



Bridgestone Americas Tire Operations, LLC  
 535 Marriott Drive  
 Nashville, TN USA 37214

January XX, 2014

**IMPORTANT SAFETY RECALL**

NHTSA Recall Number 13T-011

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Bridgestone Americas Tire Operations, LLC (“BATO”) has decided that a defect which relates to motor vehicle safety exists in certain Firestone HP3000 315/80R22.5 tires sold in the replacement market in Guam and has initiated a recall of all 36 imported tires. This action is taken in response to Bridgestone Corporation’s November 7, 2013 voluntary safety recall of various truck and bus tires in Japan. You are receiving this letter because Bridgestone’s records indicate that you have purchased tires that may be the subject of this safety recall.

**REASON FOR THE RECALL**

The recall is attributed to a possible abnormality in the tire innerliner caused by intermittent irregularities in the manufacturing process at Bridgestone Corporation’s Tochigi plant following a production change, which could result in decreased adhesion levels at the splice in a small number of tires. In these instances, there is a possibility that decreased adhesion of the splice could lead to cracking and a slow air leak into the tire sidewall. An accumulation of air could result in a bulge on the sidewall. Eventually, in a worst case, air loss could disable the tire. If the tire is not replaced the motor vehicle could become disabled and present a potential risk of vehicle crash.

**TIRE REPLACEMENT PROGRAM**

Consistent with the company’s long-standing commitment to safety, customer satisfaction, and service, BATO will replace tires covered by this recall with new tires, and mount the replacement tires, ***all at no charge or expense to you.*** Owners of the tires of the pattern and size and exact Department of Transportation (“DOT”) serial number and production period range identified in the following table are urged to contact your Bridgestone retailer to arrange verification and replacement at no charge through June 30, 2014. To locate a Bridgestone retailer you may check the yellow pages for commercial tire dealers or call Mr. Glen Bonner of Bines Mami, Inc. at the telephone number in the table below.

Brand	Pattern	Size	DOT Serial	DOT Week	Customer Information
Firestone	HP3000	315/80R22.5	EP4D2HX	0412-3213	(671) 633 3026

The tires that are the subject of this recall will be replaced with Firestone HP3000 315/80R22.5 tires that are not included in this recall. In the event that a Firestone tire is not currently available, a suitable competitive product may be used as a replacement tire.

**DESCRIPTION OF TIRES COVERED AND HOW TO IDENTIFY THEM**

If you believe you may have one of these tires, please examine your tires' sidewalls to see if any of them meet all of the following conditions:

- (1) The pattern is identified as "HP3000"

Example  
Pattern



- (2) The following size information is molded into the sidewall of the tire:  
315/80R22.5

Example  
Size



- (3) The tire's DOT serial number can be found on the sidewall just above the rim. An example of a DOT serial number covered by this recall is: EP 4D 2HX WWYY (where the "WW" indicates the week and the "YY" indicates the year of manufacture). The exact DOT serial number ranges of the tires in this recall are listed in the table above.

DOT example,  
the actual DOT  
week ends at 32



Any tires that meet the above descriptions and match the exact range of DOT serial numbers listed in the table above are subject to this recall and should be replaced.

## **HOW TO HAVE YOUR TIRES REPLACED**

If you have any questions about whether your tires are covered by this recall, contact Bisnes Mami, Inc. or another commercial truck tire retailer. Please refer to the telephone yellow pages under “Tire Dealers” for commercial truck tire locations. In addition, you may call Mr. Glen Bonner of Bisnes Mami, Inc. at (671) 633-3026 for assistance in arranging an examination of your tire.

BATO strongly recommends that you act as soon as possible to replace your tires if they are covered by this recall.

## **REIMBURSEMENT TO CUSTOMERS FOR AFFECTED TIRES PRIOR TO RECALL**

If you had purchased tires subject to this recall and have already paid for a replacement due to the condition associated with this recall, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursements may be limited to the amount the replacement would have cost if completed by a Bridgestone retailer. In order to be eligible for reimbursement, you must present records documenting the following information to BATO for review:

- The name and address of the person or company that paid for replacement.
- The model name, size, and DOT identification numbers (including date codes) of the replaced tire(s).
- A description of the problem that occurred with the replaced tire(s).
- The name of the servicing entity that replaced the tire(s) and the date(s) of the replacement.
- The total cost paid to replace the tire(s) that is being claimed.
- Proof of payment (copy of front and back of cancelled check or copy of credit card receipt)

Please send the above information to Mr. Don Nelson at:

Email to: [nelsondon@bfusa.com](mailto:nelsondon@bfusa.com) (Preferred Method)

or Fax to: (615) 493-0495 (Attention: Tire Safety Recall)

or Mail to:

Bridgestone Americas Tire Operations, LLC

Attention: Mr. Don Nelson

535 Marriott Drive

Nashville, TN 37214 USA

## **PROBLEMS OR CONCERNS**

If you have any problems or concerns about this recall, or if your Bridgestone dealer does not make the necessary replacements free of charge, please contact Mr. Don Nelson of BATO at (615) 937-3161 or [nelsondon@bfusa.com](mailto:nelsondon@bfusa.com).

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., 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>, if you believe that:

(A) BATO or a Bridgestone dealer has failed or is unable to remedy the defect or noncompliance without charge; or

(B) BATO has failed or is unable to remedy the defect or noncompliance without charge after the date(s) specified in this notification on which replacement tires will be available.

We regret the inconvenience that this recall may cause you, but we are certain you will understand our interest in your safety.

Very truly yours,

Bridgestone Americas Tire Operations, LLC