



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 100216

Date Received

Repository

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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PAWTUCKET State: RI Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]

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: [Redacted] Date: 7/19/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GJHG30R411 [Redacted]
Make: GMC Model: SAVANA Model Year: 2001
Date Purchased: 2/03 Dealer's Name and Telephone Number: [Redacted] Engine: No. Cylinders: Fuel Type: unleaded
Original Owner: [Redacted] Dealer's City: Attleboro State: MA Zip Code: [Redacted]
Transmission Type: AUTOMATIC Antilock Brakes: Powertrain: [Redacted] Vehicle Component Code: 181000 TIRES:TREAD/BELT
Cruise Control: Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03/01/2004
Failure Mileage: [Redacted] Failure Speed: 80
2 tires - rubber separated from steel belt one went + lat one is still inflated.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FIRESTONE Tire Model (Name or Number): STEELTEX R4S Tire Size (Example P215/85R15): LT24575R18
DOT No. (Example: DOT1MALBABC036): VN1181A45 Original Equipment Prior Repair Failure Location: PASSENGER SIDE REAR + DRIVER SIDE REAR
Tire Component Code: 181000 TIRES:TREAD/BELT Tire Failure Type: TREAD SEPARATION

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: 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 DRIVING TO MY CONSUMER HEARD A LOUD NOISE COMING FROM THE REAR. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND PULLED OVER. BOTH PASSENGER AND DRIVER REAR TIRES BLEW OUT. THE TIRES WERE TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE TIRES NEEDED TO BE REPLACED DUE TO TREAD SEPARATION. *AK

See attached sheet.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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.

Joanne R Palazzo
#53 Beverage Hill Ave
Pawt R.I. 02861

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April 3, 2004 - On way to Disney rear tire on drivers side peeled and tire blew out causing the car to sway and breaking the sway bar on the trailer. We had to stop in Titusville and see about getting a spare tire because I did not want to be on the road with no spare. We also called my mother who was meeting us in Disney to see if she could find us a new sway bar, because the trailer sways more if you are without one

June 6, 2004 - My husband was on his way home from work at approximately 9:00 a.m. when the passenger tire had the rubber peel away from the steel belt. As the rubber was unpeeling from the tire it was hitting the sides of my van causing numerous deep scratches and rubber marks as well as breaking a piece off the rear panel. The tire did not go flat but he was able to ride on the tire the rest of the way home. The tire is still inflated and on the rim.

Sunday, June 7 - Went to Firestone Tire dealer on Highland Ave. in Seekonk and talked to Al Hartley the Manager. I told him what had happened and showed him the damage to the van and then showed him the tire. He said he had never seen a tire do that, and I told him about the other tire on the way to Florida. He told me he would send a fax to the District Manager and then get back to me by phone.

June 29, 2004 - Had not heard from anyone at Firestone so I called. Al was not in so I talked to the manager that was on that day, he knew nothing about the incident and was very nasty. I asked for the District Managers name and number and he said he would just send the call back to him. I insisted so he gave me Mr. [REDACTED] I called his number and left him a detailed message and my phone number.

July 1, 2004 - Have not heard from anyone at Firestone. Called Steve again still not in. Tried number again but asked for the operator talked to a Michelle who transferred me to Mr. [REDACTED] who was indeed in. Talked to him and all he did was give me the number to the claims department. Called claims dept talked to a Joy who took all my information and said she would send me a claim notice within 2 to 3 days. Did not receive the claims notice until 7.04 but they wanted me at my expense to send them the tire and if they determined that the tire was defected only then would they reimburse me.

Started to Call Attorney General - Channel 10 - Channel 12 - Providence

Journal as well as Pawtucket Times.

Went on Internet and found out that these tires were under investigation in 2002 then again in May of 2004. Got in touch with law office of Lisoni and Lisoni of Pasadena CA and was told not to send them the tires because all that would happen would be they would say it was not a defect and I would have 20 days to have the tire picked up by UPS at my expense or they would destroy it.

To date I have had no contact by Firestone.

I have filed complaints with the National Highway Traffic Safety Administration and two types of forms for the Attorney Generals office of Consumer affairs.