



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

(1-888-327-4235)

INTERNET: www.nhtsa.dot.gov/hotline

RECEIVED

FOR AGENCY USE ONLY 100079

Date Received

SEP 5 PM 8:50

49-558-2003

Repository ☐

Reference No.
10006911

OFFICE
INVESTIGATION

OWNER INFORMATION (Type or Print)

Name

Address

City

SPRINGFIELD

State IL

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

VEHICLE INFORMATION

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

PROVIDE

4S2CK57D7X4367692

Make

ISUZU

Model

AMIGO

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

6A5

Original Owner

Dealer's City

State

Zip Code

Transmission Type

5 SPEED
MANUAL

☒ Antilock Brakes

☐ Cruise Control

Powertrain

2WD

Vehicle Component Code

190000 TIRES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

1-16-03

Failure Mileage

25,000

Failure Speed

~20MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

BRIDGESTONE

Tire Model (Name or Number)

BRIDGESTONE

DUERER 684

Tire Size (Example P215/65R15)

P245/70R16

DOT No. (Example: DOTM19ABC036)

DOT 47MT 2694

☐ Original Equipment

☐ Prior Repair

Failure Location:

ALL

Tire Component Code

190000 TIRES

Tire Failure Type

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(es).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to 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)

WHEN THE BRAKE WAS APPLIED UNDER WET CONDITIONS, CONSUMER LOST CONTROL OF THE VEHICLE AND HIT A POLE. *18

See Attached

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.

February 24, 2003

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

To Whom This May Concern:

Attached is a blind copy of correspondence I forwarded to both Bridgestone/Firestone North American Tire, LLC and American Isuzu Motors, Inc. for their responses. The Attorney General of the State of Illinois, Office of Consumer Protection, was also blind copied on all correspondence and attachments. I was unable to successfully download the National Highway Traffic Safety Administration (NHTSA) complaint form from the web site. Please consider this transmittal and the attached documentation as my formal complaint filed with the NHTSA, Office of Defects Investigation regarding five (5) OEM P245/70R/16-106S Bridgestone Dueler 684 M+S tires, all with U.S. DOT Tire Identification Number DOT Y7MT 269 (◀ symbol imprint larger on the tires.)

Excepting the spare, the tires have been dismounted, are in my possession and available for inspection. Copies of the accident report, towing, personal physical examination co-payment, and final repair statements are attached. A picture of the damaged vehicle is also included. Repairs were paid for on February 21, 2003. If NHTSA requires further information, please contact me. Thank you.

Sincerely,


Springfield, IL


Attachments

February 21, 2003

Customer Relations
Bridgestone/Firestone North American Tire, LLC
One Bridgestone Park
Nashville, TN 37214-0991

To Whom This May Concern:

The following is my attempt to factually, objectively, and fairly articulate a disturbing incident involving OEM P245/70R/16-106S Bridgestone Dueler 684 M+S tires supplied on my vehicle.

I am the owner of a 4 cylinder, 2 wheel drive, 5 speed manual transmission, ABS equipped 1999 Isuzu Amigo 2 Door convertible, VIN-4S2CK57D7X4367692 purchased on December 28, 2002. The initial in service date is February 25, 2000. The vehicle has been driven approximately 25,300 miles on four (4) of the OEM set of five (5) P245/70R/16-106S Bridgestone Dueler 684 M+S tires, all with U.S. DOT Tire Identification Number DOT Y7MT 269 (← symbol imprint larger on the tires.) To my knowledge the spare had never been used. On January 11, 2003, the tires were again inspected, rotated, air pressure checked and a four wheel alignment was performed. Approximately 8/32" (≈ 13/32" new) average tread depth remains on each of the driven tires. They all appeared undamaged and seemed to exhibit consistent wear. These and other safety related services, including a full vehicle inspection, were conducted in advance of a trip to visit family.

I departed Springfield, IL at 6:00 am, Thursday, January 16, 2003. South of Marion, IL the weather changed and conditions on Interstate 24 deteriorated due to snow. About 2-3 miles north of Route 45, traffic slowed to between 45 and 50 mph. That's also about when I began sensing some front and rear tire slippage (hydroplaning?) and wandering just trying to keep up. I decided to exit on Route 45 about 9:50 am. I cautiously entered the off ramp allowing the vehicle to slow down to about 20 mph without braking. I gently applied the brakes well in advance of the intersection. The rear wandered left to right prior to the vehicle completely spinning around. My attempts to regain vehicle control failed. The left front quarter panel impacted the concrete base of a light post about 150 feet north of the intersection and finally stopped. Fortunately, neither myself nor anyone else was injured nor was any other vehicle involved. Never before had I experienced such utter helplessness and sheer terror behind the wheel of any vehicle at any time under any conditions.

The vehicle was towed after the police concluded their investigation at approximately 10:20 am. No warning or citation for negligent/reckless driving, driving too fast for conditions or for any other operational, vehicular or safety violation was issued. I've driven countless thousands of miles in all kinds of weather conditions and traffic situations. My experience tells me that with about 3 inches of snow on the ground, and less on the pavement, the conditions can hardly be considered extreme. Sloppy, yes. Extreme, no. The destroyed left front wheel and tire was removed and replaced with the spare assembly. I drove back to Springfield, IL without further incident. I had time to refocus, consider the situation, the circumstances and needed vehicle repairs.

I fully realize that the OEM Dueler 684's did not cause the conditions encountered during this incident. However, in my opinion, those same tires contributed less than nothing to my attempts to regain proper control of the vehicle. As a careful driver and reasonably informed consumer I took the brand name, the mud and snow designation and the tires' remaining measured tread depth, as indicative of their integrity, safety, longevity, reliability and all season competence. Based on this real world experience, my further opinion is that OEM Bridgestone P245/70R/16-106S Dueler 684 M+S tires provide an unacceptably marginal level of wet weather traction and performance at best.

I'm not an engineer, but am a reasonably intelligent adult nonetheless. One result of this event is that I researched what the Uniform Tire Quality Grading System Rating (UTQGS) seeks to measure/evaluate/describe and related it to this incident. My conclusion is that I refuse to increase relative risks to my life, safety, or property, let alone that of my children, my family, or anyone else's by driving any UTQGS traction B rated tire ever again: OEM, replacement or otherwise.

I would appreciate Bridgestone/Firestone North American Tire, LLC's response. Thank You.

Sincerely,

Springfield, IL

**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).**