

**Jed Margolin**  
**Phone: 775-847-7845**

**1981 Empire Rd.**  
**Email: jm@jmargolin.com**

**Reno, NV 89521-7430**  
**February 13, 2012**

Mr. Craig Jelinek, CEO  
Costco  
999 Lake Drive  
Issaquah, WA 98027  
Fax: 425-313-8103

Dear Mr. Jelinek,

I sent you a fax on January 23, 2012. A copy is attached.

In it I asked if your Tire Centers still have the policy that they will not change out snow tires with regular tires unless at least one of the sets of tires was purchased from Costco.

On February 2, 2012 I received a telephone call from Chris Corbin who said he was responding to my letter.

He confirmed that it was, indeed, still Costco's policy.

I asked him to send it to me in a letter.

He agreed, and promised he would send it out the following Monday, which would have been February 6.

He didn't do it.

Instead, I received an email from Mr. Corbin today which said:

Dear Mr. Margolin,

I am responding to your letter to Craig Jelinek. Consistent with Costco's policy, and assuming no issues with wear, suitability and the like, Costco will happily install tires you purchased from Costco onto your vehicle.

Sincerely,  
Chris Corbin

His answer is evasive and does not answer my question.

I would like a direct answer to my question.

I do not want anyone to call me or send me an email, especially Mr. Corbin.

I would like a direct answer, in writing.

Is it still Costco's policy to refuse to change out snow tires with regular tires unless at least one of the sets of tires was purchased from Costco?

And, BTW, I tried to call Mr. Corbin today at the Costco number that appeared on my caller ID when he called (707-453-0537) to give him another chance to be honest. I received the intercept message, "Your call did not go through. Please try your call again. 081T." Either you are having trouble with your phone system or the number is not in service.

Sincerely yours,

/Jed Margolin/

**Jed Margolin**  
**Phone: 775-847-7845**

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**Email: jm@jmargolin.com**

**Reno, NV 89521-7430**  
**January 23, 2012**

Mr. Craig Jelinek, CEO  
Costco  
999 Lake Drive  
Issaquah, WA 98027  
Fax: 425-313-8103

Dear Mr. Jelinek,

I am a longtime Costco member. You acquired me when you merged with Price Club back in the 20<sup>th</sup> Century.

Last May (2011) I went to your Reno Costco Tire Center to have the Bridgestone Blizzak snow tires on my almost-new 2011 Subaru Legacy changed out with the regular tires (the ones that came with the vehicle).

Your Tire Center refused to provide the service, saying it was because I hadn't bought either set of tires from Costco. Your Associate said it was something about liability.

I will note that:

1. I obviously could not have bought the vehicle's OEM tires from you;
2. You sell Bridgestone tires, and sometimes you even sell Bridgestone Blizzak snow tires, so you must know how to properly install them.

Is this still Costco's policy?

Sincerely yours,

/Jed Margolin/

**Jed Margolin**

**From:** "Chris Corbin" <CCorbin@Costco.com>  
**To:** <JM@jmargolin.com>  
**Sent:** Monday, February 13, 2012 8:26 AM  
**Subject:** Costco Tire Policy

Dear Mr. Margolin,

I am responding to your letter to Craig Jelinek. Consistent with Costco's policy, and assuming no issues with wear, suitability and the like, Costco will happily install tires you purchased from Costco onto your vehicle.

Sincerely,

Chris Corbin