



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 100148

Date Received

Repository ☐

Reference No.
10152200

OWNER INFORMATION (Type or Print)

Name

Address

City TORRANCE

State CA

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 I do authorize to provide
In the absence of your signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner Date 3/14/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G8JUBZF

Make SATURN

Model L-SERIES WAGON

Model Year 2000

Date Purchased
01-OCT-99

Dealer's Name and Telephone Number
SATURN OF TORRANCE 310-370-3737

Engine:
No. Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
TORRANCE

State
CA

Zip Code
90503

Transmission Type
AUTOMATIC

☐ Anti-lock Brakes
☐ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
190000 TIRES

Multiple Failure: ☒ 2, two tire separations

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-JUL-2006

Failure Mileage
42000

Failure Speed
70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
Firestone

Tire Model (Name or Number)
Affinity Touring T2

Tire Size (Example P245/60R15)
P 195 65 R15

DOT No. (Example: DOTM15SAB0038)
DOT W266 AAA

☒ Original Equipment
☐ Prior Repair

Failure Location: tire rubber separation both rear tires

Tire Component Code

Tubelless Radial

Tire Failure Type: tire rubber complete layer separation

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 accident, failure(s), condition, and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police reported to California Highway Patrol on the scene

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).

DOT: THE CONTACT STATED WHILE DRIVING 70 MPH SOMETHING WAS NOTICED THROUGH THE REAR VIEW MIRROR COMING OFF THE VEHICLE. IT WAS PULLED OVER AND UPON INSPECTION THE RIGHT REAR TIRE HAD SEPARATED. THE SPARE TIRE WAS PUT ON THE VEHICLE THEN IT WAS TAKEN TO A REPAIR SHOP FOR INSPECTION. THE MECHANIC NOTICED THE LEFT REAR TIRE WAS ALSO SEPARATING AND THE LEFT REAR TIRE WAS REPLACED. THE MANUFACTURER WAS ALERTED.

Please refer to narrative given to LATimes, Chicago Tribune, letter enclosed (e-mail). Right rear tire is available for inspection by authority. Also refer to damage estimate by Saturn of Torrance designated repair shop of \$2005.48 in addition to tire cost of [redacted]. Tires purchased within 24 hours of mishap.

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. I agree to full disclosure by NHTSA to whomever, to correct defects to benefit the motoring public

07/23/2005 at 09:35 AM:
80057

Job Number:

PRELIMINARY ESTIMATE
2000 SATU LW1 4-2.2L-FI 4D WGN GREEN Int:

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM:

ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

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 REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGET 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. MOVP=MANUFACTURER'S QUALIFICATION AND VALIDATION PROGRAM.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR61C00 Database Date 07/2005, CCC Data Date 07/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM parts are OEM parts that are provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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 Repl Parts, RCY, or USED. Reconditioned parts are described as Recon. Recond parts are described as Recon. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

CCC Pathways - A product of CCC Information Services Inc.

Subject: RE: Firestone tires

From: [REDACTED]

Date: Mon, 27 Feb 2006 17:06:41 -0800

To: [REDACTED]

Dear [REDACTED]

I'm very sorry to have taken so long to respond to your note....Also sorry that at this stage I don't think we could do a story on the Affinity tires.

What happened to you sounds both dangerous and unfair. There is no way tires should start shredding after a few hundred miles. But at the same time, it's difficult for us to write about dangerous vehicles or defective tires based on a bad experience--and without evidence the problem is pervasive or widespread.

Have you filed a complaint with the National Highway Traffic Safety Administration? They have a link on their website that enables people to report vehicles or components they believe are defective. Typically, when they amass enough complaints they contact the manufacturer for an explanation, and in some cases open a defects investigation...Media coverage is also influenced by the volume of complaints to NHTSA.

I doubt this is very helpful, and again I'm sorry it took so long to get back to you. If you do decide to contact NHTSA or pursue this further in some other way, please keep us informed.

[REDACTED]

-----Original Message-----

From: [REDACTED]

Sent: Wednesday, February 01, 2006 12:20 PM

To: [REDACTED]

Subject: Firestone tires

Gentlemen,

I wish to let you know that tire separation blow out problems are more wide spread than just those on the Ford explorer. I have a year 2000 Saturn mounted with Firestone Affinity tires that completely separated at 42,000 miles while it is rated for 70,000 miles and 6 years. Both tires in the rear separated within 300 miles of each other. This is the account below.

On July 16, 2005, while driving north on Highway 5 in California, about 20 miles south of Highway 58 junction I heard something rip off the car, through the rear view mirror I saw a long black object. I viewed the instrument panel to check if water and oil pressure was in order and everything was fine. I cruised to stop on the road side and discovered that the outer layer of rubber on the rear right tire had disappeared leaving something looking like the inner tire from the 1960's. All the air was still in the tire but the long piece of rubber had become a whip that damaged the side of the car and knocked out the rear lens. AAA was called as was the California Highway Patrol to protect my 64 year old father inlaw standing on the roadside. He had a quadruple bypass earlier in the year. The AAA technician assessed the

tire failure as rubber separation and knew that it was a Firestone. I drove north after tire change and went to a tire shop the next day thinking of buying a spare and to my dismay the tire technician said the rear left tire was also separating. It cannot be a coincidence that both rear tires separate on the same day within 300 miles of each other. When I complained to Saturn and demanded compensation for the damage I was referred to Saturn Corporate office and then got bounced back to the dealership which told me to settle with my own insurance company. I did not lose two tires and got my car damaged because of an auto accident. It was caused by tire rubber separation. Having no other recourse I took the dealership to court.

The judge said he had similar experience from tire on an Explorer and asked me if I wanted him to recuse of himself. I said I would take whatever was fair to him. His question and statements seemed peculiar. He said tire separation can occur from anything. As if it was normal for tire rubber to separate. I never had tire separation experience dating from before I got my driver's license in 1966. He went on to say why didn't you sue everyone up and down the chain, starting from Firestone, Saturn and including the man mounting the tire. I had the bad tire in court but he did not ask to look at it. When tires separated on Explorers Saturn Corp sent owners a letter that claimed the Firestone Affinity tires on the Saturn were safe, reliable and not prone to separation as what is described about the tires on Explorers. I trusted them so much I bought another Saturn in 2004. When I told the judge this he said what makes you think you can believe what Saturn says, as if Corp America has no obligation to be honest and have integrity and truth in representation.

The judgement came and the judge ruled against me citing the vehicle had a fairly serious wreck- hit on the front left bumper from the side that incurred \$2800 repair. He cited insufficient proof of tire defect.

I know my case has been ruled dead. However I think I can get a fair "hearing" from reputable Newspapers. You are the conscience of America and stewards of right and wrong what is fair and what not. For you Mr Rowley, I used to get redress from Action Line of the Chicago Tribune in the 1970's. For you Mr Levin thank you for the article Bridgestone, Ford Settle Tire Dispute. In comparison the tire on my Saturn separated even more cleanly than what I see on the article in the LA Times.

[REDACTED] Torrance Ca [REDACTED]



MEMBER PURCHASE INVOICE

INVOICE# 4750087649

DATE 7/17/2005

NAME [REDACTED]

PHONE [REDACTED]

ALT PHONE [REDACTED]

MEMBERSHIP 111741187970

ADDRESS [REDACTED]

CITY TORRANCE

ST CA ZIP 90505

YEAR 2000 MAKE Saturn

MODEL LW1

SUB-MODEL

GVW WHEEL BASE ODOMETER COLOR GREEN LBS

AIR FRONT 30 REAR 30 TORQUE 92 ALLOY MCN STEEL P SALESPERSON ALBERT

SLIP PRINT

NUMBER 611 [REDACTED]

674314 RE9501956515 157 9H F

2 P 70.99

2 P 1.75

2 P 10.00

STATE TIRE F

NWL/REARNGT

TIRE DISPOS

1442 R. 25 2 TAX PATT

ITEM

American Express

EXCHANGE .00

TOTAL MEMBER HP ITEMS SOLD - 2

CASHIER: ALBERT K WAGE 95

7/17/2005 15:11 0475 95 00.66 140

both rear tires
had to be replaced
within 24 hour period

QTY	DESCRIPTION
2	ITEM# 674314 MANUF BRIDGESTONE RE950 TYPE 45,000 MILE WARRANTY SIZE P195/65HR15 89H
	ITEM# MANUF TYPE SIZE
2	6850 Car, Light Truck, Van, SUV Installation Package: Mount, Balance, Rubber Valve Stem, Rotations, Rebalances, Repairs, Air Checks
1	7023 Costco Scrap Tire Disposal Fee Charged on all tires left for disposal. State disposal fees may also apply.
	6841 Seasonal Exchange
	8399 Snow Tire Studding Fee
	6861 Rebalance (Non-Costco Tire)
	Flat Repair N/C
	Rotation N/C
	Rebalance N/C
	Road Hazard Warranty
	Mileage Adjustment
	Manuf. Defect
	Member Services

DOT 1 H49NDFH2005

DOT 2 H49NDFH2105

DOT 3

DOT 4

DOT 5

DOT 6

DOT 7

DOT 8

WORK TO BE DONE

SERVICE NOTES

L/F

R/F

L/R

R/R

S

Best to Spare

Static Dynamic

Blackwall Whitewall

• Air Pressure and Torque are levels recommended by Manufacturer.

**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).**