



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

212-416-8294

March 15, 2006

[Redacted]
Port Jefferson Sta., NY [Redacted]

10154122

2006 MAR 27 PM 3:43

Our File Number: 2006-541812
Company: Firestone

Dear [Redacted]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

✓ cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*Maria
3/24/06*



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
 120 Broadway, 3rd Floor
 New York, NY 10271-0332
 Tel. (212) 416-8345 Fax (212) 416-8362

COMPLAINT FORM
 Consumer Hotline For Hearing Impaired
 1 (800) 771-7755 TDD (800) 768-9898
<http://www.oag.state.ny.us>

RECEIVED BY
 CONSUMER FRAUDS BUREAU

MAR 13 2006

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE	ZIP
ROST JEFF STA.	SUE POLK	NY	
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
FIRESTONE			
STREET ADDRESS		STREET ADDRESS	
(ENCLOSURE)			
CITY/TOWN	STATE	ZIP	
TELEPHONE NUMBER		TELEPHONE NUMBER	
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)	
	\$	<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Other	
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
<input type="checkbox"/> Yes <input type="checkbox"/> No			
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	
<input type="checkbox"/> Yes <input type="checkbox"/> No			
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)			
PRODUCT FAILURE (SHOCK STONE TIRES)			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE	
<input type="checkbox"/> By Mail <input type="checkbox"/> By Telephone <input type="checkbox"/> In Person			
NATURE OF RESPONSE			DATE OF RESPONSE
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
IS COURT ACTION PENDING? (Please describe as necessary)			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER	
ADDRESS		WARRANTY EXPIRATION DATE	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)			
<input type="checkbox"/> Yes <input type="checkbox"/> No			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT TWO BRIDGESTONE (FILESTONE)
TIRES PURCHASED FOR MY DODGE TRUCK (1980) AND
RIGHT REAR. BOTH BOTH DOWN WITHIN A TWO (2)
WEEKS PERIOD (EACH SEPARATELY), REPLACED
THEM BOTH AT A CONSIDERABLE COST, STATION
WHICH INSTALLED THEM SAID THEY WERE NOT RES-
PONSIBLE, FILESTONE WAS, COMPLAINED TO
CONSUMER AFFAIRS AND THEY IN TURN REFERRED
ME TO YOU BECAUSE IT WAS BEYOND THEIR JURIS-
DICTION. TIRES ARE SUPPOSED TO BE INSULATED VS
ROAD DAMAGE. ANY RESOLUTION ON YOUR PART
WOULD BE GREATLY APPRECIATED - THANKS

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

WHO REFERRED YOU TO THIS OFFICE?

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: _____

Date: 3/10/06

Return to: **Office of the Attorney General**
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

COUNTY OF SUFFOLK



STEVE LEVY
SUFFOLK COUNTY EXECUTIVE

Charles A. Gardner, Director

Office of Consumer Affairs

January 6, 2006

[Redacted]
Port Jefferson Station, NY [Redacted]

Re: Firestone/Terryville Service
Case [Redacted]

Dear Consumer:

We have received your complaint, referenced above. Unfortunately, our agency does not have any jurisdiction over your problem. We are forwarding the original of your complaint to the following, which may be able to assist you:

NYS Attorney General
300 Motor Pkwy
Hauppauge, NY 11788

We regret we cannot assist you and are closing our file in this matter. Any questions regarding the status of your complaint must be addressed to the agency above.

Very truly yours,

Scott L Harris

Director of Complaints & Investigations
(631) 853-4612

**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).**