



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 1367

Date Received

Repository ☐

Reference No.

10032095

EX 10: 19
05-AUG-2003

OWNER INFORMATION (Type or Print)

Name

Address

City

GRAPEVINE

State

TX

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/16/03

VEHICLE INFORMATION

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

JACD158V45

Make

ISUZU

Model

TROOPER

Model Year

1995

Date Purchased

12/12/95

Dealer's Name and Telephone Number

Private

Engine

3.5

No. Cylinders

6

Fuel Type

reg

Original Owner

Dealer's City

State

Zip Code

Transmission Type

5 spe

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

191000 TIRES: TREAD/BELT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

102000

Failure Speed

60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

BRIDGESTONE

Tire Model (Name or Number)

FIRESTONE

Tire Size (Example P215/65R15)

24570R16

DOT No. (Example: DOTMA19ABC036)

RREIMTCL1285

☐ Original Equipment

☐ Prior Repair

Failure Location

Chassis

Tire Component Code

190000 TIRES

Tire Failure Type

tread separation

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

Number of Deaths

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).

RIGHT REAR TIRE TREAD SEPARATION WHILE DRIVING AT 60 MPH AND CAUSED DAMAGE TO RIGHT INNER FENDER/ DOOR. *AK

#1320

I have sent the tire FedEx to Bridgestone/Firestone in Nashville. I sent estimates for the repair on my vehicle along with a CD containing photos of the damage to my vehicle. The estimates and the CD were taped TOGETHER with the clear FedEx address envelope. They could NOT have been separated!!! Bridge/Firestone sent

Included 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)

me a letter stating they have received the tire but NOT the estimates, pictures and claim. THIS IS IMPOSSIBLE as it was taped together with the address!!! They had to either totally ignore the FED EX clear envelope with accompanying address + documentation or ripped it off and thrown away the contents.

Bridge/Firestone says they have track # and address portion but do NOT have the documentation. That is physically impossible as they were inseparable.

Now they want me to go out and get new estimates and fill out a new claim form (which they lost). I asked them if (1/24) they had the FED EX Tracking Number. They said yes and had received the tire on 10/27/03. I told them that they then also had the documentation which they deny. I asked Norma to check and see if the DOT on the tire would qualify the tire for the program. These people are delaying this to avoid payment. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
National Highway
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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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

This has been a very frustrating ordeal, in which my wife and baby nearly lost their lives!!!

U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov/ndi.htm



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and dial toll free at

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**