

Continental 
The Future in Motion

TOTAL CONFIDENCE P L A N



Have Total Confidence
with your Continental
Tire purchase.

CONTINENTALTIRE.CA

Total Confidence Plan

Total Confidence Plan provides an industry-leading warranty. The purchase of replacement Continental tires provides an extra measure of confidence with the Total Confidence Plan.



Limited Warranty*

All Continental passenger and light truck tires are eligible for the Limited Warranty for a maximum of up to 72 months from the date of purchase. The Limited Warranty allows for free replacement within the first 12 months**.



Mileage Warranty*

Coverage on select replacement products up to 128,000 kms.



Customer Satisfaction Trial*

Continental passenger and light truck tires purchased as replacement bearing the Continental name and D.O.T. serial numbers are covered up to 60 days. Please see Total Confidence Plan brochure for complete details.



Road Hazard Coverage*

Continental's Road Hazard Coverage is unique in the industry because it applies to all Continental passenger and light truck tires that are purchased as replacement, and provides a comparable replacement tire within the first 12 months**.



Flat Tire Roadside Assistance*

Three (3) year complimentary flat change or towing up to 250 kms at no charge. Tires must be registered online at www.totalconfidence-plan.com to qualify for Flat Tire Roadside Assistance. Coverage is valid on replacement passenger and light truck tire purchases made on or after February 1, 2015.



Emergency Trip Interruption Coverage*

Three (3) year complimentary service designed to help reimburse the eligible expenses resulting from a mechanical breakdown during a road trip. Tires must be registered online at www.totalconfidence-plan.com to qualify for Emergency Trip Interruption Coverage. Coverage is valid on replacement passenger and light truck tire purchases made on or after January 1, 2022. Limit \$200.00 per day maximum benefit, and a total annual maximum benefit of \$500.00.

*Restrictions and limitations apply. See inside for full details.

**Coverage is within the first 12 months from the date of purchase or the first 2/32^{NDS} treadwear, whichever comes first.

In addition to the valuable warranty information, you will find herein we encourage you to visit the Continental Tire Canada, Inc. ("CTC") website at www.continentaltire.ca (Canada) for safety and maintenance information and up-to-date changes, including a Customer Care FAQ tab with downloadable brochures. Please also visit the US Tire Manufacturers Association (USTMA) website at www.ustma.org and Tire and Rubber Association of Canada (TRAC) website www.tracanada.ca for additional safety and maintenance information.

THE TOTAL CONFIDENCE PLAN IS NOT A WARRANTY THAT THE TIRE WILL NOT FAIL OR BECOME UNSERVICABLE IF NEGLECTED OR MISTREATED.

The purchase of Continental brand tires provides an extra measure of confidence with the support of the Total Confidence Plan. The Total Confidence Plan is a comprehensive package of all available warranties and services including: Limited Warranty, Flat Tire Roadside Assistance, Emergency Trip Interruption Coverage, Customer Satisfaction Trial, Mileage Warranty (if applicable) and Road Hazard Coverage.

1. ELIGIBILITY

The Total Confidence Plan 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.
- Used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations.
- Purchased from an authorized Continental brand tire dealer.

Tires used in competition are not eligible for any coverage under this Total Confidence Plan. Additionally, tires used in commercial service and fleets including, but not limited to:

- Taxicabs, rideshare, etc.
- Police cars.
- Emergency vehicles.
- Non- passenger service vehicles are not eligible for the extra coverage set forth in Section 3 of this Total Confidence Plan.

Tire(s) on any vehicle registered and normally operated outside the United States and Canada are excluded from eligibility under this Total Confidence Plan.

2. WHAT IS THE LIMITED MANUFACTURE WARRANTY & HOW LONG IS IT APPLICABLE?

Basic Coverage:

Eligible tires are covered by the Limited Warranty for a maximum of 72 months from the date of purchase.*

Where to go for Warranty Replacement:

Please return tires to the authorized Continental brand tire dealer where purchased. The original sales receipt and proof-of-purchase must be presented at the time of the claim.

Free Replacement Period:

If an eligible Continental brand passenger or light truck tire becomes unserviceable due to a warrantable condition, other than those listed under Section 4, 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. Mounting and balancing are included (excluding online orders). Owner pays all applicable taxes.

*At the time of making the claim, the owner is required to present the tires and original tire proof-of-purchase 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. The Limited Warranty covers tires of equal or lesser value. If Customer accepts a higher priced tire, Customer is responsible for covering any difference in price. Any tire replaced under this Limited Warranty will be covered by the current Limited Warranty.

Temporary Spare Tires: The Limited Warranty also extends to the original owner of the Continental Brand Temporary Spare Tire bearing a Continental D.O.T. serial number. An eligible Temporary Spare Tire under this Limited Warranty must have been operated in normal service, used on the same vehicle on which they were originally equipped and/or installed according to the vehicle manufacturer's recommendations, and display warrantable conditions as described in this Limited Warranty. This Limited Warranty is for a maximum period of 72 months from date of purchase, determined by the original sales receipt and proof-of-purchase showing date purchased.

If a Temporary Spare Tire becomes unserviceable from a condition other than those listed in Section 4 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 (excluding online orders). Owner pays all applicable taxes. After this Free Replacement Period for your Temporary Spare Tire expires, no warranty claims will be accepted.

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 unserviceable from a warrantable condition, other than those listed in Section 4, it will be replaced charging the owner a pro-rated amount. Owner pays all applicable taxes (including Federal Excise Tax (F.E.T), shipping, mounting and balancing charges). The replacement tire price will be determined by multiplying the percentage of the usable tread worn by the Dealers Price (excluding all applicable taxes) at the time of the adjustment. The usable tread worn is the original tread down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining). Tires replaced under this Limited Warranty become the property of CTC. You will be required to sign the CTC Limited Warranty Complaint Form and/or dealer replacement sales receipt.

3. EXTRA COVERAGE

Many Continental brand tires are also eligible for the following additional protection under the Total Confidence Plan. Tires used in commercial service, competition or tires received as original equipment are not eligible for extra coverage.

Flat Tire Roadside Assistance:

This three (3) year complimentary service is only valid on tire purchases completed on or after February 1, 2015 and is designed to help in the event of a flat tire. Limit of 3 covered events for the coverage term. To qualify for Flat Tire Roadside Assistance, tires must be registered online after the date of purchase. To register, please complete the steps outlined on page 8 under 'Registration'.

***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. The Limited Warranty covers tires of equal or lesser value. If Customer accepts a higher priced tire, Customer is responsible for covering any difference in price. Any tire replaced under this Limited Warranty will be covered by the current Limited Warranty.*

Flat Tire Roadside Assistance coverage includes:

- 24/7 live agent service.
- Tire Change with the owner's properly inflated spare only. There is a \$200 limit per tire change. Should the service amount exceed the \$200 limit, you would be required to pay the overage to the service provider at the time of service.
- You will be informed before service is dispatched if there is an overage amount. If you do not have a workable spare or if the vehicle has two or more flat tires and requires a tow, there is a towing limit of 250 kms. The dollar limit would not apply to this. The vehicle will be towed to your destination of choice; if the destination exceeds 250 kms you would be charged for the excess mileage. You will be informed of any costs prior to service being dispatched.
- Towing - 250 kms tow limit for two or more flat tires or no workable spare (no mechanical breakdown).
- You are responsible for any amounts over the \$200 for tire change or 250 kms for tow; and such charges are payable to the service provider at the time of service.

Whenever you need Flat Tire Roadside Assistance service simply call the toll-free number provided on your registration card. You will be prompted to provide your program membership number and a live agent will assist you, asking the necessary questions, including vehicle VIN number, make, model, location, etc., to process your request and dispatch a service provider. Service will not be provided on an unattended vehicle, except as set forth below.

Flat Tire Roadside Assistance provides service for most emergency situations but does not include service if:

- The operator is not with the disabled vehicle (unless you cannot or should not remain with the vehicle for safety reasons).
- The vehicle was involved in an accident, theft, or vandalism.
- RV's, fleet vehicles, vehicles off road, trailers; vehicles over 1 ton capacity, or commercial vehicles.
- The vehicle is at a repair facility or on roads where state/county/provincial service providers have exclusive agreements.
- Vehicle is on roads not regularly maintained including private property.
- Installation or removal of snow chains, repairing, or rotating tires is required.
- Vehicle storage charges, cost of parts and installation, products, materials, impounding, and additional labor related to towing.
- Service to vehicles with expired safety inspection, license plate, and/or emission sticker where required by law.
- Service to vehicles that are not in a safe condition to be towed.
- Service in areas not regularly traveled, such as vacant lots, beaches, open fields, or other places that would be hazardous for service.

Emergency Trip Interruption Coverage:

This three (3) year complimentary service is only valid on tire purchases completed on or after January 1, 2022 and is designed to help reimburse the Eligible Expenses resulting from a Mechanical Breakdown during a road trip. Limit \$200.00 per day maximum benefit, and a total annual maximum benefit of \$500.00. To qualify for Emergency Trip Interruption Coverage, Tires must be registered online after the date of purchase. To register, please complete the steps outlined on page 8 under 'Registration'.

Emergency Trip Interruption Coverage includes reimbursement of Eligible Expenses incurred, within 72 hours following, and as a result of a Mechanical Breakdown of a covered vehicle. "Eligible Expenses" mean expenses incurred for food purchased from a licensed food vendor (e.g., restaurants, grocery stores, etc.), transportation from a licensed transportation company, car rental from a licensed rental company and lodging purchased from a commercial lodging establishment. "Mechanical Breakdown" means the incapacitation of the vehicle requiring a tow due to the failure of its mechanical functions unrelated to an auto accident or collision for a period lasting a minimum of 24 hours or which requires you to stay overnight before the repairs can be completed and which occurs at least 80 kms from your primary residence.

Whenever you need Emergency Trip Interruption Coverage service simply call 1-888-990-6125. Pre-authorization will be required for any towing costs. You will be prompted to provide your program membership number and a live agent will assist you, asking the necessary questions, including vehicle VIN number, make, model, location, etc., to process your request and dispatch a service provider. Service will not be provided on an unattended vehicle, except as set forth in the Terms and Conditions of the policy (www.totalconfidence-plan.com).

Written requests for reimbursement of Eligible Expenses must be received within 60 days of the original date of the Mechanical Breakdown. Requests shall be sent by (i) Email to claims@roadsideprotect.com, or (ii) Postal Mail to Roadside Protect, Inc., PO Box 681459, Schaumburg, IL 60168. Requests must include the following:

- Your membership number
- Your first and last name
- The best way to reach you (telephone, email address, or postal address)
- Your complete mailing address
- Authorization number for towing
- Paid repair invoice showing: the name, address, and telephone number of the repairing facility
- Year, make, model, and mileage of the disabled vehicle
- Date and time the vehicle was left for repairs and the date and time the vehicle was ready and back in service
- Name of the driver/customer that requested and paid for the repairs to the disabled vehicle
- Description of the mechanical breakdown and the parts and labor required to repair the vehicle
- Receipts for eligible Expenses incurred during the immediate 72-hour period following the vehicle disablement
- Any other documents as requested to verify the claim

Eligible Expenses shall not include:

- Any costs or expenses you incur related to a non-mechanical breakdown, related repairs or any damage
- Any costs or expenses you incur resulting from anything other than your vehicle's mechanical breakdown due to workmanship or the failure of parts, requests for reimbursement of non-eligible Expenses
- Any costs or expenses you incur related to fraud, abuse, intentional acts, war or hostilities of any kind or arising from illegal activity

- Any costs or expenses you incur involving alterations made to the eligible vehicle or using the eligible vehicle in a manner which is not recommended by the manufacturer
- Any costs or expenses you incur involving damage caused by any outside element including but not limited to theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood

Registration

To qualify for Flat Tire Roadside Assistance and Emergency Trip Interruption Coverage, tires must be registered online after the date of purchase. To register, complete the steps outlined below:

Step 1: After you have made your tire purchase have available your purchase receipt, Vehicle Information Number (VIN), along with the year/make/model of the vehicle to be registered to complete the online registration form. These items will be required to register. A valid email address is also required to complete your registration and receive your registration card, as well as other important terms and conditions.

Step 2: To register your tires go to www.totalconfidence-plan.com and complete the online registration form. If you do not have internet access or a valid email address, registration may be completed by calling: 888-990-6125.

Step 3: If registration was completed online your registration card along with program terms and conditions will be emailed to you. If registration was completed by phone your documentation will be mailed.

Once you receive the registration card via e-mail, please print the card, along with the program terms and conditions, and keep this information in your glove box. The card will contain a toll-free number to call when assistance is needed.

Important: All Authorized Service Providers are independent contractors and not agents or employees of CTC. CTC assumes no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property must be submitted to the servicing provider directly. Flat Tire Roadside Assistance and Emergency Trip Interruption Coverage is provided by Roadside Protect, Inc. through Signature's Nationwide Auto Club, Inc.

4. CUSTOMER SATISFACTION TRIAL

All Continental brand passenger and LT tires bearing the Continental name and D.O.T. numbers are covered by the 60-Day Customer Satisfaction Trial. If for any reason, other than an excluded condition listed under Section 4, you are not satisfied with your new set of four tires within 60 days from date of purchase - or the first 2/32nds of an inch (whichever comes first) - you may exchange all or any one of them for a corresponding number of the same tires or for another set of a different type of Continental brand tires. Mounting and balancing are included free of charge (excluding online orders). Owner pays-all applicable taxes. If you wish to exchange for another set of Continental brand tires which is at a higher cost, you must pay the upgrade from the original purchase price, including shipping and 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.

Please visit www.continentaltire.com or www.continentaltire.ca (Canada) to learn more about the customer satisfaction trial period that Continental Tire offers.

This satisfaction guarantee only applies to the original new set of four (4) Continental brand passenger tires purchased and not to the tires provided under this guarantee.

How do you return your tires during the trial period?

Within the authorized time frame from the date of purchase or the first 2/32nds of an inch tread you must return your tires to the authorized Continental brand tire dealer where you purchased your tires. You must present the original sales receipt and proof-of-purchase. Reason for dissatisfaction must be explained to the dealer (i.e., appearance, ride, handling, etc.) and noted on the dealer-supplied copy of the CTC Limited Warranty Complaint Form.

Attention authorized dealers: the form must be validated by the consumer. The replacement proof-of-purchase showing the purchase of another set of Continental tire(s) must accompany the form and tire return.

Mileage Warranty

The Continental brand tires listed on www.continentaltire.com or www.continentaltire.ca (Canada) website is warranted against wearout up to the mileage/kilometer coverage indicated, 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 4 below, if one of the tires listed in this section wears out before the stated mileage/kilometer coverage, CTC will warrant the tire on a pro-rata basis as indicated herein. "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 Mileage Warranty is measured by the odometer readings at the time of the tire's purchase*, as shown by the original tire receipt and proof-of-purchase, and the odometer reading at the time of replacement. In addition, you must present a fully completed, legible Rotation Schedule, which is found in the original owner's copy of the Total Confidence Plan.

- Tire(s) that have not been rotated at least every 10,000 to 13,000 kilometers or sooner if uneven tread wear begins to appear, as evidenced by a completed Rotation Schedule, are excluded from this coverage.
- On vehicles with staggered/split fitments (different size tires on front and rear axle), tires cannot be rotated between the front and rear axle. Without rotation of tires between the front and rear axle, the expected mileage/kilometers before wearout are significantly lower, especially on the rear axle. Therefore, the Mileage Warranty for tires on the rear axle of these vehicles will be 50% of the standard Mileage Warranty for the product line.
- Tire(s) in service for more than 72 months, regardless of mileage, are not covered.

**At the time of making the claim, the owner is required to present the tires and original tire proof-of-purchase 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.*

The owner pays shipping, mounting, balancing and all applicable taxes (including F.E.T.) under the Mileage Warranty.

Please visit your authorized Continental Tire Dealer or visit www.continentaltire.com or www.continentaltire.ca (Canada) to learn more about the mileage coverage that Continental Tire offers. Mileage warranties vary by tire line.

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.

Sample Calculation:

The tire you present for warranty has a Mileage Warranty of 90,000 kms. At the time of the tire purchase, the vehicle's odometer reading was 32,186 kms. At the time the tire was presented for warranty, the vehicle's odometer reading was 104,607 kms. You also present a completed and up to date Mileage Warranty Rotation Schedule and the tire(s) are worn evenly down to 2/32nds of an inch (1.6mm) of tread remaining, according to the Tread Wear Indicators.

Determine the mileage received on adjusted tires:

$$104,607 \text{ kms} - 32,186 \text{ kms} = 72,421 \text{ kms}$$

Determine Your pro-rata replacement tire cost percentage:

$$72,421/90,000 \times 100 = 80\% \text{ (round to the nearest whole percentage)}$$

Your pro rata cost for the replacement tire is determined by multiplying the percentage of mileage received (80%) by the current purchase price for the replacement tire (ex. \$130.02)

Example calculation is: $80\% \times \$130.02 = \104.02

The credit allowance for the mileage not received equals:

$\$130.02 - \$104.02 = \$26.00$ towards the next purchase of any Continental tire. You will pay the equivalent pro-rata cost for the tire plus all applicable taxes (including applicable F.E.T.) shipping, mounting, and balancing, local tire disposal fees and any other parts or other services.

Road Hazard Coverage:

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. This Road Hazard Coverage applies to all Continental branded tires that are purchased as new replacement tires and is a promise of replacement under the conditions specified below.

When an eligible tire has a road hazard condition during the first 2/32nds of an inch (1.6 mm) of treadwear or first 12 months from date of purchase, whichever comes first, the tire will be replaced with a comparable** Continental brand tire free of charge. A road hazard condition is defined as a cut, snag, puncture, bruise, or

***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. The Limited Warranty covers tires of equal or lesser value. If Customer accepts a higher priced tire, Customer is responsible for covering any difference in price. Any tire replaced under this Limited Warranty will be covered by the current Limited Warranty.*

impact break.

To be eligible, you need to present the tire(s), your original sales receipt and proof-of-purchase showing the date of purchase* along with this Total Confidence Plan. You are responsible for payment of all applicable taxes, demounting, shipping, 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.

5. WHAT IS NOT COVERED BY THE TOTAL CONFIDENCE PLAN

- CTC does not warrant any repaired tire.
- **Road hazard:** Any road hazard condition after the first 2/32nds of an inch (1.6mm) of treadwear or 12 months of service, whichever comes first.
- **Ride Vibration:** Any ride/vibration condition 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 Total Confidence Plan.
 - III. Wear due to improper vehicle alignment includes but not limited to uneven, irregular, or spotty wear, cupping, or feathering.
 - 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 manufacturer'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.

**At the time of making the claim, the owner is required to present the tires and original tire proof-of-purchase 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.*

- **Weather checking/cracking:** Not covered after 48 months from the date of purchase.
 - Tires used in commercial service, competition or tires received as original equipment are not eligible for extra coverage
- Failure to observe safety and maintenance precautions set forth on CTC's website www.continentaltire.ca.

ATTENTION AUTHORIZED DEALERS:

CTC RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION ON CONDITIONS FOR ALL RETURNED TIRES UNDER SECTION 5. CTC RESERVES THE RIGHT TO TEST ALL TIRES RETURNED FOR VIBRATION. THE TOTAL CONFIDENCE PLAN HEREIN IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND CTC EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME US 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, CTC 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 US 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 LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM US STATE TO STATE OR CANADIAN PROVINCE TO PROVINCE.

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

6. CTC'S OBLIGATIONS

Replacement of eligible tires will be made by the authorized Continental brand tire dealer where you purchased your tires or by an alternate authorized tire dealer or vehicle dealer. CTC will replace the tire pursuant to the terms of this Total Confidence Plan.

7. OWNER'S OBLIGATIONS

To make an eligible claim under this Total Confidence Plan, the owner must present a claim, as instructed herein, with the tire to an

**At the time of making the claim, the owner is required to present the tires and original tire proof-of-purchase 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.*

authorized Continental brand tire dealer. For the nearest authorized Continental brand tire dealer, consult the Continental brand internet address(es), or the 800-telephone number(s) shown on the back of this Total Confidence Plan. Owner must present an original tire sales receipt and proof-of-purchase* indicating the date of purchase. Owner will be required to sign the CTC Limited Warranty Complaint Form or dealer replacement sales receipt. Owner is responsible for paying all applicable taxes charged by the authorized servicing Dealer and is also responsible for paying shipping, 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 Mileage Warranty portion of this Total Confidence Plan (See Section 3), owner must present a claim which includes the original, up-to-date Mileage Warranty Rotation Schedule. 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

This is only for DOT registration. Please see page 8 to view registration instructions for our Flat Tire Roadside Assistance and Emergency Trip Interruption Coverage.

The registration of Continental brand tires is an important safety precaution. Registration will allow CTC to notify the owner in the event of a product return program. Owner's authorized Continental brand tire dealer will provide a Continental brand registration card with the D.O.T. tire identification number recorded, along with the authorized Continental brand tire 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 (US) and www.continentaltire.ca (Canada).

SSR TIRE OWNERS:

Even a trained specialist may be unable to recognize internal structural damage to a Self-Supporting Run flat (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. CTC does not recommend any repair to or reuse of Continental SSR tires. You may visit www.continentaltire.com and select Customer Care FAQs to obtain additional 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 inner liner. This layer is an integral part of ContiSeal™ tires. It is not designed or intended to act as a permanent puncture repair.

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 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 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 the repair by a third party via a suitable repair method.

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 or 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. To read about Safety Warnings and Maintenance Information please refer to www.continentaltire.com, or in Canada, www.continentaltire.ca, under the customer care FAQ section.

FOR SERVICE ASSISTANCE OR INFORMATION

For the nearest authorized Continental brand tire dealer, consult either of the websites or the toll-free Customer Relations numbers.

Continental Tire Canada, Inc

Toll-free: 1.855.453.1962

Website: www.continentaltire.ca

(Sold by)

LIMITED WARRANTY COMPLAINT FORM

Please Print Clearly

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	

Qty
Size
Design
Date
Dealers Invoice #
Salesman

Vehicle
Model
Year

MILEAGE WARRANTY 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

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> </table>					-	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> </table>							=	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> </table>						

Odometer at Wearout

Minus Odometer at Time of Installation

Equals Miles/Kilometers Received

**ROAD HAZARD COVERAGE
INFORMATION SECTION**

Customer Information

Original Sales Invoice Number _____

Name (Please Print)

First _____ MI ____ Last _____

Street Address _____

City _____ State/Prov _____ Zip/Postal Code _____

Email _____

Vehicle Information

Make _____ Model _____ Year _____

Tire Information

Date Purchased _____

Tire Size _____

Tire Name _____

Serial Number _____

Serial Number _____

Serial Number _____

Serial Number _____

Dealer Information

Name _____

Street Address _____

City _____ State/Prov _____ Zip/Postal Code _____

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

TOTAL CONFIDENCE PLAN



Continental Tire Canada, Inc

1 Robert Speck Parkway, Suite No. 900

Mississauga, Ontario, L4Z 3M3

Consumer Relations: 1.855.453.1962

www.continentaltire.ca

Flat Tire Roadside Assistance provides service for most emergency situations but does not include service if: the operator is not with the disabled vehicle (unless you cannot or should not remain with the vehicle for safety reasons); the vehicle was involved in an accident, theft or vandalism; for RV's, fleet vehicles, vehicles off road, trailers; vehicles over 1 ton capacity, or commercial vehicles; the vehicle is at a repair facility or on roads where state/county/provincial service providers have exclusive agreements; vehicle is on roads not regularly maintained including private property; Installation or removal of snow chains, dismounting, repairing, or rotating tires is required. Also excluded: vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor related to towing; service to vehicles with expired safety inspection, license plate, and/or emission sticker where required by law; service to vehicles that are not in a safe condition to be towed; and service in areas not regularly traveled, such as vacant lots, beaches, open fields or other places that would be hazardous for service.

Legal notice

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