



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

December 15, 2022

**IMPORTANT SAFETY RECALL**  
**NHTSA Recall No. 22T-021**

Dear Bridgestone/Firestone Authorized Dealer:

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 determined that certain Firestone Destination LE2, Bridgestone Alenza Sport A/S, and Bridgestone Turanza EL440 tires may have sustained bead cuts from a warehouse de-palletizer during the shipping process, and that this condition could pose a safety risk. BATO has initiated a voluntary safety recall of these tires.

Tires subject to this recall were sold as original equipment in the United States and Canada. **The potentially impacted tires were not sold in the replacement market and were ONLY installed as original equipment on new vehicles.** The specific tires subject to the recall are listed on **APPENDIX A**.

You are receiving this letter because owners of the tires subject to the recall will receive a letter notifying them of the recall. Those owners may come to you for inspection of their tires to determine whether those tires have the potential bead cut condition. BATO is also required to advise you of certain tire dealer obligations, which are detailed on pages 2 through 5 of this notice.

**I. REASON FOR THE RECALL**

A small quantity of tires subject to this recall may have been damaged during the shipping process when a tire handling machine malfunctioned at BATO's Wilson, NC warehouse. Specifically, a protective plastic “shoe,” at the base of a robotic arm used to unstack tires, rotated out of position. This exposed a sharp edge on the robotic arm to the inside of the tires. The bead areas of certain tires may have been cut by this edge during the unstacking process.

Should the bead damage go undetected, air and moisture could migrate within the tire and affect the tire belts or bead wires. If left unaddressed, this damage could cause rapid air loss, potentially leading to the loss of vehicle control and an increased risk of a crash. **ONLY those tires confirmed to have the bead condition will need to be replaced under this recall.**

**II. TIRE INSPECTION AND REPLACEMENT PROGRAM**

Consistent with BATO’s longstanding commitment to safety, customer satisfaction, and service,

owners of any affected tires that match the article number, size, tire line, Department of Transportation (“**DOT**”) tire identification number (“**TIN**”), and production period provided in **APPENDIX A** are urged to contact a Bridgestone/Firestone authorized dealer to arrange for an inspection, verification and, if necessary, replacement at no charge through July 2, 2023.

Any tire that is the subject of this recall will be replaced with a comparable Bridgestone or Firestone tire. Replacement tires are available as of the date of this letter. In the event that a Bridgestone brand or Firestone brand tire is not currently available, a suitable competitive product may be used as a replacement tire. **You must call 1-800-847-3272 for approval before substituting any competitor product. Failure to seek approval prior to the installation of any competitor product will result in the forfeit of any dealer reimbursement to cover the cost of the replacement tire. Remember that the tire MUST be provided free of charge to the end-user if that tire contains the verified bead condition after inspection.**

### **III. ACTIONS REQUIRED BY BRIDGESTONE/FIRESTONE AUTHORIZED DEALERS**

As a result of this safety recall and federal law, you are required to take the following actions:

#### **1) Inspection and Replacement of Mounted Recalled Tires**

a) **VERIFY THE VEHICLE.** Verify the vehicle is listed in the “OE Fitment” column of the table in **APPENDIX A**. If the vehicle is not an **EXACT** match to the vehicle fitment, the tire is not a part of this recall. No further action is necessary.

b) **VERIFY IF THE VEHICLE HAS ALREADY BEEN INSPECTED.** Using Bridgestone’s TreadNet system, validate that the Vehicle Identification Number (“**VIN**”) has not already been inspected. Log into TreadNet as you would to submit any normal tire warranty. Enter the VIN into the appropriate location in the entry page. If the tires have already been inspected for this recall, a notice will appear after you attempt to enter the VIN. If you receive a notice that the tires have already been inspected, there is no further action necessary with this vehicle. **NOTE:** You will not be reimbursed for the tire inspections if the vehicle has already been inspected. **DO NOT PROCEED** with any additional inspection of the tires for this recall if the VIN has already been registered as inspected using this VIN validation process.

#### **c) INSPECT THE IMPACTED DOT TIN TIRES FOR THE CONDITION.**

Customers who visit a Bridgestone/Firestone authorized dealer in connection with this recall that have a matching vehicle fitment, and have not already had the tires inspected as verified using the VIN validation in TreadNet must have all ground tires<sup>1</sup> inspected in order to determine whether the DOT TIN is an **exact match** as indicated in **APPENDIX A**. **Please make sure to check each tire closely.**

If the DOT TIN does not exactly match the description in **APPENDIX A**, the tire is not part of the recall. If the DOT TIN is an exact match, you will need to carefully de-mount and inspect each of those tires. **Tires that do not have the bead cut condition should be**

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<sup>1</sup> The Toyota Tacoma has a full-sized spare tire, but that spare tire is **NOT** included in this recall.

**re-mounted, balanced, and reinstalled on the vehicle at no charge to the customer. ONLY** tires with an exact DOT TIN match need to be de-mounted and inspected. It is not unusual for a vehicle to have installed tires with DOT TINs that vary. A vehicle may have only one or up to four DOT TINs that match those involved in this recall.

Any tire that, after careful inspection after being de-mounted, exhibits the bead cut condition, must be replaced immediately without charge (including mounting and balancing) to the customer. **See APPENDIX B for images of the potential bead cut condition.**

**d) PROCESS THE WARRANTY CLAIM TO SUBMIT THE INSPECTION RESULTS.** Use the normal Bridgestone/Firestone tire warranty adjustment procedures to replace tires that have the bead cut condition. **You must provide BATO with the VIN and mileage of each affected vehicle.** The tires will be processed as a no charge tire adjustment to the end user.

i) **FOR TIRES THAT WERE INSPECTED BUT DO NOT NEED TO BE REPLACED.** Complete the TreadNet submittal as a normal warranty. Select the “OTHER-RECALL” option on the TreadNet warranty adjustment screen as the reason for removal. You **MUST** take a picture of the DOT TIN from each tire and attach that picture as a part of your TreadNet submittal. Please label the picture(s) as you attach them so they can be distinguished during review. Be careful not to attach the same picture more than once as the system will detect a duplicate entry using picture scanning technology and your claim for reimbursement may be delayed or denied. Remember that only tires that **exactly match** the DOT TIN and were not replaced can be submitted for inspection compensation using this method. Please enter all tires, whether only inspected or replaced after inspection, on the same warranty adjustment.

Bridgestone/Firestone authorized dealers who provide services to inspect the tires subject to this recall will be reimbursed at published Standard Service and Labor rates in effect at the time the necessary service is performed.

ii) **FOR TIRES THAT WERE REPLACED AFTER INSPECTION.** Complete the TreadNet submittal as a normal warranty. Select the “OTHER-RECALL” option on the TreadNet warranty adjustment screen as the reason for removal. Print out the tire tag and apply it to the tire as you would for any warranty submittal.

You **MUST CALL** the warranty hotline to arrange for shipping of the impacted tire. Call **1-800-847-3272** to request a shipping label. Note that the hotline hours are **Monday through Friday, 8 am until 6 pm Central Time**. You will need to provide an email address, a telephone number and a contact name to the call agent who will email a UPS shipping label for you to print and attach to the tire. You will be responsible for contacting UPS to have them pick up the tire with the pre-paid label affixed. Bridgestone will not be responsible for tires lost in shipment.

You will be reimbursed for the cost of the installed tire under the normal warranty terms once the tire has been received and inspected. Please enter all tires, whether only inspected or replaced after inspection, on the same warranty adjustment. Be sure to follow the instructions in the next section to prepare the tire for shipment.

**Bridgestone/Firestone authorized dealers** who provide services to inspect and replace the tires subject to this recall will be reimbursed at published Standard Service and Labor rates in effect at the time the necessary service is performed.

e) **PREPARE TIRE(S) FOR SHIPMENT.** If you replaced a tire under this recall, you **MUST** ship the removed tire as instructed. **Please do NOT alter the DOT TIN in any way as we will check it to validate that the returned tire meets the recall criteria.**

Bridgestone/Firestone authorized dealers must secure the recalled tires that have the bead cut condition. All tires removed from service under this recall must be rendered permanently unserviceable. To render the tire unserviceable, please utilize one of the following two options:

Option 1: Drill a 1" nominal (plus or minus ¼" tolerance) hole through the sidewall using the 1" hole saw. Rotate the recalled tire approximately 180 degrees and drill a second hole through the sidewall. Drilling additional holes beyond the two holes specified is not necessary. Drilling holes in the other sidewall is not necessary. **Please do NOT alter the DOT TIN in any way.**

Option 2: Cut through body cords in the sidewall area of the tire. The cut shall be a minimum of 6 inches long. Making more than one continuous 6" minimum length cut or cutting more than one sidewall is not necessary. **Please do NOT alter the DOT TIN in any way.**

**\*DO NOT** use a "Bead Notching" machine.

Apply the shipping label provided by BATO from the previous step to the tire. Contact UPS to arrange to have them pick up the tire or take the tire to any UPS shipping center. The label is pre-paid.

If you have any questions, please contact BATO Technical Service at **1-800-847-3272**.

## **2) Disposition of Safety Recall Tires**

BATO is required to advise you of the following information:

**IT IS A VIOLATION OF FEDERAL LAW FOR A DEALER TO  
SELL, LEASE, REUSE, OR RESELL A DEFECTIVE TIRE.**

If a Bridgestone/Firestone authorized dealer knowingly sells or leases new or used defective tires, the sale must be reported to the Associate Administrator for Safety

Assurance, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E. Washington, DC 20590, or call the toll-free Auto Safety Hotline at **1-888-327-4236** (TTY 1-800-424-9153); or go to [www.nhtsa.gov](http://www.nhtsa.gov) within five working days of such a release to report the following information:

- 1) A statement that a report is being submitted pursuant to 49 CFR 573.10(a);
- 2) The name, address, and phone number of the person who purchased or leased the tire;
- 3) The name of the manufacturer of the tire;
- 4) The tire's brand name, model name, and size;
- 5) The tire DOT identification number and press identification number;
- 6) The date of the sale or lease; and
- 7) The name, address, and telephone number of the seller or lessor.

**These notifications and instructions must be communicated to all employees of this dealership who are involved in the inspection and removal of recalled tires.**

#### **IV. BRIDGESTONE'S COMMITMENT**

We are committed to safety, customer satisfaction, and service. If you have any additional questions, please contact BATO Technical Service at **1-800-847-3272** for further assistance.

We regret the inconvenience that this recall may cause you, but we are certain you will understand our commitment to the safety of your customers.

Thank you for your cooperation.

Bridgestone Americas Tire Operations, LLC

## APPENDIX A

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

There are three tire lines and eight DOT TINs covered by this recall (see the chart below).

ARTICLE	OE FITMENT	TIRE SIZE	TIRE LINE	DOT TIN <sup>2</sup>				
2006513 (OE)  006513 (REP)*	2022 Toyota Tacoma	P265/65R17	DESTINATION LE2	W2	AH	DE3	2522	2822
2003618 (OE)  003618 (REP)*	2022 Toyota Highlander	235/55R20	ALENZA SPORT A/S	1W2	8A	ALA1	2422	2722
2004590 (OE)  004590 (REP)*	2022 Acura TLX	235/50R18	TURANZA EL440	1W2	1P	JB21	2521	2621

**\*NOTE:** As explained above, replacement tires are **NOT** part of this recall. The replacement tire article number is listed above **ONLY** to indicate the suggested replacement tire for original equipment tires that must be replaced under this recall.

The tire's DOT TIN can be found on the sidewall just above the rim (see images on pages 7 and 8).

**Tires that meet the descriptions contained above and also have the bead cut condition must be replaced. If you believe a customer has one of these tires, please examine the sidewalls of their tires to confirm:**

- 1. The tire brand;**
- 2. The tire line;**
- 3. The tire size; and**
- 4. The affected DOT TIN.**

**See the images below for the sidewall locations of these identifiable marks.**

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<sup>2</sup> Last 2 columns show the beginning date and end date of the applicable production week range.

### **For Firestone Destination LE2 tires in size P265/65R17 110S (OE Article # 2006513)**

Tread Code: WN27  
Description: Firestone Destination LE 2  
Size: P265/65R17  
Article #: 2006513  
UPC #: 006513US01  
DOT TIN: W2 AH DE3  
Subject DOT Weeks: 2522, 2622, 2722, 2822

**TIRE BRAND**



**TIRE LINE**



**TIRE SIZE**



**FULL DOT**



NOTE: Potentially impacted tires would have "2522," "2622," "2722," or "2822" here.

### **For Bridgestone Alenza Sport A/S tires in size 235/55R20 102V (OE Article # 2003618)**

Tread Code: SG40  
Description: Bridgestone Alenza Sport A/S  
Size: 235/55R20  
Article #: 2003618  
UPC #: 003618US01  
DOT TIN: 1W2 8A ALA1  
Subject DOT Weeks: 2422, 2522, 2622, 2722

**TIRE BRAND**



**TIRE LINE**



**TIRE SIZE**



**FULL DOT**



NOTE: Potentially impacted tires would have "2522," as indicated here, or "2422," "2622," or "2722."

**For Bridgestone Turanza EL440 tires in size 235/50R18 97V (OE Article # 2004590)**

Tread Code: DC48

Description: Bridgestone Turanza EL440

Size: 235/50R18

Article #: 2004590

UPC #: 004590US01

DOT TIN: 1W2 1P JB21

Subject DOT Weeks: 2521, 2621

**TIRE BRAND**



**TIRE LINE**



**TIRE SIZE**



**FULL DOT**











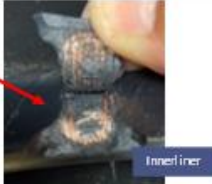


NOTE: Potentially impacted tires would have "2621" as indicated here, or "2521."



## APPENDIX B

### BEAD CUT IMAGES

Explanation of content		Tire anomalies (Bead / Innerliner)				
 <div style="background-color: black; color: white; padding: 5px; margin: 5px;">             In Pic1 &amp; Pic2 rows, denotes possible anomaly         </div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin: 5px;">             Blue Box, denotes location within tire.         </div>	Pic1	 Bead area	 Bead area	 Bead area	 Innerliner	 Bead area
	Pic2	 Bead area	 Bead area	 Innerliner	 Innerliner	 Innerliner