

AL JAZIRAH VEHICLES Agencies Co. **شركة الجزيرة للسيارات**



Limited Liabilities Co.
Capital SR. 5,000,000 Fully Paid
C. R. 1010064047 - C. C. 165

شركة ذات مسئولية محدودة
رأس المال ٥.٠٠٠.٠٠٠ ريال منقول بالكامل
س.ت : ٤٧-٦٤-١٠١٠٠ - عضوية ١٦٥



Date: February 25, 1999
No. NSDD/0076/99

التاريخ
الرقم

TO: MR. GLEN DRAKE
Dealer Operations Manager
Ford Direct Markets
Dubai

SUBJECT: FORD EXPLORER TYRE TREAD SEPARATION

Glen,

Please find copy of the reply I received from Firestone regarding the above subject and my subsequent reply today. Considering that we have yet another incident today where the left rear tyre has suffered tread separation I would ask for your more than immediate advise on how to proceed. Firestone are clearly trying to distance themselves from this issue and Al Jazirah are in the middle of a very serious issue. We are again left out in the open without any means of getting answers.

Please give this matter your most diligent attention.

Best regards,

JOHN GARTHWAITE
NATIONAL SERVICE DIRECTOR

Copy to: President, Vice-President, General Manager, Marketing Director

FUDD Dubai
TRANSMITTED
Date: 26/2/99 Time: 11:37 Hrs.

[Redacted area with three lines of blacked-out text]

THIS IS NUMBER 7 IN
DUBAI

AL JAZIRAH VEHICLES
Agency Co.

شركة توكيل الجزيرة للسيارات



Limited Liabilities Co.

Capital SR. 5,000,000 Fully Paid

C. R. 1010064047 - C. C. 165

شركة ذات مسئولية محدودة
رأس المال ٥.٠٠٠.٠٠٠ ريال مدفوع بالكامل
م.ت : ١٠١٠٠٦٤٠٤٧ - عضوية ١٦٥



Date

February 25, 1999

التاريخ

No.

NSDD/0075/99

الرقم

TO: MR. KESHAV DAS
Technical Service Department
Firestone - Dubai

SUBJECT: FORD EXPLORER FIRESTONE TYRES

Sir,

Thanks for your letter of the 23-02-99 regarding the above subject in response to my letter of the 20-02-99 and 14-02-99.

I consider the contents of your letter to be no more than an attempt to create a smoke screen over the issue. Taking these point by point I would comment as follows:

1) Tyre Thread Separation

I agree that thread separation may not indicate a manufacturing defect in the tyre, however it can be equally argued that if an inbuilt defect exists it does not mean that this will become apparent early in the tyre life. The fact that this particular tyre thread separated at 54,305 km is irrelevant to the core issue which is not when it occurred, but why it occurred.

With regards to your comment on tyre pressure maintenance. I agree that the proper maintenance of tyre pressures is an important factor. However as stated just because the left front tyre was at 26 psi when inspected this does not under any circumstances mean that the pressures were not checked every 2 weeks or that this tyre was at the correct pressure at the time of the accident, also your reference to this point is totally irrelevant to the issue at hand. The left front tyre is not in question at this time.

The fact that Firestone Wilderness P255/70/R16 A/T tyres have been accepted by Ford as original equipment again is irrelevant to this particular incident.

PE00-020 3642

I am in close communication with Ford, Dubai on this issue and Glen Drake wishes me to retain the wheel and tyre in untouched condition for forward shipment to Ford, U.S.A..

You should be aware that we have another case of complete thread separation which has been involved in a very serious accident that arrived to our Branch early this very day. Once again a 1996 Explorer fitted with the same tyres. I have investigated this vehicle and find that the right rear tyre tread has separated in exactly the same area as the previous one. These incidents involving Firestone P255/70/R16 tyres is beginning to become an epidemic. At this time I do not have details of injury of fatalities in this latest case, but be sure that I will keep you informed of developments.

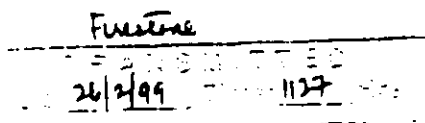
Nothing in your reply has done anything to re-assure me that there may not exist a defect in a particular batch of your product and I note that you did not answer the three simple questions I asked of you in my letter of February 20th 1999. Al Jazirah is firmly committed to customer satisfaction and safety therefore, please be very aware that I will continue to pursue this issue until I have a satisfactory solution.

Yours sincerely,



JOHN GARTHWAITE
NATIONAL SERVICE DIRECTOR

Cc: President
Vice-President
General Manager
Marketing Director
Glen Drake - Ford, Dubai





BRIDGESTONE CORPORATION

Dubai Office
P.O. Box 55630 Dubai United Arab Emirates
Phone: 273096 273467 Fax: 283030
Telex: 48233 BSTRS EM

Mr. John Garthwaite,
National Service Director,
Al Jazirah Vehicles Agencies co.,
Riyadh.

23-2-99

Subject : Ford Explorer Firestone OE tires
Reference : Yr letter #NSDD/0047/99

Dear sir,

Thank you very much for the continuous cooperation and support you have always extended to us. I understand your apprehensions on the Firestone tires which are currently on the Ford Explorer and would like to take this opportunity to clarify the exact nature of the damage, its causes and the current situation.

I. Tire tread separation:

- Contrary to your belief, a tread separation does NOT necessarily indicate a manufacturing defect in the tire, but can be caused by improper usage (eg. improper tire pressure, fatigue etc).
- In this particular case, the tire pressure at checking was 30 psi and your letter mentions that the pressures were checked at service intervals. However, tire pressures should be checked over 2 weeks at least, and before every long distance drive. I am sure you will agree that it cannot be guaranteed that the tire was used at the proper tire pressure throughout its life; the tire ran for 54,305 km before it had the separation. (If you will look at the attached data, you will notice that the Front Left tire has only 26 psi).

II. P255/70R16 109S Firestone Wilderness A/T:

- The Firestone Wilderness A/T, in the above size, has been accepted by the Ford Motor Corporation as the Original Equipment tire for the Ford Explorer

• Page -2-

and the tires supplied to them have been produced to meet the specifications required by Ford.

- As in the past, Bridgestone/Firestone remains dedicated to ensure that our customers are satisfied with our tires. To resolve your concern, please ship the tire involved to Mr. Rick Duvall, 1200 Firestone Parkway, Akron, Ohio - OH 44317-0001. (Tele: 330-379-6386), so that he may examine and determine the cause of this separation.

Thanking you for your cooperation in this matter,

Yours faithfully,



Keshav Das
Technical Service - Firestone.

Copies : Tamimi - Al Khober (Mr. John Thompson, Ken Thornton)
Ford office Dubai - Mr. Glenn Drake.

Details of checked data:

Vehicle : Ford Explorer
Type : Str. Wagon
Run km : 54,305
Tire size : P255/70R16 1095
Pattern : Firestone Wilderness A/T
Type : Tubeless

Position	DOT serial	RTD(mm)	Pressure
Front Left	W2CU1PX096	9.2	26 psi
Front Right	W2CU1PX096	9.2	31 psi
Rear Left	W2CU1PX096	9.4	32 psi
Rear Right	W2CU1PX096 damaged tire	9.4	30 psi