

 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 100161 Date Received 2 SEP 12: 58 22-SEP-2003		Repository ☐ Reference No. 100-40307	
OWNER INFORMATION (Type or Print)						Daytime Telephone Number Evening Telephone Number	
Name Address City PACIFICA State CA Zip Code						E-mail Address	
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 10/06/03							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GBHG316111237069				Make CHEVROLET		Model EXPRESS	
Date Purchased 12/22/01		Dealer's Name and Telephone Number CRAWLEY'S RV		Engine: B.I.L. No. Cylinders 8 Cyl		Model Year 2002	
Original Owner ☒		Dealer's City MODESTO		State CA		Zip Code 95356	
Transmission Type AUTO-TRANS		☒ Antilock Brakes ☒ Cruise Control		Powertrain Vehicle Component Code 191000 TIRES:TREAD/BELT		Fuel Type: GAS	
				Multiple Failure: 1 2 HD TIMES			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Incident Date(s) 19-SEP-2003		Failure Mileage 18,715		Failure Speed 65 MPH		<i>tread separation as confirmed by David Jackson (State Manager) from Firestone store in Del Mar, Calif.</i>	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make FIRESTONE		Tire Model (Name or Number) FIRESTONE		Tire Size (Example P215/65R15) LT245/75R16			
DOT No. (Example: DOTM19ABC036) VN11A300 R 000011		☒ Original Equipment ☐ Prior Repair		Failure Location: DRIVER SIDE REAR			
Tire Component Code 191000 TIRES:TREAD/BELT				The 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 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).							
WHILE DRIVING VEHICLE STARTED TO VIBRATE. VEHICLE WAS TAKEN TO A DEALER, WHO FOUND THE LEFT REAR TIRE TREAD WAS SEPARATING. *AK <i>In addition in a more detailed report.</i> <i>On 10/02/03 we were driving @ 65 MPH on LA by way of Hwy 85 in San Jose, CA at around 7:15 AM we felt a vibration similar to the first accident that was reported to your office. I pulled over to check the tires and found the left rear tire was bobbling. We cautiously drove to a safe place and call for a tow truck for service.</i> <i>On 10/02/03 I took the car to Firestone dealership and requested to change all front(s) tires from Firestone to (one)</i>							
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 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.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

a bridge over fire. I insisted that I should not be charged for the cost of replacing the fire so I felt that it was a factory defect. But anyway, I was asked to pay a pro-rated warranty price. I paid with complaint.

ON ADDITIONAL SHEETS IF NECESSARY

U.S. DEPARTMENT
of Transportation

National Highway
Traffic Safety
Administration

400 7th St., S.W.
Washington, D.C. 20590

Penalty for Private Use \$300

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY
CONCERNS
OR
COMPLETE THE

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
... and your participation

RECEIVING PARTICULAR

To: Al Adams Fax: (925) 417-8818
From: [REDACTED] Date: 1/20/2003
Re: Per Tel. conversation Pages: 3 (including cover page)
CC: [Click here and type name]

☒ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Notes: Damaged tire was replaced by Firestone Tire & Service Centers here in Daly City prior to receiving the packet from BFNTT, LLC. Copy was sent to your office through the office Parker and Samsbury LLP. Notice in the receipt of the tire I have requested the Asst Manager to write down his findings with his initial. I have requested this for I have notice in the receipt it says that I have not requested for the inspection of the tire.

NOTE:

1ST
TIRE

REMOVED ON FILE
FOR OFFICE.

Facsimile Transmittal

To: JEFF

Fax: (213) 955-0018

From:

Date: 12/30/2002

Re: Filer # 900775

Pages: 10 (Ten)

CC: [\[Click here and type name\]](#)☒ Urgent☒ For Review☐ Please Comment☐ Please Reply☐ Please Recycle

Notice: Letter from BFNT, LLC came in after I have replaced damaged tire from Firestone Tire & Service Centers here in Daly City. Copy attached. Notice in the receipt of the tire I have requested the Asst Manager to write down his findings with his initial. I have requested this cause I have notice in the receipt it says that I have not requested for the inspection of the tire.

INCIDENT REPORT 821582

Time and Place	Date of Incident 11/28/02	Time AM/PM 9:15 AM	Exact Location Where Incident Occurred 1-5 GARDENADA, CA 96038	
Customer Vehicle	Vehicle Make CHEVY EXP	Year 2002	Model ROADTREK200	Mileage 10,553
	Owner of Auto			Telephone Number
	Address		City PACIFICA	State CA Zip Code
	Driver		Minor Yes ☐ No ☒	Telephone Number
	Address SAME AS ABOVE		City	State Zip Code
	Passenger (List All)		Minor Yes ☐ No ☐	Telephone Number
	Address		City	State Zip Code
	Vin Number 1G0AG31G111137069 Hitch? Yes ☒ No ☐ What is Towed?			
Vehicle Usage Recreational ☒ Personal ☐ Commercial ☐				
Is this a motorhome or conversion van? Yes ☒ No ☐ Has the vehicle been modified? Yes ☐ No ☐				
If Yes? What is Model? ROADTREK 200 If so, how?				
Property Damage to Customer's Car	Did the vehicle rollover? Yes ☐ No ☐ Was the vehicle involved in a crash? Yes ☐ No ☐			
	Damage to Customer Vehicle RR SIDE PANEL, WATER LINE UNDER REE. AIR VENT, CURB SENSOR			Estimated Cost \$2,762.17
	Have you submitted this to your insurance company? Yes ☐ No ☒			
	Are you planning to submit this claim to insurance company? Yes ☐ No ☒			
	Has your vehicle been repaired? Yes ☐ No ☒ DEDUCTIBLE AMOUNT \$			
	Customer Insurance Co. (Please include telephone number)			
Property Damage to Other Car (if applicable)	Was another Vehicle involved? Yes ☐ No ☒		Name and Address	
	Damage		Estimated Cost	
	Does Owner of Vehicle Have Insurance? Yes ☒ No ☐	Covering Damages to Car? Yes ☒ No ☐	Covering Damages to Other Car? Yes ☒ No ☐	
	Other Property Damage			
Injured Person	Was Anyone Injured? Yes ☐ No ☒			
Nature of Injury	NC			
Tire Data (if available)	Size-Type LT240/75R16	Mileage on Tire 10,553	DOT Number (10 or 11 digit # located on sidewall)	Position Mounted RR
Description of Incident	TREAD SEPERATION We were driving w/ cruise control set to 75MPH when vibration noise was noticed about 1-2 minutes then a loud vibration followed by a sound as if part of my rear end fell. We swayed but I managed to control the car.			
	Signature of Customer			
				Date Signed

PARKER • STANBURY LLP

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**444 SOUTH FLOWER STREET
NINETEENTH FLOOR
LOS ANGELES, CA 90071-2801**

TELEPHONE (213) 622-6124

FAX (213) 622-6206

E-MAIL: ls@pofstn.com

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January 14, 2003

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**HARRY D. PARKER (1981-1979)
RAYMOND E. STANBURY (1990-1998)**

**BFNT, LLC
1102 Appleton Drive
Nashville, TN 37210
Attn: Claim Department**

**Firestone Tire & Service Centers
No. 4 Serramonte Ctr.
Daly City, CA 94015
Attn: Warranty Department**

Dear Sir or Madam:

Re:

**2002 Chevy Exp, Roadtrek 2000
November 28, 2002 Incident
Ref. No. : 821582
Breach of Warranty & Fraud
Our File No. : 908775**

This letter is in reference to [REDACTED] purchase of Firestone Roadtrek 2000 tires from Firestone Tire & Service Centers ("Firestone"). [REDACTED] has consulted with this office regarding said purchase and has expressed concerns regarding the failure of your organizations to honor the warranty, and properly repair his vehicle that was damaged by the defective tires.

Specifically, November 28, 2002, [REDACTED]'s 2002 Chevrolet Chevy Express G3500 was damaged in the wheel well, panels, and various assemblies and lines when his Firestone tire shredded. [REDACTED] paid for the towing of the vehicle to Firestone only to discover that the cost of the new tires would not be covered under his existing tire warranty, even though the tires had been on the vehicle a relatively short amount of time. [REDACTED] has subsequently filed an incident report with BFNT, LLC regarding this matter, to no avail.

As you are aware, under relevant California law, misrepresentation or fraud constitutes valid grounds for rescission of contracts. If proven, the offending party may be exposed to liability for all damages resulting from the misrepresentation pursuant to misrepresentation or fraud

ORANGE COUNTY

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SANTA ANA 92701-7808
(714) 847-7103**

SAN BERNARDINO

**288 WEST SECOND STREET
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(909) 884-1288**

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SAN DIEGO 92108-8708
(619) 584-1288**

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SACRAMENTO 95825-4308
(916) 885-7481**

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ARIZONA 85012-2808
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ROSEMARY HERRILL

The attached letter was sent on your behalf under Title I of your Pro-Paid Legal Services plan. Please note we have asked the recipient to respond directly to you. If we receive a response to the enclosed letter, we will contact you and advise you of that response. Unless we are contacted by the other party, we will not be back in contact with you regarding this matter.

In the event that we receive no response or the response is unsatisfactory to you and you want to take other legal action, we can provide you with a referral under Title V of the Pro-Paid Legal Services plan. The referral attorney, if retained by you, will represent you at a discounted hourly rate. The cost of the referral attorney's service will vary, depending upon the nature and complexity of your particular legal matter.

If you would like to discuss a referral under Title V, please contact us at your convenience. We were happy to be of assistance to you!

ORANGE COUNTY
300 WEST SANTA ANA BOULEVARD
SANTA ANA 92701-7802

SAN BERNARDINO
305 WEST SECOND STREET
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(916) 888-7881

PHOENIX
3002 N. CENTRAL AVENUE
PHOENIX 85012-2802
(602) 622-6424

BFNT, LLC
Firestone Tire & Service Centers
January 14, 2003
Page 2

causes of action, as well as other penalties under the law. Two estimates for the cost to repair the vehicle have been enclosed for your review.

In light of the failure of your organizations to honor the terms of the warranty, and failure to properly repair [REDACTED]'s vehicle, he has suffered substantial financial damages, stress, and inconvenience. Accordingly, [REDACTED] seeks \$2,752.17 for the immediate repair of his vehicle; providing written confirmation of the same within fifteen (15) days of the date of this letter.

Please be advised that I have discussed with [REDACTED] his legal rights and your obligations in this matter. Should this letter fail to generate the proper response, [REDACTED] will have no option but to pursue any and all available legal remedies, including but not limited to, filing an appropriate lawsuit and complaints with all relative agencies.

Parker Stanbury, LLP has not been retained by [REDACTED] at this time, and any response must be in writing and directed to [REDACTED] Daly City, CA [REDACTED]

Very truly yours,

PARKER · STANBURY LLP

BY 

MATTHEW T. SALABEN

MTS:aw
Enclosure
cc: Alfred Jose

[REDACTED]
[REDACTED]
Pacific, CA
[REDACTED]
Home: [REDACTED]
Cell: [REDACTED]

May 19, 2003

To: Bridgestone/Firestone North American Tire
1102 Appleton Drive
Nashville, TN 37210

Re: Reference # 821562

Dear Sir/Madam:

Communication letter was sent to your Office dated January 14, 2003 by Parker - Stanbury LLP regarding my claim.

Today I spoke with Dough Lyons, informing me that my claim will not be process till you receive all the necessary documents together with tire in question.

The tire in question was replaced and disposed by Firestone Tire & Service here in Daly City prior to receiving the packet of instruction for claims. I immediately returned to the Firestone store to retrieve the tire. Patrik told me that the tire was taken away by the truck and there is no way for them to get it back.

Notice in the Retail Sale Form the Service Advisor, Patrik, made a comment of "TREAD CAME OFF NO VISUAL DAMAGE FROM ANY ROAD HAZARD."

Your immediate response within (15) days of the date of this letter is appreciated.

Very truly yours,
[REDACTED]

Pacific, CA

HM

CELL

September 29, 2003

Brawley's RV
5933 McHenry Ave., Modesto
CA 95356
Phone: (209) 521-0170 Fax: (209) 521-9436

Re: Claim Department

Dear Sir or Madam:

This was the first claim:

In December 22, 2001, I bought a new 2002 Roadtrek 200 in your dealership with 1,963 miles on it. (Chevy VIN ID# 1GBHG31G111137069)

Last November 28, 2002 while travelling on HWY 5 toward Washington State, the left rear tire tread of our Roadtrek separated and almost causes us to loose control of the vehicle and damaged the RV with an estimated amount of \$2,752.17 plus towing service. The accident mile odometer reading was 10,353 miles.

I have contacted Firestone about this but to no avail. The fact that I bought this vehicle from your dealership, I strongly believed that I have the legal right to claim all damages from my Roadtrek 200 to your dealership.

With this incident, I am also worried that not only this particular tire has manufacturer's defect but also to all other four tires that came with this vehicle.

Your immediate response within fifteen (15) days of the date of this letter is appreciated.

Sincerely,

Registered Owner

NOTE:

2-TIRE

September 29, 2003

Page 2

This is the second claim:

On September 19, 2003 we were driving in route toward Los Angeles by Hwy 85 in San Jose at approximately 7:55AM when we felt an unusual vibration similar to the first accident. I pull over and found out that the left rear tire started to bobble. We drove cautiously to a safe place and call the Tow Truck for service. The mileage of the tire was 18,715.

In the first letter above I have mentioned that these tires was defective that I fear it will happen again and I was right.

Your Dealership should get involved in this situation for you are as much liable together with Firestone Tire Company and the Home & Park RV.

Your immediate response within 15 days of the date of this letter is most appreciated.

Sincerely,


Registered owner

Cc: Parker - Sambury LLP

INCIDENT REPORT 827450

Time and Place	Date of Incident 9/19/03	Time 7:55 AM	Exact Location Where Incident Occurred HWY 85 SAN JOSE	
Customer Vehicle	Vehicle Make CHEVY	Year 2002	Model ROADTREK 200	Mileage 18715
	Owner of Auto			Telephone Number
	Address		City PACIFICA	State CA Zip Code
	Driver		Minor Yes ☐ No ☐	Telephone Number
	Address SAME		City	State Zip Code
	Passenger & Not At		Minor Yes ☒ No ☐	Telephone Number
	Address		City DALY CITY	State CA Zip Code
	VIN Number 1G8AGS1611137069		Title Held? Yes ☐ No ☒ What is Yours?	
	Vehicle Usage Recreational ☒ Personal ☐ Commercial ☐			
	Is this a motorcycle or conversion van? Yes ☒ No ☐ Has the vehicle been modified? Yes ☐ No ☐ If Yes? What is Model? ROADTREK 200 If so, how?			
Property Damage to Customer's Car	Did the vehicle rollover? Yes ☐ No ☒		Was the vehicle involved in a crash? Yes ☐ No ☒	
	Damage to Customer Vehicle NONE			Estimated Cost
	Have you submitted this to your insurance company? Yes ☐ No ☒			
	Are you planning to submit this claim to insurance company? Yes ☐ No ☒			
	Has your vehicle been repaired? Yes ☐ No ☒ DEDUCTIBLE AMOUNT \$			
Property Damage to Other Car (If applicable)	Customer Insurance Co. (Please include telephone number) AUTOMORE INS PLVS			
	Was another Vehicle Involved? Yes ☐ No ☒	Name and Address		
	Damage NONE			Estimated Cost
	Does Owner of Vehicle Have Insurance? Yes ☒ No ☐	Covering Damages to Car? Yes ☒ No ☐	Covering Damages to Other Car? Yes ☒ No ☐	
	Other Property Damage NONE			
Injured Person	Was Anyone Injured? Yes ☐ No ☒			
Nature of Injury				
Tire Data (If available)	Size-Type 285 78 67L TEX RAYAL 245 11 LT 245/75R16 TLBL	Mileage on Tire	DOT Number (10 or 11 digit # located on sidewall) VN1A30UE* 060011	Position Mounted LEFT REAR
Description of Incident	@ 65 MPH We were driving to LA by way of HWY 85 in San Jose, CA at around 7:55 AM we got a vibration similar to the first accident. I pull over to check the tire and found the left rear tire is bulging. We cautiously drove to a safe place and call Fire Truck for service. I would like to have all of my 5 tires be replaced by a new one preferably Bridgestone tire. This was the second incident and I fear the next one will be serious. I am enclosing the paper on the first accident. Firestone Manager, DC am enclosing the paper on the first accident. I would include some			

**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).**