



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 100079

Date Received
2003 SEP 12 AM 8:54

Repository ☐

16-JUL-2003

Reference No.
10029430

OWNER INFORMATION (Name as Printed)

Name

Address

City
FLORISSANT

State
MO

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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 8/12/03

VEHICLE INFORMATION

Make

MAZDA

Model

626

Model Year

2002

Date Purchased

11/2002

Dealer's Name and Telephone Number

Bommarito Mazda

Engine

No. Cylinders 4

Fuel Type:

unleaded

Original Owner

☒

Dealer's City

St. Louis

State

MO

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

191000 TIRES/TREADBELT

10/32

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-JUL-2003

Failure Mileage
6,529

Failure Speed
N/A

hole in tire; separating from tread
(shredding)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Bridgestone

Tire Model (Name or Number)

BRIDGESTONE P205/60R15

Tire Size (Example P215/65R15)

P205/60R15

DOT No. (Example: DOTM13AB0036)

YICPEVD2102

☒ Original Equipment

☐ Prior Repair

Failure Location:

unknown / taken to mazda dealer

Tire Component Code

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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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).

WHILE DRIVING THE VEHICLE BRIDGESTONE TIRES MODEL P205/60R15 SIZE 15 DOT YICPEVD2102
TREAD SEPARATED AND BLEW UP. DEALER NOTIFIED. *AK

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)

I noticed a hole in my tire after the car was washed. The hole appeared to be in the line that connects the tread to the remainder of the tire. It did not look like a puncture hole. I ~~immediately~~ took my car to the nearest Mazda dealer near me, which was on highway 367 in North County. The service department looked at the tire and said I needed to take the tire to Bridgestone because the hole was a defect and it appeared that it would eventually separate from the tread. Possibly really soon. I am fearful that the remaining 3 tires may do the same, but I may not be fortunate enough this time to catch it. Bridgestone ~~800 #~~ was very rude, and tried not to replace the tire for free. Mazda ~~800 #~~ was also rude, and said it was not their problem. ATTACH ADDITIONAL SHEETS IF NECESSARY
Who's problem is it, to replace the other tires before they start shredding?

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

400 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



**VEHICLE
OWNER'S
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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

LIMITED WARRANTY MasterCare® Service & Parts

WHAT IS WARRANTED AND FOR HOW LONG? Auto parts purchased at any Firestone Tire and Service Center location are warranted to be free from defects for a period of six (6) months or 6,000 miles, whichever comes first, and all auto service work performed at such location is warranted for the same period. Some parts and services are warranted for longer periods as listed below. Tires and batteries are warranted separately and not covered by this warranty. This warranty applies to parts installed and service performed on private passenger cars and light trucks.

MasterCare® Triple Guarantee

This MasterCare® Triple Guarantee is given by Bridgestone/Firestone, Inc. It is only offered through participating company-owned Firestone MasterCare® stores.

Price Match Guarantee

Tires: This Price Match Guarantee extends to the Customer, within thirty (30) days after the date of purchase, a 150% refund of the difference between a current locally-advertised lower price on a similar make/model tire and the price of a tire purchased from a Firestone Tire and Service Center. Customer must provide a current local ad. This guarantee excludes clearances, closeouts and catalogs. This refund may not be combined with any other offer or used to reduce outstanding debt. **Service:** Firestone Tire and Service Centers will match any comparable service advertisement and/or bona fide service estimate. Service is defined as parts and labor. Customer must provide a current local ad or a comparable current written service estimate.

Peace Right Guarantee

This limited warranty extends to the Customer the option of a refund of the Customer's money for the specific service work performed by us which proves to have been improperly performed during the six (6) month-six thousand mile warranty period. If the automotive repair or service is improperly performed, we will, at the customer's option, re-perform the work at no additional charge for parts or labor (except as noted in the "Exclusions" section, below) or, at the Customer's option, refund the Customer's money for the specific service work performed by us. This refund is not to be combined with any other offer or to reduce outstanding debt.

On Time Guarantee

This On Time Guarantee extends to the Customer a 10% discount on the total of parts and labor off their next visit to any company owned Firestone location, if the store fails to complete tire and/or service work within the time promised, as agreed upon prior to completion of tire and/or service work performed. The subsequent second visit must occur within one year of the original service. Minimum discount is \$5.00 and maximum discount is \$25.00. This discount is not to be combined with any other offer or to reduce outstanding debt.

Auto parts which prove to be unserviceable during the warranty period, except as identified below, will be replaced free of any additional charge for parts or labor, except as noted under "Exclusions", below.

LIMITED WARRANTY ON:	PARTS	LABOR
Steering & Suspension Parts	Lifetime	6 Months / 6,000 Miles
Universal Joints (Excluding CV Joints & Boots)	Lifetime	6 Months / 6,000 Miles
Performance Gas Shock	Lifetime	Lifetime
Gas Truck Shock (1)	Lifetime (1)	Lifetime (1)
Performance Gas MacPherson Strut or Cartridge	Lifetime	Lifetime
Remanufactured Starters and Alternators	24 Months / 24,000 Miles	6 Months / 6,000 Miles
MasterCare® Premium Brake Service - Brake Shoes, Disc Pads, Calipers and/or Wheel Cylinders, brake installation hardware (2) Service Includes: Brake System Flush and Clean/Adjust Rear Axle (3)	Lifetime (2) 24 Months / 24,000 Miles (3)	Lifetime (2) 24 Months / 24,000 Miles (3)
MasterCare® Plus Brake Service - Brake Shoes, Disc Pads (2) Service Includes: Brake System Flush and Clean/Adjust Rear Axle	24 Months / 24,000 Miles (2)	24 Months / 24,000 Miles (2)
MasterCare® Standard Brake Service - Brake Shoes, Disc Pads	12 Months / 12,000 Miles	12 Months / 12,000 Miles
MasterCare® Plus T/A or 4-Wheel Alignment Service Includes: Tire Rotation and Four Wheel Balance (4)	12 Months / 12,000 Miles (4)	12 Months / 12,000 Miles (4)
MasterCare® Premium T/A or 4-Wheel Alignment Service Includes: Tire Rotation and Four Wheel Balance (4)	Lifetime (4)	Lifetime (4)
MasterCare® Plus Tune-Up - 4, 6, or 8 Cylinder Service Includes: Fuel System Cleaning	12 Months / 12,000 Miles	12 Months / 12,000 Miles
MasterCare® Premium Tune-Up - 4, 6, or 8 Cylinder Service Includes: Air Filter, Fuel Filter and Fuel System Cleaning	24 Months / 24,000 Miles	24 Months / 24,000 Miles
MasterCare® Premium Wheel Balance (4)	Lifetime (4)	Lifetime (4)

ALL LIFETIME WARRANTIES ARE ONLY VALID FOR AS LONG AS THE ORIGINAL CUSTOMER OWNS THE VEHICLE.

- (1) Performance Gas Truck Shocks, installed on a commercial use vehicle, are also warranted against defects and wear-out for 1 year from date of purchase or 100,000 miles, whichever occurs first, labor included.
- (2) Costs of additional brake system components, including master cylinders, rotors, drums and all additional labor, are warranted for a period of six (6) months or 6,000 miles, whichever comes first, but are not included in the Lifetime, 24 month/24,000 mile, or 12 month/12,000 mile warranties.
- (3) Costs of brake system flush/adjust rear axle is only warranted for 24 months/24,000 miles with MasterCare Premium Brake service.
- (4) Lifetime balance is only warranted so long as originally balanced tire remains on wheel.

Exclusions: Replacement of anti-freeze or clamps is not included in the warranty on belts/radiator hoses. Cost of refrigerant and recharging of the air conditioning system is not included with the warranty on air conditioner parts or air conditioner compressors. Cost of additional brake system components, including rotors and drums and/or labor to restore Brake System to its safe proper operation is not included with the warranty on Brake Shoes, Disc Pads, Calipers and/or Wheel Cylinders and all other hardware. Batteries are covered by a separate warranty from the manufacturer.

GENERAL PROVISIONS (Applicable to all warranties)

WHO IS COVERED BY THE WARRANTIES LISTED IN THIS DOCUMENT? This warranty covers only the original purchaser of the installed parts and/or services.

WHERE WILL THE WARRANTIES BE HONORED? Take your car to the Firestone Tire & Service Center which sold the warranted parts and/or service work, to any other Firestone Tire & Service Center, or a participating authorized Dealer location in the United States.

HOW CAN A CLAIM BE MADE UNDER THE WARRANTIES? The original invoice from the store at which the original work was performed must be presented in order to get the benefit of the warranty.

WHAT OTHER CONDITIONS APPLY? The obligations undertaken in these warranties are offered only on the above items and conditions, and may not be enlarged or altered by anyone. This warranty document does not apply to products or vehicles used for commercial, racing, or off-road purposes, or to damage caused by abuse or accident. **TO THE EXTENT PERMITTED BY LAW, BRIDGESTONE/FIRESTONE, INC. AND ITS FIRESTONE TIRE & SERVICE CENTER LOCATIONS DISCLAIM LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

CONSUMER RIGHTS: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

GIVEN BY: Firestone Tire & Service Center identified in stamp or, if none, by Bridgestone/Firestone, Inc., 50 Century City, Nashville, Tennessee 37214.

Your satisfaction is important to us. If for any reason, you are not satisfied with the service you receive, contact the Manager of the store where your service was provided. If you feel your problem has not been handled to your complete satisfaction, or you need the address of the Firestone Tire & Service Centers nearest you, please call Firestone Consumer Affairs, 1-800-387-3872.

**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).**