



GCR TIRES & SERVICE
A DIVISION OF BRIDGESTONE AMERICAS TIRE OPERATIONS

[Date goes here]

Dear Valued Customer:

This letter is in regards to the (Tire Brand) tire purchased on (invoice date) for your vehicle.

We show the following purchase details: (GCR Invoice#) and (Bridgestone delivery receipt#)

At GCR Tires & Service, our commitment to your satisfaction does not end when you leave one of our commercial tire and service locations. Our quality assurance and field engineering teams continually review our quality records to ensure that you receive the best possible performance from the products and services you purchase from us.

We have determined that one or more tires you may have purchased at one of our commercial locations - may not have the same load-carrying capacity as the tires specified by the vehicle's manufacturer.

If your tires do not have adequate load-carrying capacity for your vehicle, they could become damaged through overloaded operation and create a risk of tire failure. Although we have not identified any tire failures related to such applications, we want to locate and inspect your tires as soon as possible.

As a precautionary measure, please contact our dealer locator (Road Service Line) at **800-541-8473** to speak with our customer service team. They will be able to answer your questions and give you additional information to schedule an appointment at any GCR store at your earliest convenience to have your tires inspected. If any of the tires purchased at a GCR location do not match the specified load-carrying capacity for your vehicle, we will replace the affected tire(s) at no additional charge.

We apologize for any inconvenience and appreciate the opportunity to work with you to offer quality products and services at GCR Tires and Service locations.

Sincerely,

Jason Evans Signature

Jason Evans
Director of Store Operations
GCR Tires and Service