

November 1, 2006

2006 NOV -9 AM 8:40

National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20509

Re: Bridgestone 711 (11R22.5) Tire Separation

June of 2006 I took delivery of a new 379 Peterbilt which had original Bridgestone 711 (11R22.5) tires on the drive axles. The truck is used to pull a heavy haul trailer with a gross weight of 160,000 pounds.

At 16,887 miles a drive tire separated with the tread coming off just like it was a recap. The casing still retained air, but the tread destroyed a \$ 745.00 full fender.

At 22,460 miles another tire separated like the first tire failure destroying two \$ 745.00 full fenders and pulling the two fenders into the tire beside the one which failed. Needless to say it was not good for highway safety or my frame of mind while hauling a D9 Caterpillar dozer.

I contacted a Bridgestone representative who had me file a claim with Bridgestone's corporate office in Nashville, Tenn.

On October 10, 2006 I talked to my contact at the corporate office in Nashville, Tenn. She told me the "decision makers" had decided to pay half the claim. I told her Bridgestone should stand behind their product and customer and pay for the tires and damaged equipment resulting from their failed tires. When the discussion was over, I said I would accept half a claim rather than nothing. Subsequently Bridgestone issued a check of \$ 2306.70 to the Peterbilt dealer I purchased the truck from, and they then issued a like check to me which I have not cashed at this time.

One day later, while pulling a mining truck body grossing 146,000 pounds with the dimensions of 26 foot wide and 14 foot 8 inches overall height I had another Bridgestone 711 explode with 47,200 miles on the tire. I had two pilot car and four Nevada highway patrol escorts on a two lane highway so it was a rather extreme load.

After delivering the load in Carlin, Nevada I stopped in Salt Lake City, Utah and put eight new Yokohama mud and snow tires on. I could not any longer afford to have the Bridgestone tires on because of safety and revenue concerns.

Please check these tires out with Bridgestone's corporate office in Nashville, Tenn. My contact was Ms. Norma Davis at 1-800-543-7522 extension 3512 and my claim number was 839666.

*Norma*  
11/14/06



**BRIDGESTONE FIRESTONE NORTH AMERICAN TIRE, LLC**

Phone: [REDACTED]  
Fax No.: [REDACTED]

Bridgestone Firestone North American Tire, LLC  
526 Marriott Drive, 9<sup>th</sup> Floor  
Nashville, Tennessee 37214

REF. 917872

October 17, 2006

[REDACTED]  
[REDACTED]  
[REDACTED]  
Sioux Falls, SD [REDACTED]

Dear [REDACTED]:

Please find enclosed your check from Bridgestone Firestone North American Tire, LLC in the amount of \$2,306.7, paid as a customer satisfaction concession for full and final settlement of your claim and with no admission of liability related to this incident, either real or implied. Thank you for the chance to discuss your claim with you and we appreciate the opportunity to demonstrate our commitment to customer satisfaction with this settlement.

Thank you for your cooperation in resolving this claim. We hope you will continue as a satisfied Bridgestone Firestone North American Tire, LLC customer. If you have any questions, please feel free to contact me.

Sincerely,

*The check was made out to Lewson (the Peterbilt dealer) who cashed the check and then reissued a like check to me which I haven't cashed at this time.*

[REDACTED]  
[REDACTED]  
Paralegal

[REDACTED]

⑈195093⑈ ⑈071923226⑈ 94 29743⑈

10-10-06

039666

2,306.70

0.00

2,306.70

DOC# 4518464

Check No: 198093

0.00

**BRIDGESTONE/FIRESTONE NORTH AMERICAN TIRE, LLC**  
ACCOUNTS PAYABLE DISBURSEMENTS  
636 MARRIOTT DRIVE  
NASHVILLE, TN 37214

Please include this vendor number on all invoices -> 552091

