



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

2008 FEB -1 08:46:03

FOR AGENCY USE ONLY 100148

Date Received

Repository

Reference No.
10198408

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: LAKE TAPPS State: WA 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
 Signature of Owner _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1FTNW21S9 [REDACTED]
 Make: FORD Model: F250 Model Year: 2000
 Date Purchased: 07/08/2000 Dealer's Name and Telephone Number: Seatac Truck Center 206-763-9100
 Engine: No: Cylinders 10 Fuel Type: Gas
 Original Owner: Dealer's City: Seattle State: WA Zip Code: [REDACTED]
 Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
 Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 191000 TIRES:TREAD/BELT
 Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 09-JUL-2007 Failure Mileage: 54000 Failure Speed: 50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FIRESTONE Tire Model (Name or Number): LT 24575R16 Tire Size (Example P215/65R15): LT26575R16
 DOT No. (Example: DOTM19ABC036): VNW81XL2200 Original Equipment Prior Repair Failure Location: PASSENGER SIDE REAR
 Tire Component Code: 193000 TIRES:BEAD Tire Failure Type: TREAD 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 incident(s), Failure(s), Crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
 Number of Persons Injured: 0 Number of Deaths: 0 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).

TL*THE CONTACT OWNS A 2000 FORD F250 PICKUP. WHILE DRIVING 50 MPH AND PULLING A FIFTH WHEEL, THE CONTACT FELT A VIBRATION. A SECOND LATER, SHE HEARD A LOUD BUMP AND THEN A BANG. SHE PULLED OVER AND NOTICED THAT THE TREAD SEPARATED AND DAMAGED THE REAR PASSENGER SIDE FENDER. THE CURRENT AND FAILURE MILEAGES WERE 54,000. THE PURCHASE DATE OF THE VEHICLE WAS UNKNOWN. July 08, 2000. See attached.

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)

All enclosed documentation

ATTACH ADDITIONAL SHEETS IF NECESSARY

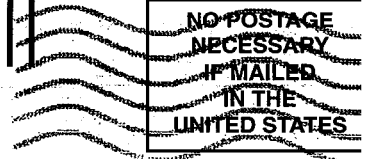
U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300

TACOMA - OLYMPIA WA 983 21 AUG 2007 PM 3 L



BUSINESS REPLY MAIL

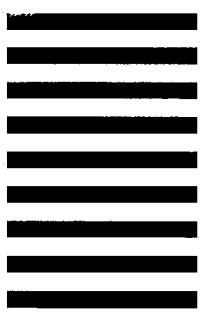
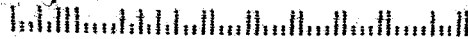
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

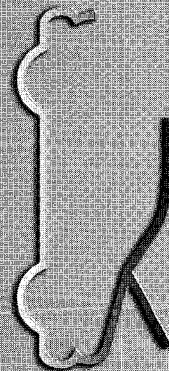
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

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20590X00000



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:

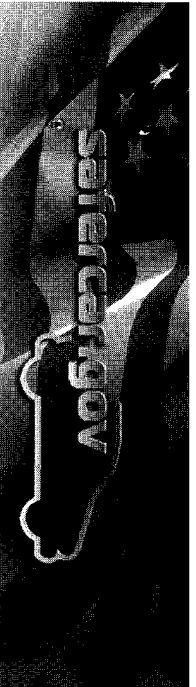
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Firestone Tire Separation Incident

Date: July 9, 2007

Appx time: 15:45

Location: Hwy 97 Blewitt Pass southbound (ascent)

Vehicle: 2000 Ford F250 4 x 4 Super Duty Crew Cab

Odometer reading at time of incident: 54,098

VIN #: 1FTNW21S9

Purchased: July 8, 2000 from Sea Tac Truck Center, Seattle, Washington

Original and current owners:

Tire: Firestone Steeltex A/T, E4 00 8062 LT265/75R16, 123/1200 M/S, Load range E
DOT: VNW8 1XL 2200 (Original manufacturers equipment on this vehicle)

On the above referenced time and date, I was driving south on and ascending Blewitt Pass in my vehicle with my 13 year old daughter in the rear passenger seat of the crew cab. I put all the windows all the way up so that my daughter and I could hear each other during conversation. Less than a minute later while my daughter was resting her head on the window while listening to me talk, I felt a vibration. At first I thought it was the road surface. Then the vibration intensified very quickly followed by a loud banging noise that sounded as if my truck was hit by something. My daughter was very startled and yelled out "What was that?" and "Something hit us." Fortunately, I didn't lose control of my vehicle. My husband and son were riding in the vehicle directly behind me. He saw a single large piece tire tread fly up from the passenger side of my rig but couldn't determine whether it was my truck or 5th wheel that lost a tire tread. The tread was thrown up over the passenger side of his vehicle and over the cliff side of the road. He immediately picked up his walkie-talkie and told me that I "had a tire blow out." There was a narrow shoulder at this point in the road and I pulled my truck over to the shoulder and came to a stop.

My husband and I both exited our vehicles and walked around to the passenger side to assess the situation. The rear, passenger side tire of my truck had lost its tread but was still under pressure. There were black rubber marks all around the side of the truck bed and on the rear passenger side window near where my daughter was resting her head. The truck was dented in areas on the side of the truck bed and bent in around the tire wheel well. In the wheel well area, there were pieces broken away such as the mud flap and splash shield.

My husband took a tire pressure reading from the damaged tire and told our children to stay back as this tire was dangerous in this stressed condition and could blow out at any time. He then let air out of the damaged tire to relieve the pressure. After that, he changed the tire and we all continued on our way home.

After we got home, we took pictures of the truck damage. On July 14, 2007, my husband took the truck in to Discount Tire in Federal Way, Washington. He purchased and had installed 4 new tires (see attached receipt). The new tires purchased were not Firestone tires.

On July 16, 2007, my husband took the truck to Thoroughbred Collision Center in Auburn, Washington to get an estimate for damage repair (see attached copy). The person who wrote the estimate told my husband that about 2 weeks prior to this, she had written an estimate for a nearly identical Firestone tire tread separation damage claim. She said that since she had written 2 estimates for Firestone tire tread separation damage in 2 weeks time, she wondered how many other incidents of the same nature have occurred. The estimator put us in touch with the other individual that had Firestone tire tread damage. My husband and I spoke with that person. Her name is Susan Cooke. We have her telephone number and will provide that at a later time if necessary. Ms. Cooke has a truck very similar to ours and had the exact same Firestone tires. Ms. Cooke told us that she and her teenage daughter were driving I-90 traveling approximately 70 mph when the rear passenger tire lost its tread and damaged her truck. Ms. Cooke said that she believes that if the tire that separated had been in the front of her truck, she and her daughter would have had a roll-over accident and been seriously injured if not killed.

On August 13, 2007, I called Firestone Customer Service in Chicago and was immediately referred to their Product Liability Department at 1-800-356-4644. I spoke with a man named Roger P. who wouldn't provide me with his last name. I told him that I had a Firestone tread separation incident and wanted to know what Firestone's procedure was for handling this. He requested my name, address and phone number. He said he would mail me claim forms. He explained that I was to complete the forms, send 2 estimates for damage repair, send any and all pictures and ship the damaged tire to Firestone for evaluation. I told him that I was reluctant to send the damaged tire to them in the event it was lost. He said that without the damaged tire, Firestone's "experts" couldn't determine whether the tire was defective or if there were other conditions that caused damage to the tire. I told him that I would be willing to take the tire to a local Firestone "expert", to which he replied there were none in the Seattle area and the closest "expert" was Portland, Oregon. I told Roger that I would be willing to go there. Roger said he would mail the paperwork out today but didn't know if taking the tire to Portland would work. I told him that we would work that out after I received and processed the Firestone paperwork.

I received the paperwork from Firestone (see attached copies) on August 16, 2007. I am very uncomfortable sending my damaged tire to them. I would be without evidence if this tire were to be lost in shipping or after it arrived at Firestone. I feel that an independent investigator should be the one to examine the damaged tire. Also, I feel that the criteria Firestone lists in the last paragraph of this letter, is worded in such a way that Firestone would not have to admit that this tire was in any way defective and therefore would never pay my claim.

[REDACTED]
[REDACTED]
Lake Tapps, WA 9 [REDACTED]
[REDACTED]

BFNT, LLC

1102 Appleton Drive
Nashville, TN 37210

8/13/2007

[REDACTED]
[REDACTED]
Lake Tapps, WA [REDACTED]

Ref #: 841334

In response to your phone call regarding the situation you experienced with your tire, listed below are the items that are required to process your claim for consideration:

1. Complete and sign the enclosed Incident Report.
2. Two estimates for the repair of your vehicle from a repair facility you would use. Photos of the damage are helpful, and can also be sent with the estimates.
3. A copy of the replacement tire invoice and a legible shipping cost receipt.
4. Also, the tire that caused the damage **must** be shipped to us **prepaid**.

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, estimates and receipts for your own files.

The tire that caused the alleged property damage to your vehicle must be shipped **freight prepaid** to the address shown on the enclosed shipping label. Your shipping cost will vary depending upon the shipment method you use. For reference, UPS, Ground Service, will cost about \$15 - \$30 for a passenger car tire. The freight company may require that you package the tire in a box for shipment. If we conclude that the claim should be accepted after we examine the tire, we will reimburse you for the cost of shipping the tire to us. If we conclude that the claim is denied and you request that your tire be returned after the inspection, it will be shipped by us **freight collect**. The estimated freight collect shipping cost is about \$30.

See the attached "Help Us Help You" for details regarding the process and Instructions for Shipping Your Tire And The Requested Paperwork.

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 damage, improper inflation, overloading, or other conditions resulting from use or misuse for which we are not responsible. Many of the submitted tires we receive failed for one of these reasons above and the claims are accordingly denied for payment.

Thank you for your cooperation. If you have any questions, please feel free to contact us at [REDACTED]
[REDACTED]

HELP US HELP YOU

HELPFUL INSTRUCTIONS FOR STARTING THE TIRE REVIEW PROCESS

NO TIRE, NO CONSIDERATION: In order to substantiate that our tire was responsible for the alleged damage to your vehicle, we **must** have the tire for examination. Bridgestone Firestone cannot begin the review process without a tire.

INCIDENT REPORT: Please complete the "Incident Report" as completely as possible. We cannot start the review process without this vital information. If there are minors involved, please list parents or guardian names as well. It is very important that the vehicle owner signs the completed incident report. If we do not receive a completed and signed Incident Report with the correct VIN number, Date of Incident, verification of no injury, and all other pertinent information, the review process can not start and the Incident Report will be returned to you for completion. This will delay the review process.

INJURIES: We take injuries of any kind very seriously. Therefore if injuries are claimed at any point in the process, we will forward your claim and all materials received, to our legal department in Akron, OH, for your protection. At that point your initial contact person will not have any additional information concerning the review, therefore all inquiries should be directed to the legal department in Akron. Attn: Legal Dept. 1200 Firestone Parkway, Akron, OH 44317. Their telephone numbers are (330) 379-6057 or (330) 379-6549.

ESTIMATES: Please send us two (2) legible estimates from body shops you would like to use. We will send these estimates to an auditing bureau for review, and will most likely choose the lower of the two estimates or the revised estimate. Be sure the body shop includes the vehicle VIN number.

INSURANCE COMPANY: If your insurance company is used, your compensation, if upheld, will be your deductible, the tire adjustment amount, your shipping cost, and any approved miscellaneous costs. We must receive receipts for the above items (except the tire adjustment) in order for them to be considered for reimbursement. If you are the insurance company representative, all of the requested materials and tire must be submitted **together**.

SHIPPING THE TIRE AND PAPERWORK: Please send all requested paperwork and the tire **together**. Sending partial packages will only delay the review process. Sending the tire and the paperwork together is the only way to ensure that all of the requested items are received at the same time for timely processing. If you ship the tire in a box, please place the address label that we sent to you on the outside of the box, and be sure to put the paperwork inside the box firmly attached to the tire.

SHIPPING TAG ATTACHMENT FOR TIRE: We have included a pre-addressed shipping tag with reinforced eyelets that must be secured to the outside of the box or to the tire by rope or wire.

SHIPPING "POUCH": The enclosed plastic pouch with the adhesive backing is to be used for enclosing all documents. The backing should be removed and the pouch should be firmly attached to the tire.

Ref: 841334

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