



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 241

Date Received

Repository ☐

2004 AUG 19 PM 5:27

Reference No.
10083802

OWNER INFORMATION (Type or Print)

Name

Address

City PALMER LAKE

State CO

Zip Code

Daytime Telephone Number

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

Signature of Owner

Date 8/4/04

VEHICLE INFORMATION

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

1G8JW52R6V1

Make SATURN

Model LSZ

Model Year 2000

Date Purchased
26-DEC-02

Dealer's Name and Telephone Number

Saturn of Chapel Hills 7M 867-6400

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

COLORADO SPRINGS

State CO

Zip Code 80921

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

123000 EXTERIOR LIGHTING:TAIL LIGHTS

Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-JUL-2004

Failure Mileage

40382

Failure Speed

All

Tail light Assembly(ies), brake signal, running
housing(lenses, framework, etc.)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1ABBC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

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/unknown

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).

BOTH TAIL LIGHTS HAD TO BE REPLACED DUE TO AN UNKNOWN FAILURE. THE RIGHT SIDE WAS REPLACED BY DEALER LAST YEAR AT 40,382 MILES, AND THE LEFT SIDE WAS DONE CURRENTLY AT 55,183 MILES. *AK

Friends and spouse reported respectively on failures to owner.
(1) Reference above events. Dealer participated in cost of 1st repair. Manufacturer promises future participation.
(2) Right and then left failures noted and replacements installed (reference repair order). Potential for misdemeanor defective vehicle citation. Simultaneous failure: (i.e., left and right), potential rear collision. 1st failure(r) caused additional (brake switch crisis) to fail.
(3) Dealer replaced respective tail light assemblies at referenced intervals. Old parts discarded.
Curious about this, I asked a friend who has the same make, model and year. He reported identical circumstance with steering failure (something I dread) as well. I placed a query @ SaturnUSA.com.
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.

VEHICLE OWNER'S QUESTIONNAIRE



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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
<http://www.safercar.gov/dotline>



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 78178 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWT. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-216
400 7th Street, SW
Washington, DC 20580

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20580
Official Business
Penalty for Private Use \$300

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Dealer sales staff recommends trading for a newer model.

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).

August 5, 2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

Re: Reference #10040028

To Whom It May Concern:

Pursuant to the above referenced report, enclosed please find the following requested documentation related to this defective Continental Tire ContiTrac SUV manufactured in 2000 (ACHH3JJ3800):

Vehicle Owner's Questionnaire
Chico Collision Center Estimate of Record
#2 - 3 Photographs of defective tire
Letter from Continental Tires dated 12-19-03
Letter to Continental Tires dated 01-08-04
Letter to Continental Tires dated 08-05-04

Please provide me with the number of tire tread separations on this particular manufactured tire reported to your agency to date. If you have any further questions or comments, please feel free to contact me at your earliest possible convenience.

Sincerely,



Deborah A. Waller
156 Laughing Fox Lane
Cohasset, Ca 95973
(530) 321-4297

*Please note the change of address and telephone number

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Job Number: 1862

CHICO COLLISION CENTER, INC.
License #:AK207585 Federal ID #:680438073
WRINKLE REMOVERS FAX #(530)343-8359
275 EAST PARK AVENUE
CHICO, CA 95928
(530)343-2480 Fax: (530)343-8359

SUPPLEMENT OF RECORD 2 WITH SUMMARY

Written by: CHAWNE LUNA # 11/04/2003 12:50 PM
Adjuster:

Insured: DEBORAH WALLER
Owner: DEBORAH WALLER
Address: 2260 A CEANOTHUS
CHICO, CA 95926
Day: (530)893-1416
Cellular: (530)321-4297

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 6. Rear

Inspect
Location:

Insurance
Company:

Days to Repair

1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:
VIN: 4M2ZU52P6XUJ26248 Lic: 4YWB826 CA Prod Date: Odometer:
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Rear Wiper
Body Side Moldings Dual Mirrors Privacy Glass
Luggage/Roof Rack Fog Lamps Clear Coat Paint
Two Tone Paint Power Steering Power Brakes
Power Windows Power Locks Power Mirrors
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag
4 Wheel Disc Brakes Positraction Cloth Seats
Running Boards/Side Steps Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FENDER				
2*	Blnd	RT Fender w/o whl opng				0.5
3*	Repl	RT Body side mldg platinum	1	32.72	0.2	0.0
4*	R&I	RT Body side mldg platinum			0.3	
5		FRONT DOOR				
6*	Refn	RT Door shell w/o keyless entry				0.8
7*		Add for Clear Coat				0.0
8*		Add for Two Tone				0.0
9*	Repl	RT Body side mldg platinum	1	55.05	0.2	0.0
10	Repl	RT Belt w'strip	1	32.10	0.3	
11*	Repl	RT Reveal molding	1	40.33	1.7	
12**	Repl	A/M RT Mirror w/o lamps	1	117.00	Incl.	
13*	R&I	R&I trim panel			Incl.	

SUPPLEMENT OF RECORD 2 WITH SUMMARY
1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
14#	Refn	R FRT DOOR MLDG					
15		REAR DOOR					0.4
16* S01	Refn	RT Door shell					2.6
17		Overlap Major Adj. Panel					-0.4
18*		Add for Clear Coat					0.0
19*		Add for Two Tone					0.0
20#	Sect	L REAR UPR WINDOW MLDG	1			1.7	
21*	Repl	RT Body side mldg platinum	1	71.92		0.2	0.4
22*	Repl	RT Belt w'strip	1	23.10		Incl.	
23*	Repl	RT Reveal molding	1	112.20		2.0	
24	R&I	RT Handle outside				0.4	
25*	Refn	RT Handle outside					0.3
26*	R&I	R&I trim panel				Incl.	
27*	Blnd	LT Door shell					0.9
28*	Repl	LT Body side mldg platinum	1	71.92		0.2	0.4
29	R&I	LT Handle outside				0.4	
30*	R&I	R&I trim panel				Incl.	
31*	R&I	LT Belt w'strip				Incl.	
32		QUARTER PANEL					
33*	Refn	RT Quarter panel					0.7
34		Overlap Major Adj. Panel					-0.4
35*		Add for Clear Coat					0.0
36*		Add for Two Tone					0.0
37# S01		add for egde	1				0.5
38*	R&I	RT Qtr glass one way from 2/28/97				1.1 G	
39#	Refn	L OCK PILLAR					0.5
40*	Repl	RT Body side mldg upper platinum	1	96.93		0.2	0.3
41* S01	Repl	RT Body side mldg lower platinum	1	96.93		0.2	0.3
42*	R&I	RT Qtr trim panel graphite				0.7	
43* S01	Repl	LT Quarter SECTION	1	499.80		14.8	3.0
44		Overlap Major Adj. Panel					-0.4
45*		Add for Clear Coat					0.0
46*		Add for Two Tone					0.0
47*	Repl	LT Body side mldg upper platinum	1	96.93		0.2	0.3
48* S01	Repl	LT Body side mldg lower platinum	1	93.62		0.2	0.3
49*	Rpr	LT Wheelhouse				2.0	
50		LIFT GATE					
51* S01	Rpr	Gate shell				1.5	2.8
52		Overlap Major Adj. Panel					-0.4
53*		Add for Clear Coat					0.0
54	Repl	Emblem flying "M"	1	20.15		0.2	
55*	R&I	Handle				0.2	
56* S01	Repl	Reveal molding lower	1	136.70		0.4	0.4

SUPPLEMENT OF RECORD 2 WITH SUMMARY
1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
57*	R&I	Lock cylinder				0.5	
58*	R&I	Glass FORD, privacy from 2/28/97				0.5	G
59* S01	Repl	Wiper arm	1	36.70		0.2	
60	Repl	Stop	1	13.17			
61*	Repl	Blade	1	7.95		Incl.	
62	Repl	RT Reveal molding upper	1	17.47		0.3	
63	Repl	LT Reveal molding upper	1	17.47		0.3	
64*	R&I	R&I trim panel				Incl.	
65	Repl	RT Hinge assy	1	19.42		0.2	
66*	Repl	LT Hinge assy	1	19.42		Incl.	
67*	Repl	Handle	1	7.57		Incl.	
68		REAR LAMPS					
69**S01	Repl	A/M RT Tail lamp assy	1	53.10		0.6	
70**	Repl	A/M LT Tail lamp assy	1	53.10		Incl.	
71*	R&I	High mount lamp				0.5	
72		REAR BUMPER					
73* S01	Refn	Bumper					2.7
74*		Add for Clear Coat					0.0
75#		BUMPER	1				-0.8
76* S01		O/H bumper assy				2.0	
77		Deduct for Rear Bumper R&I				-0.8	
78*	Repl	Bumper cover platinum	1	52.13		Incl.	0.0
79#		UNISIDE	1				
80#	Rpr	L REAR CAB PILLAR					0.5
81		PILLARS, ROCKER & FLOOR					
82*	Refn	RT Rocker molding platinum					1.0
83*	Refn	LT Rocker molding platinum					1.0
84*	R&I	RT Rocker molding platinum				0.5	
85*	R&I	LT Rocker molding platinum				0.5	
86#		RESTORE CORROSION PROTECTION	1	6.00		0.1	
87#		FLEX ADDITIVE	1	20.00			
88# S01		CLEAR COAT	1				3.6
89#		TINT COLOR	1				0.5
90#		MASK FOR OVERSPRAY	1	5.00			0.1
91#		PAINTED STRIPE	1	10.00			0.5
92#	Subl	HAZARDOUS WASTE	1	3.00	X		
93# S01		ADDITIONAL CLEAN UP	1	128.00	X		
94# S01	Subl	TAILPIPE	1	106.37	X		
95# S01	Repl	TRAILER HITCH	1	211.88		0.5	
N 96# S01	Repl	TRAILER PLUG	1	35.49		0.2	
97# S01		FOUR WHEEL ALIGNMENT	1	59.95	X		
98# S01	Repl	SIDE SEAT CUSHION COVER	1	24.48		0.2	
99# S01	Repl	PAINT MATERIALS	1	579.80			
100# S02	Repl	run assy	1	169.98			
101# S02		*****MATCHED*****	1	9.79			
Subtotals ==>				3264.64		35.6	22.9

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SUPPLEMENT OF RECORD 2 WITH SUMMARY
1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

Line 96 : THE WIRING WAS RIPPED FROM THE PLUG.

Parts		2967.32
Body Labor	34.0 hrs @ \$ 56.00/hr	1904.00
Paint Labor	22.9 hrs @ \$ 56.00/hr	1282.40
Glass Labor	1.6 hrs @ \$ 56.00/hr	89.60
Sublet/Misc.		297.32

SUBTOTAL		\$ 6540.64
Sales Tax	\$ 2967.32 @ 7.2500%	215.13

GRAND TOTAL		\$ 6755.77
ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 6755.77

ALL PARTS PRICES SUBJECT TO SUPPLIERS INVOICES, NEW OR USED
SOMETIMES AFTER THE WORK HAS BEEN STARTED, ADDITIONALLY DAMAGED OR
WORN OUT PARTS ARE DISCOVERED WHICH WERE NOT EVIDENT ON FIRST
INSPECTION. THIS DAMAGE REPORT DOES NOT COVER OR INCLUDE ANY ADDI-
TIONAL PARTS OR LABOR WHICH MAY BE REQUIRED. EPA# CA000048163
"LIFETIME GUARANTEE ON ALL WORKMANSHIP, GUARANTEED COLOR MATCHING" WORK HAS TO
BE DONE AT CHICO COLLISION CTR.
bar # AK207585 (YOUR BUSINESS IS VERY IMPORTANT TO US), (NOTES)
DEFINITIONS-REPL=REPLACE PART NEW, RPR=REPAIR EXISTING PART, REFN=REFINISH
PART, R&I=REMOVE OLD PART AND REINSTALL SAME PART, LKQ=REPLACE PART WITH "LIKE
KIND & QUALITY USED PART", SEC=REPLACE PART WITH A PARTIAL REPLACEMENT BY
SECTIONING PART IN, SUBL=OUR SHOP SENDING CAR ELSEWHERE TO HAVE A SERVICE LIKE
AIR CONDITIONING OR ALIGNMENT DONE, ANY QUESTIONS PLEASE ASK OUR STAFF AND WE
WILL GLADLY EXPLAIN, THANK YOU AGAIN CHICO COLLISION CENTER INC. *****COPY OF
ESTIMATE TO OWNER"*****

SUPPLEMENT OF RECORD 2 WITH SUMMARY
1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

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 REPN-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 DR2M297 Database Date 10/2003 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 LKQ, Qual Recy 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 manual entries.

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11/19/2003 at 04:37 PM
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Job Number: 1862

SUPPLEMENT OF RECORD 2 WITH SUMMARY
1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
----- DELETED ITEMS -----							
100# S01		****MATCHED AGAIN****	1		-2.30		
----- ADDED ITEMS -----							
100# S02	Repl	run assy	1		169.98		
101# S02		*****MATCHED*****	1		9.79		
Subtotals ==>					177.47	0.0	0.0

Parts 177.47

SUBTOTAL \$ 177.47
Sales Tax \$ 177.47 @ 7.2500% 12.87

TOTAL SUPPLEMENT AMOUNT \$ 190.34
NET COST OF SUPPLEMENT \$ 190.34

Estimate 5775.84 MARK PAGE
Supplement S1 789.59 CHAWNE LUNA
Supplement S2 190.34 CHAWNE LUNA

Job Total \$ 6755.77

CUSTOMER PAY \$ 0.00
INSURANCE PAY \$ 6755.77

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Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2M297 Database Date 10/2003 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 LRQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recora. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

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SUPPLEMENT OF RECORD 2 WITH SUMMARY
1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

ALTERNATE PARTS SUPPLIERS

12 A/M RT Mirror w/o lamps	Part No. FO1321113	Price \$117.00
69 A/M RT Tail lamp assy	Part No. FO2801120	Price \$53.10
70 A/M LT Tail lamp assy	Part No. FO2800120	Price \$53.10

COLLISION PARTS NETWORK	(800) 734-7757
4009 SEAPORT BLVD.	(916) 372-0692
W. SACRAMENTO, CA 95691	

COLLISION PARTS NETWORK	(800) 427-5659
321 W. AMADOR ST.	(559) 445-4350
FRESNO, CA 93721	

COLLISION PARTS NETWORK	(800) 427-5659
1269 ALMA COURT	(408) 291-0950
SAN JOSE, CA 95112	

COLLISION PARTS NETWORK	(800) 498-9808
14300 WICKS BLVD.	(510) 895-8257
SAN LEANDRO, CA 94578	

COLLISION PARTS NETWORK	(800) 427-5659
3723 SAN GABRIEL RIVER PARKWAY	
PICO RIVERA, CA 90660	

10/02/2003 at 04:05 PM File# 18756-00019476

Claim#

Owner: WALLER, DEBORAH

Appraiser: KEN HENDERSON

1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

IMAGE REPORT



09/11/2003: EST01:

10/02/2003 at 04:05 PM File# 18756-00019476

Claim#

Owner: WALLER, DEBORAH

Appraiser: KEN HENDERSON

1999 MERC MOUNTAINEER 4X2 8-5.0L-FI 4D UTV Int:

IMAGE REPORT



09/11/2003: EST01:



Ralph E. McCormick
Law Department
Phone: (704) 583-8152
Fax: (704) 583-8815
E-mail: ralph.mccormick@cont-na.com

December 19, 2003

SECOND REQUEST FROM NOVEMBER 11, 2003

Ms. Debbie Waller
2280 A Canothus Avenue
Chico, CA 95926

Re: Tire: P225/75R15 102S ContTrac SUV
DOT No.: ACHH3JJ3800 (Manufactured in 2000)
Date of Loss: September 8, 2003

Dear Ms. Waller:

On September 29, 2003, I mailed to you a claim form to complete. To date I have not received it and attach this form again for you to complete and return to me at your earliest opportunity. Please know that I cannot begin to process your claim without a completed claim form. Please also forward to me a copy of your declaration page of your automobile insurance policy, and identify to me what amounts, if any, they paid. I will also like to obtain a copy of any receipts, medical bills, etc. documenting any amounts you feel is related to this accident. Once I have all of this information, I will be then able to evaluate and hopefully resolve this matter with you.

IF I DO NOT HEAR FROM YOU WITHIN THIRTY (30) DAYS OF RECEIPT OF THIS LETTER, I WILL ASSURE YOU NO LONGER DESIRE TO PURSUE YOUR CLAIM AND WILL CLOSE MY FILE.

Thank you for your patience.

Sincerely,

Ralph McCormick
Claims/Litigation Manager

Continental Tire North America, Inc.
1800 Continental Blvd
Charlotte, NC 28273

704-588-5895

CERTIFICATED MAIL

January 8, 2004

Ralph E. McCormick
Legal Department
Continental Tire North America
1800 Continental Blvd.
Charlotte, NC 28273-6388

RE: CLAIM # 3160010

Mr. Ralph McCormick --

This is to memorialize the phone message on 1-6-04 and e-mail on 1-7-04 that I sent to you in regards to your letter dated December 19, 2003. As per our previous conversations, I am in the process of collecting all paperwork and bills you've requested related to the above claim. When we last spoke on the phone you specifically asked me to send you one complete file rather than piece-by-piece. This does require your patience. I am still under treatment and anticipate it being some time before all the related paperwork will be gathered.

Therefore, do not close my file or claim. Further, I am instructing you not to dispose or diminish the condition of that tire I sent to your company for examination on 10-9-03 per your request (DOT # ACHH3JJ3800, 102S Continental ContiTrac SUV P225/75/R15).

Lastly, I am asking for a copy of your company's findings on the above referenced tire. I anticipate that a company interested in the safety of their products will be able to provide their analysis of such product in question to me, the customer, in a timely manner.

Thank you for your patience and cooperation.

Sincerely,

Deborah A. Waller
476 East Lassen Avenue #61
Chico, CA 95922

Please note the change of address

cc: Personal Files
Personal Attorney

CERTIFICATED MAIL

August 5, 2004

Ralph E. McCormick
Legal Department
Continental Tire North America
1800 Continental Blvd.
Charlotte, NC 28273-6388

RE: Tire: P225/75R15 102S ContiTrac SUV
DOT No.: ACHH3JT3800 (Manufactured in 2000)
Date of Loss: 09-08-03

Mr. Ralph McCormick-

Pursuant to the above referenced Continental tire Claim #3160010, enclosed is the following documentation related to this accident:

- ☐ Continental Tire Claim Information Report
- ☐ Automobile Policy Declarations
- ☐ California State Automobile Assn. Estimate of Record - \$6,755.77
- ☐ Chico Collision Center Estimate of Record - \$6,755.77
- ☐ #1 - 18 Photographs of the Vehicle
- ☐ Enterprise Rental Agreement 09/8/03 - 09/11/03 - \$100.00
- ☐ Hertz Rental Agreement 09/11/03 - 10/16/03 - \$900.00
- ☐ Deductible Receipt - \$500.00
- ☐ America's Tire Company Receipt for 4 new tires - \$591.73
- ☐ Explanation of Benefits 09/15/03 - Claim \$127.00 Deductible \$89.11 + Co-Pay \$5.00
- ☐ Explanation of Benefits 09/30/03 - Claim \$85.00 Deductible \$10.89 + Co-Pay \$5.00
- ☐ Explanation of Benefits 10/08/03 - Claim \$220.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 10/13/03 - Claim \$55.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 10/13/03 - Claim \$238.00 Co-Pay \$10.00
- ☐ Explanation of Benefits 10/14/03 - Claim \$115.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 10/21/03 - Claim \$80.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 10/21/03 - Claim \$115.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 10/28/03 - Claim \$115.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 11/01/03 - Claim \$119.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 11/07/03 - Claim \$77.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 11/29/03 - Claim \$182.00 Co-Pay \$5.00
- ☐ Explanation of Benefits 01/27/04 - Claim \$57.00 Co-Pay \$5.00

California State Automobile Association Insurance paid \$1000.00 for car rental and \$6,255.77 in auto repairs for a total of \$7,255.77; Blue Cross of California Medical

Insurance paid a total of \$1,585.00; I paid \$500.00 in automobile deductible, \$591.73 to replace the 4 Continental Tires on vehicle, and \$170.00 in medical expenses plus the expense of medication for a total out-of-pocket expenses exceeding \$1261.73. I will further replace the spare Continental Tire on my vehicle at a price of \$137.00 plus 7.25% tax for a total of \$146.93. The total cost of all bills relating to this accident will exceed \$10,249.43.

As your company received the above referenced tire 10/16/03 for inspection, and all requested documentation related to this incident are contained herewith, I would like a copy of your company's findings on this tire in a timely manner. **IF I DO NOT HEAR FROM YOU WITHIN 30 DAYS OF RECEIPT OF THIS LETTER, I WILL ASSURE YOU NO LONGER DESIRE TO PURSUE A SETTLEMENT WITH THIS CLAIM AND WILL CONTACT MY ATTORNEY TO HANDLE THIS MATTER.**

Thank you for your patience.

Sincerely,



Deborah A. Waller
156 Laughing Fox Lane
Cohasset, Ca 95973
(530) 321-4297

*Please note the change in address and phone number

- Personal Files
- Personal Attorneys