

COUNTY OF SUFFOLK



STEVE LEVY
SUFFOLK COUNTY EXECUTIVE

Charles A. Gardner, Director

Office of Consumer Affairs

10117767

March 18, 2005

National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, D.C. 20590

Re: [REDACTED] s. Firestone/Bridgestone
Case

Dear Administrator:

We have received the complaint referenced above which does not fall under our jurisdiction.

We are forwarding the complaint to you for whatever action you deem necessary. This complaint has been closed in our office and the consumer advised, by separate letter, to contact you directly with any change in case status.

Thank you for your attention to this matter.

Sincerely,
Scott L. Harris
Director of Complaints & Investigations
(631) 853-4600

Enclosure

(19 tag) Rev. 1/04

Maria
4/8/05

[REDACTED]
[REDACTED]
Nesconset, NY
[REDACTED]

To Whom It May Concern;

This is my final attempt at contacting you regarding the defective Bridgestone Tires, Dueler H/L's, which were on my newly purchased 2001 Isuzu Rodeo. Although I do understand that normal wear and tear are not covered under any kind of warrantee, I do know that dry rotting and cracking is *anything* but normal.

I have been contacting your individual stores by phone and company website by email since late November, 2004, to no avail. Our local Firestone/Bridgestone dealer in Lake Grove quoted us a price of \$738.00 to replace the tires, and so we traveled around the area until another dealer in Selden would give us some kind of a discount, which included having to open a charge account with you, available to everyone anyway. (Please refer to the attached bill for more information) Although we would have appreciated the tires being replaced by you completely, we would be happy with pro-rating them for some kind of compensation.

Finally, in the end of December 2004, a very abrupt email got us a phone call back from "Richie", a regional manager for our area, who promised to get back to us regarding some kind of compensation or make good on the situation. Needless to say, we are still waiting for a response in the beginning of March, 2005.

It is clear to us now that noone wants to help us, and maybe we should have known since the tires were not warranteed, that there was a clear reason why. Given the recent track record of your faulty Firestone tires, we are sure that you would like to rectify this matter directly with us. Still we refuse to believe that you will not stand by your products, given the realm that your companies encompass in the industry.

It is with great anticipation that we welcome your call regarding this matter.

Sincerely,
[REDACTED]
[REDACTED]
[REDACTED]

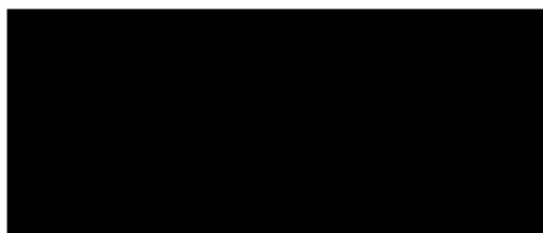
Consumer, Affairs

From: [REDACTED]
Sent: Monday, March 14, 2005 8:21 PM
To: consumer.affairs@co.suffolk.ny.us; consumer.affairs@co.suffolk.ny.us
Subject: complaint against firestone/bridgestone

March 14, 2005

Hi. I can't believe I am going to do this, but after 4 months of getting someone to make-good on brand new tires that were on my 2001 Isuzu Rodeo, I have attached a letter that I sent to Bridgestone and Firestone last week in my last attempt to get help. Please advise.

Sincerely,



3/15/2005