



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 100148

Date Received

Repository ☐

Reference No.
10127650

2005 AUG 12 AM 7:18

OWNER INFORMATION (Type or Print)

Name
Address
City OCALA State FL 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 authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner Date 7/26/05

VEHICLE INFORMATION

17-digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GNCC26F
Make CHEVROLET Model SUBURBAN Model Year 1997
Date Purchased 01-NOV-86 Dealer's Name and Telephone Number
Engine: No. Cylinders 8 Fuel Type: Diesel
Original Owner ☒ Dealer's City State Zip Code
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain REAR WHEEL DRIVE
Vehicle Component Code 191000 TIRES:TREAD/BELT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-APR-2005 Failure Mileage Failure Speed 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make FIRESTONE Tire Model (Name or Number) STEELTEX A/T Tire Size (Example P215/65R15) 18 245/73/16
DOT No. (Example: DOTM18A9C036) ☐ Original Equipment ☐ Prior Repair Failure Location: PASSENGER SIDE REAR
Tire Component Code 191000 TIRES:TREAD/BELT Tire Failure Type BLOWOUT

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), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police N YES

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).

DT: THE CONSUMER STATED THE RIGHT REAR TIRE CAME APART ON THE INTERSTATE. THE CONSUMER HAS WRITTEN TO BRIDGESTONE. THEY WOULD NEED THE TIRE TO BE SENT TO THEM TO DETERMINE THE CAUSE OF THE TIRE SEPARATION. CONSUMER REFUSED TO SEND THE TIRE TO THE MANUFACTURER. *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.

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

WHILE ON I-75 @ 65 MPH TIRE EXPLODED,
WHEN I PULLED TO SIDE, THE TREAD HAD
SEPARATED AND RUBBER & STEEL WERE
FLAPPING AND HAD DAMAGED REAR QUARTER PANEL
AND THE COOLANT AND EXHAUST PIPES THAT
RAN THE LENGTH OF THE VEHICLE. CAR HAD TO
BE TOWED IN FOR REPAIRS & ANTIFREEZE
REPLACED. AFTER COMING HOME I HAD REAR
PANEL REPAIRED.

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 78173 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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

DASH2DOT

and dial toll free at

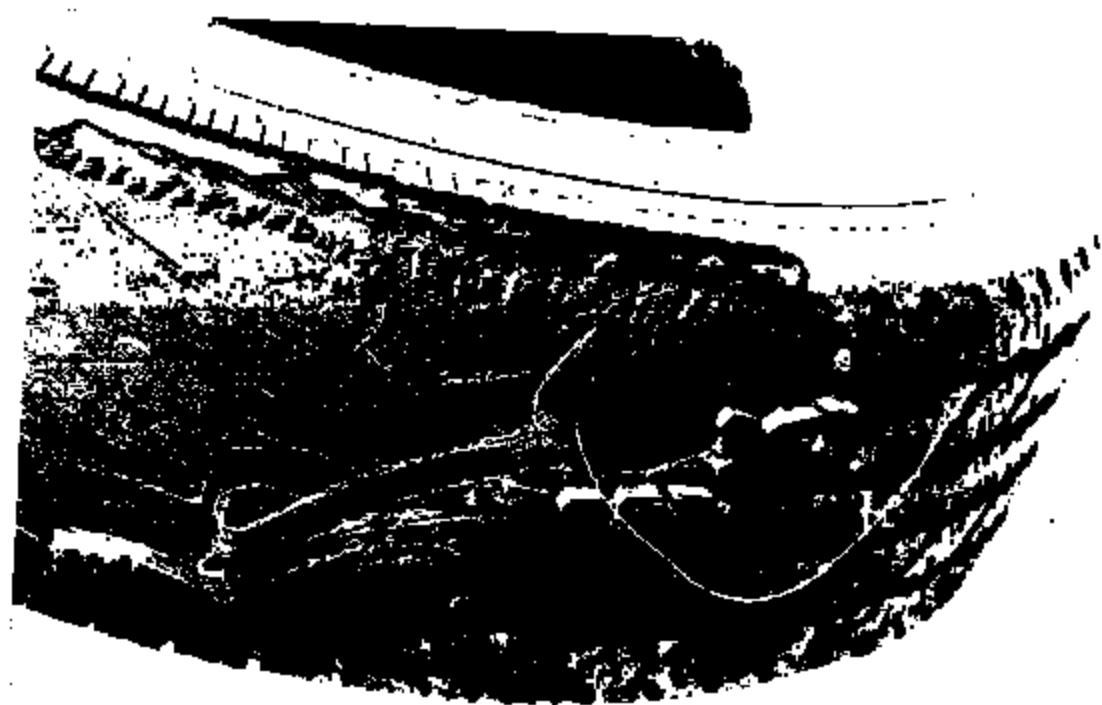
1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline



.DATE 20 JUL 05 13:48:28

REPORT GENERATION

REC NELSON

REPORT: 05-163613

MOTORIST ASSI

VTERM INC TYPE: 501 MOTORIST ASSIST

VTERM CLEAR CODE: N

SIGNL: 501 DATE: 20050425 TRCV: 12:12 ORIG: C3/025 AR: 99 ZON: D02 GRID: 5191

COMPL: FHP

ADR:

PHO:

UPLOC: I75 SOUTHBOUND

MORRIS BRIDGE RD

TUPLOC:

ORLOC:

ALI:

ORSIG: 501

DRMKS: CP NO CELL/ REMAINED UNT

PRI: 4

AT: PD

RMKS : BLK TR ON SB SIDE PERSON HOLDING SIGN SAYS CALL POLICE FHP X6

WRECKER X51 1D7 WILL X23 TIL TOW X97

-CT501

UNIT PID#1 PID#2 R TROUT TDISP TENRT TARRED TCLRD DIS CHY

1D7 04499 B 12:12 12:25 12:25 12:37 13:21 BKU

1D7 04499 P 12:12 12:19 12:19 12:19 12:23 NRE

..... END REPORT

June 17, 2005

BFNT, LLC.
11-2Appleton Dr.
Nashville, TN.

RE: 835970

In reference to your letter of 6-13-05, be advised of the following:

- 1 - I did not phone you; I sent a Registered letter, which you signed for on 5-31-05.
- 2 - I will not send you the tire; it is my proof of evidence; and I am retaining it on advice of my attorney.

YOU ARE WELCOME TO HAVE AN AGENT OR REPRESENTATIVE INSPECT, EXAMINE, AND PHOTOGRAPH IT AT MY HOME.

- 3 - There can be no estimates, as the car had to be repaired, as your tire disabled the auto. (See my first letter for details)
- 4 - Photographs were sent to you with my first letter.
- 5 - I expect you to reimburse me as specified in my first letter; and should you fail to do so, we will file suit in Circuit Court in Ocala. I wish to point that your defective tire caused us to wait 2 hours in the 90 degree heat. Deputy Farmer wanted to call an ambulance for my wife; as this episode affected her hypertension.

Enc. (1) Incident Report

Ocala, FL.

INCIDENT REPORT



635970

Time and Place	Date of Incident 4-25-05	Time AM/PM 11:30 AM	Exact Location Where Incident Occurred I-75 5 mi. N of I-4 exit	
Customer Vehicle	Vehicle Make Chevrolet	Year 1997	Model Suburban	Mileage 102,000
	Owner of Auto [REDACTED]		Telephone Number 352/217-5557	
	Add [REDACTED]	City Ocala	State FL	Zip Code [REDACTED]
	Driver SAME	Minor Yes ☐ No ☒	Telephone Number [REDACTED]	
	Address	City	State	Zip Code
	Passenger (List All) [REDACTED]	Minor Yes ☐ No ☒	Telephone Number [REDACTED]	
	Address SAME as owner	City	State	Zip Code
	Vin Number 3GN0C26E	Trailer Hitch? Yes ☐ No ☒		
	Vehicle Usage: Recreational ☐ Personal ☒ Commercial ☐		What is towed? N/A	
	Is this a motorhome or conversion van? Yes ☐ No ☒ Has the vehicle been modified? Yes ☐ No ☒ If Yes? What is Model? If so, how?			
Property Damage to Customer's Car	Did the vehicle rollover? Yes ☐ No ☒		Was the vehicle involved in a crash? Yes ☐ No ☒	
	Damage to Customer Vehicle Heat and AC pipes torn loose Quarter panel damaged		Estimated Cost SEE BILLS	
	Have you submitted this to your insurance company? Yes ☐ No ☒			
	Are you planning to submit this claim to insurance company? Yes ☐ No ☒			
	Has your vehicle been repaired? Yes ☒ No ☐		DEDUCTIBLE AMOUNT \$	
	Customer Insurance Co. (Please include telephone number) Hartford [REDACTED]			
Property Damage to Other Car (if applicable)	Was another Vehicle involved? Yes ☐ No ☒		Name and Address	
	Damage		Estimated Cost	
	Does Owner of Vehicle Have Insurance? Yes ☐ No ☒	Covering Damages to Car? Yes ☐ No ☒	Covering Damages to Other Car? Yes ☐ No ☒	
	Other Property Damage			
Injury?	Was Anyone injured? Yes ☐ No ☒		If Yes, Nature of Injury	
Tire Data (if Available)	Tire Size	Pattern Name		Position Mounted
	DOT Number (10 or 11 digit if located on sidewall)			Mileage on Tire
Description of Incident	SEE my letter for details			
Signature of Customer CUSTOMER M [REDACTED]		PROCESSING		Date Signed 6/17/05

May 25, 2005

[REDACTED]
Nashville, Tennessee [REDACTED]

Dear Mr. Enkass:

On April 25, 2005, I was driving on I-75 enroute to a doctor's appointment in Port Charlotte. North of the I-4 exit, my right rear tire disintegrated, forcing me off the road.

Help came from Hillsborough County Deputy Farmer, who wanted to take off the damaged tire, and install the spare. However, the flapping tire had severed the heat lines, all the anti-freeze was spilled out, and the quarter panel was damaged.

Stepps Towing Service towed us into the National Auto Service Center, where the damaged lines were repaired and fluid replaced. By this time, I had missed my appointment and had to call to make another appointment for the next day.

This necessitated a stay at a motel. In the last 40 months we have bought sets of tires (your brand) and had 2 blowouts plus this episode. The enclosed pictures will show the defective tire, and the considerable amount of tread remaining, showing a tire with not much use.

In view of these facts, I feel that you should reimburse me for the tire, and the expenses incurred by the defective tire.

Cost of tire	116.00
Towing	72.50
Repair Heater lines	118.98
Repair quarter panel	300.00
Motel	99.08

APR 25 2005
I would a prompt reply,
A

Sincerely

[REDACTED]
Ocala FL. [REDACTED]

**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).**