

## I. ELIGIBILITY

This Limited Warranty and Adjustment Policy ("Warranty") applies to the original owner of new Continental brand Passenger (PASS), Light Truck (LT) and Temporary Spare (TS) tires that are the new vehicle original equipment tires bearing the Continental brand name and D.O.T. Tire Identification Number, operated in normal service, and used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations.

Tire(s) on any vehicle registered and normally operated outside the United States and Canada are excluded from eligibility under this Limited Warranty and Adjustment Policy.

## 2. WHAT IS THE ADJUSTMENT POLICY AND HOW LONG IS IT APPLICABLE?

### BASIC COVERAGE:

Eligible tires are covered by this Warranty for a maximum of 72 months from the date of purchase, determined by the new vehicle registration date or new vehicle sales invoice showing date of purchase.

### Where to Go for Warranty Replacement:

Contact the dealer where you purchased your vehicle or an alternate authorized Continental brand tire dealer (Authorized Dealer) to determine the eligible warranty coverage for your tires and how to proceed.

### Free Replacement Period PASS & LT

If an eligible Continental brand PASS or LT tire becomes unserviceable from a warrantable condition, other than those listed under Section 3, during the first 12 months or first 2/32nd of an inch (1.6 mm) of treadwear (whichever comes first), it will be replaced with a \*\*comparable new Continental brand tire FREE OF CHARGE, including mounting and balancing (excluding on line orders). Owner pays all applicable taxes.

### TEMPORARY SPARE:

If a TS Tire becomes unserviceable from a condition other than those listed in Section 3, during the first 1/32nd (0.8 mm) of treadwear, then it will be replaced with a \*\*comparable new Continental brand TS tire FREE OF CHARGE, including mounting and balancing. The owner pays all applicable taxes. After this "Free Replacement Period" for your TS tire expires, no warranty claim will be accepted.

### After the Free Replacement Period:

The tire (except TS tire) may still be eligible for a pro rata replacement up to 72 months from date of original purchase until the tread is worn down to the tread wear indicators (2/32nd of an inch or 1.6 mm of tread remaining). If an eligible tire becomes unserviceable under the stipulations of this Limited Warranty and Adjustment policy it will be replaced with a \*\*comparable new Continental brand tire, charging the owner a pro-rated amount. Owner pays all applicable taxes (including F.E.T.), mounting and balancing charges.

The replacement tire price will be determined by multiplying the percentage of the useable tread worn by the Dealers Selling Price (excluding all applicable taxes) at the time of the adjustment. The useable tread is the original tread down to the tread wear indicators (2/32nd of an inch or 1.6 mm of tread remaining.)

\*\*A "comparable" new Continental brand tire may be of either the same tire line or the same basic construction but with a different sidewall or tread configuration. If a higher priced tire is selected, the consumer will pay the difference in price.

## 3. WHAT IS NOT COVERED BY THIS WARRANTY

### THE FOLLOWING ARE NOT COVERED:

- **Road Hazard:** Any tire with road hazard damage, that includes, but is not limited to: cuts, snags, punctures, bruises, and impact breaks.

- **Ride/Vibration:** Any ride/vibration complaint after the first 2/32nd (1.6 mm) of an inch of treadwear or 12 months of service, whichever comes first.

- **Repairs:** If a tire is returned under complaint and the reason for the tire's disablement is in any way associated with a repair, or with the situation that led to the repair, the manufacturer's warranty is invalidated.

- **Mileage:** Mileage is not covered under this policy.

- **Improper operation or maintenance:** This includes, but is not limited to, effects caused by:

- I **Improper tire inflation and/or improper load/speed practices:** These practices can cause excessive operational temperatures and stresses that exceed the tire's capabilities.

- II **Improper or insufficient tire rotation**

- III **Improper vehicle alignment**

- IV **Damage due to:**

- Rim irregularities or rim damage
- Snow chains
- Vehicle mechanical problems, including brake problems, and vehicle wheel alignment
- Extreme temperature exposure
- Negligent and abusive driving such as tire spinning or racing
- Improper tire storage
- Automotive accident
- Chemical corrosion or fire
- Use contrary to the vehicle manufacturer's tire recommendations.
- Misuse or misapplication

- **Improper Mounting or Demounting**

- **Alteration:** such as, but not limited to, adding a white inlay on blackwall, tread regrooving, tire truing or siping, or adding sealant materials to the tire.

- **Weather checking/cracking:** Not covered after 48 months from the date of purchase.

- **Failure to observe safety and maintenance precautions set forth in Section 6.**

### ATTENTION AUTHORIZED DEALERS:

**CONTINENTAL TIRE THE AMERICA'S, LLC (CTA) RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION ON CONDITIONS FOR ALL RETURNED TIRES UNDER SECTION 3.**

**THIS WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND CTA EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE MAY NOT APPLY TO YOU.**

**TO THE EXTENT PERMITTED BY LAW, CTA DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM U.S. STATE TO STATE AND/OR CANADIAN PROVINCE TO PROVINCE.**

**THIS IS THE ONLY EXPRESS WARRANTY MADE BY CTA. NO CTA EMPLOYEE, RETAILER, OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF CTA EXCEPT AS EXPRESSLY WRITTEN IN THIS LIMITED WARRANTY AND ADJUSTMENT POLICY, IN OBSERVANCE OF U.S. FEDERAL LAW, THIS LIMITED WARRANTY AND ADJUSTMENT POLICY HAS BEEN DESIGNATED A "LIMITED WARRANTY". CTA DOES NOT INTEND TO REPRESENT THROUGH THIS LIMITED WARRANTY AND ADJUSTMENT POLICY THAT TIRE FAILURES CAN OR CANNOT HAPPEN.**

### 4. CTA'S OBLIGATIONS

Replacement of eligible tires will be made by the dealer where you purchased your vehicle or by an alternate Authorized Dealer. CTA will replace the tire pursuant to the terms of this Warranty. Tires that are replaced under this Warranty become the property of CTA.

### 5. OWNER'S OBLIGATIONS

To make an eligible claim under this Warranty, the owner must present a claim, with the tire to an Authorized Dealer. For the nearest Authorized Dealer, consult the Continental brand internet address(es), or the 800 telephone number(s) shown on the back of this Warranty. Owner must present new vehicle registration form or new vehicle sales invoice indicating the date of purchase. Owner will be required to sign the CTA Limited Warranty Claim Form or dealer replacement sales receipt.

Owner is responsible for paying all applicable taxes charged by the servicing dealer and is also responsible for paying shipping, local tire-disposal fees and parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs.

Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire.

### 6. SAFETY WARNING

**Ignoring any of the safety and information contained in this Warranty may result in tire failure, causing serious injury or death.**

- **Tire failure due to under inflation /overloading.** Follow vehicle owner's manual or tire placard in vehicle for proper inflation and loading.

- **Explosion of tire/rim assembly due to improper tire mounting.** Tire mounting / demounting can be dangerous. It should be performed only by a trained tire specialist using proper tools and procedures. Prior to tire mounting/demounting, the Rubber Manufacturers Association (RMA) wall charts and manuals should be read to obtain the proper procedures. The failure to follow these

procedures may result in faulty positioning of the tire and/or rim, that may cause the assembly to burst with force sufficient to cause injury or death.

- **Tire failure due to damage.** Inspect your tires frequently for scrapes, bulges, separations, cuts, snags and other damage from road hazards. Damage from impact can occur to the inner portions of your tire without being visible to the outside. If you suspect a tire has been damaged from striking anything unusual in the road, you must have the tire removed from the rim and inspected both inside and out by a trained tire specialist.

Air loss or unusual tire wear can also be warning signs that a tire may have internal damage. If you notice these conditions, have your tire inspected by a trained individual.

- **Tire failure due to excessive tire spinning.** Avoid tire spinning. The centrifugal force generated by a free-spinning tire/rim assembly may cause a sudden tire explosion resulting in vehicle damage and/or serious injury or death. Never exceed 35 mph (55 km/h) as indicated on your speedometer when your vehicle is stuck in snow, mud or sand and your tire(s) is/ are spinning. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand or permit anyone else to stand near or behind a tire spinning while attempting to push a vehicle that is stuck.

### SELF SUPPORTING RUNFLAT (SSR) TIRE OWNERS:

CTA does not recommend any repair to or reuse of punctured Continental SSR tires.

Even a trained tire specialist may be unable to recognize internal structural damage to a Self Supporting Runflat (SSR) tire resulting from having been driven in an under inflated or zero inflation pressure condition. Such damage may not be visible on the surface of the inner liner or sidewall making it impossible to determine the tire suitability for repair or reuse. CTA does not recommend any repair to or reuse of Continental SSR tires. You may visit [www.continentaltire.com](http://www.continentaltire.com) and select Customer Care FAQ's to obtain additional SSR information.

### TEMPORARY SPARE TIRE OWNERS:

CTA does not recommend any repair to or reuse of punctured Temporary Spare Tires.

### CONTISEAL™ TIRE OWNERS:



A ContiSeal™ tire differs from a non-ContiSeal™ tire in that it has a sticky, viscous layer from shoulder to shoulder along the inner liner. This layer is an integral part of the ContiSeal™ tires. It is not designed or intended to act as a permanent puncture repair (See information below). If an object up to 3/16ths (5 mm) diameter penetrates the tread of the ContiSeal™ tire, this sticky, viscous layer is designed to surround and adhere to the puncturing object and prevent air loss from the tire by providing a near instantaneous seal. If the puncturing object becomes dislodged from the tire, the material is designed to seal most holes made by objects up to 3/16" (5 mm) diameter. While ContiSeal™ tires significantly reduce the incidence of flats, they are not designed to be driven under inflated or in a flat condition. In all other aspects, ContiSeal™ tires perform exactly like non-ContiSeal™ tires. As with any tire, regularly inspect ContiSeal™ tires for evidence of cuts, punctures, and loss of inflation pressure. At a minimum, ContiSeal™ tires should be inspected once or twice a month and always before a long trip. Punctures or damage not attended to promptly can result in loss of inflation pressure and/or damage to the tire. ContiSeal™ tires with cuts and punctures must be inspected by a trained tire specialist

as soon as possible. The trained specialist, must inspect the tire carefully and, according to industry standards, to determine whether a permanent repair can be made or whether the tire must be removed from service and scrapped. A permanent repair will require removal of the tire from the rim and application of a repair method specifically approved for the ContiSeal™ tires.

ContiSeal™ tires are identified by a symbol on the tire sidewall.

### CONTISILENT™ TIRE OWNERS:



ContiSilent™ tires are designed to reduce noise generated while driving. A ContiSilent™ tire is lined with a noise reducing foam insert. It is not designed or intended to act as a puncture repair.

### USING ContiSilent™ Tires

In aspects such as mounting, demounting, inflating, and balancing, ContiSilent™ tires do not differ from non-ContiSilent™ tires. As with any tire, regularly inspect ContiSilent™ tires for evidence of cuts, punctures, and loss of inflation pressure. At a minimum, ContiSilent™ tires should be inspected once or twice a month and always before a long trip. Punctures or damage not attended to promptly can result in loss of inflation pressure and/or damage to the tire. ContiSilent™ tires with cuts and punctures must be inspected by a trained tire specialist as soon as possible. The trained tire specialist must inspect the tire carefully and, according to industry standards, determine whether a permanent repair can be made or whether the tire must be removed from service and scrapped. A permanent repair will require removal of the tire from the rim and application of a repair method specifically approved for ContiSilent™ Tires.

ContiSilent™ tires are identified by a symbol on the tire sidewall. ContiSilent™ tires and non-ContiSilent™ tires may be mixed on the same vehicle.

In addition to the valuable warranty, safety and maintenance information you will find in this Warranty we encourage you to visit CTA websites at: [www.continentaltire.com](http://www.continentaltire.com) or [www.continentaltire.ca](http://www.continentaltire.ca) for up-to-date changes and a Self-Help knowledge base with downloadable brochures (customer care link). Please also visit the Rubber Manufacturer Association (RMA) website at [www.rma.org](http://www.rma.org).

**THIS LIMITED WARRANTY AND ADJUSTMENT POLICY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICEABLE IF NEGLECTED OR MISTREATED.**

### FOR SERVICE ASSISTANCE OR INFORMATION

Contact any Authorized Dealer where you purchased the vehicle or the nearest Continental brand tire dealer. For the nearest Continental brand tire dealer, consult either the websites or the toll free Customer Relations number(s).

In the United States call 1-800-847-3349

In Canada, call 1-855-453-1962

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**LIMITED WARRANTY AND  
ADJUSTMENT POLICY  
FOR ORIGINAL EQUIPMENT  
PASSENGER CAR & LIGHT  
TRUCK TIRES  
(Including TEMPORARY SPARE Tires)**

This booklet also includes important safety warnings.



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