given to those customers whose tires on their vehicle evidence an adjustable condition or are in any other way unserviceable.

SUPPOSE I'VE ALREADY HAD MY TIRES ADJUSTED OR REPLACED?

Firestone is providing a full cash refund to everyone who previously owned tires that are now eligible for free replacement, and who had them adjusted before this recall was announced.

To qualify for the refund, you'll have to show proof that the adjusted tires met the eligibility requirements, and you'll need a sales slip showing the amount you paid for the replacement tires, including mounting and balancing. Applications must be mailed by March 1, 1979, to be eligible or within 60 days of the receipt of your mailed notification letter, whichever is the later date. All refunds will come direct from Firestone headquarters in Akron. But you can pick up information and applications for refunds at any Firestone Dealer or Store. Processing these refunds may take some time so we suggest that you wait 90 days after application until you make further inquiry.

ASSURANCE OF CUSTOMER SATISFACTION

Firestone has established extensive procedures to assure that all customers receive the benefits to which they are entitled. As a part of these procedures, each replacement transaction will be confirmed directly to the customer by Firestone. We will appreciate your prompt attention to our confirmation letter.

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, have a question that cannot be answered by this Booklet or our Dealer or Store personnel, or have a complaint related to the recall, please call our Director of Consumer Affairs, Mr. Jack B. Scarcliff, toll free at 800-321-9368 (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