



LIMITED WARRANTY ADJUSTMENT POLICY

ON/OFF-THE-HIGHWAY RADIAL TRUCK TIRES



This booklet also includes important safety warnings and tire maintenance recommendations.

LIMITED WARRANTY/ADJUSTMENT POLICY

This Limited Warranty and Adjustment Policy ("Limited Warranty and Policy") issued by Continental Tire the Americas, LLC ("CTA") is a promise of replacement under certain specified conditions. It applies to tires in normal highway service displaying adjustable conditions (see Section 4 – Exclusions) and does not require the existence of a deficiency in workmanship or materials in order to qualify for adjustment. THIS LIMITED WARRANTY AND POLICY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICEABLE IF NEGLECTED OR MISTREATED.

I. ELIGIBILITY

This Limited Warranty and Policy applies to the original owner of new Continental/General brand On/Off-Highway Radial Truck Tires used in normal service bearing our brand name and serial numbers ("Eligible Tires").

Tires branded "Blem" (Blemish) will be adjusted on the original tread in the same manner as described below except ride and/or appearance conditions are not considered adjustable. Tires branded "Used" and those marked with an "X" are both void under the Limited Warranty and Policy.

All tires must be installed and used according to the vehicle manufacturer's and CTA's recommendations.

2. WHAT IS THE ADJUSTMENT POLICY AND FOR HOW LONG?

ORIGINAL TREAD (New Tire)

Eligible Tires receive the following coverage: HSL Eco Plus and HDL Eco Plus have an extended original casing warranty of 7 years (84 months), all other products have a maximum of 6 years (72 months) from date of purchase. If a Medium or Heavy Truck Tire in normal service comes unserviceable from a condition other than those listed under section 4 during the time or treadwear periods shown below, it will be replaced with a comparable** new Continental/General brand tire according to a, b and c, below.

a. FREE REPLACEMENT POLICY

	<u>Time*</u>	<u>Treadwear</u>
All Radial Medium/ Heavy Truck Tires	First 12 Months (Whichever comes first)	First 10%
All Bias Truck Tires	None	First 10%

Owner pays for mounting and any other service charges.

b. PRO-RATA REPLACEMENT CREDIT POLICY

After the free replacement policy expires and the tire or tube is still within the warranty time frame outlined in section 2c*, you will receive a replacement pro-rata credit (excluding tax) toward the purchase of a comparable** new Continental/General brand tire or tube equal to the percentage of tread depth remaining to the treadwear indicators (2/32nds of an inch), at which time the tread is worn out.

* If the months of service and date of purchase for an Eligible Tire cannot be accurately determined, adjustment credit will be based upon the date of manufacture (DOT serial number) and tread depth remaining.

** A "comparable" new Continental/General brand tire may be either the same tire line or the same basic construction but with a different sidewall or tread configuration. If a higher priced tire is accepted as replacement, the owner will pay the difference in price. Any tire replaced under this Limited Warranty and Policy will be covered by the then current CTA Limited Warranty and Policy.

c. RADIAL CASING PROVISIONS (Retreads)

The radial casing provisions will apply to tire/casing operating in "normal highway service" only – tire/casings used in off-the-highway service (construction or mining) are not eligible under these casing provisions.

In the event a Radial Medium or Heavy Truck Tire/Casing will not accept the first retread due to an adjustable condition, it is eligible for the applicable casing value shown below.

In addition, casings already retreaded and that are within the number of months specified below from date of manufacture of the casing (DOT Serial Number) or number of retreads specified, whichever comes first, are eligible for the applicable casing value shown in table I below.

All casing credits will be allowed toward the purchase of a comparable new Continental/General brand Medium or Heavy Truck Tire.

3. HOW CREDITS ARE CALCULATED

For adjustments made on original tread tires which are not eligible for a no charge adjustment as provided above, you will receive replacement credit toward a new tire equal to the percentage of remaining tread depth multiplied by the price shown on your original invoice, if available, or on the authorized adjusting retailer's regular selling price (excluding tax) at the time of the claim for a comparable new Continental/General brand tire. Owner pays current Federal Excise Tax (not applicable for Canadian sales).

4. WHAT IS NOT COVERED BY THE ADJUSTMENT POLICY

a. NON-ADJUSTABLE CONDITIONS

Road hazards – cuts, snags, tread tearing or chunking, punctures, bruises or impact breaks and any damage caused by improper puncture or tire repair such as separation in any part of the tire. Continued use while the tire is flat.

Damage – tire damage or failure resulting from improper operation or maintenance – load, speed and inflation practices, causing excessive operational temperatures to exceed the tire capabilities.

Premature removal for irregular treadwear or fast wearout – tire failure or tire damage resulting from: vehicle accidents, improper mounting, demounting, damaged wheel and rim components, wheel misalignment, tire trueing, chain damage, brake or any similar mechanical problem, extreme temperature exposure, misuse, negligence or abusive driving such as tire spinning or racing, and improper use contrary to the vehicle manufacturer's tire recommendations.

Age Conditions – age conditions, such as cracks, on tires purchased more than four (4) years prior to presentation for adjustment are considered not adjustable. If proof of purchase date is not provided, the tire serial number will be used.

Intentional Alterations – such as tread regrooving or adding sealant materials to the tire.

Casings – if casings/retreads are not identified for number of retreads applied, credit will be allowed at the lowest value only.

Radial casing failure due to improper retreading practices or tread worn beyond retread point (4/32nds) or used in not approved service application. Radial casings older than the number of months specified from date of manufacture, or retreaded more than the number of specified times, or branded "used."

Ride/Vibration – after the Eligible Tire is more than 25% worn.

Transferred Tires – from the vehicle than they were originally installed.

b. GENERAL EXCLUSIONS

- Tires/casings older than years/months specified in Section 2a., 2b., and 2c. from date of purchase are not covered by this Limited Warranty and Policy. If satisfactory proof of purchase date is not provided, the date of manufacture (tire serial number) will be used.

- Tires on any truck registered and operated outside the United States and Canada.

- Tread wearout is not covered by this Limited Warranty and Policy. Because of variations in vehicles, conditions of use and driver habits, CTA does not warrant any tire will achieve a predetermined mileage.

No CTA employee or dealer has the authority to make any warranty, representation, promise or agreement on behalf of CTA except as stated in this Limited Warranty and Policy.

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. CONTINENTAL TIRE EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES AND PROVINCES DO NOT PERMIT SUCH A LIMITATION; FOR THOSE STATES AND PROVINCES, ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF WRITTEN WARRANTY.

This is the only express warranty made by Continental Tire. No Continental Tire employee, retailer, or dealer has the authority to make any warranty, representation, promise or agreement on behalf of Continental Tire except as expressly written in this Limited Warranty and Policy.

TO THE EXTENT PERMITTED BY LAW, CONTINENTAL TIRE DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OR WARRANTY.

SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR EXCLUSIONS OR LIMITATIONS ON IMPLIED WARRANTIES OR ON THE DURATION OF SUCH WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE IN THE U.S. AND FROM PROVINCE TO PROVINCE IN CANADA.

In observance of U.S. Federal Law, this warranty and policy has been designated a "Limited Warranty". Continental Tire does not intend to represent through this Limited Warranty and Policy that tire failures can not happen.

5. OWNER/USE OBLIGATIONS

a. To make a claim under this limited warranty, you must present your claim with the tire/casing to a CTA brand tire retailer or vehicle dealer authorized to handle tire adjustments. You will be required to sign the CTA brand tire adjustment replacement claim form.

b. You are responsible for payment of all applicable taxes and charges incurred during replacement or repair of tires including demounting, mounting and balancing. You are also responsible for payment for tire rotation, alignment, towing, road service and valve stem.



IMPORTANT SAFETY WARNING AND MAINTENANCE INFORMATION.

Any tire, no matter how well constructed, may fail as a result of a puncture, impact damage, improper inflation or other condition resulting from improper use. Tire failures such as a blowout or a tread and belt detachment may create a risk of injury or death and/or property damage. To reduce the risk of tire failure, Continental Tire strongly recommends you read the vehicle owner's manual, tire placard information, and tire sidewall information regarding safety warnings, proper tire use and maintenance.

SERIOUS INJURY OR DEATH MAY RESULT FROM TIRE FAILURE OR EXPLOSION AS A RESULT OF ANY OF THE FOLLOWING:

I. CHECK the pressure in your tires at least monthly, preferably before every trip, when the tires are cool (after the vehicle has been stopped three (3) hours and then driven less than one mile). Do not reduce pressure when tires are hot. Use a quality tire gauge to check pressure and maintain it at the level recommended by the vehicle manufacturer. Remember – under inflation is the most common cause of blowouts or sudden failures in any kind of tire and may result in unexpected loss of vehicle control or accidents. Permanent tire damage due to under inflation and/or overloading cannot always be detected. Any tire known or suspected to have been run at 80% or less of normal operating inflation pressure and/or overloaded could possibly have permanent structural damage (steel cord fatigue). Ply cords weakened by under inflation and/or overloading may break one after another; until a rupture occurs in the upper sidewall with accompanying instantaneous air loss and explosive force.

Table 1

Size/Designs	Original Tread (1st life) Warranty Period	Casing Value (not yet retreaded)	#Retreads	Casing Value (once retreaded)	Casing Values (Not Worn Beyond 4/32nds" remaining)		
					1st Retread	2nd Retread	3rd Retread
Continental Sizes HSL2, HSL2 Eco Plus, HSLI Coach, HSR2, HSR2 Eco Plus, HSR2 SA, HSU2+, HSU1, HDL Eco Plus, HDL2 Eco Plus, HDL2 DL, HDL2 DL Eco Plus, HDR1 Eco Plus, HTL Eco Plus, HTLI	7 years	\$110	3*	7 years*	\$110	\$85	\$55
All Continental/General Sizes, except 19.5 and smaller HTL, HSL, HDL, HSL Eco Plus, HSR, HSC, HSC1, HDC, HDC1, HDO, HDW, HDW2, HSU, HSU2, HTC, HTC1, HDR, HDR1, HDR2, HSR1, HTR, HTR1, HTR2, S581, S580, S380A, S370, S371, S360, D660, D460, D450, ST250, MS520, Grabber OA, Grabber OD	6 years	\$90	3*	6 years*	\$80	\$60	\$30
All Continental/General Sizes 19.5 and smaller HSR, HSR1, HDR, HTR, HTR1, HTL2 Eco Plus, LSR, LSR1, LSU, LDR1, LMT 400, LMT 450, LMT 460, LSU, LSU1, ST250 LP, General RA, General RT	6 years	\$45	2*	4 years*	\$45	\$30	None
All Continental/General sizes 10.00R20 - 11R22.5, 295/75R22.5 and Larger HMS45+, D445, Rib ST	5 years	\$80	2*	4 years*	\$80	\$45	None
All other Continental/General designs 9.00R20, 10R22.5, 265/75R22.5 and smaller	5 years	\$45	2*	4 years*	\$45	\$30	None
All AmeriSteel and All Eligible Private Brands**	4 years	\$40	1*	4 years*	\$35	None	None
Subject to change without notice Free Replacement period: - First 10% of wear or 12 months from proof of purchase (whichever comes first) **Per contracted agreement					*Whichever comes first		



- 2. AVOID** explosion of the tire/rim/wheel assembly due to improper mounting. Never exceed 40 PSI (air pressure) when seating beads. Always use a safety cage or other restraining device and clip-on extension hose. Only specially trained persons should mount tires.
- 3. AVOID** explosion of the tire/rim/wheel assembly due to welding the rim by first removing the tire and never rework, weld, heat, or braze the rim of a tire/rim/wheel assembly.
- 4. NEVER** overload your tires. The maximum load carrying capability of your tires is molded on the sidewall of the tire and specific loading instructions are provided by the vehicle's manufacturer.
- 5. ALWAYS** mount radial tires on approved radial rims or wheels. For tires requiring a tube, use only tubes and flaps approved for radial tires (identified with red band around valve and stem or stem marked "radial" or "R"). Always use new radial tubes and flaps when mounting new tube-type radial tires.
- 6. AVOID** excessive tire spinning when your vehicle is stuck in snow, mud or sand and never exceed 35 mph indicated on speedometer. The centrifugal forces generated by a free spinning tire/wheel assembly may cause a sudden tire expansion resulting in vehicle damage and/or serious personal injury. Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand near or behind a tire spinning at high speed while attempting to push a vehicle that is stuck.
- 7. CHECK** your tires frequently for scrapes, bulges, separations, cuts or snags resulting from use. Impact can damage the inner portions of your tire without being visible on the outside. If you suspect that possible impact damage may have occurred, have an authorized CTA dealer inspect the inner surface of your tire immediately in order to avoid possible sudden failure.
- 8. NEVER** operate your vehicle in excess of lawful speeds or the maximum speeds justified by driving conditions.
- 9. MAKE** every effort to avoid running over objects that may damage the tire through impact or cutting, such as chuckholes, glass, metal, etc.
- 10. NEVER** drive on smooth tires. Vehicles under the jurisdiction of the Bureau of Motor Carrier Safety (more than 10,000 lbs. gross vehicle weight) must by law have at least 4/32nds inch tread depth on front-wheel tires. On vehicles of 10,000 lbs. or less gross vehicle weight, front tires must be replaced when worn to the treadwear indicators or 2/32nds inch. On any vehicle, tires in drive and/or trailer positions must be replaced when worn to the treadwear indicators or 2/32nds inch tread depth remaining.
- 11. FOR MORE SAFETY AND MAINTENANCE INFORMATION:** We encourage you to consult our websites for additional safety and maintenance information at www.continental-truck.com or www.generaltiretruck.com. For additional information, please also contact the Rubber Manufacturer Association at 1400 K Street, N. W. Washington, DC 20005. (www.rma.org).

THANK YOU Thank you for investing in truck tires from CTA. We sincerely appreciate your business and the vote of confidence you've placed in our products.

With your investment in quality products comes one of the strongest limited warranties and adjustment policies in the truck tire industry. Your coverage includes:

- 12-month or 10% radial tire replacement.
- Excellent radial casing coverage – up to 84 months with high competitive values.
- Bias tire no charge replacement within first 10% of treadwear.

QUALITY BREEDS CONFIDENCE

Quality is a basic business strategy at CTA. It is our policy to design, manufacture and service our products to assure the highest level of quality possible.

Because we emphasize quality in our day-to-day activity, we're confident that your new tires will deliver outstanding performance. And we back up our confidence in writing with one of the most committed limited warranties and adjustment policies in the truck tire industry.

We encourage you to thoroughly review your coverage. When you do, you'll more fully appreciate the sound investment you've made. One that will grow in value mile after profitable mile.

FOR SERVICE ASSISTANCE OR INFORMATION:

1. First contact the nearest CTA dealer. Consult the Yellow Pages for locations.
2. If for any reason local service or information is not available, call or write the nearest CTA Region Office or Service Centers. See locations below.

Warranty Center – Mt. Vernon, IL

12086 E. Illinois HWY 148
Mt. Vernon, IL 62864
1-800-726-7113

FOR ROADSIDE SERVICE

1-877-TRUK FIX (1-877-878-5349)

US INSIDE SALES

800-450-4028
800-450-3187

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