



Continental General Tire, Inc.

1800 Continental Blvd.
Charlotte, NC 28273

Customer Satisfaction Program Service Bulletin

September 21, 2000
PS800-07

To: Continental General Tire, Inc. Dealers

Title: Customer Satisfaction Program for Lincoln Navigator Owners

Tire Information

This is a notice being sent to inform you of Continental General Tire's Customer Satisfaction Program to replace certain tires. 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. There have not been any catastrophic tire failures causing loss of vehicle control or rollover. 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: AD70449017 through AD70449118
Product Code: 0014956 BSW and 0013005 OWL
Article Number: 15427870000 BSW and 15458010000 OWL

Continental General Tire is requesting your assistance. Please research your sales records for customers who have purchased the involved tire. Once you have identified your customer(s), call our Consumer Relations toll-free number 1-800-847-3349 with the following customer information or mail the information to the address shown below.

Customer Information:
Name and Address
Phone Number
Date of Sale
Number of Tires Purchased

If mailing information, mail to:
Continental General Tire, Inc.
Product Service Department
1800 Continental Blvd.
Charlotte, NC 28273

Continental General Tire will notify your customer to return the tires and receive replacement tires. The customer is to receive replacement tire(s), spare included, of the same type or comparable Continental General Tire produced tires(s) at no charge, including mounting and balancing.

A. Previous purchased tires by the consumer.

In the event that the customer has previously replaced tires that are potentially part of this program and is seeking reimbursement, please advise them to contact Continental General Tire's Consumer Relations at (1-800-849-3347) for assistance.

B. Return of Take-Off Tires (spare tire included).

Tires involved in this program are not to be returned with your normal warranty returns. Ship the tires at least once a week. If you ship tires more than once a week, the minimum quantity must be 20 tires (note: for normal warranty returns continue to follow all current procedures).

Render all tires unserviceable by cutting one sidewall of the tire circumferentially (across the body ply cords) at a minimum of six inches in length.

For this program, fill out a Limited Warranty Claim Form 2469. Remove the Dealer and Customer Copy and mail the Service Center Copy to the Service Center address shown in Item 2 below. Place a copy of the Service Center Copy in a Packing Slip and attach to one of the tires in the return shipment. Be sure to complete the Customer Information Section and have customer sign form. Check the form for completeness and legibility. You will receive full credit for the replacement tire(s) plus the standard \$7.50 per tire handling commission and \$12.50 per tire to cover customer's mounting and balancing cost for this special program.

1. Ship tires as instructed below; remember to place the Service Center copy of the claim form in a Packing Slip, and attach to one of the tires in the shipment.

If you have accumulated 6 tires or less, ship tires UPS and charge to UPS Shipper Number A658F6.

Ship tires to: Continental General Tire, Inc.
1900 Continental Blvd.
Charlotte, NC 28273

If you have accumulated 7 tires or more, ship tires LTL using Yellow Freight only. Please call 1-800-799-7876 to make arrangements for shipment.

To obtain the lowest freight cost, you must stipulate on the Bill of Lading:

- Scrap Rubber Tires - Freight Class 60
- Actual Value Not Exceeding \$1.00 per Pound

2. Mail Service Center a copy of claim form(s) to the address shown below:

Continental General Tire Service Center
Commerce Business Park, Bldg. III
1440-L Westinghouse Blvd.
Charlotte, NC 28273