

July 30, 2004

10090267

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 7th St SW Room 5232
Washington, DC 20590

2004 AUG 30 PM 4:



Dear Sir:

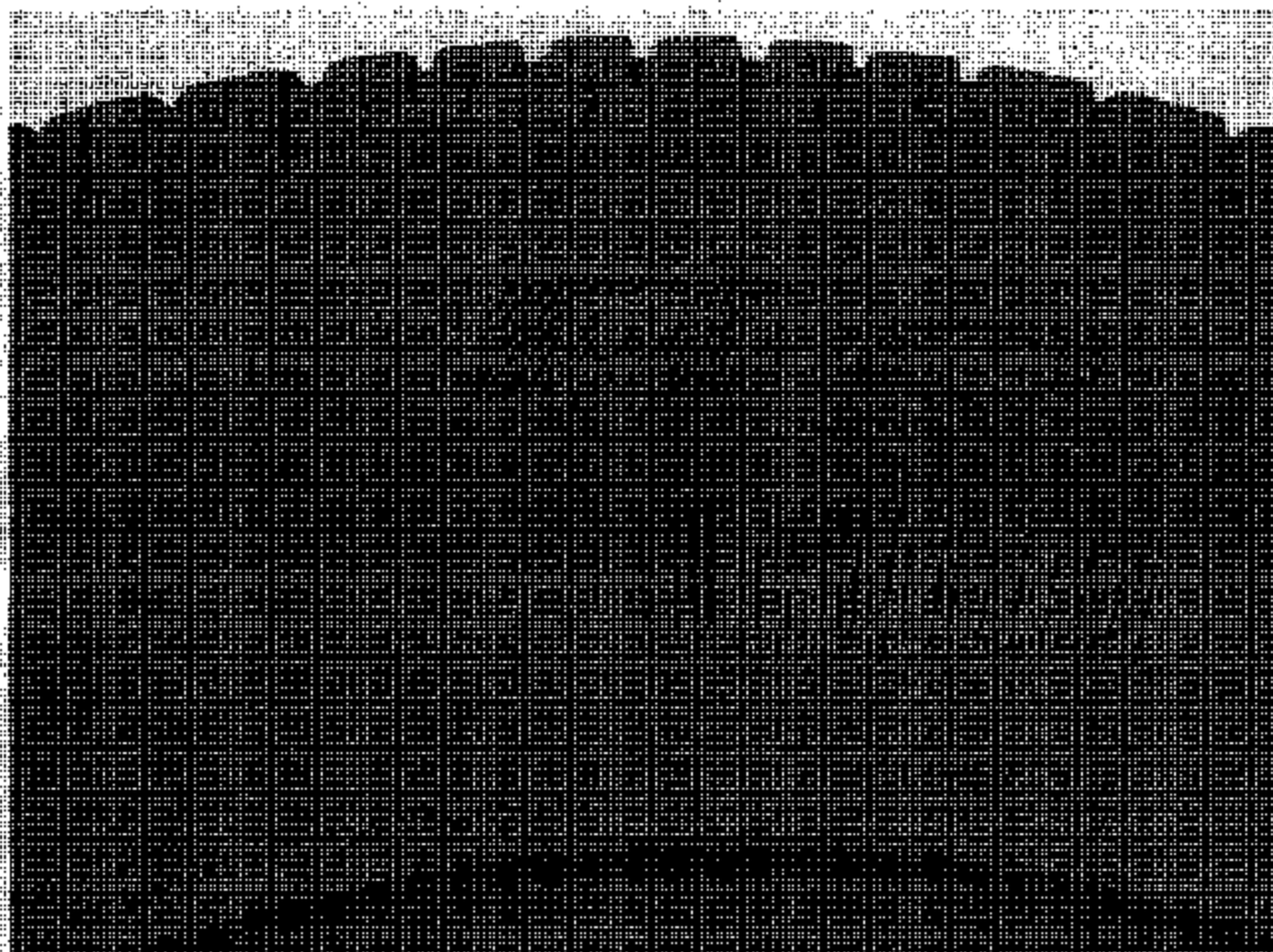
Attached please find pictures of a one of the four BFGoodrich tires that was on my 2003 F-150 Ford truck. On the evening of July 2, 2004 on or about 06:23 P.M., while driving with my wife down US Highway 20 toward Shreveport, La., I experienced a "Blow Out" on the passenger side right rear. I was traveling at the speed of 70 when I felt the tire blow. I managed to safely stop the truck on the side of the road without further incident, and placed a call to Ford Road Side Assistance (1-800-241-3673) (My License Plate #

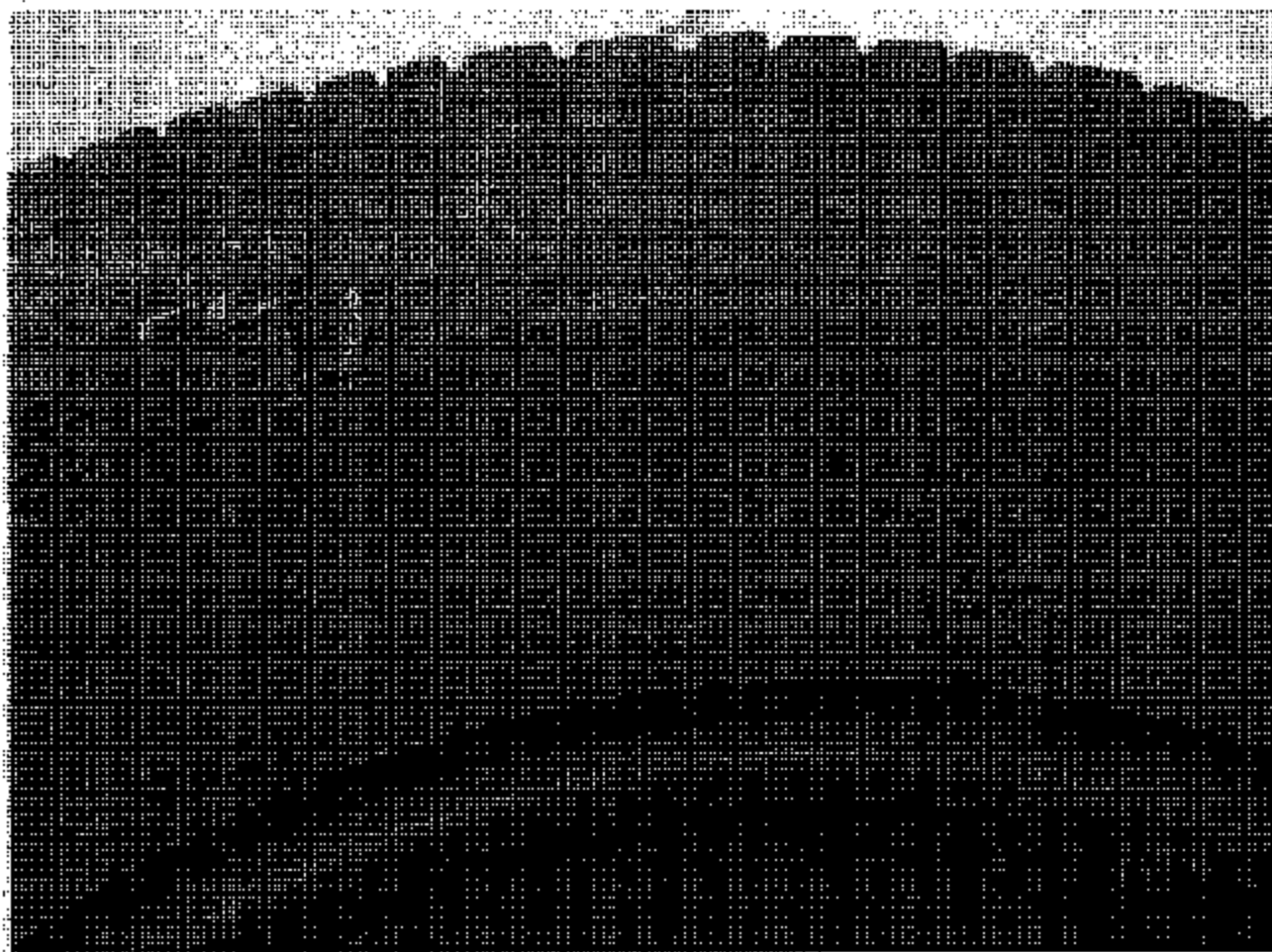
The weather was dry, otherwise, I fear we would have had a wreck resulting in death or serious injury. The tires had only 31,300 miles on them at the time of the blow out. It took Ford Roadside Assistance an hour and forty five minutes to reach us, plus another thirty minutes to replace the blown tire.

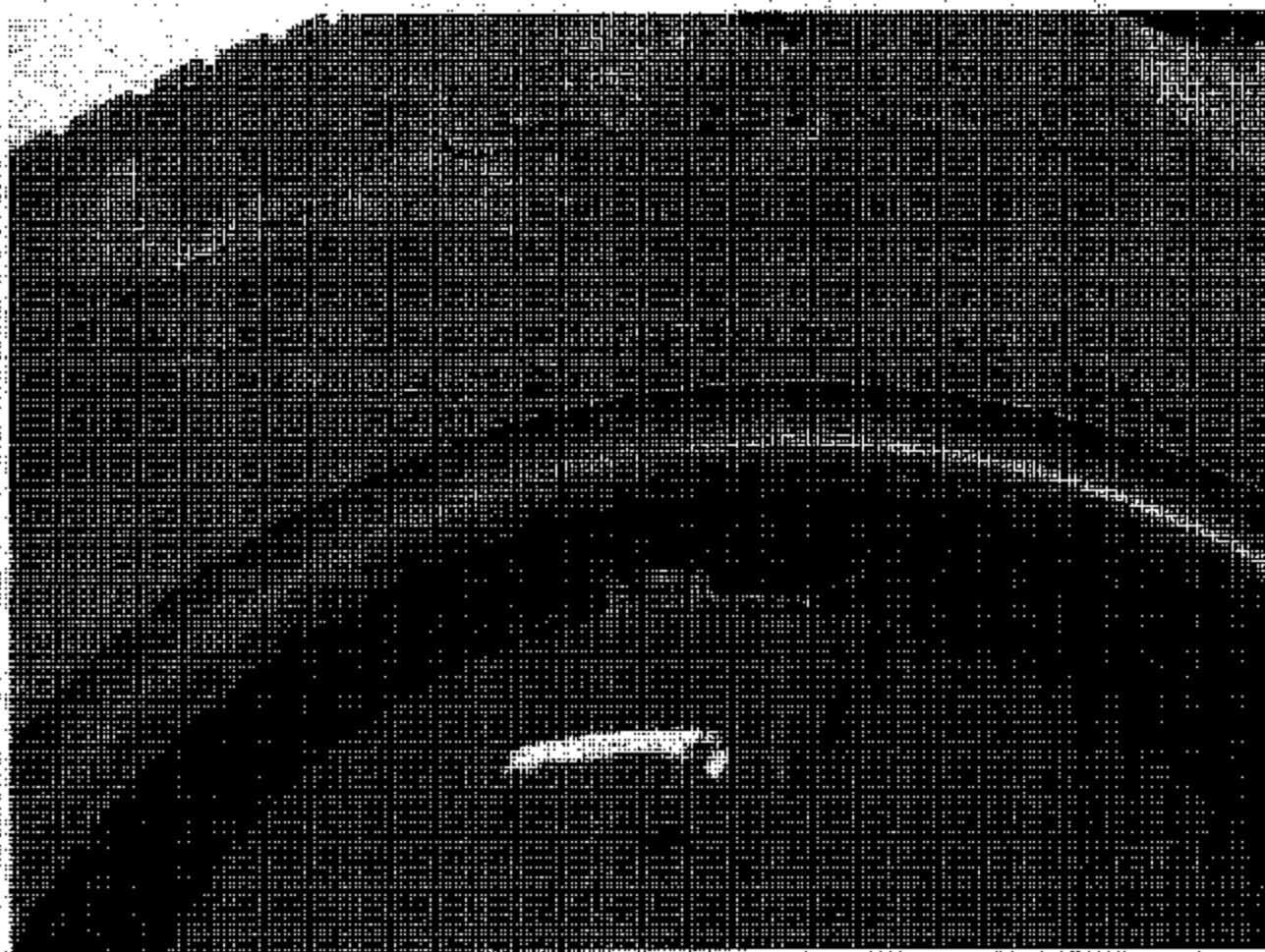
Once we reached Shreveport, La. I purchased a complete set of tires the next day (bill attached). I was not going to travel another mile with those tires on my truck. I took pictures of the tire before I returned the tire and a copy of the bill on July 5, 2003 to the Maintenance Section of Texas Motors Ford, 300 West Loop Hwy 820 South, Fort Worth, Texas 76106, (817) 935-7000. I requested that the Representative, Mr. John C., forward this information to BFGoodrich, whereupon the representative replied, "Okay Bud". I purchased the truck from this dealer, and only a week before, I had taken the truck in for it's scheduled 30,000 mile maintenance checkup. A letter was sent to BFGoodrich asking to be reimbursed for the tires I purchased. I receive a letter to call them to discuss the tires. I was then given the "Royal Run Around", and was told that the only way they would consider doing anything about the tire was if I took it to a dealer for them to examine, then and only then, they would, if the tire was still under warranty, give me a credit for another tire. The BFGoodrich representative did not let me tell him, that I had in fact, taken the blown out tire to my Ford Dealer. I now wonder whether the Ford Maintenance individual did what I asked him to do? I do not want another tire, I wanted \$1, 500 dollars to cover the cost of the new tires and the inconveniences. I do not think this is an unreasonable request since I and my wife could have been hurt or killed.

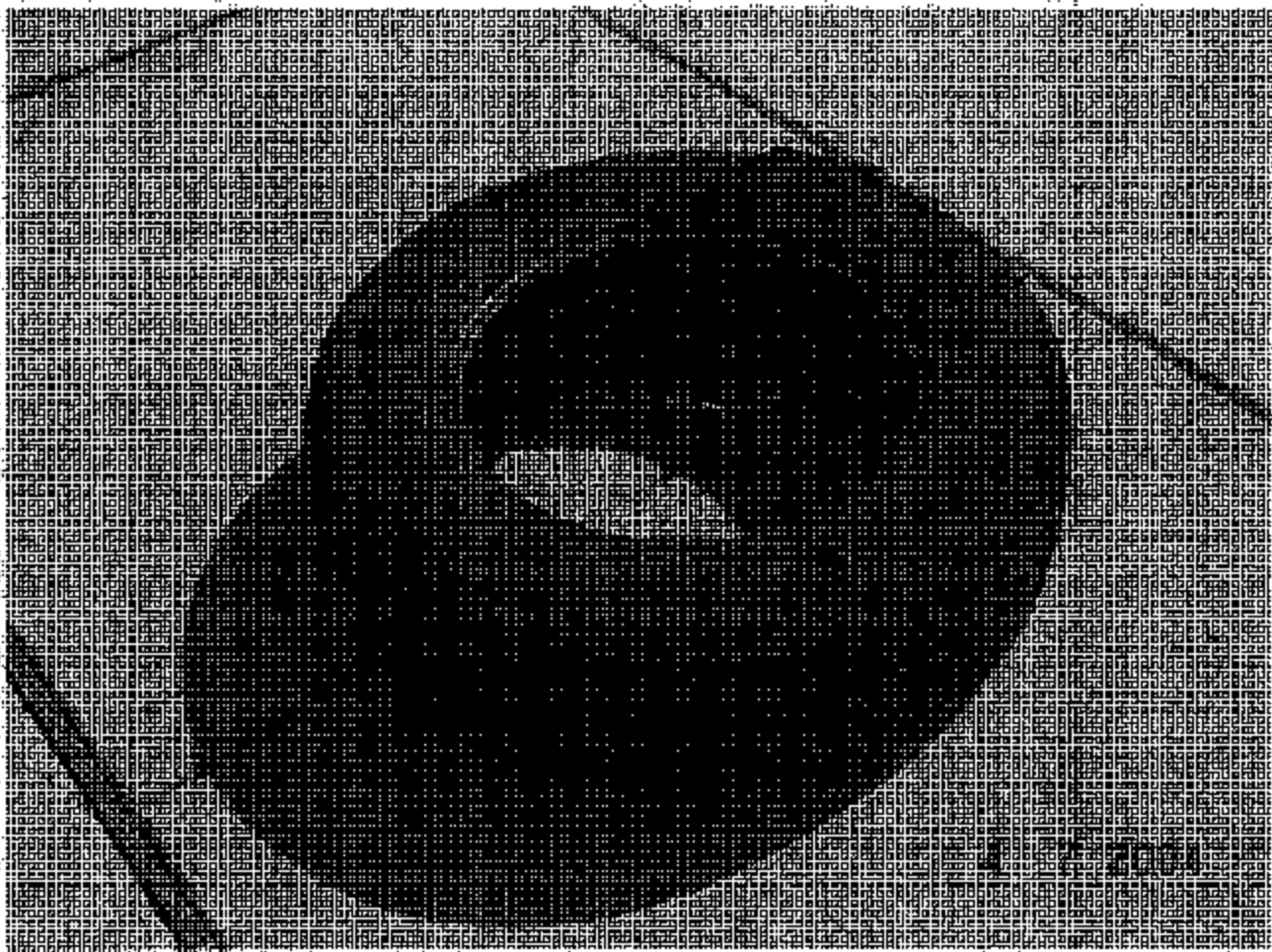
I am bringing this matter to your attention in the hope you can take some sort of action against this tire company. Thank you in advance for your help in this matter.

Lake Worth, Texas





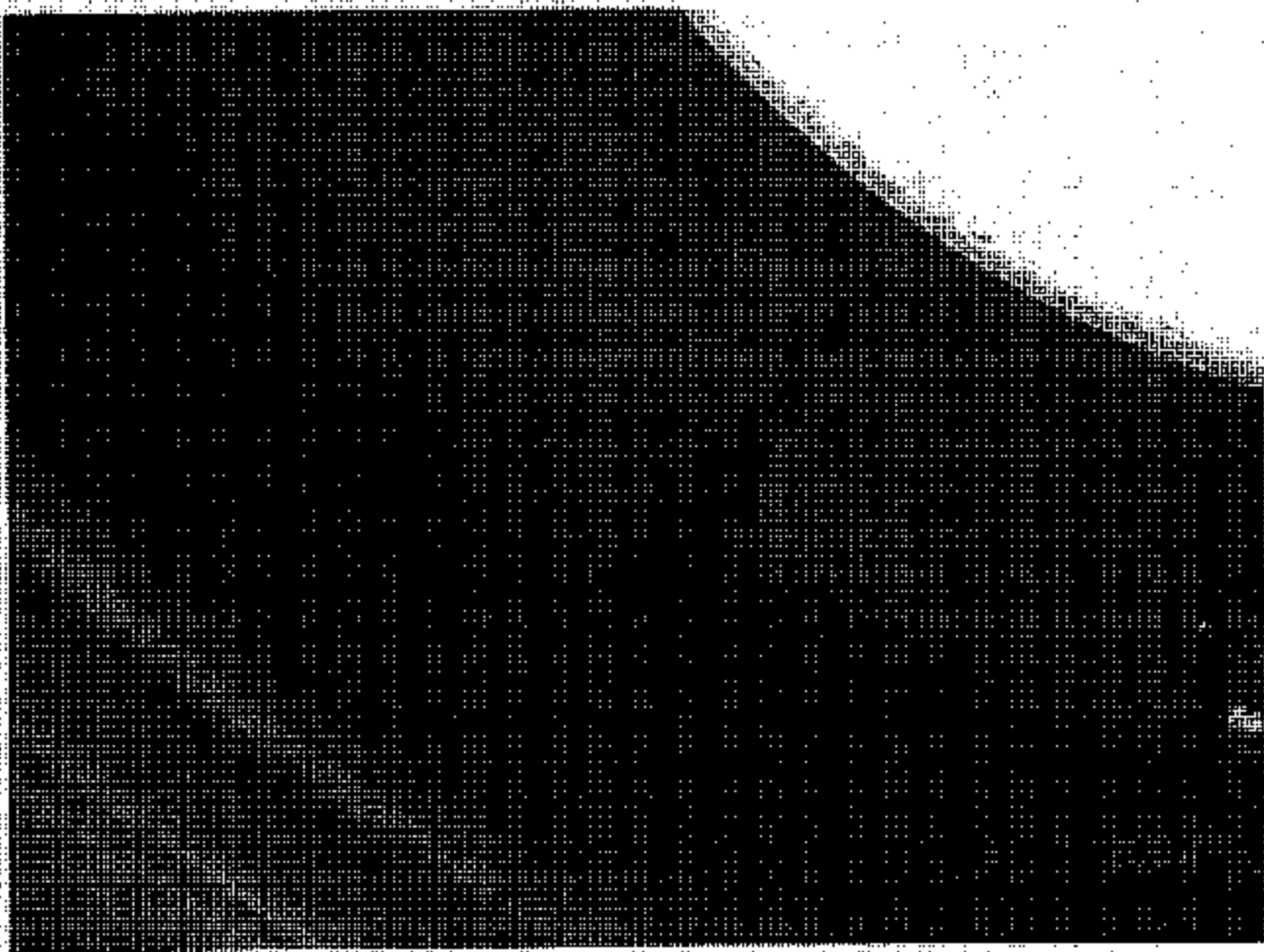














**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**