



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

Repository ☐

22 JAN 2003

Reference No.

10004392

OWNER INFORMATION (Type or Print)

Name

Address

City

MESA

State

AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

PLEASE PROVIDE

1GNGC26T9XJ544607

Make

CHEVROLET

Model

SUBURBAN

2500

Model Year

1999

Date Purchased

AUG 99

Dealer's Name and Telephone Number

WESTBEND CHEV, ODS, CADILLAC

Engine

No: Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

WESTBEND WISCONSIN

State

WI

Zip Code

53095

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

191000 TIRES:TREAD/BELT

Multiple Failure: TREAD STRIPPED FROM TIRE

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-DEC-2002

Failure Mileage

45356

Failure Speed

65 MPH

2000 MCKENZIE MONACO TRAILER BEING
TOWED AT TIME OF INCIDENT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

FIRESTONE

Tire Model (Name or Number)

FIRESTONE STEELTEX RADIAL R15

DOT No. (Example: DOTM19ABC036)

DOT VNU 81A-299

☒ Original Equipment

☐ Prior Repair

Failure Location:

DEMMEING, NM - 15 MILES WEST OF

Tire Component Code

191000 TIRES:TREAD/BELT

Tire Failure Type

TREAD SEPERATED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

NEW MEXICO STATE POLICE

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING THE REAR TIRES HAVE TREAD SEPERATION AND IT WILL BE HARD FOR THE CONSUMER TO CONTROL VEHICLE.

WITH TRAILER IN TOW I FELT SUBURBAN START TO WEAVE, MANAGED TO GAIN CONTROL AND STOP BY SIDE OF HIGHWAY. CALLED STATE POLICE AFTER DISCOVERING THAT TREAD HAD STRIPPED FROM RIGHT REAR TIRE. NOT COMPLETELY. AFTER TIRE REMOVED BY AAA DISCOVERED SPARE HAD BULGE. RETURNED TO DEMMEING N.M. AT 15MPH AND BOUGHT 4 NEW TIRES. I KEPT TWO DEFECTIVE TIRES AND BEST OF OTHER THREE. CONTINUED TO ARIZONA NEXT DAY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

PRIOR TO LEAVING FOR ARIZONA ON DEC 8, 2002 I WENT TO
FIRESTONE TIRE STORE ON 76TH & MILL RD IN MILWAUKEE, WI 53218 TO HAVE
SPARE TIRE PUT ON BECAUSE LEFT REAR TIRE SEEMED INORDINATELY WORN. DURING
INCIDENT ON 12/12/02 WE TOOK PICTURES BOTH BEFORE AND AFTER. STATE
TROOPER AND AAA ROAD SERVICE DRIVER BOTH STATED WE WERE LUCKY
THAT WE HADN'T ROLLED TRAILER AND TRUCK. IN 1999 WHEN FIRESTONE AND
FORD WERE HAVING THEIR PROBLEMS I CALLED GENERAL MOTORS WEST
BEND CHEVROLET AND BROWN AND BROWN CHEVROLET OF MESA AZ
IF STEELTEX TIRES WERE INVOLVED. ALL ASSURED ME THERE WAS
NO PROBLEM. AFTER THE INCIDENT ON 12/12/02 I WENT TO BROWN
AND BROWN CHEVROLET AND WAS INSTRUCTED TO CONTACT
FIRESTONE (SEE EXHIBIT D). THEY HAVE REFUSED TO DO ANYTHING
FOR US WITHOUT OUR GIVING UP THE TIRES. ATTACH ADDITIONAL SHEETS IF NECESSARY
EXHIBITS ATTACHED

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

490 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
<http://www.nhtsa.gov/defects>

[REDACTED]
MESA AZ [REDACTED]
[REDACTED]

EXHIBITS:

- A1- PICTURE OF TIRE SEPERATION 12/12/02
- A2- PICTURE " " " "
- A3- PICTURE OF TIRE SEPERATION ON TRUCK (LOOK AT LOWER RIGHT CORNER OF TIRE 12/12/02
- A4- PICTURE OF TRAILER ATTACHED TO SUBURBAN WHILE STOPPED 12/12/02
- B- COPY OF INVOICE FOR FOUR (4) REPLACEMENT TIRES 12/12/02
- C, - COPY OF FIRESTONE STORE TREAD MEASUREMENTS OF TWO DEFECTIVE TIRES-REQUIRED BY FIRESTONE TECH SERVICE MGR 12/28/02
- D. COPY OF REPLY FROM DOUG LYONS TECHNICAL SERVICE MANAGER, FIRESTONE TIRE CO LLC WESTERN ZONE.
- E. COPY OF ENVELOPE FROM BRIDGESTONE/ FIRESTONE JAN 3, 2003

We have 3 OF THE TIRES IN OUR POSSESSION at this writing.

26E7-026603

EXHIBIT C

245/75 R16 Steel top R4S

1st Tire 6/32 (Remaining tread)

2nd Tire 5/32

(Store Manager)

Please call for any questions!

Customer Info:

Milwaukee, WI

(winner) thru
(4-1)

Mesa, AZ

See reverse side for Warranty Information

PIRELLA GASTRO CARE LASER - 048-11-203 2 1 REV. 5/02

EXHIBIT: D

Bridgestone/Firestone North American Tire, LLC

4000 E Mission Blvd
Ontario, CA 91761
Phone: (909) 673-1430
Fax No: (909) 673-1456

January 3, 2003

[REDACTED]
Mesa, AZ [REDACTED]

Dear [REDACTED]

I am writing you in response to your letter concerning your tire problems on your trip from Wisconsin to Arizona.

At the beginning of your letter you state that you have enclosed an "invoice and prorated price statement" from the Firestone Store in Mesa, AZ. That document seems to have been omitted. However, there is a note that shows the size and remaining tread depth of two tires and is signed by Kerry Slaughter, our manager at the Mesa Firestone store. But there is no pricing or invoice to review.

Bridgestone/Firestone offers a tire warranty on all tires that they manufacture, whether installed on a new vehicle or purchased in the replacement marketplace. The warranty covers the tire against any defects in workmanship and/or material – those condition over which we the manufacturer have control. Damages, such a cuts, snags, impact breaks and so forth, are not defects and, therefore, not being within our control, are not covered by our limited tire warranty.

If I read your letter correctly, you have retained possession of two of the four tires that you replaced on your vehicle in Deming, NM. You are welcome to take those two tires to the Mesa store or another authorized Bridgestone/Firestone dealer in your area for inspection to determine if they exhibit any service condition(s) that would be covered by our limited warranty. Warranty acceptance decisions are based on the physical inspection of an individual tire. Therefore, one tire may have an adjustable (warrantable) condition while it's running mate may not. Each tire stands on it's own merits.

If our store manager finds that either or both tires are subject to replacement under the tire warranty, the tire(s) will be replaced with new, current equivalent tire(s) on a prorated tread wear basis – charging you for the amount of the tread worn off the tires. Mr. Slaughter measured the two tires at 6/32" and 5/32" remaining tread depth which translates to 66% and 75% worn respectively. So the replacement cost would be 66% and 75% of the store's current selling price of the replacement tire(s).

We can not address the other two tires you left in Deming, NM because we are unable to inspect

the tires for warranty issues.

If I can be of further assistance, please call me at 1-800-356-4644, Monday through Friday, 8:00am to 4:30pm, Pacific Time..

Thanks you,



Doug Lyon
Technical Service Manager





A-1



A-2

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**