

BFS RETAIL & COMMERCIAL OPERATIONS, LLC

333 East Lake Street Bloomington, IL 61108 Phone: 630-258-9000

OUR MISSION
Committed to
providing a Positive
Customer Experience...
Every Time.

May 12, 2006

*Add to
10157373*

*Consumption
10157373*

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████████████████████
Port Jefferson Station, NY ██████████

*Consumer letter
10154122*

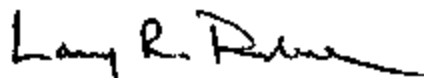
Dear ██████████

Thank you again for taking the time to discuss by phone with me today your issue about the two tires that you had to replace 2 weeks apart in October and November 2005.

We assure you that we intend for every customer to receive the good service we build into our tires and as we discussed, our standard limited warranty covers defects in material and workmanship but not damage due to the road hazards you experienced. Although the need to replace your tires was not covered under our standard warranty, we can certainly understand how frustrating it must have been to replace 2 tires in just 73 miles and in the interest of customer satisfaction we are refunding you in the amount of \$250.00 for the tires purchased at Terryville Service Center. You should receive the check under separate cover in about 10 days.

We also want to thank you again for giving us this opportunity to be of service and to retain your good will toward Bridgestone. We appreciate your past purchases of Bridgestone tires and your future loyalty to our great products.

Sincerely,



Larry R. Perdue, Director
Consumer and Government Relations

cc: National Highway Traffic Safety Administration

*NAR
add
5/20/06*