

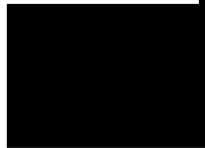
NVS-200



2006 DEC 20 AM 9: 20

TO: 12 12 06

Oklahoma City, Oklahoma



December 11, 2006

10177484

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, D.C. 20590

Re: Firestone Recall Complaint

Gentlemen:

I received the enclosed letter in September 2006 inquiring into the status of my Firestone tires which were the subject of a recall. Prior to this time in August 2001 I wrote to Firestone detailing the facts of an incident which I experienced with the tires which prompted me to replace all of the tires at my own expense. I had already replaced the tires at the time of the recall and was informed that I would be reimbursed for the expense. I wrote the attached letter to Firestone and included a copy of an invoice for replacement of the tires. The letter I received in September 2006 was the first communication received and no acknowledgment of my claim has ever been made by Firestone.

Accordingly, please consider this as a complaint against Firestone and a reaffirmation of my original claim.

Very truly yours,



Enclosures

NAC
AAE
12/20/06

September 2006

21-A-0000872

00003



4M2DU55P4VU

EDMOND, OK

Dear Customer:

IMPORTANT SAFETY INFORMATION

Información Importante de seguridad

- **Your vehicle may have tires that have been recalled.**
• *Su vehículo puede estar utilizando llantas que por motivos de seguridad han sido retiradas del mercado.*
- **Your spare tire may also have been recalled.**
• *Su llanta de repuesto puede también haber sido retirada del mercado.*
- **These tire(s) can be replaced at no cost to you.**
• *Estas llantas pueden ser reemplazadas sin que usted incurra en costo alguno.*
- **Carefully read this letter to determine if your vehicle has one or more of these tires and what to do if it does.**
• *Lea cuidadosamente esta carta para determinar si su vehículo tiene una o mas de estas llantas, y que pasos debe seguir para que estas sean reemplazadas.*

Si no puede leer esta carta o requiere asistencia adicional en Español, por favor comuníquese a nuestra línea de asistencia gratuita en Español al 1-800-465-1904.

Bridgestone Firestone North American Tire, LLC ("Firestone") is sending you this important notice regarding the safety of your tires. Please read this letter carefully.

Vehicle registration records list you as the current owner of a Ford Explorer, Mercury Mountaineer, or Mazda Navajo. As you may be aware, Firestone conducted campaigns in 2000 and 2001 to replace P235/75R15 Radial ATX or Radial ATX II tires, and certain P235/75R15 and P255/70R16 Wilderness AT tires, most of which were supplied as original equipment on one of those vehicles. Ford also conducted a campaign to replace some of these tires. These tires may sustain a tread separation in which the outer belt and tread may separate from the tire. If this occurs, you could lose control of your vehicle, which could result in a crash.

It is possible that you may not have owned the vehicle when these programs were first announced, and thus you may not have received our initial letters on these subjects. Therefore, we are contacting you about this issue today to ask you to make certain that the affected tires are not on your vehicle – *including in the spare tire position*. Tires in these replacement campaigns were handled by many different automotive garages and tire service locations and the spare tire

may not have been inspected and replaced. Therefore, your spare tire should be checked even if the other tires on your car are not covered by this notice. If one or more of the affected tires are in service on your vehicle (including the spare tire) we want to make sure that you receive free replacements for those tires. If you have any tires covered by either program on your vehicle, any company-owned Firestone Complete Auto Care, ExpertTire, Tires Plus, Hibdon Tire or Wheel Works location or any participating authorized Firestone dealer will replace, mount and balance the covered tire(s) **at no cost to you.**

The simplest and most reliable way to determine if you have a tire covered by either program is to take your vehicle to a convenient Firestone Complete Auto Care, ExpertTire, Tires Plus, Hibdon Tire or Wheel Works location or participating authorized Firestone dealer for a **free** inspection. Please call 1-800-465-1904 for the location of the nearest participating store (1-877-287-2368 in Puerto Rico).

If you would like to examine the tires yourself to see if they are covered, you may do so by looking at the name, size and DOT Serial Number on your tires. The serial number is located on either the inside or outside of your tire in the lower sidewall area near the wheel and is preceded by the letters "DOT." The following tires are covered by this program:

<u>Brand Name</u>	<u>Size</u>	<u>DOT Serial Numbers</u>
Radial ATX	P235/75R15	Any
Radial ATX II	P235/75R15	Any
Wilderness AT	P235/75R15	All numbers beginning with "VD"
Wilderness AT	P235/75R15	Numbers beginning with "HY", W2," or "VN" if the tire was manufactured before May 1998 (please see a retailer for them to determine the date the tire was manufactured)
Wilderness AT	P255/70R16	Numbers beginning with "HY", W2," or "VN" if the tire was manufactured before May 1998 (please see a retailer for them to determine the date the tire was manufactured)

Make sure you check your spare tire, including any tire in the spare tire rack or spare tire compartment, even if the other tires on your vehicle are not covered by either of the replacement campaigns.

If you have a covered tire, or if you wish for the store to perform a free inspection, please take this letter with you to the store. Again, if you have an affected tire the Firestone retailer will replace, mount and balance the tire(s) covered by this action **at no charge or expense to you.** This program, however, does not cover tires which have been scrapped, previously adjusted, or retreaded.

To identify a convenient and participating retailer (company-owned Firestone Complete Auto Care, ExpertTire, Tires Plus, Hibdon Tire or Wheel Works locations or authorized participating Firestone retailer), you may call toll-free 1-800-465-1904 or 1-877-287-2368 in Puerto Rico. This information is also available on the Internet at <http://www.firestone.com>. If your participating Firestone retailer fails or is unable to replace these tires without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret the inconvenience which this action may cause you, but we are certain you will understand our interest in your satisfaction and safety with Firestone tires.

Bridgestone Firestone North American Tire, LLC

June 6, 2001

[Redacted]
OKLAHOMA CITY, OK [Redacted]

Your Vehicle: 1997 Mountaineer
Your Vehicle Identification Number: 4M2DU55P4VUJ33850

Firestone Wilderness AT Tire Program

Ford Motor Company has decided to replace all Firestone Wilderness AT tires (15-,16- and 17-inch) on Ford Motor Company products as a precautionary measure aimed at preventing potential tire failures from occurring in the future. The likelihood of tire failure in the near term is very low for owners of vehicles with newer tires. Our records indicate that your vehicle may have Firestone Wilderness AT tires as either original equipment or replacement tires.

Why we are replacing these tires.

This replacement program is both a voluntary and precautionary action. We made the decision to take this action after extensive examination of real-world data, laboratory and track testing, and consultations with the National Highway Traffic Safety Administration.

These efforts, in conjunction with our testing and statistical analyses, have revealed that Firestone Wilderness AT tires have a significantly lower failure rate than the tires recalled last summer and that the age of the tire has a considerable impact upon its performance. However, our analyses also indicated that some Firestone Wilderness AT tires, particularly older tires (over three years), have elevated failure rates compared to other tires.

These failures include possible tire tread separation, in which the outer steel belt and/or tread of the tire separates from and may become totally detached from the rest of the tire. Tire tread separation could potentially result in loss of vehicle control and/or a crash. Because Ford does not have sufficient confidence in the future performance of these tires as they age, we're acting now in the interest of your safety to maintain your continued trust and confidence.

How this program differs from last year's recall.

Last year (Summer 2000), Firestone implemented a safety recall to replace certain 15-inch Wilderness AT and Radial ATX tires due to elevated failure rates. At the time of the Firestone recall, Ford Motor Company established an early warning system and continued to analyze real-world data to help predict tire failures before they occur.

Recent real-world data from Firestone revealed that failure rates are beginning to increase for some of the Wilderness AT tires. We view these findings as early warning signs that we cannot ignore. That is why Ford Motor Company is now voluntarily replacing all 15-, 16- and 17-inch Firestone Wilderness AT tires on Ford vehicles as a preventive measure to ensure your safety.

Firestone Tires Included in This Program

ALL WILDERNESS AT TIRES (15", 16", 17")

Affected vehicles include:

- | | |
|---------------------|----------------------------|
| Ford Expedition | Ford F-Series |
| Ford Explorer, | Ford Ranger |
| Explorer Sport & | Ford Bronco |
| Explorer Sport Trac | <u>Mercury Mountaineer</u> |

Firestone Tires Not Included in This Program

- | | | |
|----------------------------------|------------------------|--------------------------|
| Steeltex R4S & AT on: | Affinity on: | Wilderness HT on: |
| Ford F-Series 250+ | Ford Taurus | Ford Escape |
| Ford Econoline | Mercury Sable | Ford Explorer, |
| Ford Excursion | Ford Crown Victoria | Explorer Sport & |
| | | Explorer Sport Trac |
| | | Ford Ranger |
| | | Ford F-150 |
| Firehawk GTA on: | Firehawk LH on: | |
| Ford Focus | Lincoln LS | |
| Mercury Cougar | | |

Before doing anything else, check the tires that are now on your vehicle, including the spare tire. If you have Firestone Wilderness AT tires, they should be replaced. If you DO NOT have Firestone Wilderness AT tires on your vehicle, ARE NOT seeking a refund, or have changed your address, please complete and mail the enclosed postcard.

To have your tires replaced, call your Ford or Mercury Dealer or authorized tire retailer (see contact information below to obtain authorized retailer list) and request a service date for the Firestone Wilderness AT Tire Replacement Program. If you have newer Firestone Wilderness AT tires (under three years), you may be put on a waiting list, as older Wilderness AT tires will be replaced first.

You can help to further minimize the potential for any type of tire failure by keeping tires properly inflated to the recommended pressure, avoiding overloading your vehicle, and observing posted speeds. For Firestone Wilderness AT 15-inch tires on Explorer and Mountaineer model vehicles, the recommended tire pressure is 30 psi.

What Ford Motor Company and your dealer (and authorized tire retailer) will do.

Your Ford or Mercury Dealer and certain authorized tire retailers will replace any Wilderness AT tires, including the spare tire, (15-, 16- and 17-inch) on your vehicle regardless of age, mileage, or whether they are original equipment tires or replacement tires free of charge.

For Tire Replacement After May 22, 2001:

If you have NOT had your tires replaced:

We recommend that you have your tires replaced at your local Ford or Mercury Dealer or authorized tire retailer with those tires indicated on the enclosed "Approved Wilderness AT Replacement Tires" list.

If you have tires replaced at non-authorized locations:

If you are (or were) unable to have your tires replaced at your Ford or Mercury Dealer or an authorized tire retailer, Ford will reimburse you:

* Up to \$110 for each 15-inch tire and up to \$130 for each 16-inch or 17-inch tire. In order to receive reimbursement, you must go to your Ford or Mercury Dealer and provide them with:

1. Your original paid receipt.
2. The section of your replaced Firestone Wilderness AT tires that contains the DOT Code. Ask the tire dealer you purchased the tires from to cut this section of the tire from each tire replaced and provide it to you. The section must contain the entire DOT Code and be readable. Your replacement tire dealer should destroy and dispose of your removed tires and provide you with only the piece of tire with the DOT Code. The purpose of this requirement is to ensure that the replaced tires are rendered unusable and are removed from service.

Your Ford or Mercury Dealer will process and submit your refund request and forward your reimbursement check via mail.

If you had your tires replaced before May 22, 2001:

If you replaced the Wilderness AT tires on your vehicle between August 1, 2000, and May 22, 2001 (due to concerns raised by the Firestone recall of certain Wilderness AT tires announced last August), Ford will offer you a full refund with an original paid receipt.

To receive this refund, you may contact the Ford Tire Inquiry Hot Line at 1-866-300-1226 or Ford Motor Company at www.ford.com for the required reimbursement form.

If you have more concerns.

If you have trouble getting your tires replaced promptly and without charge, please contact your dealership's service manager for assistance.

If you have further questions or would like to receive an updated list of replacement tires or authorized tire retailers, please call us toll-free, 24 hours a day, seven days a week at 1-866-300-1226, or e-mail us at tireinquiry@ford.com. For the latest information on-line, go to www.ford.com.

We apologize for any inconvenience this may cause you and thank you for your attention to this important matter. Maintaining your safety, your satisfaction and your trust is our top priority.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs



[REDACTED]
OKLAHOMA CITY, OKLAHOMA
[REDACTED]

[REDACTED]
August 27, 2001

Bridgestone/Firestone, Inc.
P.O. Box 1966
Southgate, MI 48195-9970

Re: Bridgestone/Firestone Tire Recall

Gentlemen:

On Saturday, June 17, 2000 I was returning to my residence in Edmond Oklahoma from an out of state trip with my two teenage daughters and one of their friends when without warning the right front tire on my 1997 Mercury Mountaineer literally fell apart while we were traveling at the speed limit on I-44 just a few miles east of Oklahoma City. We were forced to pull over in a hazardous location and wait nearly an hour for a tow truck to transport my vehicle to my residence in Edmond. On Monday, June 19 I drove my vehicle with the spare tire installed to Hibdon Tire Center in Oklahoma City where they installed a new set of tires.

I understand that the recall of the tires which were sold as original equipment on my 1997 Mountaineer were recalled some time later in the summer of 2000. I believe that if not for this incident I would have had my tires replaced at the expense of Firestone tires. My tires should have been covered by the recall and would have been replaced at the company's expense but for this incident which endangered my life and the lives of my passengers, after which I chose the most prudent course of action which was to replace the tires myself. Accordingly, I have enclosed a photocopy of the invoice for my replacement tires as well as for the tow service which was made necessary by the failed tire. Please consider this as a claim for reimbursement of these funds.

I appreciate your attention to this matter.

Very truly yours,
[REDACTED]

[REDACTED]

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).