

Meadow Valley, CA

COPY

April 24, 2005

Bridgestone/Firestone
North American Tire, LLC
535 Marriott Drive
Nashville, Tennessee 37027

10121587

2005 MAY 12 PM 2:57

Re: Recall of SteelTex Tires

To Whom It May Concern:

Enclosed is a copy of my file on the referenced recall of certain Steeltex Radial tires dated March 5, 2004. The date I responded to the enclosed recall notice was June 6, 2004. With no word from you, I then telephoned and received the excuse that it may take a long time to receive a refund. We are approaching one year now.

This is bad faith. I will never, ever, knowingly purchase any product produced by Bridgestone/Firestone.

I will write off my \$136.64 as a "buyer beware" warning.

Truly yours,

Enclosures

Copy to: Administrator, National Highway Traffic Safety Administration,
400 Seventh Street S.W., Washington D.C. 20590

NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

2005 MAY -4 PM 4:47

EXECUTIVE SECRETARIAT

N/A
Rec'd
5/14/05

BRIDGESTONE/FIRESTONE NORTH AMERICAN TIRE, LLC
535 Marriott Drive
Nashville, Tennessee 37027

March 5, 2004

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MEADOW VALLEY, CA

Your Vehicle: 2000 Ford Excursion

Your Vehicle Identification Number: 1FMSU43F4YE

SAFETY CAMPAIGN NOTICE

Dear Customer:

Bridgestone/Firestone North American Tire, LLC ("Firestone") has determined that certain Steeltex Radial A/T LT265/75R16 LR D tires installed on 2000-2002 and early 2003 model year Ford Excursion vehicles may experience rapid air loss, especially if the tires have been operated below recommended inflation pressures and above recommended loads or at excessive speeds. Such a rapid air loss can lead to a loss of control of your vehicle and a possible crash.

You are receiving this letter because our records indicate that you are a registered owner of an Excursion that was originally equipped with these tires.

TIRE REPLACEMENT PROGRAM

To demonstrate its continuing commitment to safety and customer satisfaction, Firestone is conducting an important safety campaign to replace Steeltex Radial A/T LT265/75R16 LR D tires built from 1999 through 2002. Any authorized participating Firestone retailer or Ford or Lincoln Mercury dealer will replace, mount and balance the tires (including the spare tire) covered by this campaign *at no charge or expense to you*. To facilitate the earliest possible replacement of the subject tires, tire brands other than Firestone that are appropriate for your vehicle may be installed.

DESCRIPTION OF TIRES COVERED AND HOW TO IDENTIFY THEM

There are many types, sizes, load ranges, and applications for Steeltex tires. If you have Steeltex tires, please examine – or have your dealer examine¹ – your tires to see if they meet all of the following conditions: (1) They are identified as "Steeltex Radial A/T" Black Side Wall (BSW) or "Steeltex A/T" Out-lined White Letters (OWL); (2) they are size LT265/75R16; and (3) they

¹ Such an examination will be performed at no charge by any authorized participating Firestone retailer or Ford or Lincoln Mercury dealer.

are identified as being Load Range "D." The "Load Range" stamping can be found on either sidewall of the tire; on the raised white letter side the stamping can be found adjacent to the tire size, just above the rim.



If your tires meet all three of these conditions, they are covered by this campaign. Please note that this campaign does not apply to: (a) other types of Steeltex tires, such as the R4S or R4S II; (b) sizes of the Steeltex Radial A/T other than LT265/75R16; or (c) other load ranges, such as Load Range "E" tires.

HOW TO HAVE YOUR TIRES REPLACED

If you have any questions about whether your tires are covered by this safety campaign, contact an authorized participating Firestone retailer or your Ford or Lincoln Mercury dealer. To identify an authorized participating Firestone retailer near you, call 1-800-465-1904. To identify an authorized participating Ford or Lincoln Mercury dealer near you, call 1-800-392-3673.

If your tires are covered by this program, or if you need assistance in determining whether your tires are covered, contact an authorized participating Firestone retailer or your Ford or Lincoln Mercury dealer to schedule an appointment. If your tires are covered by the campaign and replacement tires are not available at that time, tires will be ordered for you, and you will be notified when your replacement tires are in. Please take this letter and the reply card with you to the retailer or dealer.

IMPORTANT INFORMATION ABOUT TIRE SAFETY

Regardless of the tire or vehicle, it is important to maintain your tires at proper inflation pressures. Ford Motor Company recommends that proper tire pressure be maintained per the tire inflation pressure as stated on the Certification label located on the driver's door frame. For gasoline-powered Excursions, it is 45 psi front and 55 psi rear. For diesel-powered Excursions, it is 50 psi front and 55 psi rear.

In addition to these inflation pressure recommendations, some Excursions also have a Tire Pressure Warning label (located on the inside edge of the driver's door) allowing for a lower inflation pressure for "improved ride" under light load conditions and giving instructions on proper use of that setting. Ford advises customers that the "improved ride" setting does not apply to the replacement tires and therefore the label will be removed when your tires are replaced.

UADINE

We remind all consumers to maintain their tires properly, regardless of brand. Proper maintenance includes checking your air pressure at least once a month, rotating your tires, following all warnings and recommendations stated in your owner guide, and operating your vehicle safely.

If you detect irregular tread wear, noise or vibration in your tires, you should immediately have your tires checked by a qualified tire service facility.

REIMBURSEMENT

If you already have replaced a tire covered by this safety campaign at your own expense on or after March 1, 2003 for reasons other than misuse, puncture, or normal wear, please call Firestone at 1-800-465-1904 for instructions on how to submit documentation in order to obtain reimbursement.

EXPIRATION DATE

Firestone strongly recommends that you act as soon as possible to replace your tires if they are covered by this safety campaign. This campaign will expire on September 30, 2004.

IMPORTANT NOTICE

Ford Motor Company also recommends that the lug nut torque be checked within 500 miles after the tires have been replaced. Follow the procedure outlined in the Ford Excursion Owners Guide or return your vehicle to your Ford or Lincoln Mercury dealer or authorized participating Firestone retailer to have the lug nut torque checked at no charge.

PROBLEMS OR CONCERNS

If you have any problems or concerns about this safety campaign, or if a participating authorized retailer or Ford or Lincoln Mercury dealer does not make the necessary replacements free of charge, please contact Firestone Consumer Affairs at 1-800-465-1904. You may also contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590 or call toll-free the Auto Safety Hotline at 1-800-424-9393.

We regret the inconvenience that this campaign may cause you, but we are certain you will understand our interest in your safety.

Very truly yours,
Bridgestone/Firestone North American Tire, LLC

Bridgestone/Firestone North American Tire, LLC
535 Marriott Drive, P.O. Box 140990, Nashville, TN 37214-0990

Meadow Valley, CA

Thank you for your inquiry concerning a request for reimbursement for your replacement of your ~~Steeltex Radial A/T (LT265/75R16 LR D) tires~~. On February 26, 2004, Firestone announced a voluntary Safety Campaign on the Steeltex Radial A/T (LT265/75R16 LR D) tires on 2000-2002 and some early 2003 model year Ford Excursions. Firestone has agreed to reimburse customers who replaced those tires prior to that time, but after March 1, 2003, if the tires were replaced due to a warranty issue. Accordingly:

If you have replaced a tire covered by this safety campaign at your own expense on or after March 1, 2003, but before the announcement of the voluntary Safety Campaign on February 26, 2004, for reasons where we provided partial compensation due to some warranty issue, you may be entitled to additional compensation. No consideration for reimbursement will be given for issues like normal wear, misuse, puncture, noise, irregular wear, etc.

In order for us to evaluate whether you are entitled to additional compensation, please provide the following documentation:

1. The tire purchase receipt showing that some compensation was given for warranty consideration and the date of the transaction.
2. The 17 digit VIN number of your Ford Excursion.
3. When you replaced your tires at an independent Firestone dealer and some warranty compensation was given, you should have received a copy of a "Warranty Adjustment" form. Please also forward a copy of that form.

Please send documentation to:

Firestone Response Center
535 Marriott Drive
9th floor
Nashville, TN 37214

The above conditions must be met for your reimbursement to be considered. After we receive all the above documentation, please allow approximately three to four weeks to process your reimbursement.

We apologize for any confusion or inconvenience we may have caused.

TIRE REPLACEMENT REPLY CARD

Name & address of retailer where
tire was replaced

HORTON TIRE CENTER
Retailer Name

78 CRESCENT ST
Retailer Address

QUINCY, CA 95971
City

CA 95971
State Zip

1FMSU43F4YE

0008880 B

MEADOW VALLEY, CA

Please (✓) the following:

☒ Tire replaced, number of tires

replaced (circle) 1 2 3 4 5

☐ Tire inspected, no replacement necessary

☐ Vehicle has been sold/transferred to:

Name

Address

City



BRIDGESTONE/FIRESTONE, INC.
P O BOX 1986
SOUTHGATE MI 48186-8970

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 315 WYANDOTTE MI

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



"Important Service Notice"
Firestone Tire Safety Campaign

You recently received a communication from Firestone regarding a tire safety campaign for Firestone Steeltex Radial A/T, size LT265/75R16 LR D, that were installed as original equipment on your Ford Excursion during vehicle production.

Our dealership is authorized to inspect, replace, mount and balance the tires covered by this Firestone Tire Safety Campaign at no charge or expense to you.

What You Should Do:

Please contact us to schedule a convenient appointment. We have approved replacement tires such as BF Goodrich and Pirelli available, and encourage you to complete this service action as soon as possible.

VIN: 1FMSU43F4YEB54029

Willits Motors, Inc.
388 Crescent Street
Quincy, CA 950711780
(530) 253-4852

Please disregard this reminder if you have already had your tires replaced.



Meadow Valley, CA 95956

*****AUTO-3-DIGIT 988 1/100

0000010211 011487



Willits Motors, Inc.
388 Crescent Street
Quincy, CA 950711780



TIRE MAINTENANCE
with
SAFETY MANUAL
and

**PASSENGER,
LIGHT TRUCK,
PROSEAL and SEALIX
TIRE LIMITED WARRANTY**

BRIDGESTONE
Firestone

Inflate. Rotate. Evaluate.

*How to maintain
your tires*



BRIDGESTONE
Firestone

BFSOE 200202
9595198

Printed in U.S.A.

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DW

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).