123 Bozeman Ave.

Bozeman, MT 59715

September 14, 2019

Gordon Knapp

Firestrone Branch Manager

123 Broadway Ave.  
Bozeman, MT 59715

Dear Mr. Knapp,

I’ve owned three cars, and for mechanical work on each, I’ve only trusted Firestone. Every Firestone I’ve been in from Colorado to Montana has a long line of cars waiting: proof of happy customers and a credible reputation. Normally, I am one of those pleased customers; however, my latest visit to a Firestone was disappointing—if not dangerous.

On August 20, 2019, I brought my 2003 Chevy Silverado into the Bozeman, Montana, Firestone location. The vehicle needed a simple tire alignment ($104.32). When I left, I immediately noticed the pickup acting strangely, particularly when turning right. I called the store and asked it be rechecked to ensure. I was told this was not possible until the following week.

Unfortunately, I was due at school in Colorado and could not return in a week. I told this to mechanic Simon Crus, who then said I would *not* be reimbursed if I went to a different company, even if it was, in fact, a faulty alignment. Luckily, the branch in Boulder, Colorado, was able to get my pickup in after four days and fix the faulty alignment.

However, and while the issue was ultimately resolved, I had to drive 12 hours in a vehicle that turned out to have a loose eccentric bolt that was hurting my suspension and causing my tires to wear unevenly. Thankfully, I was not forced to pay for the repair and the re-alignment; however, there was no compensation for the uneven tire wear or the strain on the suspension. Additionally, it was stressful and potentially dangerous.

I am not requesting compensation. I *am* hoping, however, this letter brings attention to the lack of accountability taken by the Bozeman, Montana Firestone branch. This was disappointing and potentially dangerous and I will, therefore, never visit Firestone again.

Thank you for your time. Please call me at 406-333-8729 to confirm you received this letter.

Sincerely,

First Name Last Name