



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received: 2/18/04 8:38
Repository:
Reference No.: 1005288

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LAGUNA HILLS State: CA Zip Code: [Redacted]
Home Telephone Number: [Redacted] E-mail Address: [Redacted]
Business 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 name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2/13/2004

VEHICLE INFORMATION

17 digit vehicle identification number Listed as: INXBR12E3YZ379315
Make: TOYOTA Model: COROLLA CE 2000
Year: 2000
Date Purchased: MAR. 6 2000 Dealer's Name and Telephone Number: TOY. TOWNE OF SIMI VALLEY
Original Owner: Dealer's City: SIMI VALLEY, CA 93065 State: CA Zip Code: 93065
Engine: 4 Fuel Type: GAS
Transmission Type: 4-SPEED AUTO MATR. ECT TRANS. Antilock Brakes: Powertrain: 1.8 LITER, 4-CYL. TWIN CAM 16 VALVE VTEC-E ENGINE
Cruise Control: Vehicle Component Code: FR 600-02 192000 TIRES: SIDEWALL 058645 R15MTS
Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s): 08-FEB-2004 2:08 Failure Mileage: 15,600 Failure Speed: 65 BLOW OUT TIRE RIGHT REAR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FIRESTONE Firestone Tire Model (Name or Number): FIRESTONE 058645 FR + FR 600-02 Tire Size (Example P215/65R15): P175/65R14 P175/65R14 P15MTS
DOT No. (Example: DOTM1A8BC036): EXRM12618-2 Original Equipment: Prior Repair: Failure Location: RIGHT REAR
Tire Component Code: 058645 P175/65R14 815, MTS Tire Failure Type: RADIAL

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 or detail the accident(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).

CONSUMER PURCHASED VEHICLE IN MARCH 2000. WHILE TRAVELING ON THE FREEWAY THERE WAS A TIRE BLOWOUT, CAUSING THE VEHICLE TO GO INTO A SPIN, AND CONSUMER TEMPORARILY LOST CONTROL OF VEHICLE. FIRESTONE TIRE, SIZE P175/65R14. CONSUMER TOOK THE TIRE TO A FIRESTONE DEALER, WHO TOLD HIM TO TAKE IT TO A TOYOTA DEALER. THEN HE WAS TOLD THAT THE TIRE WAS DRY ROT, HE WAS NOT GIVEN ANOTHER TIRE, BUT HAD TO BUY A TIRE. *AK I WAS DRIVING @ 45 MPH IN THE DIAMOND LANE (which is the closest lane to the center divider) of the 405 freeway, northbound. There is approximately 6 lanes of traffic just north of Beach Blvd. exit at this point, suddenly there was a loud noise & my car swerved to the right and spun around but across 2 or 3 lanes and around back across into the diamond lane again. My left front bumper hitting into and moving off the center divider, scraping it and slipping. Luckily the traffic to my left slowed & stopped alerting the other cars and came to my assistance.

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.



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

400 Seventh Street, S.W.
Washington, D.C. 20580

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

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

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

DTCE 9121 0000 DTCE E00L

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$ 1.60
Certified Fee	2.30
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 4.05

Postage: Paid

Postmark: [Stamp]

Send To: BRIDGESTONE/FIRESTONE NORTH AMER. TRAE LLC
 Street, Apt. No. or PO Box No. 1102 APPLETON DR.
 City, State, ZIP+4: NASHVILLE TN 37210

PS Form 3811, June 2004 See Back for Instructions

Shipment Receipt: Page #1 of

THIS IS NOT A SHIPPING LABEL. PLEASE SAVE FOR YOUR RECORDS.

SHIP DATE: Mon, Mar 8, 2004
 SHIPMENT INFORMATION:
 UPS Ground Residential
 17.52Lbs/30Lbs Billed (05)
 Customer Packed: 21"X23"X10"

EXPECTED DELIVERY DATE:
 FRI, MAR 12, 2004 EDD

SHIP FROM:
 [Redacted]
 City: LAUREL HILLS, CA

CarrierTrk#: [Redacted]
 ShipmentID: [Redacted]
 Reference1: - -
 Reference2: - -

SHIP TO:
 RENT, LLC
 1102 APPLETON DR
 NASHVILLE TN 37210-3705
 Residential

DESCRIPTION OF GOODS:
 ..

SHIPMENT CHARGES:
 Ground Residential \$28.1
 Service Options \$8.1

SHIPPED THROUGH:
 THE UPS STORE #0115
 LAUREL HILLS, CA 92053
 (949) 955-8544

Total \$36.2

COMPLETE UP TO 24 HOURS TRACKING INFORMATION:
 Visit www.usps.com or use the following URL in your web browser to view tracking information:
<http://www.usps.com/Tracking> (select Tracking, then enter Tracking #)
 or call 1-800-457-7878 (select 4 for Tracking Information)

QUESTIONS ABOUT YOUR SHIPMENT?
 Contact the SHIPMENT ASSISTANT, listed above.

ShipmentID: 99001061J72FV



Printed by 1041p(44)
 03/08/2004 05:11 PM Pacific Time

Andy Fu
 Service Director

IRVINE TOYOTA

COMPLETELY SATISFIED

9101 Research Drive
 Irvine, California 92618
 (949) 768-0688
 FAX (949) 770-0612

REP
 TOM WOODS

2. Article Number
 (Transfer from previous label)
 PS Form 3811, August 2001

7003 3110 0000 1716 3210
 Domestic Return Receipt

1. Article Addressed to:
 BRIDGESTONE/FIRESTONE
 NORTH AMERICAN TRAE LLC
 1102 APPLETON DR.
 NASHVILLE, TN 37210

- Complete forms 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Put your return label address on the reverse so that we can return the good to you.
- Attach the card to the back of the package, or on the inside space permits.

A. Signature
 X *Frank Sp...* Agent

B. Received by (Printed Name) _____

C. Date of Delivery _____

D. Is delivery address different from form 1? (Print "Y" or "N") Yes No
 If YES, enter delivery address below: _____

E. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail COD
 Restricted Delivery/ Extra Fee Yes

[REDACTED]
Laguna Hills, CA [REDACTED]

Subject: Inspection Of Tire

Dear [REDACTED]

Our office has received your tire (FR680-02, P175/65R14 DOT No.) 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. That insufficient air pressure condition is evidenced by the tattered sidewalls and the melted innerliner, and was the cause of the subsequent damage. 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 reserve the right to dispose of the tire.

TO THIS DATE
APR. 12, 2004
TIRE HAS NOT BEEN
RETURNED TO ME

Very truly yours,

Norma Y. Davis

Norma Y. Davis
Paralegal

1-800-356-4644

CALLED 3/24/04 1:00 P.M.

TALKED TO DOUG LYON ABOUT
NO DOT # IN YOUR LETTER.
HE SUGGESTED I GO TO ANOTHER
FIRESTONE STORE & HAVE THEM
EXAMINE OTHER 3 TIRES ON
CAR. WHICH I WILL DO.

Attachment

ALSO SENDING COPIES OF LETTERS
I RECEIVED FROM YOU, TO U.S.
DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC ADMINISTRATION
400 SEVENTH ST. S.W
WASHINGTON DC. 20590

P.S. ALSO COPIES OF PAPERS I SENT
TO YOU WITH ESTIMATES & INCIDENT
OF TIRE FAILURE. THANK YOU

3/12/2004

[REDACTED]
Laguna Hills, CA [REDACTED]

Subject: Inspection Of Tire

Dear [REDACTED]

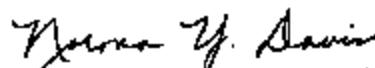
Our office has received your tire (FR680-02, P175/65R14 DOT No.) and it has been inspected by our Technical Services Manager.

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. That insufficient air pressure condition is evidenced by the tattered sidewalls and the melted innerliner, and was the cause of the subsequent damage. The tire failure did not result from a defect in either materials or workmanship.

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Very truly yours,



Norma Y. Davis
Paralegal

Attachment

REF. No. 912956

Bridgestone/Firestone North American Tire, LLC
1102 Appleton Drive
Nashville, TN 37210
Attention: Legal Department

Re: Tire Return

Dear Sirs:

Please return my tire.(FR680-02, P175/65R14
DOT No.) referred to in your letter dated, 3/12/2004.

I am requesting the tire be shipped freight collect to the address shown below,
and agree to pay the shipping cost upon arrival:
(Please state a street address; we cannot ship to P.O. Boxes)

Name:

Address:

Laguna Hills, CA

OR (if address is different than above)

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Signature: _____ Date: _____

On or after 4/2/2004 your tire may be scrapped.

RECEIVED
WITH THIS
BOOK & LETTER

Effective January 2002

and Associate Brands

DAYTON

UNIFLOT



**Tire Limited
Warranty**

Inflate. Rotate. Evaluate.

*How to maintain
your tires*



DT102 2.0:0402

012E 9121T 0000 012E 6002

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

Postage	\$.60
Certified Fee	2.30
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$ 4.65



SHIP TO:
BRIDGE STONE/FIRESTONE NORTH AMER. TIRE LLC
 Street, Apt. No.,
 or PO Box No. **1102 APPLETON DR.**
 City, State, ZIP+4
NASHVILLE TN 37210

Shipment Receipt: Page #1 of

THIS IS NOT A SHIPPING LABEL PLEASE SAVE FOR YOUR RECORDS

SHIP DATE:
Mon, Mar 8, 2004

SHIPMENT INFORMATION:
 UPS Ground Residential
 17.52Lbs/30Lbs Billed (05)
 Customer Packed: 21"x21"x16"

EXPECTED DELIVERY DATE:
FRI, MAR 12, 2004 600

SHIP FROM:
 [Redacted]
 Laguna Hills, CA [Redacted]

CarrierID: [Redacted]
 ShipmentID: [Redacted]
 Reference1: - -
 Reference2: - -

SHIP TO:
 BENT, LLC
 1102 APPLETON DR
 NASHVILLE TN 37210-3705
 Residential

DESCRIPTION OF GOODS:
..

SHIPMENT CHARGES:
 Ground Residential \$29.1
 Service Options \$8.1

SHIPPED THROUGH:
 THE UPS STORE 80115
 LAGUNA HILLS, CA 92653
 (949) 858-8544

Total \$38.1

COMPLETE ON THE SHIPMENT TRACKING INFORMATION.
 Enter any of the following addresses in your web browser to view tracking
 information:
 1. www.usps.com (select Tracking, Web, enter Tracking #)
 2. www.ups.com (select Tracking, Track Order Tracking #)
 3. www.ups.com (select Tracking, Track Order Tracking #)
 QUESTIONS ABOUT THIS SHIPMENT?
 Contact the SHIPPED THROUGH Facility listed above.



Processed by (Shipper):
 03/08/2004 01:11 PM MEXAFAN TARR

Andy Fu
 Service Director

IRVINE TOYOTA

COMPLETELY SATISFIED
 9101 Research Drive
 Irvine, California 92618
 (949) 768-0688
 FAX (949) 770-0612

*TOYOTA
 REP
 TOM WOODS*

2. Article Number
 (Enter your meter #) 7003 3110 0000 1746 3210
 03/08/2004 01:11 August 2001
 03/08/2004 01:11 August 2001

1. Addressed to:
**BRIDGE STONE/FIRESTONE
 NORTH AMERICAN TIRE LLC
 1102 APPLETON DR.
 NASHVILLE, TN 37210**

- SENDER'S CHECKLIST (SEE INSTRUCTIONS)
- Complete parts 1, 2, and 3. Also complete part 4 if Restricted Delivery is desired.
 - Print your name and address on the reverse so that we can return the card to you.
 - Attach the card to the back of the mailpiece, or on the reverse panel.

3. Sender's Name

4. Restricted Delivery

5. Signature

6. Restricted Delivery

7. Restricted Delivery

INCIDENT REPORT 829443

Time and Place	Date of Incident FEB 8, 2004	Time AM/PM 11:15 - 11:30 AM	Exact Location Where Incident Occurred 405 FRESH N. CO. RD DIAMOND BLVD. N. OF BEACH BLVD. EXIT	
	Vehicle Make TOYOTA	Year 2000	Model 4DR CE COROLLA	Mileage 15,600
Customer Vehicle	City [REDACTED]	State CA	Zip Code [REDACTED]	
	City LAGUNA WOODS	State CA	Telephone Number [REDACTED]	
	City LAGUNA WOODS	State CA	Telephone Number [REDACTED]	
	City LAGUNA WOODS	State CA	Telephone Number [REDACTED]	
	City LAGUNA WOODS	State CA	Telephone Number [REDACTED]	
	City LAGUNA WOODS	State CA	Telephone Number [REDACTED]	
VIN Number 1NXBR12E3YZ What is Towed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
Vehicle Usage Recreational <input type="checkbox"/> Personal <input checked="" 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"/>				
Did the vehicle rollover? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Was the vehicle involved in a crash? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>				
Damage to Customer Vehicle LEFT FRONT SUSPENSION ASSEMBLY + RIGHT REAR BUMPER END CHILL Estimated Cost 1053.33				
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 checked="" type="checkbox"/> No <input type="checkbox"/> AMOUNT \$ 700.00 + WHEEL (CLEAN) 15.00 + TIRE 40.00 = \$755.00				
Customer Insurance Co. (Please include telephone number) [REDACTED]				
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 type="checkbox"/> No <input type="checkbox"/>	Covering Damages to Car? Yes <input 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 052L45 FIRESTONE P175/65R14-81S RADIAL MS	Mileage on Tire 15600	DOT Number (10 or 11 digit # located on sidewall) USA EX 8M 12618-2	Position Mounted RIGHT REAR
Description of Incident	<p>I was driving @ 65-70 MPH in the Diamond Lane (which is the closest lane to the center divider of the 405 freeway) north bound. There is approximately 6 lanes of traffic just north of Beach Blvd exit. At this point, suddenly there was a head on collision + my car swerved to the right and spun out across 2 or 3 lanes and around + back across into the diamond lane. My left front bumper hitting into and crossing off the center divider scraping it and stopping. Luckily the traffic to my rear slowed + stopped, alerting the other cars + coming to my assistance.</p>			
Signature of Customer	Date Signed 3/4/04			

BFNT, LLC
1102 Appleton Drive
Nashville, TN 37210

2/19/2004

[REDACTED]
LAGUNA HILLS, CA [REDACTED]

Ref #: 829443

In response to your phone call regarding the situation you experienced with your tire, listed below are the items that are required to process your claim for consideration:

1. Complete and sign the enclosed Incident Report.
2. Two estimates for the repair of your vehicle from a repair facility you would use. Photos of the damage are helpful, and can also be sent with the estimates.
3. A copy of the replacement tire invoice and a legible shipping cost receipt.
4. Also, the tire that caused the damage must be shipped to us prepaid.

Upon receipt of all of the above items, we will advise you in writing of our decision, usually within 30 days. Please make a copy of the paperwork, estimates and receipts for your own files.

The tire that caused the alleged property damage to your vehicle must be shipped **freight prepaid** to the address shown on the enclosed shipping label. Your shipping cost will vary depending upon the shipment method you use. For reference, UPS, Ground Service, will cost about \$15 - \$30 for a passenger car tire. The freight company may require that you package the tire in a box for shipment. If we conclude that the claim should be accepted after we examine the tire, we will reimburse you for the cost of shipping the tire to us. If we conclude that the claim is denied and you request that your tire be returned after the inspection, it will be shipped by us **freight collect**. The estimated freight collect shipping cost is about \$30.

See the attached "Help Us Help You" for details regarding the process and instructions for Shipping Your Tire And The Requested Paperwork.

Following the included instructions and using the enclosed materials will expedite our review process.

Please keep in mind that any tire, no matter how well constructed, may fail in use as a result of punctures, impact damage, improper inflation, overloading, or other conditions resulting from use or misuse for which we are not responsible. Many of the submitted tires we receive failed for one of these reasons above and the claims are accordingly denied for payment.

Thank you for your cooperation. If you have any questions, please feel free to contact us at 1-800-356-4644.

HELP US HELP YOU

HELPFUL INSTRUCTIONS FOR STARTING THE TIRE REVIEW PROCESS

NO TIRE, NO CONSIDERATION: In order to substantiate that our tire was responsible for the alleged damage to your vehicle, we must have the tire for examination. Bridgestone/Firestone cannot begin the review process without a tire.

INCIDENT REPORT: Please complete the "Incident Report" as completely as possible. We cannot start the review process without this vital information. If there are minors involved, please list parents or guardian names as well. It is very important that the vehicle owner signs the completed incident report. If we do not receive a completed and signed Incident Report with the correct VIN number, Date of Incident, verification of no injury, and all other pertinent information, the review process can not start and the Incident Report will be returned to you for completion. This will delay the review process.

INJURIES: We take injuries of any kind very seriously. Therefore if injuries are claimed at any point in the process, we will forward your claim and all materials received, to our legal department in Akron, OH, for your protection. At that point your initial contact person will not have any additional information concerning the review, therefore all inquiries should be directed to the legal department in Akron. Attn: Legal Dept. 1200 Firestone Parkway, Akron, OH 44317. Their telephone numbers are (330) 379-6057 or (330) 379-6549.

ESTIMATES: Please send us two (2) legible estimates from body shops you would like to use. We will send these estimates to an auditing bureau for review, and will most likely choose the lower of the two estimates or the revised estimate. Be sure the body shop includes the vehicle VIN number.

INSURANCE COMPANY: If your insurance company is used, your compensation, if upheld, will be your deductible, the tire adjustment amount, your shipping cost, and any approved miscellaneous costs. We must receive receipts for the above items (except the tire adjustment) in order for them to be considered for reimbursement. If you are the insurance company representative, all of the requested materials and tire must be submitted together.

SHIPPING THE TIRE AND PAPERWORK: Please send all requested paperwork and the tire together. Sending partial packages will only delay the review process. Sending the tire and the paperwork together is the only way to ensure that all of the requested items are received at the same time for timely processing. If you ship the tire in a box, please place the address label that we sent to you on the outside of the box, and be sure to put the paperwork inside the box firmly attached to the tire.

SHIPPING TAG ATTACHMENT FOR TIRE: We have included a pre-addressed shipping tag with reinforced eyelets that must be secured to the outside of the box or to the tire by rope or wire.

SHIPPING "POUCH": The enclosed plastic pouch with the adhesive backing is to be used for enclosing all documents. The backing should be removed and the pouch should be firmly attached to the tire.

Ref: 829443



STANDARD

LIMITED WARRANTY
BRIDGESTONE
Firestone
PASSENGER and
LIGHT TRUCK TIRES

Congratulations on your new purchase! Your new vehicle is a reflection of the latest technology standards in the industry, right down to your tires. Bridgestone/Firestone, Inc., and your vehicle manufacturer have taken great care to provide you with the optimal combination of vehicle dynamics and tire attributes. The tires for your vehicle have been engineered and "tuned" to the unique handling and suspension system characteristics of your vehicle.

ELIGIBILITY

You are covered under the terms of this warranty for any new Bridgestone or Firestone brand passenger, temporary spare or light truck tire bearing the Bridgestone or Firestone name and Department of Transportation (DOT) assigned identification number, produced after July 3, 1994 (274) if your tire has been used only on the vehicle on which it was originally installed in non-commercial service.

WHAT THIS WARRANTY COVERS
AND FOR HOW LONG

If, (i) before wearing down to 2/32nds of an inch of tread depth remaining (i.e., worn down to the top of the built-in indicators in the tread grooves), (ii) before 6 years from date of purchase (proof of purchase required), or if this is not known, then 6 years from the date of manufacture, any Bridgestone or Firestone tire covered by this warranty becomes unusable for any reason within the manufacturer's control, such tire will be replaced with an equivalent Bridgestone or Firestone tire as described on the next pages.

1

MECHANICAL & PERFORMANCE

- 1.8 LITER, 4 CYLINDER, TWIN-CAM, 16 VALVE, VVT-I, EFI ENGINE
- FRONT WHEEL DRIVE
- 4-SPEED AUTOMATIC ECT TRANS
- POWER RACK AND PINION STEERING
- FRONT DISC/REAR DRUM BRAKES
- 4-WHEEL INDEPENDENT SUSPENSION
- FRONT & REAR STABILIZER BARS
- 175/65R14 RADIAL TIRES

SAFETY

- DRIVER/PASSENGER AIR BAG (SRS)
- FRONT SEAT BELT PRETENSIONERS & FORCE LIMITERS
- REAR CENTER SHOULDER BELT
- CHILD PROTECTOR RR DOOR LOCKS
- SIDE IMPACT DOOR BEAMS

EXTERIOR

- FULL WHEEL COVERS
- MULTI-REFLEC HALOGEN HEADLAMPS
- DAYTIME RUNNING LIGHTS
- AUTO ON/OFF HEADLAMPS W/

Compare this vehicle to others in the FRE

CITY MPG

29



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

- 24 and 34 mpg in the city, and between
- 31 and 43 mpg on the highway.

2000 MY
 1.8 LITE
 ENGINE,
 AUTOMATI
 TRANSMIS

Estimated

DEALER NAME/ADDRESS: SHIP TO:

TOY. TOWN OF SIMI VALLEY
 2380 FIRST STREET
 SIMI VALLEY CA93065

TOYOTA

FEATURES

- MANUAL OVERRIDE
- DUAL BLACK REMOTE O/S MIRRORS
- COLOR-KEYED BUMPERS
- BLK PROTECT BODYSIDE MOLDING
- TINTED GLASS
- COMFORT & CONVENIENCE
- CE FABRIC FRONT BUCKET SEATS
- 60/40 SPLIT FOLD-DOWN RR SEAT
- SEPARATE REAR SEAT HEADRESTS
- INTERMITTENT WINDSHIELD WIPERS
- W/WASHER LINK
- FULL CARPET / FABRIC HEADLINER
- FULLY LINED TRUNK
- CTR CONSOLE W/SUNGLASS HOLDER
- PASSENGER ASSIST GRIPS
- FRONT DUAL CUPHOLDERS
- REAR SEAT CUPHOLDER
- DIGITAL CLOCK/TILT WHEEL
- DLX AM/FM ETR/CASS W/4 SPKRS
- REMOTE TRUNK/HOOD/FUEL LID RELEASES
- REAR WINDOW DEFOGGER

FUEL ECONOMY GUIDE available at the dealer.



HIGHWAY MPG

37

COROLLA, 4-CYL...
DISP., DOHC
FI, 4-SPEED
ECT
ION.

For Comparison Shopping,
all vehicles classified as

COMPACT

have been issued
mpg ratings
ranging from

15 to 42 mpg city
and

21 to 49 mpg
highway.

Annual Fuel Cost:
\$62

PORT/PLANT: NUMMI, FREMONT, CA

04117

Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service, license, license and title fees, applicable federal, state local taxes and dealer and distributor installed options and accessories are not included in the manufacturer's suggested retail price.

COROLLA CE 4 DOOR SEDAN

VIN: 1NXBR12E3YZ379315 MODEL/YEAR: 1722A/2000
COLOR: SILVER STREAM OPAL. /GRAY (01C4/10)

MANUFACTURER'S SUGGESTED RETAIL PRICE \$13,908.00
OPTIONAL EQUIPMENT

FE 50 STATE EMISSIONS	
VP VALUE PACKAGE INCLUDES:	1,590.00
CFC-FREE AIR CONDITIONING,	
POWER WINDOWS/DOOR LOCKS	
CF. CARPET FLOOR MATS	76.00
GF. FULL TANK OF FUEL	

Remote Start Syst. + door lock

DESTINATION CHARGE 455.00

SUB-TOTAL BEFORE DISCOUNT \$16,029.00

EXTRA VALUE PACKAGE
MSRP DISCOUNT -\$500.00

TOTAL \$15,529.00

TOYOTA'S LIMITED WARRANTY PROVIDES 36 MONTH/36,000 MILE COMPREHENSIVE COVERAGE, 6 YEAR/60,000 MILE POWERTRAIN COVERAGE, PLUS 6 YEAR BODY PANEL CORROSION PERFORMANCE WARRANTY. SEE OWNER'S GUIDE FOR DETAILS.

An extended service contract may be available for this vehicle. Ask dealer for details.

379315 705



194



[REDACTED]

LAGUNA HILLS, CA

[REDACTED]



F29443

BFNT, LLC
1102 Appletan
Nashville, TN 37210

TIED TO
TIRE SENT
TO FIRESTONE
FOR INSPECTION
ON MAR. 8, 2004
UPS



02/10/2004 at 11:30 AM
42678

Job Number:

POWER COLLISION CENTER
License [REDACTED]
POWER COLLISION CENTER CAD98144971
23532 COMMERCE CENTER DRIVE
LAGUNA HILLS,, CA 92653
(949)586-0400 Fax: (949)586-2080

PRELIMINARY ESTIMATE

Written by: ARMONDO RIVERA #
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]

Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2000 TOYO COROLLA CE 4-1.8L-FI 4D SED SILVER Int:

VIN: 1NKBR12E3YZ379315 Lic:

Prod Date:

Odometer:

Rear Defogger	Tilt Wheel	Intermittent Wipers
Body Side Moldings	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Driver Air Bag
Passenger Air Bag	Cloth Seats	Bucket Seats

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#	Repl	FRT COVER	1	275.00	2.0	3.0
2#	Rpr	R&I REAR COVER			2.0	
3#	Rpr	REAR COVER			3.0	3.0
4#	Refn	CLEAR COAT				1.8
5#	Rpr	BUFF			2.0	
Subtotals ==>				275.00	9.0	7.0

Parts		275.00
Body Labor	9.0 hrs @ \$ 36.00/hr	324.00
Paint Labor	7.0 hrs @ \$ 36.00/hr	252.00
Paint Supplies	7.0 hrs @ \$ 24.00/hr	168.00

SUBTOTAL		\$ 1019.00
Sales Tax	\$ 443.00 @ 7.7500%	34.33
GRAND TOTAL		\$ 1053.33

PRELIMINARY ESTIMATE
2000 TOYO COROLLA CE 4-1.8L-FI 4D SED SILVER Int:

ADJUSTMENTS:	
Deductible	0.00

CUSTOMER PAY	\$ 0.00
INSURANCE PAY	\$ 1053.33

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION. AND DOES NOT COVER ADDITIONAL PARTS WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY, AFTER WORK HAS STARTED, WORN BROKEN OR DAMAGED PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON FIRST INSPECTION. QUOTES ON PARTS & LABOR ARE SUBJECT TO CHANGE.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: MOTOR ABBREVIATIONS/SYMBOLS: D-DISCONTINUED PART A-APPROXIMATE PRICE LABOR TYPES: B-BODY LABOR D-DIAGNOSTIC E-ELECTRICAL F-FRAME G-GLASS M-MECHANICAL P-PAINT LABOR S-STRUCTURAL T-TAXED MISCELLANEOUS X-NON TAXED MISCELLANEOUS PATHWAYS: ADJ-ADJACENT ALGN=ALIGN A/M-AFTERMARKET BLND-BLEND CAPA-CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R-DISCONNECT AND RECONNECT EST-ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC-MISCELLANEOUS NAGS-NATIONAL AUTO GLASS SPECIFICATIONS NON-ADJ=NON ADJACENT O/H-OVERHAUL OP-OPERATION NO-LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFIN=REFINISH REPL=REPLACE R&I-REMOVE AND INSTALL R&R-REMOVE AND REPLACE RPR=REPAIR RT-RIGHT SECT-SECTION SUBL-SUBLET LT-LEFT W/O=WITHOUT W/_=WITH/_ SYMBOLS: #-MANUAL LINE ENTRY *-OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED] **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE. MQVP-MANUFACTURER'S QUALIFICATION AND VALIDATION PROGRAM.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARMS426 Database Date 1/2004 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (-) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKO, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate usual entries.

23532 Commerce Center Drive
Laguna Hills, CA 92653
949-588-0400

PowerO. Collision Center - Irvine VEHICLE CHECK IN REPORT

BAR# AK-140009
EPA# CAD 981448713

No. [REDACTED]		Date <u>2/10/04</u>		Adjuster																		
Add. [REDACTED]		City <u>LAGUNA WOODS, CA</u>		Zip Code [REDACTED]																		
Business Phone [REDACTED]		[REDACTED]																				
Year <u>2000</u>	Make <u>TOYOTA</u>	Model <u>COROLLA</u>	Color <u>SILVER</u>	[REDACTED]																		
Odometer <u>15,600</u>	VIN	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Production Date <u>2000</u>

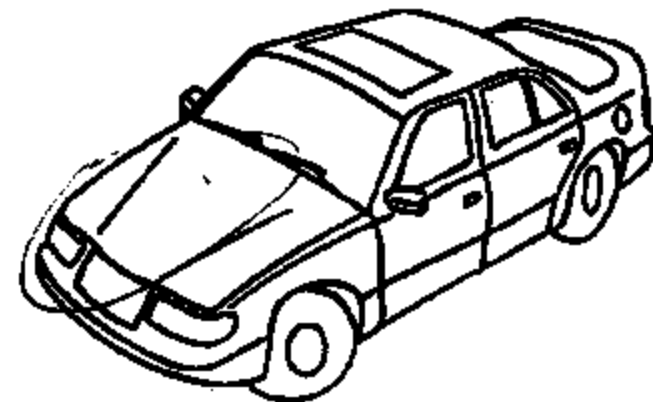
INSURANCE INFORMATION

COMPANY:

CLAIM #


CLAIMANT INSURED

EXTERIOR CONDITION



NO 3RD PARTY CHECKS ACCEPTED

NOTES:



TEAR DOWN & INSPECT FOR ESTIMATE ONLY \$ _____

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. PLEASE READ REVERSE SIDE, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIVED X _____

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said POWER COLLISION CENTER IRVINE, insured's power of attorney to sign or endorse any checks and or drafts made payable to insured, and any release thereon, as settlement for insured's claim for damages to the above described automobile.

X _____ X _____
(DATE) (INITIALS)

IT IS POWER COLLISION CENTER IRVINE'S POLICY THAT ALL PERSONAL BELONGINGS ARE TO BE REMOVED FROM YOUR VEHICLE. PLEASE ACKNOWLEDGE WITH YOUR SIGNATURE THAT THIS RELEASES POWER COLLISION CENTER IRVINE OF ANY RESPONSIBILITY FOR ANY SUCH _____

X _____
CUSTOMER SIGNATURE DATE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS NOTIFIED OTHERWISE PRIOR TO START OF REPAIRS.

LIMITED WARRANTY
We guarantee our paint work for 3 years, body work as long as you own your vehicle. If our repair or replace or replacements fall in normal service within that period, we'll fix it free of charge.

NO GUARANTEE OF PLST WORK

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORMS IT TO BE CHARGED ON ACCOUNT.

ARRANGEMENT FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE.

**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).**