



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 100147

Date Received
OCT 16 AM 11:27
10-SEP-2003

Repository

Reference No.
10038592

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **TUJURGA** State **CA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of your signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date **9/26/03**

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTHX2RF3XEE7777

Make **FORD** Model **TAURUS PICK-UP** Model Year **1997**
Date Purchased **6-99** Dealer's Name and Telephone Number [REDACTED] Engine: **8** Fuel Type: **DIESEL**
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type **AUTO** Antilock Brakes Cruise Control Powertrain [REDACTED] Vehicle Component Code **190000 TIRES FIRESTONE**
Multiple Failure: **2**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **15-APR-2003** Failure Mileage **36000** Failure Speed **65 MPH** **TIRES**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **FIRESTONE** The Model (Name or Number) **STEEL TEK** Tire Size (Example P215/65R15) **265/75R16**
DOT No. (Example: DOTN15AB0005) **DW087X119-V-1000199** Original Equipment Prior Repair Failure Location: **SO UTAH**
Tire Component Code **190000 TIRES** The Failure Type **LOST TREAD**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] Reported to Police **N**

Narrative Description of Accident(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).

THE CONSUMER STATED ALL 4 TIRES CONTINUED HAD LOW AIR PRESSURE. AIR
While on vacation in So Utah my left rear tire lost all the tread but
did not lose any air. The next day my front right tire lost tread
and blew, while driving 65 mph pulling a 21' travel trailer.
A very scary ride. I could not even a very bad wreck.
My tires are rotated every 5000 miles and tire pressure is checked
often. These tires are 10 ply and I keep 72 PSI in the rear and
70 PSI in the front. They have never been off more than 2 PSI
anytime they have been checked. All the claims to fire stone
are told low PSI. This is not true.

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 be appropriate action to correct a safety defect. If the NHTSA proceeds with an administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

To whom it may concern,

While on vacation in So Utah with my Ford F250 and 22' travel trailer, on 6-28-03 my left rear tire lost all the tread, but no air was lost.

On 6-29-03 on the way home, I wanted a spare, so stopping in Cedar City, 4 stores and 3 hours later, I got a new 10 ply. which I put on the right rear. Now with two new 10 plys on the rear and a spare, good tread on the front we headed home.

South of St George, driving 65 mph tread started coming off the right front which blew at that time. We left the right lane as the right front dropped and went on the shoulder at the edge of the ditch, 200 feet later we came to a stop. Due to rim damage the R/F axle was 3" on the ground, two hours later with no spare, two of four tires losing tread, I did not feel good about the remaining two tires, so the last 400 miles we drove 45-50 mph home. These two tires I no longer use, you can have them also if you like.

I check my tire pressure monthly and always before a trip, I also rotate tires every 5000 miles.

P.S. IN 40 YEARS OF DRIVING
I HAVE NEVER HAD A
TIRE PROBLEM.

[REDACTED]
Tulung, CA [REDACTED]

TOJONGA CA
REF NO. 910635 - 910634

TO BENT LLC

I RECEIVED YOUR LETTER ON YOUR OPION OF
MY TIRE FAILURE. I DO NOT AGREE WITH YOUR
FINDINGS.

AS A DRIVER OF A 18 WHEEL TRUCK, I CHECK TIRES
3 AND 4 TIMES A DAY. ON MY PICKUP AND TRAILER
I ALWAYS CHECK TIRES BEFORE I GO ON A TRIP
AND ANY TIME I STOP, I DO A WALK AROUND.

FORD SAYS THE TIRE PRESSURE SHOULD BE 55 PSI
IN THE FRONT AND 70 PSI FOR THE REAR, I KEEP 72 PSI
IN THE REAR AND 70 PSI IN THE FRONT AND HAVE NEVER
BEEN OFF MORE THAN TWO PSI ON ANY TIRE ANYTIME.

THE LT 265/75/14 IS A 10 PLY TIRE, AT 80 PSI
THEY ARE RATED AT 3415 POUNDS OR 6830 POUNDS
PER AXLE, MY REAR AXLE IS 2400 POUNDS AND THE
TRAILER ADDS 500 POUNDS TO THAT AXLE WEIGHT

READING SOME RV PUBLICATIONS AND NHTSA, YOU
ON FIRESTONE TIRES YOUR PARALEGAL SEEMS TO HAVE
A FOREMAT LETTER.

[REDACTED]
Tujunga, CA [REDACTED]

Subject: Inspection Of Tire

Dear [REDACTED]

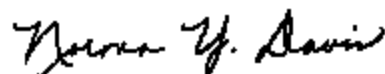
Our office has received your tire (STEELTEX RADIAL A/T, LT265/75R16 DOT No. VNW81XL149) and it has been inspected by our Technical Services Manager.

We have carefully inspected the tire. That inspection showed that this tire has been damaged by an impact while in service. While it is impossible to tell if the impact was with a pothole, object, curb or something else, the fact of a significant impact is revealed by rupture in the tire. That impact did not puncture the tire, but clearly damaged the steel belts. With continued use, the damage belts eventually ruptured and caused a rapid air loss which led to the subsequent damage. This is a frequent occurrence in tire failure as discussed in your tire manual. The tire failure did not result from a defect in either materials or workmanship.

While we regret that you have had this difficulty we must respectfully deny your request for compensation. You may consider turning this incident over to your vehicle insurance provider for their consideration and possible compensation.

If you would like your tire returned, please mail the attached tire return letter to Bridgestone/Firestone, Inc. within twenty-one (21) days from the date of this letter. If we have not heard from you within the twenty-one (21) day period, we will dispose of the tire.

Very truly your



Norma Y. Davis
Paralegal

Attachment

BFNT LLC

1102 Appleton
Nashville, Tennessee 37210

REF. No. 910635

7/21/2003

[REDACTED]
Tujunga, CA [REDACTED]

Subject: Inspection Of Tire

Dear [REDACTED]:

Our office has received your tire (STEELTEX RADIAL A/T, LT265/75R16 DOT No.VNW81XL159) and it has been inspected by our Technical Services Manager.

We have carefully inspected the tire. That inspection showed that this tire was operated for an unknown period of time with insufficient air pressure to carry the load. This insufficient air pressure condition is evidenced by discoloration of the rubber caused by the generation of heat and the deformation throughout the tire bead area. The tire failure did not result from a defect in either materials or workmanship.

While we regret that you have had this difficulty we must respectfully deny your request for compensation. You may consider turning this incident over to your vehicle insurance provider for their consideration and possible compensation.

If you would like your tire returned, please mail the attached tire return letter to Bridgestone/Firestone, Inc. within twenty-one (21) days from the date of this letter. If we have not heard from you within the twenty-one (21) day period, we will dispose of the tire.

Very truly your

Norma Y. Davis

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Paralegal

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INCIDENT REPORT 824760

Time and Place	Date of Incident	6-28-03 6-29-03	Time AM/PM	1400 1630	Exact Location Where Incident Occurred	NY, Coa - 84 UNIT I-15 SO ST BRD.			
	Vehicle Make	FORD	Year	1999	Model	P/U	Mileage	41000	
Customer Vehicle	Owner of Auto	[REDACTED]					Telephone Number		
	Address	[REDACTED]			City	TUJONGA	State	CA	
	Driver	[REDACTED]			Minor	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
	Address	[REDACTED]			City	TUJONGA	State	CA	
	Passenger (List All)	[REDACTED]			Minor	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
	Address	[REDACTED]			City	TUJONGA	State	CA	
	Vin Number	1FNAZL73XEE3M7		Trail Hitch?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		What is Towed?		22' TRAC TRL
Vehicle Usage	Recreational <input checked="" type="checkbox"/> Personal <input type="checkbox"/> Commercial <input type="checkbox"/>		Is this a motorhome or conversion van? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Has the vehicle been modified? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes? What is Model? If so, how?						
Property Damage to Customer's Car	Did the vehicle rollover? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		Was the vehicle involved in a crash? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		Damage to Customer Vehicle				
	R/F FENDER		L/R FENDER		Estimated Cost				
	1500		Have you submitted this to your insurance company? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>						
	Are you planning to submit this claim to insurance company? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>						Has your vehicle been repaired? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
	Customer Insurance Co. (Please include telephone number)						STATE FARM 515-790 1074		
Property Damage to Other Car (if applicable)	Was another Vehicle involved? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		Name and Address						
	Damage						Estimated Cost		
	Does Owner of Vehicle Have Insurance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		Covering Damages to Car? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		Covering Damages to Other Car? Yes <input type="checkbox"/> No <input type="checkbox"/>				
	Other Property Damage								
Injured Person	Was Anyone Injured? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>								
Nature of Injury									
Tire Data (if available)	Size-Type	265 75 14	Mileage on Tire	36000		DOT Number (10 or 11 digit # located on sidewall)	UNW8 121 159 UNW8 121 149	Position Mounted	R/F / L/R
	Description of Incident	See PAGE 2							
Signature of Customer	[REDACTED]					Date Signed			
					7-15-03				