 Seventh Street, S.W.  
 Washington, D.C. 20590

Re: Investigation: SQ00-017  
 Continental ContiTrac AS Tires

Dear Mr. White:

Please find enclosed copies of letters that have been issued to dealers and customers of Continental General Tire pursuant to the Customer Satisfaction Program regarding ContiTrac AS tires. These enclosures are being provided as a courtesy and pursuant to the reporting requirements of 49 CFR 573.8.

Please contact me if you have any questions.

Very truly yours,

*Raymond A. Mares*  
 Raymond A. Mares  
 Director, Quality Management  
 and Tire Uniformity

Enclosures

RECEIVED  
 09 OCT -4 PM 12:23  
 OFFICE  
 DEFECTS INVESTIGATION



September 22, 2000

JA SAMPLE  
APARTMENT 1  
123 MAIN STREET  
ANYWHERE, US 12345-6789  
(123456789121)

Dear Valued Customer,

Lincoln Mercury has identified you as an owner of a Lincoln Navigator. This notice is being sent to inform you of Continental General Tire's Customer Satisfaction Program to replace certain tires on Lincoln Navigators. Continental General Tire and Lincoln will be working together to minimize any inconvenience to you.

We are initiating this customer satisfaction program because a small percentage of 18" ContiTrac tires on the Lincoln Navigator have shown a condition described as belt lift in the shoulder area of the tire. Under certain conditions, this belt lift could cause a section of the tread belt package to detach from the tire casing and minor vehicle body damage could result. More often than not, the condition is detected when vehicle owners noticed irregular tread wear, vibration or noise. The tire involved in this program is shown below:

Size: P245/75R16  
Tire Name: Continental ContiTrac AS  
DOT Serial Numbers: AD70 449 017 through AD70 449 118

You may have these tires on your vehicle, your Lincoln Mercury dealer can inspect your vehicle to determine if your tires need replacement. If you need assistance locating a Lincoln Mercury dealer please call the Lincoln Customer Assistance Center at 1-800-521-4140 or visit <http://www.lincolnvehicles.com/> on line. If you need further assistance you may also call Continental General Tire's Consumer Relations at 1-800-847-3349.

Please contact your Lincoln Mercury dealer to make an appointment to have your tires inspected and if necessary replaced. If tire replacement is necessary, your dealer will replace your tire(s) with the same type or comparable Continental General Tire produced tire(s) at no charge, including mounting and balance.

Together, with Lincoln Mercury, our goal is to maintain customer satisfaction with the least amount of inconvenience to you. Thank you in advance for your cooperation.

Sincerely,

Continental General Tire, Inc.  
1800 Continental Blvd.  
Charlotte, NC 28273



September 21, 2000  
PS00-86

Dear Valued Customer:

You have been identified as a potential owner of P245/75R16 Continental ContiTrac tires. This notice is being sent to inform you of Continental General Tire's Customer Satisfaction Program to replace these tires. Continental General Tire and our dealers will be working together to minimize any inconvenience to you.

We are initiating this customer satisfaction program because a small percentage of 16" ContiTrac tires on the Lincoln Navigator have shown a condition described as belt lift in the shoulder area of the tire. Under certain conditions, this belt lift could cause a section of the tread belt package to detach from the tire casing and minor vehicle body damage could result. More often than not, the condition is detected when vehicle owners noticed irregular tread wear, vibration or noise. The tires involved in this program are shown below.

Size: P245/75R16  
Tire Name: Continental ContiTrac AS  
DOT Serial Numbers: AD70 449 017 through AD70 449 118

Records indicate that you may have purchased this type of tire. If so, please return your tire(s) to a Continental General Tire dealer nearest you. To locate a dealer near you, consult your local Yellow Pages or refer to our Internet Address [www.continentaltire.com](http://www.continentaltire.com). If you need further assistance please call our Consumer Relations toll-free number 1-800-847-3349. Show the tire dealership this notice. Your tires will be inspected to determine if they are of the serial numbers shown above. If so, we will replace your tire(s) with the same type or comparable Continental General Tire, Inc. produced tire(s) at no charge, including mounting and balance.

Together, our goal is to maintain customer satisfaction with the least amount of inconvenience to you. Thank you in advance for your cooperation.

Sincerely,

**Continental General Tire, Inc.**  
1800 Continental Blvd.  
Charlotte, NC 28273