

State Farm Insurance Companies



P.O. Box 700011
Dallas, TX 75379-8011
(866) 861-0327
Fax - (888) 257-6076

June 29, 2005

US Dept Transportation
Attn: Gina Vaughn
400 7th Street SW
Washington, DC [REDACTED]

*VDR
Add to
10/175 77*

2005 AUG -3 AM 4:47

RE: Claim Number: [REDACTED]
Date of Loss: May 16, 2004
Our Insured: [REDACTED]
Your Claim Number:
Your Insured: Firestone Tire

Dear Ms. Vaughn:

I have enclosed our claim regarding a Firestone Tire loss. I have submitted our insured NHTEA form and color photos of the tire. Firestone has denied our insured's claim.

Sincerely,

[Signature]
Pamela Davis
Claim Representative
(866) 861-0327

State Farm Mutual Automobile Insurance Company

*Transfer to
C & P
NPO-220*



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

Date Received

Od_or _____
rLdt _____
od_rt _____
up_fr _____

Reference No.

OWNER INFORMATION (Type or Print)

Name _____
Street No. _____ Apt. No. _____
City El Paso State TX Zip Code _____
Daytime 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 _____

Date 3/14/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>1A9GXA4W22SJ</u>		Make <u>Airstream</u>		Model <u>Classic MH</u>		Year <u>1995</u>	
Purchased Date _____		Dealer's Name _____		Engine Size (CID/CC) _____		☐ Turbo	
Dealer's City _____		State _____ Zip Code _____		No. Cylinders _____		☐ Diesel	
☐ New ☐ Used						☐ Gas	
Manufacture Date (on driver's door or pillar) _____		Transmission Type ☐ Manual ☐ Automatic		Restraint System ☐ Driver's Air Bag ☐ Motorcyclist ☐ Passenger's Air Bag ☐ 2-Point Belt ☐ 3-Point Belt		Cruise Control ☐ Yes ☐ No	
				Drivetrain ☐ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	
						Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) _____		Location ☐ Left ☐ Right ☐ Front ☐ Rear		Failed Part(s) ☐ Original ☐ Replacement		Handicap Adaptive Equip ☐ Yes ☐ No	
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand <u>Bridgestone</u>		Tire Name <u>Bridgestone</u>		Complete Tire Size <u>R182 225/70R19.5/12</u>	
No. of Failures _____	Date(s) of Failure(s) _____	Mileage at Failure(s) _____		Vehicle Speed at Failure(s) _____	
		Failed Part(s) Available? ☐ Yes ☐ No		NHTSA Previously Contacted? ☐ Yes ☐ No	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured _____	Number of Fatalities _____	Reported to Manufacturer ☐ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): On May 16, 2004 while traveling on I-10 west of Las Cruces, NM at approx 60 MPH the left rear inside tire blew out causing damage to the mud flap and frame, the side of the MH and the ceiling in front of the tire, plus a hole in the floor. On June 7, 2004 while traveling on I-10 west of Ozona, TX, the right inside rear tire blew. This no damage except for the loss of the mud flap. I then went to San Marcos, TX where I purchased 4 new

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

Worn Tires. (See attached receipts for Bridgestone tires, shocks 2 Times in 2002 and 4 Tires in 2004) In 2002 while enroute to Rapid city I hit and object in the road and knocked a chunk of rubber out of the front tire (a bridgestone) so I replaced both front tires, had both the front + rear axle aligned.

The Bridgestone tires only had approx 5500 miles on them with more than half the tread left.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE**

(V00)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

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

www.nhtsa.dot.gov

BFNT LLC

1162 Appleton
Nashville, Tennessee 37210

REF. No. [REDACTED]

5/9/2005

STATE FARM INSURANCE COMPANY

Ms. Pamela Davis
P.O. Box 798011
Dallas, TX 75379

Dear Ms. Davis:

Our office has received your tire (R1B7F, 225/70R19.5
DOT No.Y7AD3FC519) and it has been inspected by our Technical Services Manager.

We have carefully inspected the tire. That inspection showed that this tire has been damaged by an impact while in service. While it is impossible to tell if the impact was with a pothole, object, curb or something else, the fact of a significant impact is revealed by rupture in the tire. That impact did not puncture the tire, but clearly damaged the steel belts. With continued use, the damage belts eventually ruptured and caused a rapid air loss which led to the subsequent damage. This is a frequent occurrence in tire failure as discussed in your tire manual. 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.

Very truly yours,

Norma Y. Davis

Norma Y. Davis
Paralegal

Attachment



43-0353-204 IC

REF. No. [REDACTED]



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

Re: Tire Return

Dear Sirs:

Please return my tire (R187F, 225/70R19.5
DOT No. Y7AD3FC519) referred to in your letter dated, 5/9/2005.

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: Ms. Pamela Davis
Address: P.O. BOX 799011
Dallas, TX 75379



OR (if address is different than above)

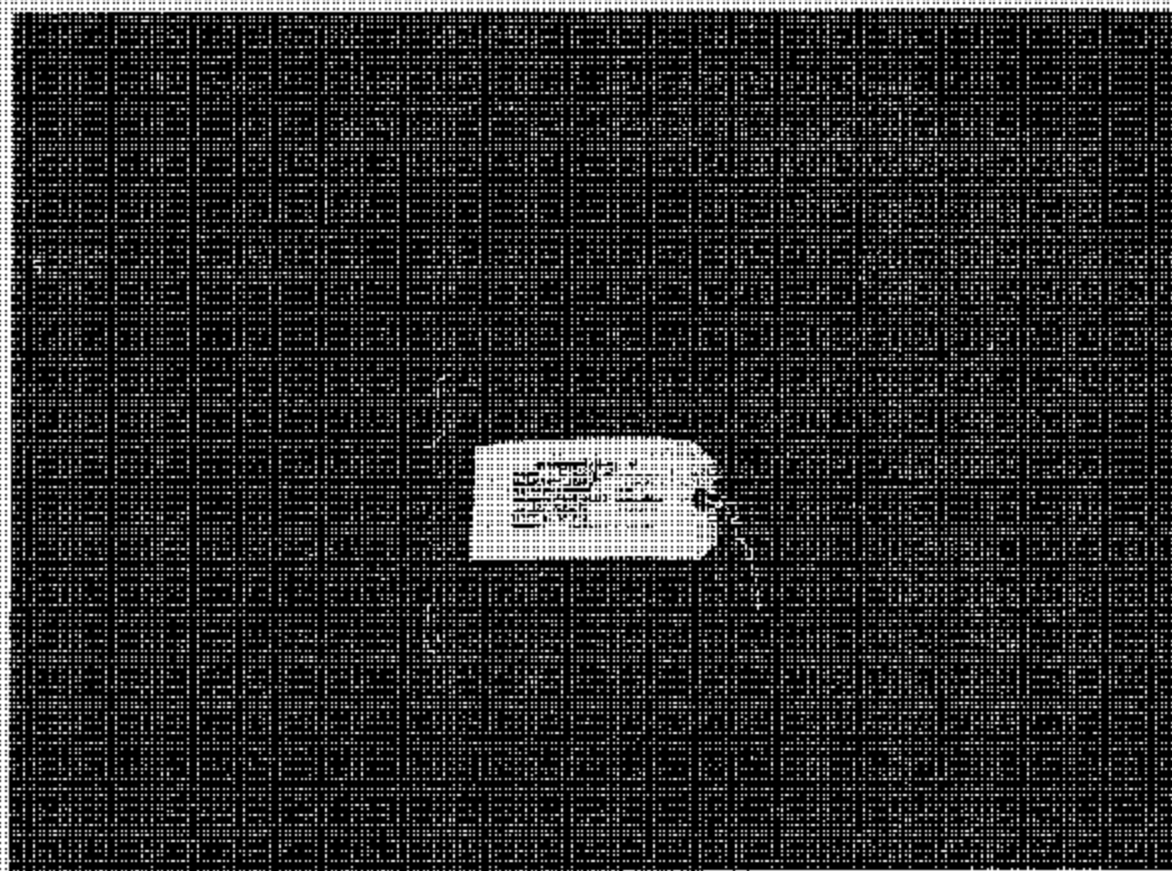
Name: _____

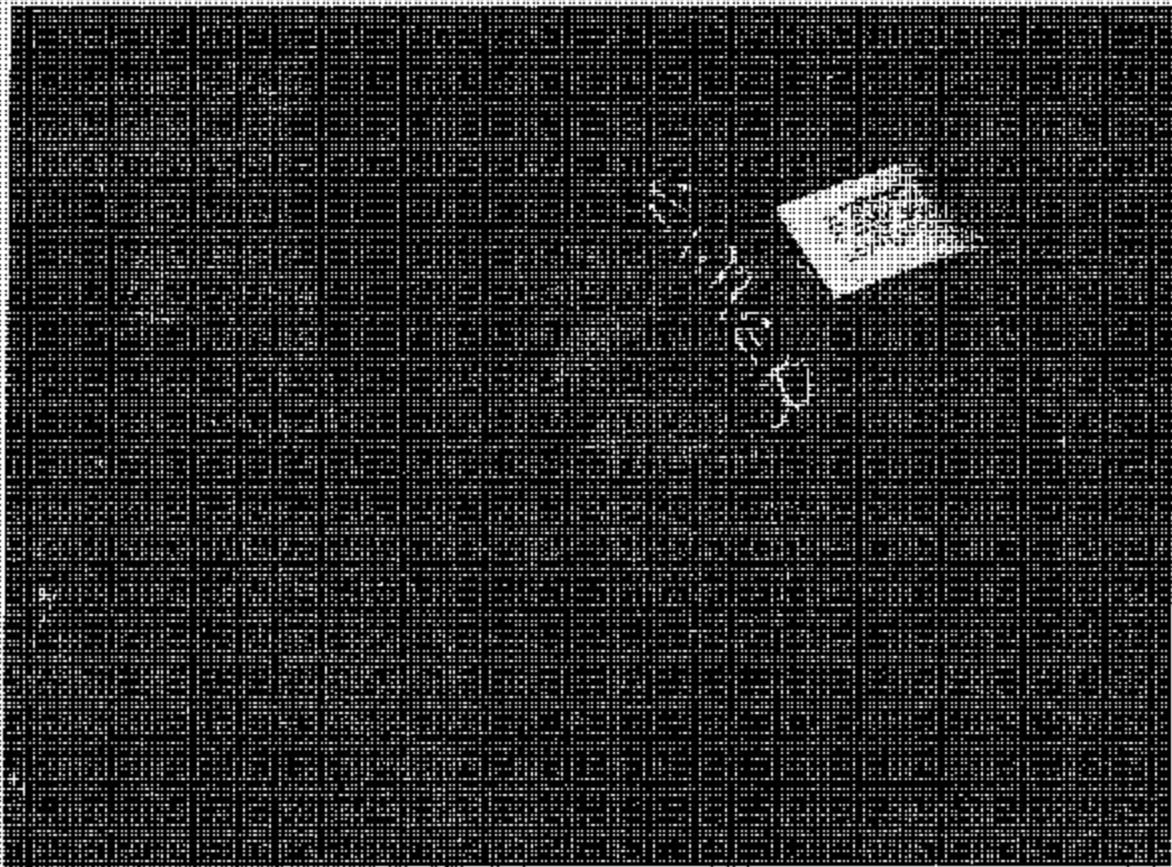
Address: _____

City: _____ State: _____ Zip: _____

Signature: _____ Date: _____

On or after 6/30/2005 your tire may be scrapped.





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).