



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

03-MAY-2006

Reference No.
10156722

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PASADENA State: TX Zip Code: [REDACTED]

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, your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 05/06/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1VFG5RE16H [REDACTED]
Make: NISSAN Model: MAXIMA Model Year: 1995

Date Purchased
01-MAY-03

Dealer's Name and Telephone Number

Engine:
No. Cylinders: 4

Fuel Type:
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
191000 TIRES/TREAD/BELT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 21-APR-2006
Failure Mileage: 155000
Failure Speed: 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FUTURA Tire Model (Name or Number): FUTURA 2000 RADIAL LTE Tire Size (Example P215/65R15): P205/65R15
DOT No. (Example: DOTM19ABC036): U9URXA24204 Original Equipment Prior Repair Failure Location: PASSENGER SIDE FRONT
Tire Component Code: 191000 TIRES/TREAD/BELT Tire Failure Type: BLOWOUT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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).

DT*: THE CONTACT STATED WHILE TRAVELING 70 MPH, THE PASSENGER FRONT TIRE BLEW OUT. THE VEHICLE WAS PULLED OVER AND THE TIRE WAS CHANGED. THE TIRE WAS TAKEN BACK TO THE AUTOMOTIVE SHOP WERE PURCHASED, BUT THERE WAS NO DETERMINATION TO THE PROBLEM WITH THE TIRE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.



CRAWFORD & COMPANY
117 SEABOARD LANE, SUITE F-125
FRANKLIN, TN 37067

File #

Attention

11A

CLAIM REPORT COOPER FILE NO. [REDACTED]

Customer and Vehicle Information	Owner of Auto [REDACTED]		Phone Number HOME TEL [REDACTED]		
	Address [REDACTED]		City PASADENA	State TEXAS	Zip Code [REDACTED]
	Driver (if other than owner) [REDACTED]		Phone Number		
	Address [REDACTED]		City PASADENA	State TEX	Zip Code [REDACTED]
	Vehicle Year 1995	Make NISSAN	Model MAXIMA	Mileage	
	Hauling or Towing? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		If yes, please describe:		
	Vehicle Usage: Recreational <input type="checkbox"/> Personal <input checked="" type="checkbox"/> Commercial <input type="checkbox"/>				
	Is this a motorhome or trailer? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		Has the vehicle been modified? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
	If yes, a weight slip is required.		If so, how?		
	Did the vehicle rollover? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		Was the vehicle involved in a crash? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Damage to Vehicle	Description of damage to vehicle R. Front Fender, Light Blinder, Water Reservoir (NOTE! See Estimator)			Estimated Cost	
	*Have you submitted this to your insurance company? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
	*Are you planning to submit this claim to your insurance? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
	PARTIALLY, TO BE ABLE TO DRIVE		*DEDUCTIBLE AMOUNT \$ _____		
	*Name & address of insurance company				
Injuries	Was anyone injured? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		If yes, to what extent?		
Tire Data (If available)	DOT Number (10 or 11 digit # located on sidewall)	Mileage on tire - 450 miles	Inflation pressure + or -	Position mounted	
	DOT# U9UR [REDACTED]	19293	35 TO 38	Right Front	
	O.E. Tire Size & Ply Rating (found on vehicle placard) P205/65R15 2PLY				
Description of Incident	Date of Incident	State/Province where incident occurred	Country	Exact Location	
	APR 17-06	TEXAS	SAN JACINTO	7 miles South of Clewiston TEXAS	
	SEE ATTACHED LETTER !!				
	OVER PLEASE				

*Please note that we cannot offer consideration for your claim unless these questions are answered clearly. We will not contact your insurance company about this incident for any reason without your permission.

**We cannot offer reimbursement for incidental costs such as loss of time, vehicle rentals, etc...

1302 Acacia Drive.
Pasadena, Texas 77502.

April 19, 2006
Cooper Tire Company
To Whom It May Concern:

I [REDACTED] on 17 April 06, was returning to Stephen F. Austin College in Nacogdoches, Texas, where I attend classes. I was approximately 7 miles south of Cleveland, Texas on Hwy. US. 59 North from Houston, TX. The traffic was light, at approximately 2:30 p.m., the weather was clear & sunny, the temperature was about 87 degrees and road conditions were good, the speed limit was 70 miles per hour.

I had been on the road for about one hour. I was traveling at approximately 65 miles per hour. When the car began to shake vigorously, before I could pull off the road to check my vehicle the right front tire blew out. It was very difficult to control the car at this speed, but I was able to pull safely to the side of the road. I got out to check the vehicle and found that the tread on the right front tire had completely peeled from the sidewall. I checked to see if there was something in the road that I had possibly hit and the road was clear. On examination of my vehicle, I found that the right front blinker and head light were had been knocked out of the fender and were hanging from the electrical wiring. The windshield wiper fluid container was broken and fluid was leaking out. The fender well cover (inside fender well) had been torn off. Also, the front fender was pushed back into the passenger side door. When I began to change the tire, I found that the rim had also been damaged. I proceed to change the tire, using the factory "donut".

After this process, I continued on my way back to school. At this time I called my Father and he recommended that I get to Livingston, TX and purchase a tire and rim before continuing on to Nacogdoches.

Sincerely,
[REDACTED]

Attachments Enclosed

CC: Crawford Claims Service (File N [REDACTED])
Pep Boys Store #296 [REDACTED]



April 28, 2006

[REDACTED]
Pasadena, TX [REDACTED]

CERTIFIED MAIL-RETURNED RECEIPT REQUESTED

Our File [REDACTED]

This letter confirms our recent notification regarding the situation you experienced with your tire(s). Our office represents Cooper Tire & Rubber Company and we will be assisting you in the processing of your claim.

There are many reasons and conditions for tire failure and a number of them can be detected only after careful examination under laboratory conditions. *In order for us to process your claim, listed below are the items required for consideration:*

1. Return of the tire(s) which is reported to be responsible for the damage*
2. Complete and return the enclosed claim report
3. Two (2) estimates for the repair of the damage
4. Copy of the replacement tire invoice (if applicable)
5. 3-6 photos of the damage to the vehicle (please do not send more than 6 photos)
6. If you have access to a digital camera please submit the photos to our e-mail address: cooper_tire@us.crawco.com

* A pre-addressed UPS shipping label has been provided for the return of the tire(s), at our expense.

See the attached "Instructions" for details regarding the process for shipping your tire(s) and the requested paperwork.

Upon receipt of all of the above items, we will advise you in writing of our decision, usually within 30 days. Please make a copy of the paperwork, estimate and receipts for your own files. Following the included instructions and using the enclosed materials will expedite our review process.

Please keep in mind that any tire, no matter how well constructed, may fail in use as a result of punctures, impact damages, improper inflation, overloading, or other conditions resulting from use or misuse for which we are not responsible. Many of the submitting

EXCELLENCE IN EVERYTHING WE TOUCH

117 Seaboard Lane Suite F-125 ■ Franklin, TN. 37067 ■ (615) 221-5900 ■ Fax (615) 221-0044 ■
www.crawfordandcompany.com
E-mail br00255_tr@us.crawco.com

A.R.S.

FROM: Name: _____
Street: _____
City: _____ State: _____ ZIP Code: _____

SHIP ATTN CLAIMS DEPT
TO: COOPER TIRE REG INSPECTION PT
141 STANFORD PKWY

FINDLAY OH 45840 1731



OH 458 4-20



UPS GROUND

TRACKING #: 1Z E44 227 06 1044 0338



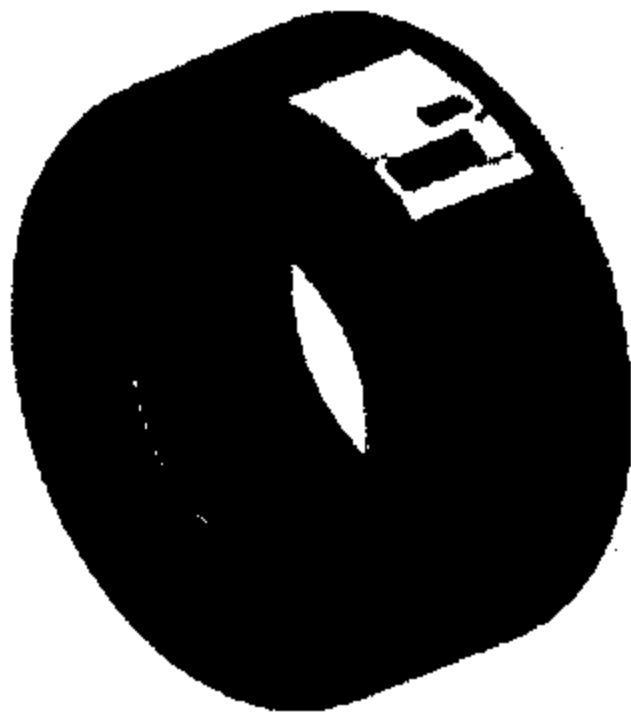
UPS Authorized Return Service™

HPH 83.0A 07/2004 01/2004 01/01

REF # _____
GROUND A.D.S. TRACKING NUMBER | REF # DATE
1Z E44 227 06 1044 0338

Tire Labeling for UPS Shipping

Please follow these guidelines and tips to help you pack your tires correctly.



Packing

- Please apply a wide band of pressure sensitive tape through the center of the tire and then completely around the body of the tire, so the tape is attached to itself

Labeling

- Please attach your completed A.R.S. label to the strip of tape where it covers the tire
- Cover your label with clear tape

**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).**