

**BRIDGESTONE/FIRESTONE, INC**

Corporate Quality Assurance Division

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Date November 17, 1999

To Mr. R. O. Mann

From B.V. Halverson

Subject VALENCIA ADJUSTED TIRE MINI SURVEY- OCTOBER 25-28

Valencia Technical Service collected about 200 tires that were submitted by SUV owners to Firestone dealers for adjustment.

Mr. J. Hoetzel and I went to Valencia the week of October 25 to analyze the tires. The tires all had a minimum of one cut through the tread and sidewall and the tires were inspected in the same way as in normal adjusted/worn tire surveys.

**WILDERNESS AT TIRES**

	P255/70R16 *	P235/70R16	LT245/75R16
<b>CUSTOMER</b>	EXPLORER/TOYOTA	EXPLORER	BLAZER
TOTAL TIRES INSPECTED	93	43	33
<b>PRODUCING PLANT</b>			
WILSON	50		
VALENCIA	28	43	33
JOLIETTE	5		
<b>REMOVAL REASON</b>			
% BES	36%	21%	54%
% BLB	20%	9%	24%
% OOR	30%	26%	12%
% NO REASON TO ADJUST	6%	35%	6%
% OTHER	9%	9%	3%
TOTAL REPAIRS	19	10	2

\*The Ford Explorer uses the P255/70R16 RWL tire, the Toyota SUV uses the P255/70R16 BSW tire of which there were six tires in the 93 P255/70R16 size.

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\*\* There were actually more tires with repairs than shows in the report. Unfortunately the computer program did not save each entry that was made to indicate a repair was found in a tire. If multiple repairs were made, a note was made in the comments section. If only one repair was made, just the entry in the program was made and it was not always saved. The data in the table reflects tires that had multiple repairs or a single large repair that required a special comment. The computer program has been corrected.

Based on the sample we inspected, the LT 245/75R16 adjusts at a higher rate for BES and BLB than the P265/70R16 and the P235/75R16.

#### ADDITIONAL COMMENTS

1. Four of the P265/70R16 adjusted for Cut Of Round actually had a BES condition.
2. 5 tires had tread punctures as the primary removal code, three had tread punctures as a secondary removal code.

Our conclusion continues to be that service conditions in Venezuela related to tire maintenance and to speed are critical items in the performance of these tires in the Venezuela market.

On the attached charts, there is an abbreviation for the adjustment condition, "no workmanship and materials found". On the Percent of Adjustments chart it says "no work" and on the Adjustment Vs repaired tires chart it says, "work".



B.V. Halverson  
Mgr. Market Quality Engr

CC Mr. J. Gonzalez  
Mr. L. Abreu  
Mr. M. Suetsugu

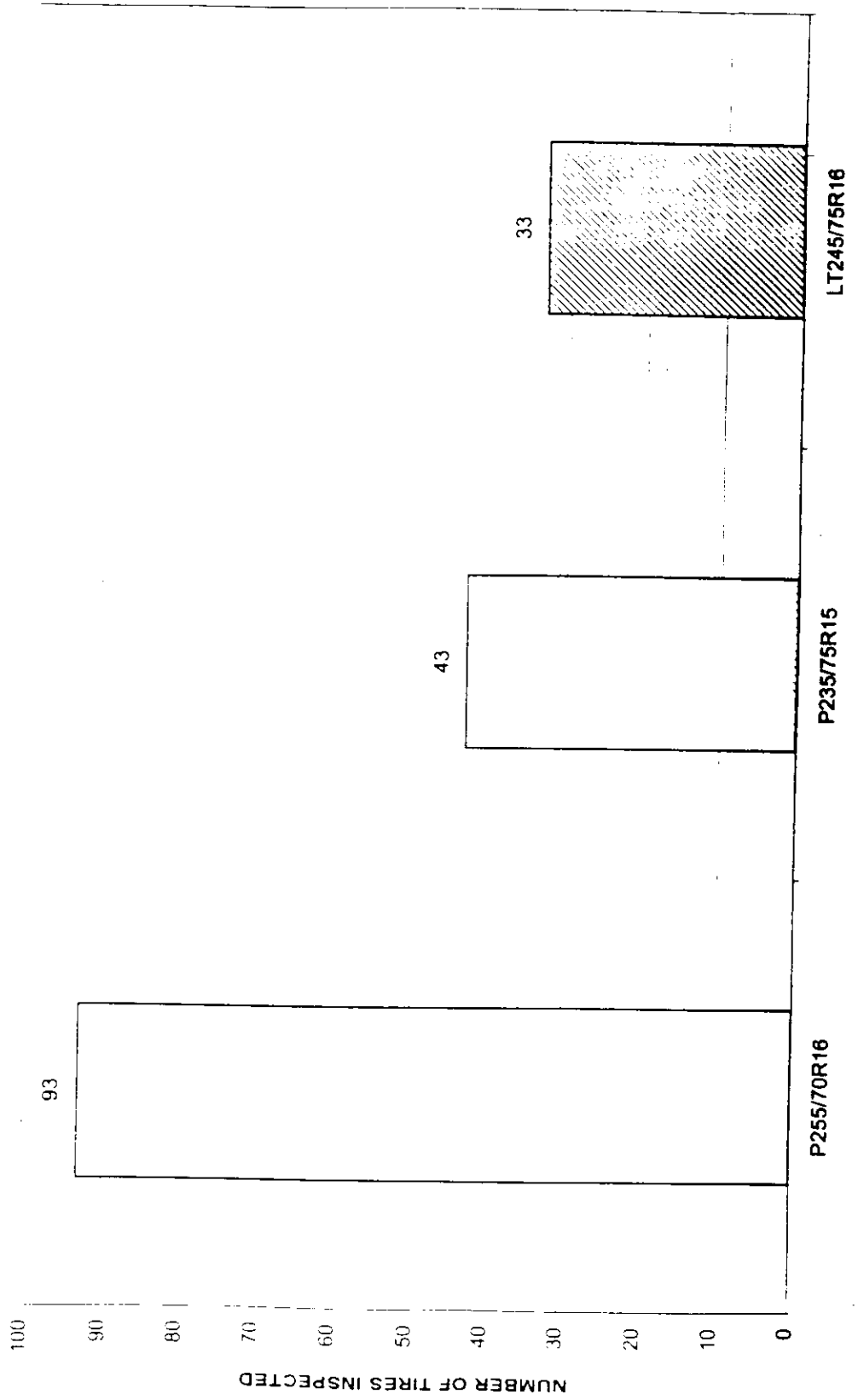
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R. O. MARTIN

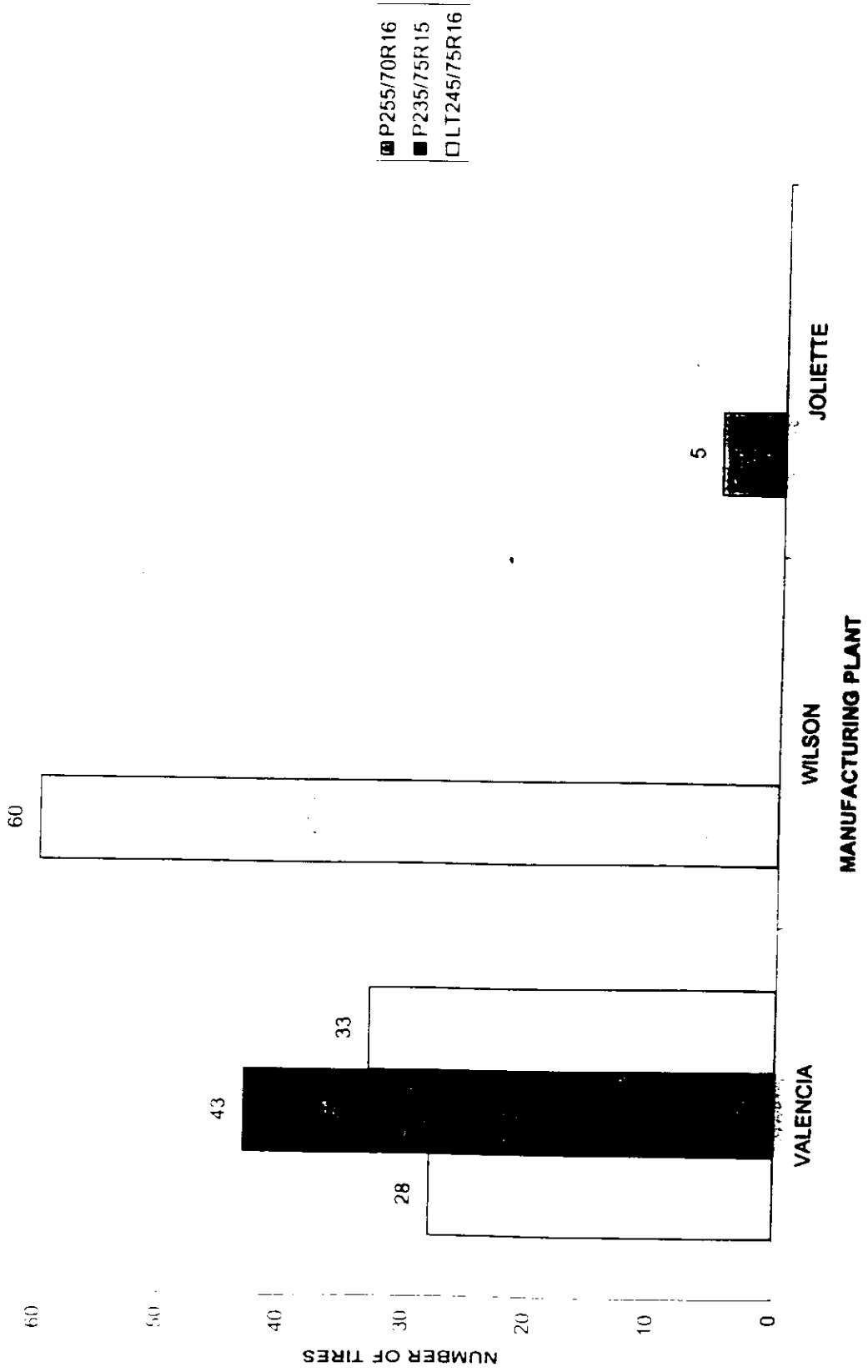
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# VENEZUELA TIRE SURVEY WILDERNESS AT TIRES ADJUSTED BY SIZE



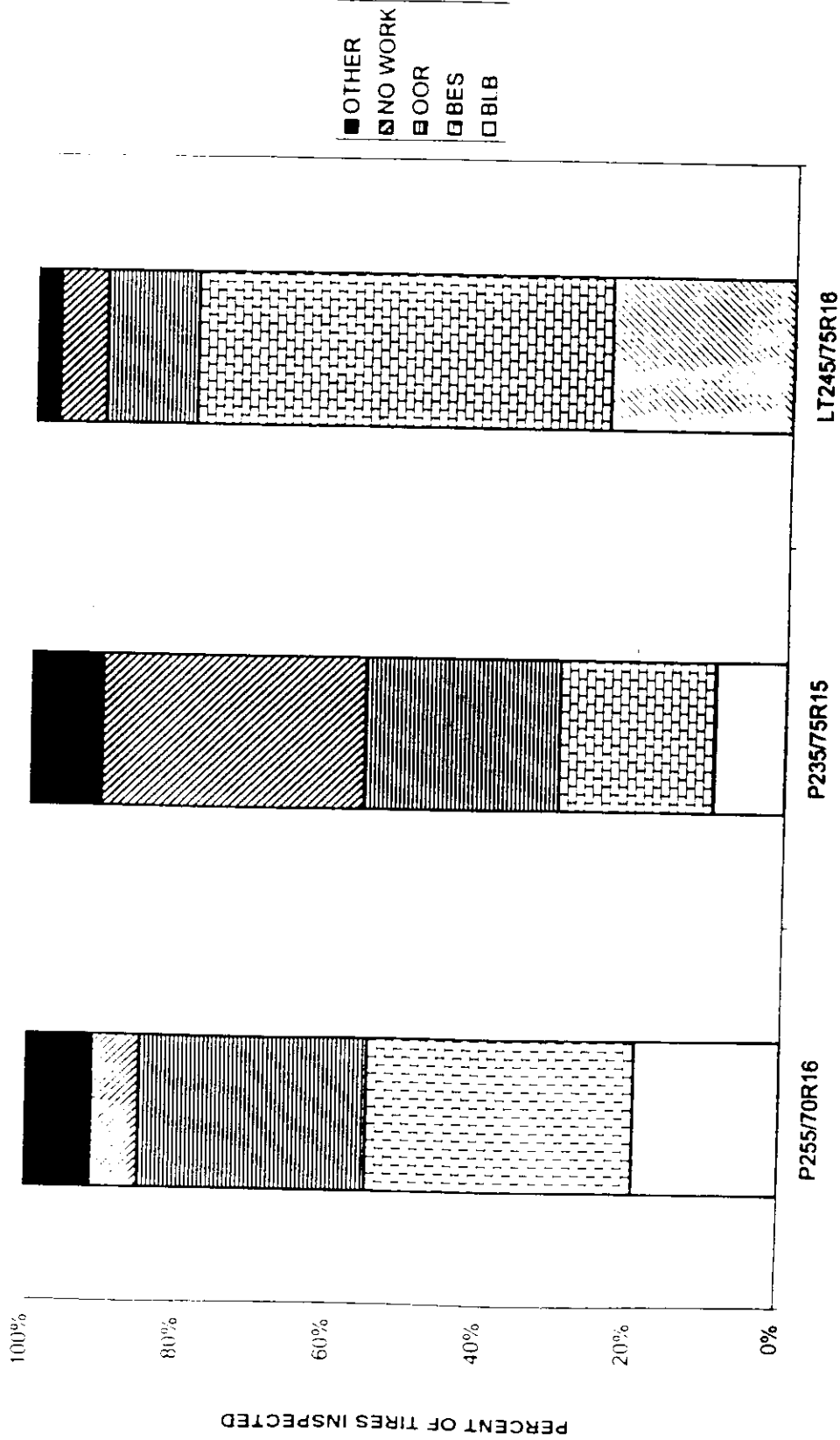
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VENEZUELA WILDERNESS AT SURVEY



# VENEZUELA WILDERNESS AT SURVEY

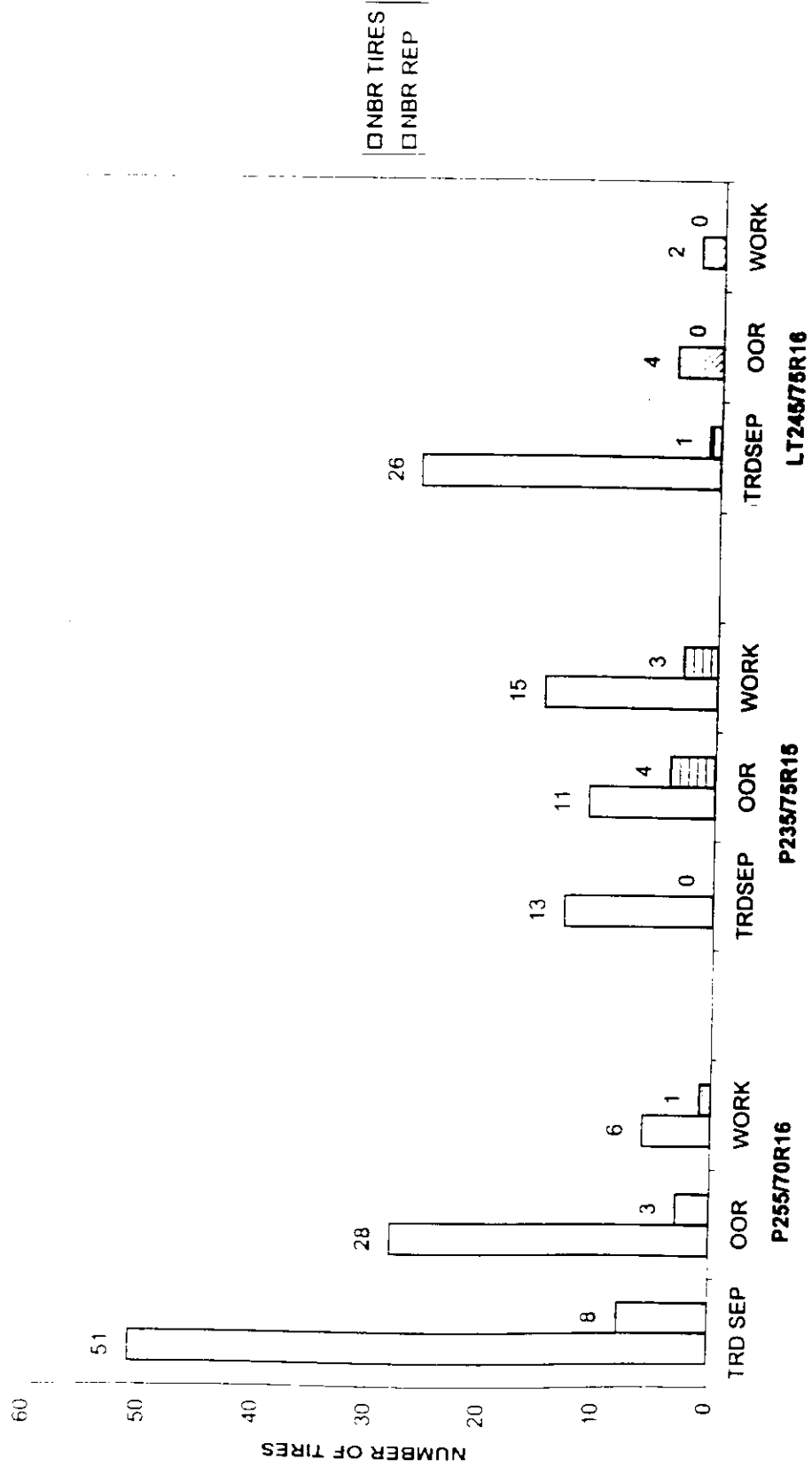
## PERCENT OF ADJUSTMENTS BY ADJUSTMENT REASON



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Chart5

VENEZUELA WILDERNESS AT  
ADJUSTMENT VS REPAIRED TIRES



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