

# PRODUCT RECALL

<b>Date:</b>	12/22/2020
<b>Manufacturer:</b>	Bridgestone Tire
<b>Article Number/Product:</b>	Article #:178668 Bridgestone Ecopia H/L 422 Plus in tire size P255/60R19
<b>DOT Range of:</b>	2920-3220
<b>Press Identification Number:</b>	E07L
<b>Dates Sold:</b>	July 2020 through December 7, 2020

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



**Post Until: 6/22/2021**



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

December 18, 2020

**NHTSA ID: 20T021**

## **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 Firestone Destination LE3 and Bridgestone Ecopia H/L 422 Plus tires fail to conform with S6 of Federal Motor Vehicle Safety Standard No. 139. These tires were sold in the replacement market. BATO has initiated a voluntary safety recall of these tires.

You are receiving this letter because BATO’s records indicate that you may have purchased the tires listed below:

- Firestone Destination LE3 in tire size 255/60R19 manufactured between June 14, 2020 - July 18, 2020
- Bridgestone Ecopia H/L 422 Plus in tire size P255/60R19 manufactured between July 12, 2020 – August 8, 2020

## **REASON FOR THE RECALL**

The subject tires may not comply with the performance requirements as prescribed under Federal Motor Vehicle Safety Standards. The tires may have been manufactured with a small pinhole in the upper sidewall of the DOT serial intended outboard side of the tire. Affected tires with a pinhole penetrating the tire inner liner may slowly leak air. If the slow air loss is undetected or ignored, the continued loss of air may increase the risk of a vehicle crash or personal injury.

## **TIRE REPLACEMENT PROGRAM**

Consistent with the company’s longstanding commitment to safety, customer satisfaction and service, as described below BATO will replace tires subject to the recall with new tires, and mount the replacement tires, *all at no charge to you* through June 30, 2021.

Replacement tires are available as of December 23, 2020. If you own tires that match the

exact description of the size, pattern, unique Department of Transportation (DOT) tire serial number and production period range listed below, you are urged to contact your local authorized Bridgestone dealer to arrange for an inspection of your tires. The authorized Bridgestone dealer will inspect your tires to determine if your tires need to be replaced.

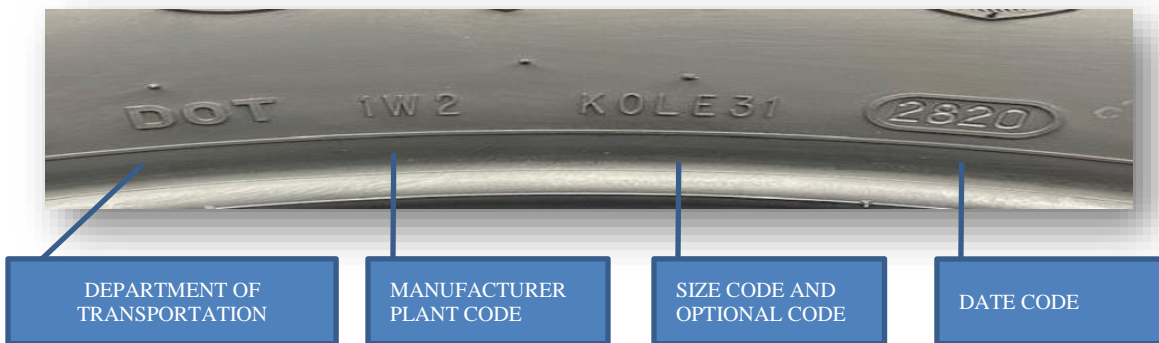
Any tires replaced under this recall will be replaced with a new Bridgestone or Firestone tire. If a Bridgestone or Firestone brand tire is not currently available, a suitable competitive product may be used as a replacement tire.

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

There are two tire patterns and several DOT serial numbers (“TINs”) covered by this recall. See the chart below:

TIRE SIZE	DESCRIPTION	DOT TIN			DOT TIN Week/Year	
					START	END
255/60R19	Firestone Destination LE3	1W2	K0	LE31	2420	2820
P255/60R19	Bridgestone Ecopia H/L 422 Plus	0B	0M	EC1	2820	3120

The tire’s DOT serial number (TIN) can be found on the sidewall just above the rim. In the visual example below of a *Firestone Destination LE3* tire, the DOT TIN ends with “2820”, which indicates that the tire was made in the 28<sup>th</sup> week of 2020.



In the visual example below of a *Bridgestone Ecopia H/L Plus* tire, the DOT TIN ends with “3120”, which indicates that the tire was made in the 31<sup>st</sup> week of 2020.



**If you believe you may have one of these tires, please examine your tires' sidewall to see if any of them match the tire description, size and DOT serial number (TIN) information. If your tire matches the description above, please bring your tire(s) in to an authorized Bridgestone dealer. The authorized Bridgestone dealer will inspect your tires to determine if your tires need to be replaced.**

If you have any questions about whether your tires are covered by this recall, please contact your local authorized Bridgestone dealer. To locate an authorized Bridgestone dealer near you, please call 1-844-456-9162 or visit our website listed above.

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

If your tires match the description provided above, please contact any authorized Bridgestone dealer to schedule an appointment. The authorized Bridgestone dealer will inspect your tires to determine if your tires need to be replaced. Only tires matching the description above and marked with a specific press identification number will be replaced. BATO will replace tires subject to this recall through June 30, 2021.

Replacement tires are readily available as of December 23, 2020. 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 contact an authorized Bridgestone dealer to confirm if your tires need to be replaced.

### **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 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 or questions about this recall, or if your authorized Bridgestone dealer does not make the necessary replacements free of charge, please call

1-800-847-3272.

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 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