



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1375

Date Received

2003 AUG 22 AM

Repository

Office No.  
10031739

**OWNER INFORMATION (Type or Print)**

Name

Address

City TEMECULA

State CA

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 a signature, please provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 08/10/03

**VEHICLE INFORMATION**

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

1GNDX13E22D18051

Make

OLDSMOBILE

Model

SILHOUETTE A1Z  
PREMIERE

Model Year

2002

Date Purchased  
08/28/01

Dealer's Name and Telephone Number  
PARADISE CAROLET - CORONA 909-699-2199  
100-281-6612

Engine:  
No. Cylinders

6

Fuel Type:

UNLEADED

Original Owner

Dealer's City  
TEMECULA

State

CA

Zip Code

92591

Transmission Type  
A-SPERD  
AUTO

Antilock Brakes  
 Cruise Control

Powertrain  
3400 SFI V6

Vehicle Component Code

19200 TIRES:SIDEWALL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
14-JUN-2003

Failure Mileage  
Approx. 10,843

Failure Speed  
Approx. 70MPH

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make  
MICHELIN

Tire Model (Name or Number)  
MICHELIN SYMMETRY

Tire Size (Example P215/65R15)  
225/60R16

DOT No. (Example: DOTM15ABC036)  
HD3VCTHD1802

Original Equipment  
 Prior Repair

Failure Location: PASSENGER SIDE FRONT

Tire Component Code  
191000 TIRES:TREADBELT

The Failure Type BLOWOUT

**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, witnesses, crashes, and injuries.)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

NONE

Number of Deaths

NONE

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 ON HIGHWAY, THE LEFT FRONT TIRE EXPERIENCED A BLOWOUT AT THE SIDEWALL WHICH RESULTED IN THE TREAD SEPARATION. HOWEVER, THE SIDEWALL REMAINED ON THE RIM. \*PH

TIRE INFO:

MICHELIN

225/60R16

DOT-HD3VCTHD1802

10-11K MILES ON TIRE

NOT ORIGINAL

LEFT FRONT TIRE

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.

**Temecula, CA**

August 11, 2003

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Attention: **Alberto A. Jimenez, Chief**  
**Correspondence Research Division**  
**Office of Defects Investigation Enforcement**

Re: **[REDACTED]**  
**Reference No. 10031739**

Dear Mr. Jimenez:

Enclosed please find Vehicle Owner's Questionnaire, a copy of a letter from Michelin, together with various other documents listed below concerning the above-referenced matter. Pursuant to Michelin's letter, I do have the tire in my possession. However, I would like to turn it over to you for testing prior to turning it over to Michelin.

Also enclosed is Attachment No. 1, written by me, setting forth how the incident occurred. The remaining enclosures are in sets, as follows: Set No. 1: Photographs of the tire; Sears Auto Center Invoice, showing repair of car following tire blowout; Product Liability Claim Report; Correspondence to me and to Michelin from Helmsman Management Services, Inc. (third-party administrator for Sears). Set No. 2: Letters from Michelin to me and letter from me to Michelin and Claim Information form. Set No. 3: Letter from 21<sup>st</sup> Century Insurance and estimates and Paradise Chevrolet's estimates and Warranty. Set No. 4: Two Enterprise Rent-a-car Invoices.

Should you wish to reach me from August 16 through August 30, please call me at **[REDACTED]**

Thank you for your courtesy and cooperation in this matter.

Very truly yours,

**[REDACTED]**  
CEL:ml  
Enclosures As Noted Above

## **ATTACHMENT NO. 1**

**At approximately 1830 hours on Saturday, June 14, 2003, while traveling south on the I-15 freeway south of Corona, California, approaching the Cajalco Road intersection, the front end of my vehicle started to shake. My wife asked what the problem was and I responded that we had a tire blowout. At this point I concentrated on maintaining control of the vehicle (without applying brakes) while allowing it to slow down.**

**As I looked to my left preparing to pull off the pavement onto the shoulder, I saw the treads rolling down the median.**

**After coming to a complete stop, I walked back approximately 20-30 feet and picked up the tire minus the two sidewalls. The inner and outer sidewalls had remained on the rim.**

**CEL:ml  
8-11-01  
Nat'l Safety-Attach.1**

# PRODUCT LIABILITY CLAIM REPORT

All incidents involving personal injury or property damage allegedly caused by a Sears product must be reported on this form. It is imperative that the product or part involved in this incident be **RETAINED** by your unit until disposition instructions are received.

Call in all product liability claims to Komer, Teleplus System at 800-727-0121. Retain all receipts, photos, service and installation orders in a secure place until requested to forward the information to Komer Insurance Companies of Sears Legal Department, Inc.

on 4-16-78 at 703 the following was reported: LI 10000 10000 10000

**CUSTOMER/CLAIMANT SUBJECT INFORMATION**  
 NAME: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]  
 TELEPHONE: [REDACTED]

**INCIDENT INFORMATION**  
 DATE OF INCIDENT: 4-15-78  
 TIME OF INCIDENT: 15:40  
 NATURE OF INJURY/DAMAGE: Some pain in the back, left hand, wrist, elbow, shoulder, neck, and head.

**CUSTOMER/CLAIMANT'S ESTIMATED EXPENSES:** Body work of 10/11/78, 10/12/78

**WITNESSES TO INCIDENT OR PERSONS WITH KNOWLEDGE**

NAME	ADDRESS	TELEPHONE NUMBER



1000 Plaza Dr.  
Suite 600  
Schaumburg, Illinois 60173-7900

Telephone: 847-413-9090  
800-811-8175  
Fax: 847-619-2925



**Helmsman  
Management  
Services, Inc.**

June 20, 2003

Michelin Tire Corporation  
Janet Stevens  
One Parkway South  
P O Box 19001  
Greenville, SC 29602-9001

RE: [REDACTED]  
Claim Number: P268-142373-01

Dear Madam:

Helmsman Management Services, Inc., is the third party administrator for Sears, Roebuck and Co. The above-captioned claim for damages has been made against Sears alleging liability arising out of the sale of your product. We hereby tender complete defense and indemnification of Sears to you and your insurance company.

Specifically, claimant alleges that on 6/14/03, while driving the tire blew causing damage to the vehicle. Dot # HD3VCTHX1802, date of purchase was 1/25/03. The claimant resides at [REDACTED], Temecula, CA [REDACTED]. The phone number is [REDACTED]. The claimant has the tire.

The local contact is Joe Rivera whom you can reach at 909-719-3528.  
The Sears address is 40680 Winchester Rd, Temecula, CA 92591.

Your relationship with Sears requires that you add Sears as an additional insured on your insurance policy. You also agreed to indemnify Sears for any liability it has arising out of the sale of the product pursuant to the indemnity provisions of the Universal Terms and Conditions Agreement.

As a result, I request that you forward this tender to your insurer, and that you and your insurer agree to accept Sears' complete defense and indemnity with respect to this claim. Please confirm within thirty (30) days that you and your insurance company will accept the complete defense and indemnification of Sears.

Should you have any questions in this regard, please feel free to contact me at [REDACTED]

Sincerely,

*Shawntonya Bailey*

Shawntonya Bailey  
Sr. Claims Representative

cc:

[REDACTED]  
Joe Rivera, Sears, Roebuck and Company



**How does the product liability claims process work at Sears?**

Once your product liability claim is reported to Sears, the local Sears store immediately telephones Helmsman Management Services which records the details of your loss. Helmsman determines which company manufactured the product involved and immediately notifies the manufacturer of your claim.

**Is Sears or Helmsman responsible for the damages related to your claim?**

If a claim is made associated with a product sold by Sears, the loss is referred to the manufacturer who informs their insurance carrier or third party administrator to evaluate the claim and to determine if the product manufacturer is legally liable for the damages claimed.

**Who will contact you to discuss resolution of your claim?**

Once Sears is advised of a product liability claim, the local Sears store manager promptly reports the loss to Helmsman Management Services. Helmsman Management Services immediately refers the claim to the product manufacturer for their review, investigation and referral to their insurance carrier or third party administrator. The manufacturer's insurance carrier or representative will acknowledge receipt of the loss and advise you who will be handling your claim on their behalf.

**Should you call Sears to discuss resolution of your claim?**

Sears local store managers cannot evaluate or determine the legal liability for products manufactured by Sears suppliers. As a result, local Sears store managers cannot advise if your claim will be accepted or if payment will be made for the loss you have sustained. If you have any questions, please contact the manufacturer or their insurance carrier.

**Who will be contacting you and who will handle your claim?**

Helmsman Management Services has referred your claim to the product manufacturer. The manufacturer's insurance carrier or representative will be contacting you to obtain additional details associated with your loss and to discuss resolution of your claim. If the product remains in your possession, please preserve it as the manufacturer may desire to inspect the product to assist them in evaluating your claim. If the loss resulted in a fire, please protect the scene for possible inspection by the product manufacturer.

1000 Plaza Dr.  
Suite 600  
Schaumburg, Illinois 60173-7900

Telephone: 847-413-9090  
800-811-8175 ext. 2571  
Fax: 603-334-8085



**Helmsman  
Management  
Services, Inc.**

June 20, 2003

[REDACTED]  
Temecula, CA [REDACTED]

RE: Claim Number: P268-142373-01  
Date of Loss: 6/14/03

Dear Customer:

Helmsman Management Services is the third party administrator for Sears, Roebuck and Co. Helmsman has been notified that you have presented a product liability claim associated with the purchase of a tire from Sears. Sears does not manufacture or design the merchandise sold in their stores. All Sears products (including Kenmore brands) are manufactured by companies which are responsible for the quality of the products they provide to Sears. As a result, Helmsman Management Services has forwarded your claim directly to the manufacturer for handling. **A copy of the letter to Michelin is enclosed for your reference.**

Sears, Roebuck and Co. values your business and your claim will receive prompt attention. The enclosed document answers some of the more commonly asked questions.

Sincerely,

*Shawntonya Bailey*

Shawntonya Bailey  
Sr. Claims Representative

Enclosure



June 20, 2003

[REDACTED]  
Temecula, CA [REDACTED]

Dear [REDACTED]

We have been advised of your claim by Helmsman Management/Sears, Roebuck and Co.

This is our first knowledge of the incident and in order for us to consider your claim, it will be necessary for a member of our technical group to perform a non-destructive examination of the subject tire. We have arranged with Sears for the tire to be shipped to our inspection center. Upon completion of our inspection, we will advise you of our findings.

Additionally, to expedite the consideration of your claim, I would appreciate your forwarding to my attention the completed claim information, 2 written estimates, and any other information you feel might be helpful at the address listed below. **THE REQUESTED PAPERWORK MUST BE RECEIVED WITHIN 45 DAYS FROM THE DATE OF THIS LETTER IN ORDER FOR YOUR CLAIM TO BE CONSIDERED. OTHERWISE, THE CLAIM WILL BE CONSIDERED ABANDONED AND NO LONGER ELIGIBLE FOR A CLAIM.**

This correspondence is not to be construed as an admission of liability on our part.

If you have any questions concerning this matter, please contact me at 1 800 422-1682 ext 85827.

Sincerely,

Lynn White  
Consumer Claims Analyst

Michelin North America, Inc.

One Parkway South  
P.O. Box 19001  
Greenville, South Carolina 29602-9001  
Tel: 864/458-5000



July 14, 2003

[REDACTED]  
Temecula, CA [REDACTED]

Dear [REDACTED]

I am writing in response to our phone conversation of this date concerning your vehicle damage claim with Michelin.

Since your insurance company is handling your damage claim, they would need to send a subrogation letter with supporting documents to my attention at the address listed below.

Michelin will then request from your insurance company, who will be representing you, the tire to be sent in for a non-destructive examination.

Upon completion of our examination, if the tire is found to have a workmanship or materials problem, we would address the subrogation amount (which includes your deductible) directly with your insurance company. Your request for compensation on your out of pocket expense of tires, rental car, etc. would be addressed directly with you.

Please understand, until the tire is sent to us for this examination, Michelin cannot pursue the claim with you or your insurance company. If you have any further questions, you can contact me at 1 800-422-1682 ext 86090.

Sincerely,

Janet Stevens  
Consumer Claims Manager

Michelin North America, Inc.

One Parkway South  
P.O. Box 19001  
Greenville, South Carolina 29602-9001  
Tel: 864/458-5000

[REDACTED]  
[REDACTED]  
TEMECULA, CA [REDACTED]

July 8, 2003

Lynn White, Consumer Claims Analyst  
Michelin North America, Inc.  
One Parkway South  
P.O. Box 19001  
Greenville, South Carolina 29602-9001

Re: [REDACTED]  
Helmman Management/Sears, Roebuck and Co.

Dear Ms. White:

Pursuant to your June 20, 2003 letter, enclosed please find the following:

1. Completed Claim Information Form;
2. Two (2) written estimates to date from:
  - (a) Paradise Chevrolet Cadillac Body Shop,
  - (b) 21st Century Insurance Company - Ontario;
3. Photographs of the subject tire; and
4. Enterprise Rent-A-Car Invoice.

The tire in question is in my possession and may be seen and inspected at my home. However, I will not release the tire to anyone other than my insurance company or the NTSP for testing. After they have tested the tire, you will be free to test same.

We are filing this claim within the time specified in your June 20 letter, i.e. 45 days from June 20, 2003. This is to also request that you respond to this letter within 15 days from the date of this letter, i.e., July 23, 2003.

As additional damages are incurred, we will keep you advised of same.

Thank you for your anticipated courtesy and cooperation in this matter.

Very truly yours,

[REDACTED]  
CEL/ml  
Enclosures As Noted Above

cc: Sears, Roebuck  
cc: 21st Century Insurance Company - Ontario

# CLAIM INFORMATION

Print or type your responses. Failure to complete every section may delay action.

NAME: [REDACTED]

ADDRESS [REDACTED] TEMECULA, CA [REDACTED]

Home Phone # [REDACTED] Work # ( ) N/A - N/A

Vehicle: Year 19\_\_ OR 2002 Make/Model OLDSMOBILE SILHOUETTE PREMIERE

Vehicle Mileage 46520 Tire Mileage 10,245

Tire: Brand MICHELIN Tire Size P225 60R16 Tread Design SYMBIO

1. When did the incident occur? Time: ~~Approx~~ 6:36 AM Date: 6/14/2003

2. Where did the incident occur? Street/Hwy I 15 S City 509 TORON, CA STCA

3. What happened? TIRE BLEW OUT SEPARATED FROM THE SIDEWALLS  
WHILE I WAS STOPPING HIS VEHICLE THE TIRE MINUS SIDEWALLS CAME OFF THE  
WHEEL AND LAYED

4. Were there any personal injuries? Yes \_\_\_ No   
(If yes, please explain) \_\_\_\_\_

5. Are you filing a personal injury claim? Yes \_\_\_ No

6. What part of your vehicle was damaged? SEE ATTACHED ESTIMATES --  
NCSB - BRA

7. What was the wheel position of the tire? Driver Side: Front  Rear \_\_\_  
Passenger Side: Front \_\_\_ Rear \_\_\_

8. Other than your vehicle, was there any damage? Yes \_\_\_ No   
If yes, please explain: \_\_\_\_\_

9. Has your tire been replaced? Yes \_\_\_ No   
If yes: PLEASE PROVIDE A COPY OF THE REPLACEMENT INVOICE TO THIS FORM...

10. Name of your Insurance Co. 21<sup>ST</sup> CENTURY INS Policy # AP 3155847  
Agent's Name: KAREN HILDRICH Phone # 888-974-1096 EXT 1319

11. Have you notified your Insurance Company? Yes  No \_\_\_

12. Have you filed a claim with your Insurance Company? Yes  No \_\_\_

Your Signature: [REDACTED] Date 07/07/03



**21st CENTURY INSURANCE**

**i21.com**

**1-800-211-SAVE**

3450 Centrelake Drive #100, Ontario, CA 91761 Office Number 1-888-974-1098

July 1, 2003

[REDACTED]  
Temecula, CA [REDACTED]

Insured : [REDACTED]  
Claim No. : 3155847-18 ON-25  
Date of Loss: 06/14/03

Dear [REDACTED]

Thank you for your recent report of the above captioned claim.

I am the individual assigned to adjust this loss. Your recorded loss description will be utilized in our claims process.

If I can be of any assistance to you, please contact me directly at 1-888-974-1098 EXT 1319.

Sincerely,

Karen Y Hildreth  
21st Century Insurance Company  
1-888-974-1098 EXT 1319

CONT1

# LIFETIME WARRANTY

*Paradise*  
CHEVROLET · CADILLAC

## GUARANTEES

that the work done by it  
SHALL BE FREE OF DEFECTS IN  
MATERIALS AND WORKMANSHIP  
FOR AS LONG AS YOU OWN YOUR CAR.

[REDACTED]

CUSTOMER NAME

230562

RO #

JUN 21 2005

DATE REPAIR COMPLETED

Brianna Friel

AUTHORIZED BY

Under this guarantee, Paradise Chevrolet Collision Center will repair the defective materials or workmanship at its place of business only. You must present this guarantee certificate and a copy of your repair order under this warranty before the repair work is commenced.

Paradise Chevrolet shall be responsible for repair of the defect only, and shall not be responsible for the loss of your vehicle or for any other consequential loss or damage. This guarantee does not cover, and Paradise Chevrolet is not obligated to, repair ordinary wear and tear to your vehicle, or any damage or deterioration to your vehicle caused by others. This guarantee is nontransferable and extends only to the customer named above. This guarantee terminates when the customer transfers, leases or sells the vehicle. This guarantee is exercisable only through Paradise Chevrolet.

**NO GUARANTEE ON RUST REPAIRS**

# 2002 SILHOUETTE PREM FWD EWB - 1SD

3.4L V6 ENGINE

EXTERIOR SAND

4-SPEED AUTOMATIC TRANSMISSION

INTERIOR BEIGE LEATHER



## STANDARD EQUIPMENT

Items Featured Below are Included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

### \*\*\* SAFETY \*\*\*

DUAL FRONTAL DRIVER & RIGHT FRONT PASSENGER AIR BAGS  
 DRIVER & RIGHT FRONT PASSENGER SIDE IMPACT AIR BAGS  
 ANTI-LOCK BRAKING SYSTEM (ABS)  
 SAFETY BELTS INCLUDE SHOULDER BELTS AT OUTBOARD LOCATIONS & FRT SAFETY BELT PRETENSIONERS  
 ELECTRICAL REAR WINDOW DEFOGGER  
 POWER PROGRAMMABLE DOOR LOCKS  
 PULSE WIPERS & RR WIPER/WASHER  
 TRACTION CONTROL SYSTEM  
 DAYTIME RUNNING LAMPS  
 CHILD SECURITY DOOR LOCK FOR SLIDING DOORS  
 PWR PASS SIDE SLIDING DOOR  
 POWER DRIVER SIDE SLIDING DOOR  
 ONSTAR COMMUNICATION SYSTEM  
 INCL 1 YEAR SAFETY & SECURITY REAR PARKING AID

### \*\*\* MECHANICAL \*\*\*

3400 SFI V6 ENGINE  
 4-SPEED AUTOMATIC TRANSMISSION  
 P225/60R16 RADIAL TIRES  
 16" ALUMINUM WHEELS  
 \*\*\* COMFORT/CONVENIENCE \*\*\*  
 ENTERTAINMENT PACKAGE INCLUDES:  
 LCD MONITOR, 2ND ROW SPEAKER, DVD WITH REMOTE & 4 INFRARED HEADPHONES  
 8 WAY POWER FRONT BUCKET SEATS  
 2ND ROW CAPTAIN'S CHAIRS  
 STOW 3RD ROW SEAT W/CONV.CTR.  
 MEMORY DRIVER SEAT  
 AM/FM STEREO W/RDS, SEEK SCAN, CASSETTE, CD, TONE CONTROL, FRONT & REAR COAXIAL SPEAKERS  
 TRI ZONE A/C - FRONT DUAL ZONE WITH AUXILIARY REAR AIR COND  
 POWER WINDOWS W/ DR AUTO DOWN  
 POWER QUARTER VENT WINDOWS

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

19



HIGHWAY MPG

26

### ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

18 AND 22 MPG IN THE CITY AND BETWEEN

22 AND 30 MPG ON THE HIGHWAY.

2002 SILHOUETTE FWD  
 3.4 LITER V6 ENGINE  
 FUEL INJECTION, ELECT W/LOCK UP  
 4 SPEED TRANSMISSION  
 CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1,824

FOR COMPARISON SHOPPING, ALL VEHICLES CLASSIFIED AS

### SPECIAL PURPOSE

HAVE BEEN ISSUED MILEAGE RATINGS RANGING FROM

08 TO 06 MPG CITY AND

10 TO 06 MPG HIGHWAY.

1GHDX13E22D118051

24081

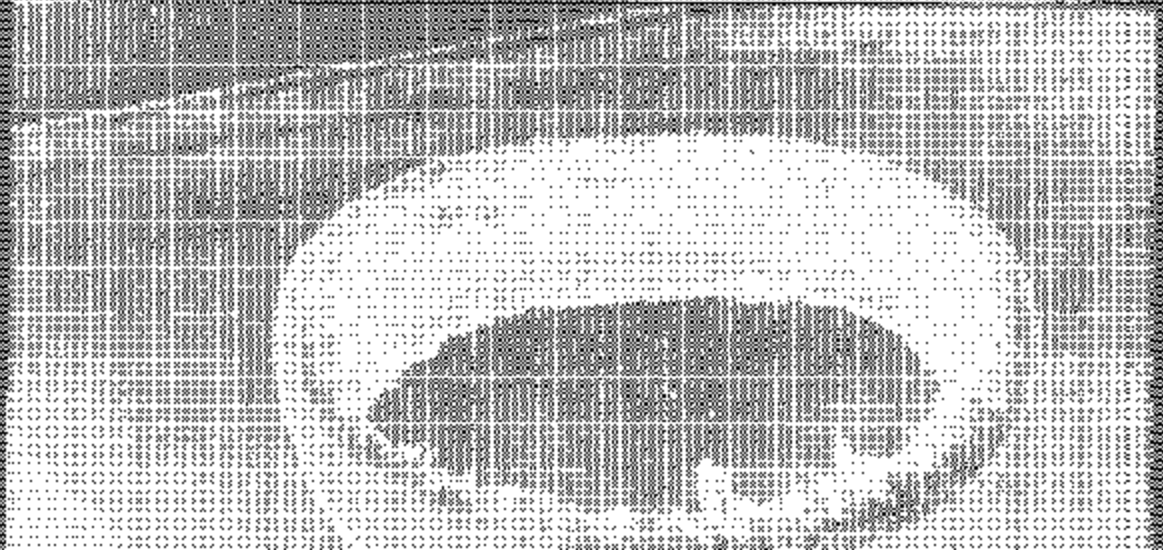
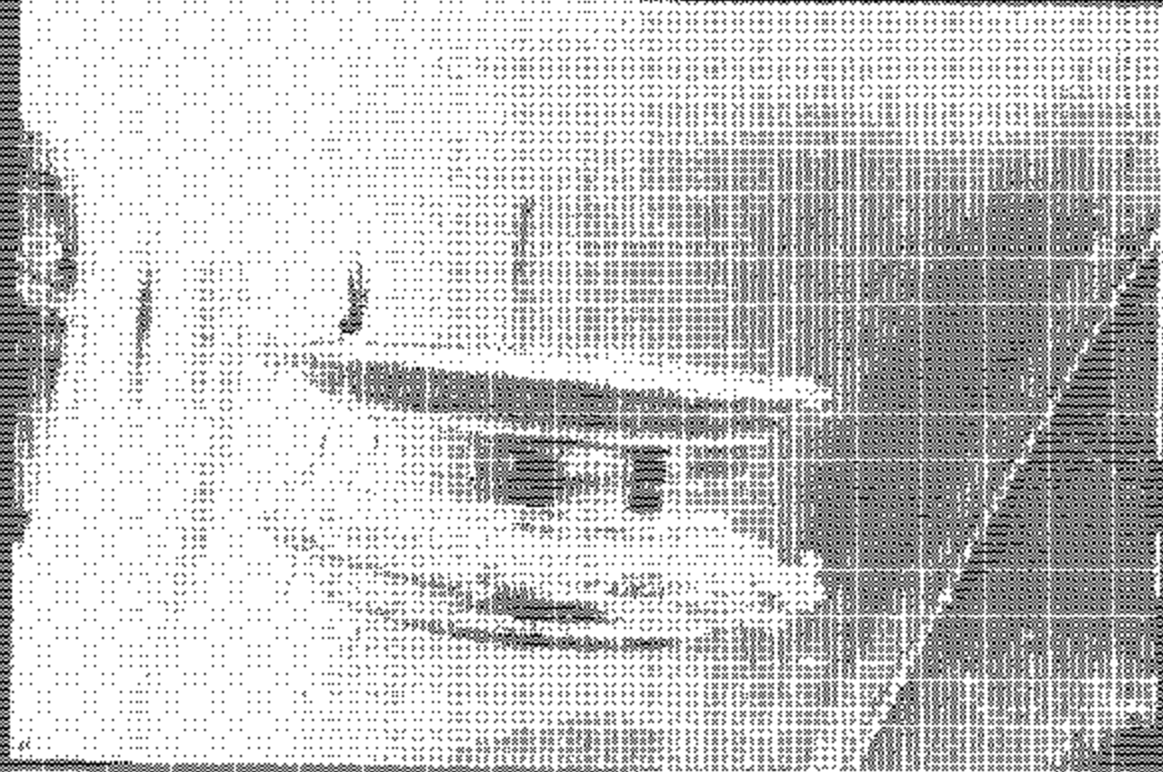
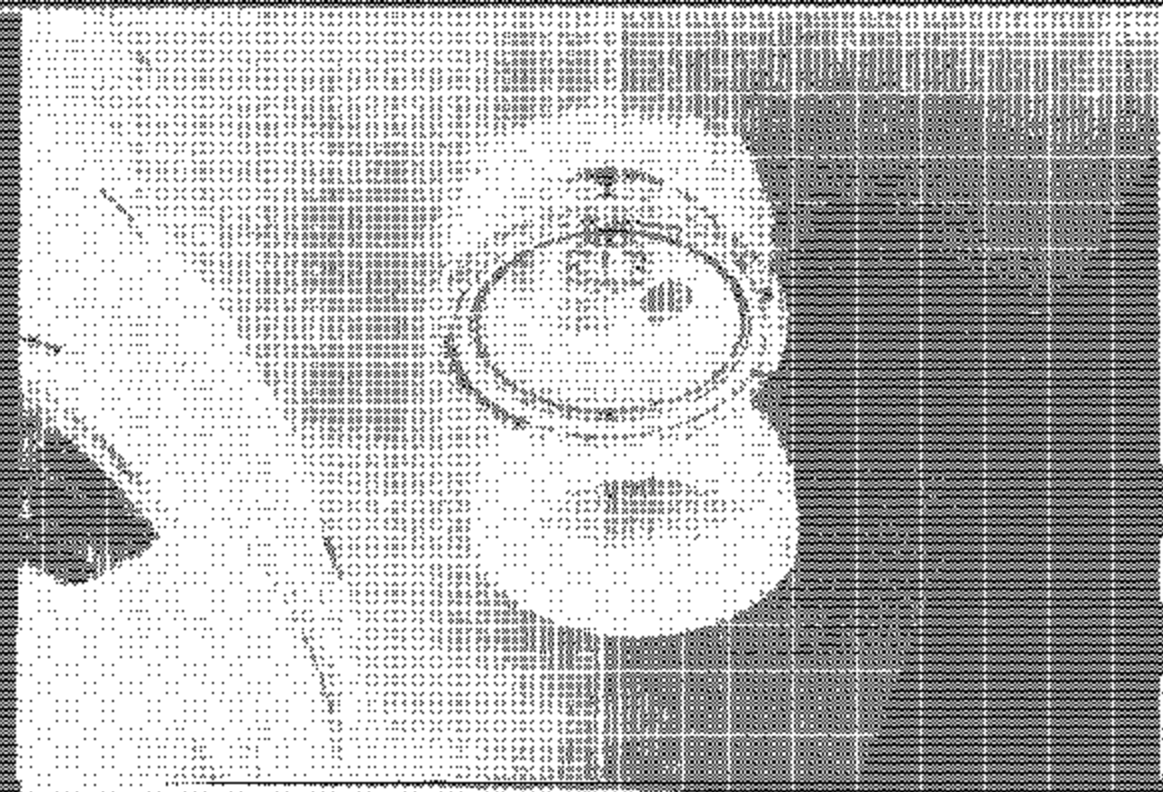
UEA

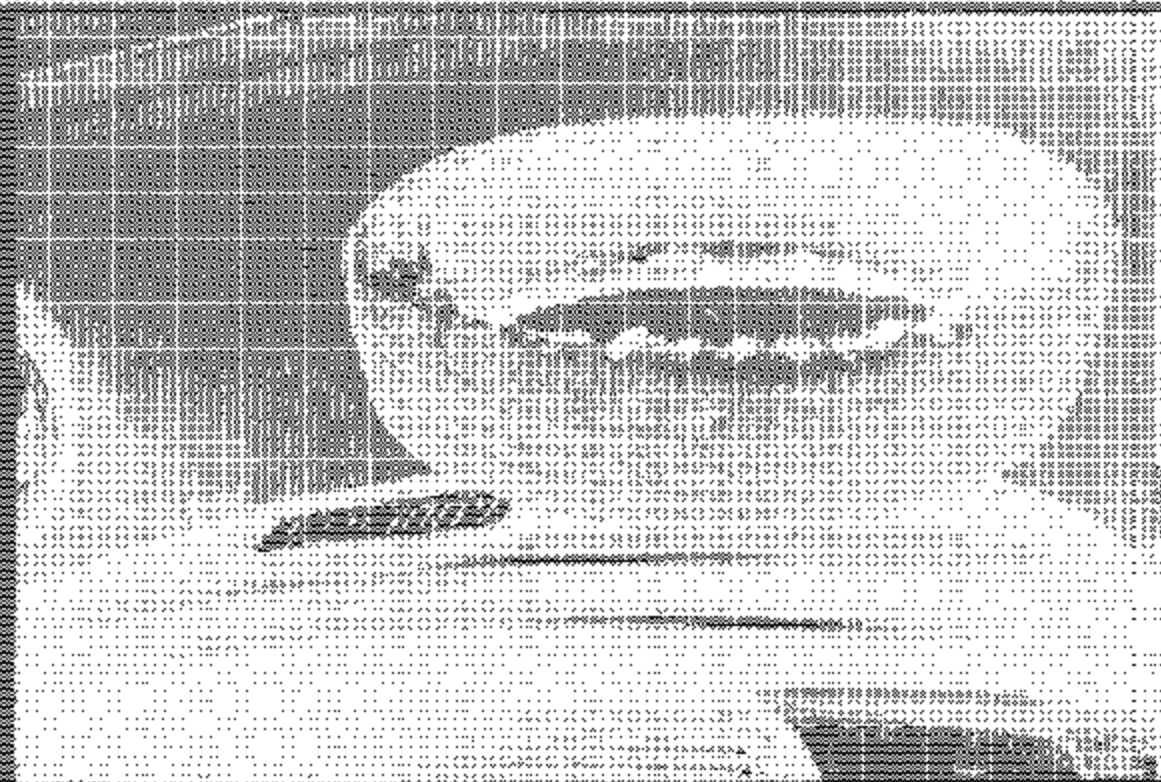
DEALER TO WHOM DELIVERED

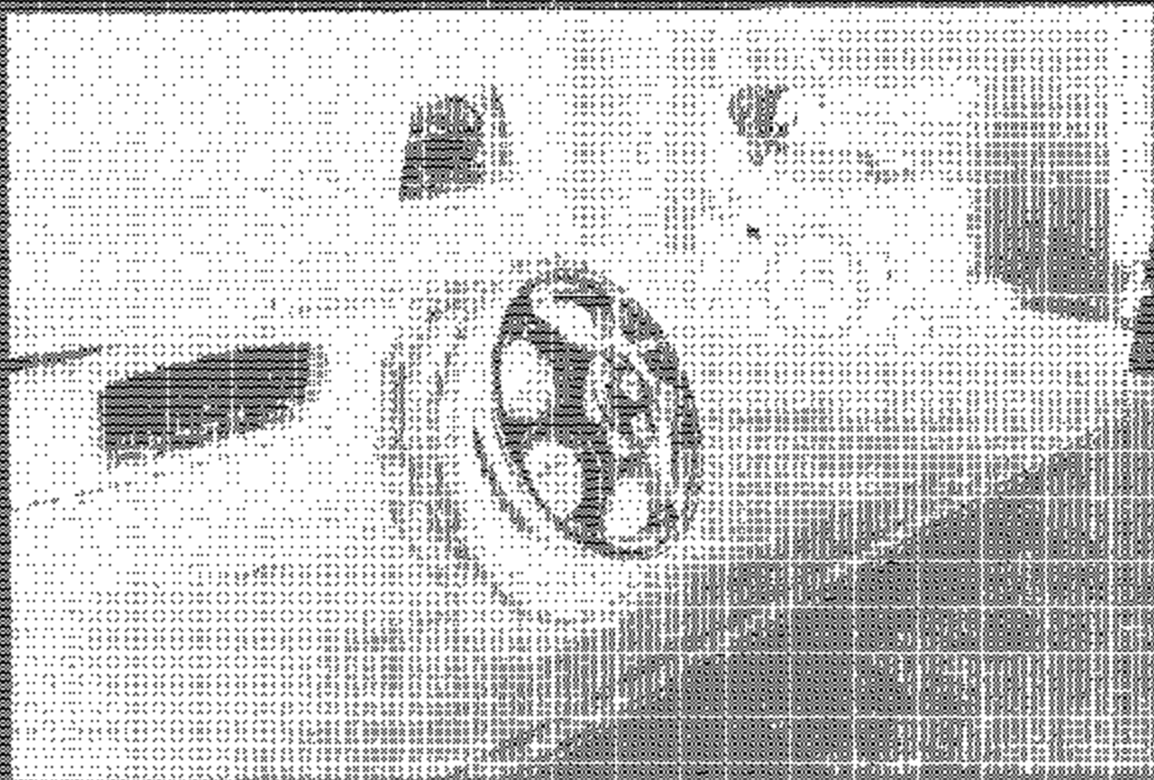
ORDER NO D9J8VM  
DEALER NO 24081

PARADISE CHEVROLET CADILLAC OLDSMOBILE  
 PO BOX 9036  
 TEMECULA, CA 92588-9036

FRRAL ASSEMBLY DORAVILLE, GA U.S.A.  
 VIN 1GHDX13E22D118051







**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).**