

AUG27 '20 1:09PM

CRD NEF 109 MAIL

Kensington, CT.

August 17, 2020

Paolo Ferrari
President, CEO and COO
Bridgestone Americas, Inc.
200 4th. Avenue South
Nashville, TN 37201

Re: Defective new Firestone Tires - 215/60R16 95T, DOT E25M AL3
Date of Manufacture 3819

Dear Mr. Ferrari:

I find it necessary to escalate my safety concern to your office in regards to defective new Firestone tires currently installed on the family vehicle.

On July 31, 2020, I visited a local licensed tire and auto repair facility for suspected out-of-balance tires that were causing the vehicle to drive and handle erratically.

Upon inspection, the technician found that the new tires were defective and had a hop to them thus creating a hop/shake while driving. This shake is very noticeable at low speeds and escalates at high speeds thus causing an unsafe driving experience.

On August 17, 2020 at 11:12 am, I visited Firestone, 2897 Berlin Turnpike, Newington, CT location and spoke to Ethan Turney, Store Manager. I addressed my safety concern with Mr. Turney and was told that there is nothing he can do. At 11:22 am I immediately called customer service while still parked in the Firestone parking lot. I spoke to Angela M. who was not able to help me. Angela then escalates my concern to the Tire and Warranty Department. I then spoke to Diana who basically tells me that without a receipt there is nothing Firestone can do.

I am asking your office to look into this matter and suggest a viable solution. Attached you will find pictures depicting the condition of these tires that are visually and practically brand new with 10/32nds tread on them.

I find it disturbing for a company such as Firestone to act irresponsibly and apathetic to such a serious safety concern I have with new tires that are 10/32nd. and are defective thus causing an unsafe drive on my vehicle.

RL

The most disturbing part is the remembrance of headlines Firestone made worldwide with the recall of over 6.5 million defective tires. Furthermore, The National Highway Traffic Safety Administration has documented 203 deaths and more than 700 injuries linked to tread separation rollover accidents involving Firestone tires.

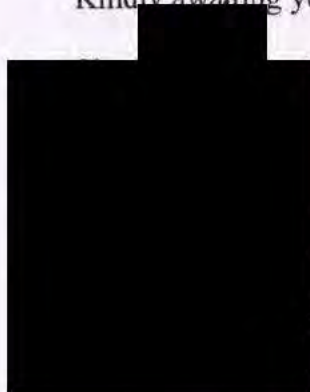
I don't ever want to believe that the defective tires I have on my vehicle are a sign of a 2 decade-old workmanship issue Firestone had with their tires.

Nonetheless, if I legitimately bring a road safety concern to a store manager and 3 customer relations representatives in the same day, I expect your company personnel to abide by the laws, rules and regulation set forth by the State of Connecticut pertaining to a defective product.

Attached please find the service inspection report set forth by an independent licensed tire and auto repair shop. This report should suffice to rectify the matter immediately without having to spend countless hours with Firestone representative asking me mindless questions that are irrelevant to my issue.

I thank you in advance for looking into this matter.

Kindly awaiting your prompt response.



report & tire images

cc: William Tong, Attorney General
State of Connecticut
Office of the Attorney General
165 Capitol Avenue
Hartford, CT 06106

James C. Owens
Deputy Administrator
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590



MODERN TIRE AND AUTO SERVICE
 3455 Berlin Turnpike
 NEWINGTON, CT 06111
 (860)666-2404

PAGE 1

Customer ID: [REDACTED]
 Name: [REDACTED]
 Address: [REDACTED]
 Address 2: [REDACTED]
 City, State, Zip Code: KENSINGTON, CT, [REDACTED]
 Home Phone: [REDACTED]
 Work Phone: [REDACTED]
 Mobile Phone: [REDACTED]
 Tax Exempt #: [REDACTED]

Year: 07
 Make: TOYOTA
 Model: CAMRY
 Lic No: [REDACTED]
 VIN: 4T1BK46K57U [REDACTED]
 Color: [REDACTED]
 Engine: 3.5L V6 F D
 Mileage In: 191996
 Mileage Out: 191996

Create Date: 07/31/20 00:00:00
 Date/Time: 07/31/20 15:52:37
 Workorder #: [REDACTED]
 Invoice #: [REDACTED]
 Email Address: na
 PO Number:
 Fleet/Wholesale: N

Salesperson: M. GILL
 Service comments:

Cashier: MACKENZIE GILL

BALANCE FRONT TIRES

See us for all your tire needs.

TIRE PRESSURE: LF 32 RF 32 LR 32 RR 32 SPARE NA

TREAD DEPTH: LF 10/32 RF 10/32 LR 10/32 RR 10/32 SPARE NA/32

FINAL INVOICE APPROVAL:

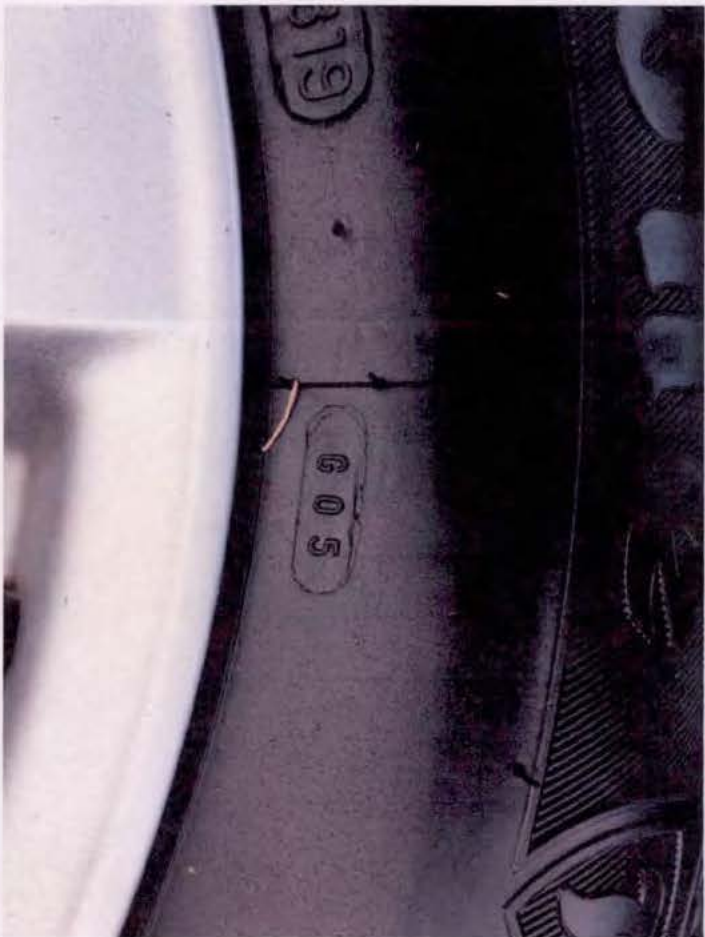
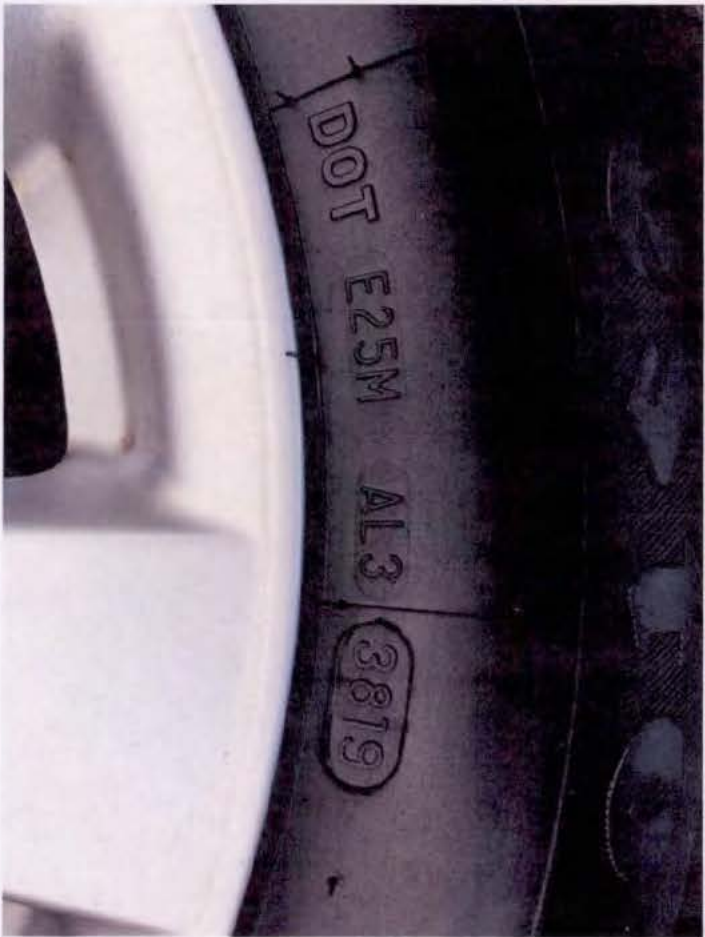
Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
SUPPLY CHARGE							
1	CSA			COURTESY INSPECT (APPROVED)	0.00	0.00	0.00
				TECH NOTED ALL 4 TIRES OUT OF BALANCE,			
				TECH FOUND NEW TIRES DID HAVE A HOP TO THEM AND CAN CREATE A SHAKE			
				WHILE DRIVING			
				NEW TIRES OUT OF BALANCE BY 1.25 OUNCES INNER AND .75 OUNCES OUTER-			
				REAR TIRES OUT 2 OUNCES AND 4 OUNCES			
				REAR BRAKE PADS WEARING UNEVEN,			
				TRANSMISSION FLUID ALONG WITH COOLANT RECOMMENDED			
1	EC			ENERGY SURCHARGE	2.00	0.00	2.00
				TOTAL SUPPLY CHARGE:	2.00		
TIRE SERVICE							
4	CB			COMPUTER BALANCE	0.00	16.99	67.96
				TOTAL TIRE SERVICE:			67.96

*** Customer Wishes To Discard Old Parts ***

These Parts And/Or Services Were Declined by the Customer:

2	1407-77102	B	BRAKE ROTOR
1	1403-88962	B	DISC BRAKE PADS
1	BGK45		BG BRAKE SQUEEL KIT
1	DBGCMVATF		BG COASTAL M-V FLSH W/CHEMICAL
1	DBGCOOL		BG CHEM COOLING SYSTM FLD EXCH

SEE NEXT PAGE









NEP



James C. Owens
Deputy Administrator
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

