

AUG 22 2012

August 16, 2012

CL-10473406-3720

NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

Re: Firestone/Bridgestone tires

Dear people:

In November/December 2009, I purchased a pair of Bridgestone Potenza tires for the rear wheels of a 1999 Mercedes-Benz SLK230.

Almost from day one, one of the tires had a slow leak. My mechanic checked it a number of times and was unable to ascertain the source of the leak.

Earlier this week, I took the tire, which has only about 7,000 miles on it, to a Firestone/Bridgestone company store in Skokie, IL. I brought with me the purchase receipt (enclosed), from Tire Rack, and a copy of the warranty booklet which states under the heading, "Owner's obligations," in clear English the following: "To request an adjustment, you must present the tire to an authorized Bridgestone Firestone retailer." (enclosed)

Despite that, the man on duty at the store refused even to look at the tire and told me I had to deal with Tire Rack.

Whereupon, I sent an email to Bridgestone corporate offices and got a call back in a couple days. I explained the situation. This gent said they would look at the tire, but that was about the extent of it.

Before I could take it back (which would have been to a different Bridgestone Firestone store), I got a call from the manager in Skokie telling me again the warranty did not apply. He offered to look at the tire, but said I would have to deal with Tire Rack for a repair or replacement. He was unmoved when I quoted the language in the warranty.

At this point, I am, of course, not eager to deal with these folks anymore, which is why I am filing this formal complaint. (FYI, I attempted to fill out the online form, got all the way to the end, and got a message that the online form did not work and suggested the problem could be fixed if I used the Firefox browser – which was exactly what I was using).

Not sure what other information you might need but here is some:

Tires are Bridgestone Potenza 205/50R16. Purchase date was 11/30/09, installation date was 12/3/09, mileage at the time was 56,851. Mileage now is about 63,500. The string of letters after DOT on the tire is EL8JCFK5103. Vin number of the auto is WDBKK47F0F [REDACTED]

[REDACTED] • MORTON GROVE, IL [REDACTED]  
PHONE: [REDACTED] • E-MAIL [REDACTED]

My mechanic took another stab this week at fixing the tire but we can't be sure the fix will take, the three-year warranty which Firestone/Bridgestone declaims runs out in a couple of months and I am still driving on a potentially unsafe tire.

Any help appreciated.

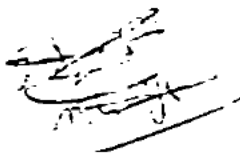
Thank you.



cc: Bridgestone Americas Inc. ATTN: Gary Garfield, CEO/President



7101 Vorden Parkway  
 South Bend, IN 46628-8422  
 Phone: (574) 287-2345  
 800: (800) 428-8355  
 Customer Service: Ext. 360  
 Fax: (574) 236-7707



(REPICK)

# INVOICE

INVOICE NUMBER	INVOICE DATE	PAGE
B030670	11/30/09	1
PURCHASE ORDER NUMBER		

11/30/09  
 16:10:02

BILL TO:

3857665-000

MORTON GROVE IL

SHIP TO:

3857665-000

IMPORT SERVICE CENTER INC. (3)

ATTN DAN  
 GLENVIEW IL

SHIP METHOD: UPS Ground  
 CACH

SHIP-TO PHONE: [REDACTED]  
 Plan 2041439 Team TIRES Wave 006 Prcl 26

ORDER DATE	SALES REP. NAME / PHONE EXT.	TERMS	MAKE, MODEL AND YEAR	WHSE	OPER	
11/30/09	KYLE (EXT. 663)	AMERICAN EXPRESS	SLK230 99	SB	KY1	
PART NUMBER	QUANTITY ORDERED	QUANTITY SHIPPED	DESCRIPTION	UNIT PRICE	EXTENSION	LOC.
055WR6RE960PP 049343	2	2	205/56R16 B3 POZ RE960AS POLE 049343 91W	108.00	216.00	D-9
BS/FS1 WARRANTY	1	1	TIRE WARRANTY PACKET FOR BRIDGESTONE AND FIRESTONE	N/C		9-1
REGCARDR REGISTRATION	1	1	TIRE REGISTRATION CARD -RETAIL RETAIL	N/C		9-16530
			Customer advised that mixing tire types/sizes or new with partially worn tires may cause unpredictable handling, braking or loss of vehicle control.			
			TOTAL THIS ORDER		216.00	
			FREIGHT CHG/ALLW		19.58	
			AMERICAN EXPRESS PAYMENT	235.58-		
			Total Payment		235.58-	
<p>You may register your Bridgestone Tires Online @  <a href="https://secure.bridgestone.com/dottirereg/tireregistration.aspx">https://secure.bridgestone.com/dottirereg/tireregistration.aspx</a></p>						
Weight 48			TOTAL AMOUNT DUE Payable in U.S. Funds		\$ .00	USD

ALL PAST DUE ACCOUNTS ARE SUBJECT TO A FINANCE CHARGE OF 1 1/2% PER MONTH, WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.

Bridgestone Firestone RFT tire adjustments will only be made at a Bridgestone Firestone Run-Flat Certified Retailer. Consult a phone directory (often listed in the Yellow Pages under "Tire Dealers") or the internet at [www.bridgestonetire.com](http://www.bridgestonetire.com) for the location nearest you. Bridgestone Firestone Run-Flat Certified Retailers can also be located by calling toll-free: 1-877-BFS-4RFT.

## CONSUMER RIGHTS

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## CONDITIONS and EXCLUSIONS

To the extent permitted by law, Bridgestone Firestone North American Tire, LLC disclaims all other warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose and any liability for incidental and consequential damages, loss of time, loss of vehicle use, or inconvenience. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty applies only to consumers actually using the tire in the United States. For warranty conditions outside the United States, see your local Bridgestone Firestone distributor.

Obligations under this policy may not be enlarged or altered by anyone.

In accordance with Federal Law, this Limited Warranty has been designated as a "Limited Warranty." Nothing in this Limited Warranty is intended to be a representation that tire failures cannot occur. This Limited Warranty is given by Bridgestone Firestone North American Tire, LLC, 535 Marriott Dr., Nashville, TN 37214.

## OWNER'S OBLIGATIONS

In order to keep this Limited Warranty valid, we require you to have your tires regularly inspected and rotated per the recommendations outlined in the sections of this manual entitled "Tire Damage, Inspection and Service Life" and "Radial Tire Rotation" and to furnish proof of same in order to receive an adjustment. Such proof should show the date, mileage, and servicing location. A sales receipt containing this information will suffice. In addition, a "Maintenance Record" is included in this manual.


It is your obligation to maintain proper tire inflation pres-

sure as specified by the vehicle manufacturer and to operate the vehicle within tire/vehicle load capacity and speed limitations. It is also your obligation to maintain proper wheel alignment and tire/wheel assembly balance.

To request an adjustment, you must present the tire to an authorized Bridgestone Firestone retailer. Complete and sign the customer section of the Bridgestone Firestone North American Tire, LLC Limited Warranty adjustment form and pay appropriate replacement price, taxes, disposal fee, and service charges, if any.

## ARBITRATION

You and Bridgestone Firestone North American Tire, LLC agree that in the event of a dispute between you and Bridgestone Firestone North American Tire, LLC, its successors, or assigns arising out of or resulting from this Limited Warranty, including a claim for damages, loss of time, or property damage, the resolution of such dispute or arbitration shall be resolved by arbitration. Arbitration between you and Bridgestone Firestone North American Tire, LLC shall be conducted under the Code of Procedure for the National Arbitration Forum. The arbitration will be conducted as a document hearing. It shall be held at any procedures beyond a document hearing. You shall be responsible for all fees, including filing and court costs, and fees, above and beyond the fee imposed for document hearings. The arbitration shall be held at the Bridgestone Firestone North American Tire, LLC office. You shall not be any other customers, be represented in any way, and shall proceed in any form of dispute resolution. Arbitration of numerous customers' disputes is required. Any award of the arbitrators may be enforced by judgment of a court of competent jurisdiction. The arbitrators shall have no authority to award punitive or consequential damages, except as may be required by statute. Information may be obtained and claims may be filed at any office of the National Arbitration Forum or at P.O. Box 51990, Minneapolis, MN 55405.

[Redacted]  
Morton Grove, IL [Redacted] 

S. SLSUREAN IL 604

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West Building  
Washington, DC 20590

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