



Bridgestone Americas Tire Operations, LLC  
200 4<sup>th</sup> Avenue South  
Nashville, TN USA 37201

July 28, 2020

**NHTSA ID: 20T-012**

## **IMPORTANT SAFETY RECALL**

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 certain Bridgestone V-Steel Highway Service and Bridgestone V-Steel Snow Wedge tires fail to conform with Federal Motor Vehicle Safety Standard No. 119 (S6.5 Tire markings). These tires are specially designed for mobile crane applications and may be used on highways. These tires were sold in the replacement market. BATO has initiated a voluntary recall of these tires.

You are receiving this letter because BATO’s records indicate that you have purchased tires that may be the subject of this safety recall. The tires subject to the recall are listed below.

- Bridgestone V-Steel Highway Service in tire size 445/95R25 manufactured between November 29, 2018 and June 9, 2019.
- Bridgestone V-Steel Snow Wedge in tire size 385/95R25 manufactured between November 5, 2018 and December 11, 2018.

## **REASON FOR THE RECALL**

The subject tires do not comply with the requirements as prescribed under Federal Motor Vehicle Safety Standards. The tires do not include on the tire sidewall the DOT symbol, the tire identification number, maximum speed, maximum load and corresponding inflation pressure, and ply number/composition markings.

Due to lack of required maximum speed, load and corresponding inflation pressure information on the tire sidewall, the tires may be subject to improper installation, use or service. Improper installation or application may increase the risk of a vehicle crash. The tires comply with all FMVSS 119 performance requirements and are otherwise identical to fully marked tires intended for public road use in the United States market.

## **TIRE REPLACEMENT PROGRAM**

Consistent with the company's longstanding commitment to safety, customer satisfaction and service, BATO will replace any tire subject to the recall with new tires, and mount the replacement tires, *all at no charge to you.*

Replacement tires are available as of July 7, 2020. If you own tires that match the exact description of the size, pattern and unique serial number and production period range, you are urged to contact your local authorized Bridgestone Off-the-Road (OTR) dealer to arrange verification and replacement at no charge through January 31, 2021. To locate an authorized Bridgestone OTR dealer near you, please call 1-800-572-8905 or visit our website: <https://commercial.bridgestone.com/en-us/find-dealer> .

Any tire that is the subject of this recall will be replaced with a comparable Bridgestone tire manufactured outside of the affected production range. If a Bridgestone brand 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**

The tires covered in this recall do not include on the sidewall the Department of Transportation ("DOT") tire identification number and other required maximum speed, maximum load and corresponding inflation pressure, and ply number/composition markings. The tires only contain a unique serial number as shown in the example photos provided below.

**To determine if your tires are covered under this recall, please check to see if your tires meet the following three conditions:**

- 1. You have one of the following tires:**
  - Bridgestone V-Steel Highway Service (tire size 445/95R25)
  - Bridgestone V-Steel Snow Wedge (tire size 385/95R25)
- 2. Your tires do not have the typical DOT tire identification number on the sidewall, but only contain a serial number in the location shown in the photos below.**





3. The serial number begins with the first three characters as shown below:

Tire	Serial Number (first three characters)
Bridgestone V-Steel Highway Service (tire size 445/95R25)	F8J F9A F9E F9L F9R F9S F9Y
Bridgestone V-Steel Snow Wedge (tire size 385/95R25)	F8J F8K

If you believe you may have one of these tires or you are unsure whether your tires are covered by this recall, please contact your local authorized Bridgestone dealer to have them inspect your tire and replace the tire upon confirmation that it is subject to this recall. To identify one of the authorized Bridgestone OTR dealers near you, call 1-800-572-8905 or visit our website listed above.

**HOW TO HAVE YOUR TIRES REPLACED**

If your tires are included in this recall, or if you need assistance in determining whether your tires are covered, please contact any authorized Bridgestone dealer to schedule an appointment. Replacement tires are readily available as of July 7, 2020; however, in the unlikely event that replacement tires are not available at the store you have contacted, tires will be ordered for you, and you will be notified when your replacement tires are in-store.

BATO strongly recommends that you act as soon as possible to replace your tires if they are included in 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 an authorized Bridgestone OTR dealer. To be eligible for reimbursement, you must present records documenting the following information to BATO at [Cust-Info@bfusa.com](mailto:Cust-Info@bfusa.com) for review:

- The name and address of the person or company that paid for replacement.
- The pattern name, size and serial numbers 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)

## **PROBLEMS OR CONCERNS**

If you have any problems or concerns about this recall, or if your authorized Bridgestone OTR dealer does not make the necessary replacements free of charge, please call 1-800-572-8905.

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 an authorized Bridgestone OTR 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 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 continued commitment to your safety.

Thank you for your cooperation.

Bridgestone Americas Tire Operations, LLC