

## **WHAT IF A TIRE IS NOT AVAILABLE FOR ME WHEN I REQUEST REPLACEMENT?**

If inspection reveals replaceable tires but the Dealer or Store is out of the comparable replacement tire, you will be given a "raincheck" and will be phoned when the replacement tire is received. The Dealer or Store will record your name and telephone number and the date the raincheck was issued. Important: You should retain any required documents and the tire until you are notified that a replacement tire is available. In order to obtain the replacement tire, you will need to present any required proof of purchase as well as the raincheck and the tire to be replaced. Tires that are eligible for replacement at the time the raincheck is issued but that may subsequently be worn down below the NHTSA treadwear standard or removed from the vehicle will continue to be eligible for replacement.

## **SUPPOSE I'VE ALREADY HAD ADJUSTMENTS ON ELIGIBLE TIRES?**

Firestone is voluntarily offering refunds to customers who previously owned tires that would be subject to free replacement under this recall, but who have already had their tires adjusted by a Firestone store or dealer and have received a new Firestone tire paying a prorata amount. This amount will be refunded. Refund will be made only if you request it within 60 days of date of receipt of your notification letter from Firestone or by September 30, 1980 if you receive no notification letter. No cash refund may be made by any dealer or store.

To qualify for a refund, you will have to surrender documents to support your claim. The required documents are described in a "Recall Refund Request" form that is available from Firestone dealers and stores. Before submitting a refund request, review it with your Firestone dealer or store to ensure that nothing has been overlooked. The processing of such claims may take some time, so we suggest that if you submit a refund request, you wait 90 days before making further inquiry.

## **WHAT SHOULD I DO IF I NEED ADDITIONAL INFORMATION OR HAVE A COMPLAINT?**

If you are unable to make satisfactory contact with a Firestone Dealer or Store, or have a question that is not covered herein, or cannot be answered by our Dealer or Store personnel, or you have a complaint related to this recall, please call our Consumer Affairs Department, toll free at 800-321-9638 (Ohio residents call Station-to-Station collect at 216-379-7085). You may also submit any complaint to the Administrator, National Highway Traffic Safety Administration, Washington, D.C. 20590.

THE FIRESTONE TIRE & RUBBER COMPANY, AKRON, OHIO 44317