

. COPY of Letter sent

July 26, 2006

[REDACTED]  
Succasunna, NJ [REDACTED]

Bridgestone/Firestone  
North American Tire  
1 Bridgestone Park, TN 37214

Customer Service,

I purchased my Honda Pilot in August of 2004 after much research. I had been very happy with it until April of 2006 when I had to replace the back tires.

I am a single mother and make sure I keep my cars well maintained. After noticing uneven tread I took my Pilot to my mechanic. He told me that the treads on my back tires were worn dangerously low and would need to be replaced. Since he regularly services my Pilot, including rotating tires and alignments he could not understand why they wore like that. Since my Pilot was under two years old, had less than 18,000 miles and I was meticulous about keeping my tires properly inflated for better gas mileage I could not understand this either.

According to the information I was given at purchase in my manual it stated to see my Bridgestone/Firestone retailer listed in the Yellow Pages under Tire Dealers Retail. Following instructions I took my car to **STS Ties and Auto Center in East Ledgewood, NJ.**

After inspection they told me I definitely needed new tires but they could do nothing for me other than to sell me new ones. I asked how tires under 2 years old, with low mileage and properly taken care could have this happen. They told me it was improper alignment. (which, it was **not** ) They did not put it on a lift.

My mechanic got a better price on comparable tires so I purchased them from him for 232.00. As I was having them replaced I questioned Herman, my long-term mechanic whom I trust explicitly, about how this could have happened. He told me it should not have happened. We checked over my other tires and he told me they were under inflated at 32 psi. I told him that was correct and showed him in the manual where it stated it. He shook his head and looked on the doorjamb where it said the same thing. He said that 32 psi was too low for my tires. He then looked on the tires and finally found the tiny writing that said max pressure 44 psi. He said that I should keep them about 40 psi and no less.

I was very upset that there was this discrepancy in tire pressure recommendations. I had been keeping them at 32 psi as called for in my manual and on the door. Could this have been the reason my tires wore unevenly? And if not, why was there much lower psi pressure recommended in the manual and doorjam?

I would like compensation for the cost of my tires since they were maintained properly according to the manual, aligned and rotated when called for, had less than 18,000 miles on them and were under two years old.

Sincerely,

[REDACTED]

2006 AUG -9 AM 8:47

NARC  
8-9-06

**Copies to ; NHTSA**  
American Honda Motor Co.  
Bridgestone/Firestone

**Pertinent Information on Vehicle**

Honda Pilot 2004  
VIN 2HKYF181 [REDACTED]

Purchased August 17, 2004  
Dealer Honda of Essex  
1170 Bloomfield Ave.  
West Caldwell, NJ 07006

**Tire Identification**

BRIDGESTONE  
DUELLER H/T684  
235/70 R16 104s All Season Tires  
Tubeless Radial 684RZ R16

DU9331 DOT [REDACTED]

Max Load 900 kg 1984 LBS  
AT 300 kpu (44 psi ) Max pressure