



# **PASSENGER AND LIGHT TRUCK TIRE LIMITED WARRANTY AND ADJUSTMENT POLICY**

**Includes all Applicable Information on  
Tread Wearout Coverage, Road Hazard, and  
Customer Satisfaction Trial**

**Effective 3/13**



In addition to the valuable warranty information you will find in this Limited Warranty and Adjustment Policy we encourage you to visit Continental Tire the Americas, LLC website at [www.continentaltire.com](http://www.continentaltire.com) (US) and [www.continentaltire.ca](http://www.continentaltire.ca) (Canada) for safety and maintenance information and up-to-date changes including 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 UNSERVICABLE IF NEGLECTED OR MISTREATED.



## **1. ELIGIBILITY**

This Limited Warranty and Adjustment Policy applies to the original owner of new Continental, brand passenger and light truck (LT) tires that are new replacement market 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. Additionally, tires used in commercial service including, but not limited to, taxicabs, police cars, emergency vehicles, non-passenger service vehicles and tires used in competition are not eligible for the Tread Wearout Coverage set forth in Section 4 of this Limited Warranty and Adjustment Policy. 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 Limited Warranty and Adjustment Policy for a maximum of 72 months from the date of purchase.\*

### **Where To Go for Warranty replacement:**

Please return your tires to the Continental brand tire dealer. You must present the original sales invoice at the time of your claim.

### **Free Replacement Period:**

If an eligible Continental brand passenger or light truck tire becomes unserviceable from a condition other than those listed under Section 5 during the first 12 months or first 2/32nds (1.6mm) of treadwear (whichever comes first) it will be replaced with a comparable\*\* new Continental brand tire FREE OF CHARGE, including mounting and balancing. Owner pays all applicable taxes.

### **Temporary Spare Tires:**

This policy also extends to the original owner of the Continental Brand Temporary Spare Tire that are new replacement market tires bearing a Continental D.O.T. serial number. An eligible Temporary Spare Tire under this Policy must have been operated in normal service, used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations, and display adjustable conditions as described in this Policy. This Policy is for a maximum

period of 72 months from date of purchase\*, determined by the original sales invoice showing date purchased.

If a Temporary Spare Tire becomes unserviceable from a condition other than those listed in this Policy during the first 1/32nd (0.8mm) of treadwear, then it will be replaced with a comparable new Continental brand Temporary Spare Tire. Mounting and balancing are included free of charge. The owner pays all applicable taxes. After this "Free Replacement Policy" for your Temporary Spare Tire expires, no adjustment will be made.

### **After the Free Replacement Period:**

The tire may still be eligible for a pro rata replacement for 72 months from date of original purchase\* until the tread is worn down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.) If an eligible tire becomes unusable under the stipulations of this Limited Warranty and Adjustment policy it will be replaced 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 Price (excluding all applicable taxes) at the time of the adjustment. The useable tread is the original tread down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.)

### **3. CUSTOMER SATISFACTION TRIAL**

All Continental brand passenger and LT tires bearing the Continental name and D.O.T. serial numbers are covered by the 30/60 Day Customer Satisfaction Trial. If for any reason, other than an excluded condition listed under Section 5, you are not satisfied with your new set of four tires within 30/60 days from date of purchase, you may exchange all or any one of them for a corresponding number of **the same tires or purchase another set of a different type of Continental brand tires.** The returned tires will be removed and the replacement tires mounted and balanced at no cost to you. If you wish to exchange for another set of tires which is at a higher cost, you must pay the upgrade from the original purchase price, including all applicable taxes. If you wish to exchange for another set of tires which is at a lower cost, you will receive a refund of the difference in cost.

- 60 Day Trial Period for the ProContact™ with EcoPlus Technology, ExtremeContact™ DW, ExtremeContact™ DWS, CrossContact™ LX20, PureContact™, ProContact<sup>GX</sup>, and ProContact<sup>TX</sup>.

This applies only to the original purchaser of a new set of four Continental brand passenger tires. **Tires received as original equipment on a new vehicle are not covered by the Customer Satisfaction Trial.**

## **HOW DO YOU RETURN YOUR TIRES DURING THE TRIAL PERIOD?**

Within 30 days (60 days for the ProContact™ with EcoPlus Technology, ExtremeContact DW, ExtremeContact™ DWS, CrossContact™ LX20, PureContact™, ProContact<sup>GX</sup>, and ProContact<sup>TX</sup>) from the date of purchase, you must return your tires to the Continental brand tire dealer. You must present the original sales invoice, along with this Limited Warranty and Adjustment Policy. **Reason for dissatisfaction must be explained to the dealer (appearance, ride, handling) and noted on the dealer-supplied copy of the CTA Limited Warranty Claim. The form must be signed by the consumer and the replacement invoice showing the purchase of another brand of Continental tire(s) must accompany the claim form and tire return.**

## **4. EXTRA COVERAGE**

Continental brand tires are eligible for additional protection under this Limited Warranty and Adjustment Policy as follows:

### **Tread Wearout Coverage**

The Continental brand tires listed below are warranted against wearout up to the mileage/ kilometers coverage shown in this section, even though the actual mileage/ kilometers you may get from your tires may vary because of driving habits and road conditions. Subject to the provisions of Section 5 and 7 below, if one of the tires listed in this section wears out before the listed mileage/ kilometers, CTA will adjust the tire on a pro-rata basis. "Wearout" means that the tire's tread has worn evenly down to the tread wear indicators (2/32nds of an inch or 1/6 mm of tread remaining.) "Pro-rata" for this Tread Wearout Coverage is measured by the odometer readings at the time of the tire's purchase, as shown by the original tire sales invoice, and at the time of replacement. In addition, you must present a completed rotation schedule contained in the original owner's copy of the tire's Limited Warranty and Adjustment Policy.

- **Tire(s) that have not been rotated at least every 6,000 to 8,000 miles (10-13,000 Kilometers) as evidenced by a completed rotation schedule are excluded.**
- **On vehicles with staggered / split fitments (different size tires on front and rear axle), tires can not be rotated between the front and rear axle. Without rotation of tires between the front and rear axle, the expected mileage / kilometers before wearout is significantly lower,**

especially on the rear axle. Therefore, the tread wearout coverage for tires on the rear axle of these vehicles will be 50% of the standard tread wearout coverage for the product line.

- **Tire(s) in service for more than 72 months of service regardless of mileage are not covered.**

The owner pays mounting, balancing and all applicable taxes (including F.E.T) under the Tread Weaout Coverage.

|                          | Miles  | Kilometers |
|--------------------------|--------|------------|
| ProContact™              |        |            |
| with EcoPlus Technology  | 80,000 | 128,000    |
| PureContact™             | 70,000 | 112,000    |
| ExtremeContact™ DWS      | 50,000 | 80,000     |
| CrossContact™ LX20       | 70,000 | 112,000    |
| ContiProContact™         |        |            |
| S & T rated              | 80,000 | 128,000    |
| H rated                  | 60,000 | 96,000     |
| V & W rated              | 40,000 | 64,000     |
| ProContact <sup>GX</sup> |        |            |
| S & T Rated              | 65,000 | 105,000    |
| H Rated                  | 55,000 | 90,000     |
| V Rated                  | 45,000 | 72,000     |
| W Rated                  | 40,000 | 64,000     |
| ProContact <sup>TX</sup> |        |            |
| S & T Rated              | 65,000 | 105,000    |
| H Rated                  | 55,000 | 90,000     |
| V Rated                  | 45,000 | 72,000     |
| W Rated                  | 40,000 | 64,000     |
| CrossContact™ LX         |        |            |
| S & T Rated              | 65,000 | 105,000    |
| H & V Rated              | 50,000 | 80,000     |
| LT Sizes                 | 50,000 | 80,000     |

You will receive a comparable new Continental Brand tire with payment of the replacement price based on the percentage of actual mileage/ kilometers received to the mileage covered. Your replacement cost will be determined by dividing the actual mileage delivered by the miles/ kilometers warranted and multiplying the result times the current price of an equivalent or comparable replacement.

**Road Hazard Coverage**

This Road Hazard Coverage is offered to promote goodwill and is not a warranty that your tire will not fail or become unserviceable due to a road hazard injury. **This Road Hazard Coverage applies to all Continental Branded Tires that are purchased as replacement market tires and**

**is a promise of replacement under certain specified conditions as detailed below.**

When an eligible tire is damaged during the first 2/32nds of an inch (1.6 mm) of treadwear or first 12 months from date of purchase, whichever came first, the tire will be replaced with a comparable \*\* Continental brand tire free of charge.

To be eligible, you need to present your original tire sales invoice showing date of purchase, along with this Limited Warranty and Adjustment Policy, with the Information Section completed. You are responsible for payment of all applicable taxes, demounting, mounting and balancing charges set forth under this Coverage. You are also responsible for payment of local tire disposal fees and any parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service and valve stems.

Tires replaced on an adjustment basis become the property of the Company. You will be required to sign the Company Limited Warranty Claim Form or dealer replacement sales receipt.

## **5. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY THE FOLLOWING ARE NOT COVERED:**

- **CTA does not warrant any repaired tire.**
- **Road hazard:** Any Continental Brand tire in service 13 months or longer. This includes, but is not limited to: cuts, snags, punctures, bruises, and impact breaks.
- **Ride Vibration:** Any ride/vibration complaint after the first 2/32nds (1.6 mm) of an inch of treadwear or 12 months of service, whichever comes first.
- **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:**  
Any tire with premature or irregular wear caused by failing to follow the recommended tire rotation pattern and/or mileage intervals as delineated by this Limited Warranty and Adjustment Policy.



III **Wear due to Improper vehicle alignment:** includes but not limited to uneven, cupping, irregular, spotty, and feathering wear

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 vehicles manufacture's tire recommendations.
- Improper stud size and/or installation

• **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 on CTA's website [www.continentaltire.com](http://www.continentaltire.com).**

**ATTENTION AUTHORIZED DEALERS:**

**CTA RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION FOR ALL RETURNED TIRES ON CONDITIONS UNDER SECTION 5. THIS LIMITED WARRANTY AND POLICY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. 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 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.

## **6. CTA'S OBLIGATIONS**

Replacement of Eligible Tires will be made by any Continental brand authorized dealer or vehicle dealer authorized to handle Continental brand tire adjustments ("Authorized Dealer"). CTA will replace the tire pursuant to the terms of this Limited Warranty and Adjustment Policy. Tires that are replaced under an adjustment basis under this Limited Warranty and Adjustment Policy become the property of CTA.

## **7. OWNER'S OBLIGATIONS**

To make an eligible claim under this Limited Warranty and Adjustment Policy, the owner must present a claim with the tire to an Authorized Dealer. For the nearest Authorized Dealer, consult the Yellow Pages, the Continental brand internet address, or the 800 telephone numbers shown on the back of this Limited Warranty and Adjustment Policy. Owner must present an original tire 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 set forth under this Limited Warranty and Adjustment Policy. Owner is also responsible for paying local tire-disposal fees and any parts or service regardless of mileage or months of service. This

includes payment for tire rotation, alignment, towing, road service, valve stems and tire repair.

Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire. Under the Tread Wearout Coverage portion of this Limited Warranty and Adjustment Policy (see Section 4), owner must present a claim with the original customer copy of an up-to-date Tread Wearout Coverage Rotation Schedule, which is printed in this Limited Warranty and Adjustment Policy. Owner must rotate tires at least every 6,000 to 8,000 miles (10-13,000 kilometers) or sooner if uneven treadwear begins to appear.

## 8. TIRE REGISTRATION

The registration of Continental brand tires is an important safety precaution. Registration will allow CTA to notify the owner in the event of a product return program. Owner's tire dealer will provide a Continental brand registration card with the D.O.T. tire identification number recorded, along with the dealer's name and address. Owner is required to fill in his or her name and address, affix a stamp to the pre-addressed card, and mail the Continental brand registration card. Tire registration may also be completed online at [www.continentaltire.com](http://www.continentaltire.com) (US) and [www.continentaltire.ca](http://www.continentaltire.ca) (Canada).

### SSR TIRE OWNERS

Even a trained 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 addition SSR information.

### 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 innerliner. This layer is an integral part of ContiSeal tires. **It is not designed or intended to act as a permanent puncture repair (See information below).**

If an object up to 3/16" (5 mm) diameter penetrates the tread of a 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 of 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 tire 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. The tire repair specialist, Rema Tip Top has developed and approved instructions for the repair of ContiSeal tires which can be found on the following website:

[www.contiseal.com](http://www.contiseal.com) (or identical [www.contiseal.eu](http://www.contiseal.eu)).

To read about Safety Warnings and Maintenance Information please refer to [www.continentaltire.com](http://www.continentaltire.com), or in Canada, [www.continentaltire.ca](http://www.continentaltire.ca), under the customer care FAQ section.

### **FOR SERVICE ASSISTANCE OR INFORMATION**

For the nearest Continental brand tire dealer, consult the Yellow Pages or, if for any reason local service or information is not available, call the toll-free Customer Relations numbers.

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

In Canada, call: 1-800-461-1776

Or access the Continental USA website:

[www.continentaltire.com](http://www.continentaltire.com)

Continental Canada website:

[www.continentaltire.ca](http://www.continentaltire.ca)

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\* At the time of making a claim, owner is required to present the tires and original tire sales invoice showing date of purchase. If satisfactory proof-of-purchase date is not provided, the D.O.T. (Tire Identification Number) date of manufacture will be used.

\*\*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 the customer accepts a higher-priced tire, the customer will pay the difference in price. Any tire replaced under this Limited Warranty and Adjustment Policy will be covered by the current Continental brand Limited Warranty and Adjustment Policy.

## Please Print Clearly

(Sold by)

**Dealer Name**

Address

City

State/Prov

Zip/Postal Code

**Customer Name**

Address

City

State/Prov

Zip/Postal Code

|                                    |     |      |
|------------------------------------|-----|------|
|                                    | PSI | PSI  |
| FRONT                              |     | REAR |
| Tire inflation per Vehicle Placard |     |      |

|         |
|---------|
| Vehicle |
| Model   |
| Year    |

|                    |
|--------------------|
|                    |
| Qty                |
| Size               |
| Design             |
| Date               |
| Dealer's Invoice # |
| Salesman           |

TREAD WEAROUT COVERAGE ROTATION SCHEDULE VALID ONLY IN THE UNITED STATES AND CANADA

**Rotation Schedule - Must be maintained and updated to receive coverage.**

| Rotation Miles/KM | Date | Odometer Reading | Rotation Miles/KM | Date | Odometer Reading |
|-------------------|------|------------------|-------------------|------|------------------|
|                   |      |                  |                   |      |                  |
|                   |      |                  |                   |      |                  |
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Odometer at  
Wearout

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|--|--|--|--|--|--|--|--|

Minus Odometer at  
Time of Installation

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Equals Miles/ Kilometers  
Received

## ROAD HAZARD COVERAGE INFORMATION SECTION

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### Customer Information

Original Sales Invoice Number \_\_\_\_\_

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Name (Please Print)

First \_\_\_\_\_ MI \_\_\_\_\_ Last \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State/ \_\_\_\_\_ Zip/ \_\_\_\_\_

Prov \_\_\_\_\_ Postal Coode \_\_\_\_\_

Email \_\_\_\_\_

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### Vehicle Information

Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_

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### Tire Information

Date Purchased \_\_\_\_\_

Tire Size \_\_\_\_\_

Tire Name \_\_\_\_\_

Serial Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Serial Number \_\_\_\_\_

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### Dealer Information

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State/ \_\_\_\_\_ Zip/ \_\_\_\_\_

Prov \_\_\_\_\_ Postal Coode \_\_\_\_\_

Dealer: The original completed Information Section (or copy thereof) must be attached to the Company Limited Warranty Claim Form when submitting for credit reimbursement.

**Continental Tire the Americas, LLC**  
**1830 MacMillan Park Drive**  
**Fort Mill, SC 29707**  
**[www.continentaltire.com](http://www.continentaltire.com)**  
**In the US: 1-800-847-3349**

**Continental Tire Canada, Inc.**  
**6110 Cantay Road**  
**Mississauga, Ontario L5R 3W5**  
**[www.continentaltire.ca](http://www.continentaltire.ca)**  
**In Canada: 1-855-453-1962**

**CON-LWA 3/13**

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