



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 100079

Date Received

2004 JAN -4 AM 5:47
26-MAR-2004

Repository ☐

Reference No.
10085026

OWNER INFORMATION (Type or Print)

Name

Address

City LANCASTER

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

Signature of Owner

VEHICLE INFORMATION

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

Make

DODGE

Model

RAM 2500

Model Year

1998

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders:

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

190000 TIRES

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-MAR-2004

Failure Mileage

4450 55000

Failure Speed

60-65

TIRES HAD 17000 ON FIRST Failure

TIRE 17000-19000

19000 ON Second Failure 60,000 mi TIRES

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

HERCULES

Tire Model (Name or Number)

HERCULES TERRA TRACK R123

Tire Size (Example P215/65R16)

LT245/75R16

DOT No. (Example: DOTM18ABC036)

UPR HVS1601

☐ Original Equipment

☐ Prior Repair

Failure Location:

1st Failure R FRONT 2nd Left Rear

Tire Component Code

191000 TIRES:TREAD/BELT

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

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).

WHILE TRAVELING ON THE HIGHWAY ON JANUARY 23, 2004. AT APPROXIMATELY 60 MPH TREAD ON THE FRONT PASSENGER SIDE TIRE SEPARATED, RESULTING IN COMPLETE DESTRUCTION OF THE TIRE. ON MARCH 23, 2004 WHILE DRIVING AT THE SAME SPEED TREAD ON REAR DRIVER SIDE TIRE SEPARATED, RESULTING IN TIRE FAILURE. HERCULES, TERRA TRACK, R123, LT245/75R16, THE TIRES HAD ONLY 17,000 MILES ON THEM. *AK

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.

4/313

CLAIM REPORT

COOPER FILE NO. (FROM OUR LETTER) L 2004-01-0106

1st Failure #1 Right

Customer and Vehicle Information	Vehicle Make	1998 DODGE		Model	RAM 2500		Year	1998		Mileage	52949		
	Owner of Auto	[REDACTED]						Phone Number [REDACTED]					
	Address	[REDACTED]				City	LANCASTER		State	CA		Zip Code	[REDACTED]
	Driver (if other than owner)	[REDACTED]						Phone Number [REDACTED]					
	Address	[REDACTED]				City	[REDACTED]		State	[REDACTED]		Zip Code	[REDACTED]
	Hauling or Towing?	Yes ☐ No ☒		If Yes, please describe:									
	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?		If so, how?										
	Did the vehicle rollover?	Yes ☐ No ☒		Was the vehicle involved in a crash? Yes ☐ No ☒									
Damage to Vehicle	Description of damage to vehicle										Estimated Cost		
	PLASTIC ON RIGHT SIDE OF BUMPER Right Fender & DOOR *PLASTIC UNDER Fender										\$ 2200.00		
	*Have you submitted this to your insurance company? Yes ☐ No ☒												
	*Are you planning to submit this claim to your insurance? Yes ☐ No ☒												
	*Has your vehicle been repaired? Yes ☐ No ☒										*DEDUCTIBLE AMOUNT \$ 250		
*Name & address of insurance company GMAC													
Injuries	Was anyone injured? Yes ☐ No ☒		If yes, to what extent?										
Tire Data (if available)	Size/Type	24575 R16 LT		Mileage on tire	16071		DOT Number (10 or 11 digit # located on sidewall)			Position mounted			
Description of Incident	Date of Incident:		State where incident occurred:										
	Jan 23 2004		CA										
	NO WARNING AT ALL Truck just jerked and pulled to Right, we saw rubber fly up over Right Fender. When we got off FWY the tire was still inflated BUT THE TREAD IN THE CENTR. OF TIRE WAS GONE. ALL THE WAY AROUND												

*Please note that we cannot offer consideration for your claim unless these questions are answered clearly. We will not contact your insurance company about this incident for any reason without your permission.

**We cannot offer reimbursement for incidental costs such as loss of time, vehicle rentals, etc...



COOPER TIRE

COOPER TIRE & RUBBER COMPANY
701 LIMA AVE. • FINDLAY, OH 45840-2315 • (419) 423-1321 • www.coopertire.com

March 5, 2004

[REDACTED]
Lancaster, CA [REDACTED]

Dear [REDACTED]:

Our File #: L-2004-01-0108

As per our conversation, I have asked for a review of the laboratory findings related to your damaged tire.

Laboratory personnel re-examined the tire. The results confirmed that the tire has significant characteristics of underinflation which must have occurred at some time while the tire remained in service. This is based on the location of the sidewall cracking and the degree of rim chafing in both beads. These characteristics can only be the result of underinflation over a period of time. The puncture was most likely responsible for the underinflation before or after it was repaired and was ultimately the cause of the tire failure. There is no evidence of any type of irregularity or defect in the tire that could have caused these characteristics or this tire damage.

It is regrettable that road conditions not only caused damage to your tire, but also to your Dodge Ram pickup. Unfortunately, we cannot cover repairs to a vehicle for a tire failure caused by conditions beyond our control.

In the interest of customer satisfaction and goodwill, and in an effort to provide some compensation, we are willing to offer one of the below listed options:

1. Reimbursement for a portion of a normal insurance deductible up to \$500

OR

2. A new set of four (4) passenger or light truck tires of any size and type which will be shipped directly to your residence at no cost to you. Your only expense would be for installation.

I hope one of these options will meet with your approval. Either option is available to you at any time within the next three (3) years of the date of this letter. Please contact us, at your convenience and mention our file number above, if you wish to take advantage of this offer. We can be reached at 1-866-789-2468 during business hours.

Sincerely,

Darren R. Lepper
Manager, Claims Administration

DRL:tjs

cc: Tim Wells Mobile Tire Service
Hercules Tire & Rubber Co.

2/23/94

I 8 E EXIT 140

Near Gila Bend
AZ



COOPER TIRE
NORTH AMERICAN TIRE DIVISION

COOPER TIRE & RUBBER COMPANY
701 LIMA AVE. • FINDLAY, OH 45840-2315 • (419) 423-1321 • www.coopertire.com

May 5, 2004

[REDACTED]
Lancaster, CA [REDACTED]

Dear [REDACTED]:

Our File: #L2004-01-0106

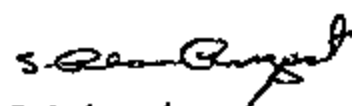
Your request for payment of this claim based on the findings in file L2004-03-0126, has been reviewed by Management. While our laboratory has come to the same conclusions as we previously reported, due to the circumstances and in the interest of your satisfaction and goodwill, we have elected to offer an agreeable settlement.

Please find enclosed, our check in the amount of \$2296.44. This includes \$2153.50 for the Burgess Auto Body repair estimate and \$142.94 for the replacement tire. Please understand that this check is issued in the interest of your satisfaction and without admission of liability.

We also wish to apologize for the problem you experienced with our product and for any inconveniences or delays you must have experienced due to this unfortunate situation. We appreciate your patience and trust that the enclosed check will meet with your approval.

Thank you for allowing us to be of service.

Sincerely,


S. A. August
Claims Administrator

SAA:tjs

TIRE	TOTAL	DAMAGE
142.94	2296.44	2153.50
408.73	2499.73	2091.00

AV COLLISION REPAIRS INC.
45379 N. DIVISION
LANCASTER, CA 93535
PHONE: 661-940-5030 FAX: 661-940-5080
EPA# CAD982524670 BAR# AF222414 FED TAX ID# 95-4717279

400 5 days work

CD LOG NO 4752-1 DATE 01/23/04

SHOP: A.V. COLLISION REPAIRS, INC. INSP DATE: 01/23/04
ADDRESS: 45379 N. DIVISION ST. CONTACT: RICHARD
CITY STATE: LANCASTER, CA PHONE 1: (661)940-5030
ZIP: 93535-1839 PHONE 2: (661)940-5060
FAX: (661)940-5080

OWNER: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: [REDACTED]
CITY STATE: LANCASTER, CA
ZIP: [REDACTED]

POINT OF IMPACT: 16

TYPE OF LOSS: UNKNOWN/DRV

LIC#: [REDACTED] STATE: CA VIN: 1B7KC2368W [REDACTED]
BODY COLOR: WHITE MILEAGE: 52,900
CONDITION: GOOD ACCTNG CTL#:
DRIVEABLE: YES VEH. INSP#: WALK-IN
PROD. DATE: 06/98 PAINT CODE: PW7

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UC=RECONDITIONED PRT	UM=REMAN/REBUILT PRT
EU=REPLACE SALVAGE	EP=REPLACE PXN	PC=PXN RECONDITIONED
PM=PXN REMAN/REBUILT	TE=PARTL REPL PRICE	ET=PARTL REPL LABOR
IT=PARTIAL REPAIR	I=REPAIR	L=REFINISH
BR=BLEND REFINISH	TT=TWO-TONE	CG=CHIPGUARD
SB=SUBLET	N=ADDITIONAL LABOR	RI=R&I ASSEMBLY
P=CHECK	AA=APPEAR ALLOWANCE	RP=RELATED PRIOR
UP=UNRELATED PRIOR		

PRELIMINARY ESTIMATE

1998 DODGE RAM 250 LARAMIE SLT 4DOOR EXT CAB 6CYL DIESEL TURBO 5.9
CODE: N8178B/E OPTNS O/24BACDH

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES
POWER DOOR LOCKS
TILT STEERING WHEEL
CRUISE CONTROL

TWO-STAGE - INTERIOR SURFACES
POWER WINDOWS
AIR CONDITIONING

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
N	0010		FRONT BUMPER ASSY R&I	ADDNL LABOR OPERA				INC	1
E	0006		CVR, FRONT BUMPER UPR	55076610AB	80.95			0.7	1
E	0017	01	CVR, FRONT BUMPER LWR	55076614AB	105.00			0.2	1
BR	0083	13	PANEL, HOOD	BLEND REFINISH				2.4	4

1998 DODGE RAM 250 LARAMIE SLT 4DOOR EXT CAB
CD LOG NO 4752-1

E	0104	FENDER, FRONT	RT 55234708AG	267.00	6.8 1
L	0104	FENDER, FRONT	RT REFINISH		3.1 4
E	0110	MAST, ANTENNA	RT 56007361	10.00	0.1 1
E	0157 01	SKIRT, INNER FENDER	RT 55346014	70.85	INC 1
I	0188	PANEL, ROCKER	RT REPAIR		5.0*1
L	0188 10	PANEL, ROCKER	RT REFINISH		1.0*4
		>> BLEND <<			
I	0208	DOOR SHELL, FRONT	RT REPAIR		4.0*1
L	0208	DOOR SHELL, FRONT	RT REFINISH		2.4 4
RI	0278	W/STRIP, BELT OUTER	RT R&I ASSEMBLY		0.2 1
RI	0232 01	PNL, INNER DOOR TRIM	RT R&I ASSEMBLY		INC 1
E	0220	MLDG, FRONT DOOR SID	RT 55076536	48.70	0.3 1
E	0126	N/PLATE, FRONT DOOR	RT 55295313AB	44.25	0.2 1
RI	0401 01	MIRROR, OUTER R/C	RT R&I ASSEMBLY		0.3 1
RI	0228	HANDLE, FRONT DOOR O	RT R&I ASSEMBLY		0.7 1
N	M17	COVER CAR EXTERIOR	ADDNL LABOR OPERA	10.00*	4
N	M60	HAZARD. WSTE. REM.	ADDNL LABOR OPERA	4.00*	1
L	M66	COLOR, SAND & BUFF	REFINISH		1.5*1*

21 ITEMS

MC MESSAGE(S)

01 CALL DEALER FOR EXACT PART NUMBER / PRICE

10 INCLUDES ADP TIME TO CLEAR ENTIRE PANEL

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	626.75
OTHER PARTS	14.00
PAINT MATERIAL	249.20
PARTS & MATERIAL TOTAL	889.95
TAX ON PARTS & MATERIAL @	8.250%
	73.42

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	42.00	11.0	9.0	840.00
2-MECH/ELEC	70.00			
3-FRAME	60.00			
4-REFINISH	42.00	8.9		373.80
5-PAINT MATERIAL	28.00			

LABOR TOTAL	1,213.80
SUBLET REPAIRS	
TOWING	
STORAGE	

GROSS TOTAL 2,177.17

NET TOTAL 2,177.17

ADP SHOPLINK U7043 ES CD LOG 4752-1 DATE 01/23/04 03:18:57PM R6.35 CD 12/03
HOST LOG

(C) 1998 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC.

2.4 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

2ND Failure

Left Rear

CLAIM REPORT

COOPER FILE NO. (FROM OUR LETTER) L 2004-03-0126

Customer and Vehicle Information	Vehicle Make	DODGE		Model	RAM 2500		Year	1998		Mileage	57025	
	Owner of Auto								Phone Number			
	Address						City		State		Zip Code	
	Driver (if other than owner)						City		State		Zip Code	
	Address						City		State		Zip Code	
	Hauling or Towing? Yes ☒ No ☐						If Yes, please describe: TRAILER 5TH Wheel TRAILER					
	Vehicle Usage: Recreational ☐ Personal ☒ Commercial ☐											
	Has the vehicle been modified? Yes ☐ No ☒						If so, how?					
Damage to Vehicle	Description of damage to vehicle								Estimated Cost			
	DAMAGE TO Left Rear Fender & Panels								\$2226/2083			
	*Have you submitted this to your insurance company? Yes ☐ No ☒											
	*Are you planning to submit this claim to your insurance? Yes ☐ No ☒											
Injuries	*Has your vehicle been repaired? Yes ☐ No ☒								*DEDUCTIBLE AMOUNT \$			
	*Name & address of insurance company											
Tire Data (if available)	GMAC NATIONAL GENERAL P.O. BOX 66937 ST LOUIS MO 63166								69			
	Was anyone injured? Yes ☒ No ☐								If yes, to what extent? NERVS Rattled			
Description of Incident	DOT Number (10 or 11 digit # located on sidewall)				Mileage on tire		Inflation pressure		Position mounted			
	UP11 HN 51601				19000		80		Left Rear			
Description of Incident	Date of Incident		State/Province where incident occurred				Country					
	03/23/04		AZ				USA					
DRIVING DOWN Rd at 9:30 pm When we heard LOW NOISE & Truck started swerving across lanes. We went left Right, Left Right Left before stopping. Tread was wrapped around axle. Tire didn't go flat, Right Rear was out of shape oval. Had to be replaced A650 I-8 AT EXIT 140 Near Gila Bend AZ.												

*Please note that we cannot offer consideration for your claim unless these questions are answered clearly. We will not contact your insurance company about this incident for any reason without your permission.

**We cannot offer reimbursement for incidental costs such as loss of time, vehicle rentals, etc...



COOPER TIRE
NORTH AMERICAN TIRE DIVISION

COOPER TIRE & RUBBER COMPANY
701 LIMA AVE. • FINDLAY, OH 45840-2515 • (419) 423-1821 • www.coopertire.com

April 21, 2004

[REDACTED]
[REDACTED]
Lancaster, CA [REDACTED]

Dear [REDACTED]:

Our File: L-2004-03-0126

We have completed our examination of the tire that was reported to have failed and caused damage to your vehicle.

Our examination did not disclose the cause of failure. We did not find any defects in design, manufacture or materials in the tire which could have caused the failure. Therefore we are making payment in the interest of customer goodwill and without admission of any liability.

We appreciate your patience and trust that the enclosed check will meet with your approval.

Cooper Tire
Claims Administration

Enclosure

cc: Tim Wells Tire Service

*This pays Damage to Left rear and Two
Tire Replacements
\$ 2499-*

03/25/2004 at 11:40 AM
14999

Job Number: #2

BURGESS AUTO BODY & PAINT
License #:14999 Federal ID #:954245705
BAR AG148164 073193
146 E AVE K-4
Lancaster, CA 93535
(661)945-6551 Fax: (661)945-4963

PRELIMINARY ESTIMATE

Written By: Keith Tuger
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
LANCASTER, CA [REDACTED]
Business: [REDACTED]
Evening: [REDACTED]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss: Collision
Point of Impact: 8. Left Qtr Post (

Day: (661)945-6551

Inspect BURGESS AUTO BODY & PAINT
Location: 146 E AVE K-4
Lancaster, CA 93535

Insurance
Company:

Days to Repair

1998 DODG BR2500 4X2 QUAD CAB 6-5.9L-TD 4D SHORT WHITE
VIN: 1B7KC2368W [REDACTED] Lic: [REDACTED] CA Prod Date: 06/1998 Odometer:
Intermittent Wipers Dual Mirrors Clear Coat Paint
Power Steering Power Brakes Anti-Lock Brakes (2)
Driver Air Bag Passenger Air Bag Split Bench Seats
Rear Step Bumper

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		PICK UP BOX					
2	Repl	LT Outer panel single rear wheel 8 foot bed	1	720.00		12.5	3.5
3		Add for Clear Coat					1.4
4	R&I	R&I box assy				2.5	
5	Repl	LT Molding front 8 foot bed	1	36.35		0.3	
6#	R&I	FIFTH WHEEL HITCH/WIRING				1.5	
7#	R&I	A/M STORAGE BOX				0.5	
8#	Repl	LT FRONT BRACE	1	11.50		Incl.	
9#	Repl	LT REAR BRACE	1	9.50		Incl.	
10#	Rpr	COLOR TINT				0.5	
11#	Repl	COVER CAR FOR OVERSPRAY	1	12.50	T	0.5	
12#	Rpr	COLOR SAND & POLISH				1.0	
13#	Repl	A/M CORROSION PROTECTION	1	10.00	T	0.5	
14#	Repl	A/M CAULK AND SEAL	1	10.00	T	0.5	
15#	Repl	HWDepacad982402810	1	10.00	X		
16#		clean vehicle for delivery	1			1.0	

03/25/2004 at 11:40 AM
14999

Job Number:

PRELIMINARY ESTIMATE

199B DODG BR2500 4X2 QUAD CAB 6-5.9L-TD 4D SHORT WHITE

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
Subtotals -->			819.85			21.3	4.9
Parts							777.35
Body Labor:			21.3	hrs @	\$ 40.00/hr		852.00
Paint Labor			4.9	hrs @	\$ 40.00/hr		196.00
Paint Supplies			4.9	hrs @	\$ 28.00/hr		137.20
Sublet/Misc.							42.50
SUBTOTAL							\$ 2005.05
Sales Tax			\$ 947.05	@	8.2500%		78.13
GRAND TOTAL							\$ 2083.18
ADJUSTMENTS:							
Deductible							0.00
CUSTOMER PAY							\$ 0.00
INSURANCE PAY							\$ 2083.18

All parts are OEM " Original Equipment Manufacture" unless otherwise specified.

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 REFN=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.