

## Dueler Recall FAQ

### **1. What are you announcing today?**

We are recalling a small number of Bridgestone Dueler H/T 684 II tires in size P235/60R17 that were not properly marked on the outlined white letter ("OWL") side of the tire. There are no structural or performance safety issues related to these tires.

### **2. What tires are affected?**

A total of 2,101 Bridgestone Dueler H/T 684 II tires in size P235/60R17 that were manufactured at the Bridgestone Firestone North American Tire, LLC plant in Aiken County, S.C., during September and October, 2007.

### **3. Are you confident that you will be able to capture these tires? Where are these tires located?**

We believe these tires were shipped to stores in both the United States and Canada. However, since the regulation regarding dual sidewall stamping is only in effect in the U.S., only U.S. customers will be affected by this recall. The subject tires are fully compliant with Transport Canada regulations. U.S. customers who have been identified as potential purchasers of the affected tires will be issued a letter requesting that the owner check all tires to determine if the tires need to be replaced. If so, U.S. customers can take their vehicle with the affected tires to any of the following company-owned stores to get the tires replaced for free: Firestone Complete Auto Care, ExpertTire, TiresPlus, Hibdon TiresPlus, Wheel Works or Firestone Commercial & Farm.

### **4. If someone has one of these tires, what are they supposed to do?**

They drive the vehicle which has the affected tire to any Firestone Complete Auto Care, Expert Tire, TiresPlus, Hibdon TiresPlus, Wheel Works or Firestone Commercial & Farm location and they will get a free replacement tire (only tires mounted on the vehicle or in the spare position will be replaced). The tire will also be mounted and balanced at no cost to the consumer.

### **5. Where can I get more information on this recall campaign and when will this recall campaign end?**

Consumers can find information at [www.BridgestoneTire.com](http://www.BridgestoneTire.com), call our toll-free consumer hotline (800-465-1904) or visit any of our approximately 2,000 company-owned stores across the United States.

The campaign will end Nov. 30, 2008.

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