



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.

10201922

05-SEP-2007  
2 AM 8:25

OWNER INFORMATION (Type or Print)

Name

Address

City

HOLLYWOOD

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 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

1G6DW5470L

Make

CADILLAC

Model

FLEETWOOD BROUGH

Model Year

1990

Date Purchased

14-MAY-90

Dealer's Name and Telephone Number

BRAUN CADILLAC 407 299 6161

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

?

State

FL

Zip Code

?

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

REAR

Vehicle Component Code

190000 TIRES

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

9/1-2/2007

Failure Mileage

121250

Failure Speed

60 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

BRIDGESTONE

Tire Model (Name or Number)

STEEL RADIAL TIRE

Tire Size (Example P215/65R15)

75R15

DOT No. (Example: DOTM19ABC036)

HYHHF85408

☒ Original Equipment

☐ Prior Repair

Failure Location: DRIVER SIDE FRONT

RIGHT REAR

Tire Component Code

192000 TIRES:SIDEWALL

REPLACED

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

10

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).

DRIVING ON FLA. TURNPIKE, EXPERIENCED TREAD SEPARATION ON RIGHT REAR PASSENGER TIRE. HAD TO CHANGE TIRE TO SMALL "DOUGHNUT" SPARE. WENT BACK TO HOME BASE TO PURCHASE TIRE(S) FOR CAR BEFORE PROCEEDING WITH TRIP. WAS TOLD BY THE PEPBOYS PLACE I ONLY NEEDED TO REPLACE THE TIRE THAT HAD TREAD SEPARATION, SO CONSUMER ONLY PURCHASED THE ONE TIRE. CONSUMER CONTINUED ON TRIP. NEXT DAY, CONSUMER EXPERIENCED ANOTHER TREAD SEPARATION, THIS ONE ON RIGHT FRONT DRIVERS SIDE. THIS TREAD SEPARATION CAUSED EXTENSIVE DAMAGE TO THE VEHICLE'S (A 1990 CADILLAC FLEETWOOD BROUGHAM, IN SHOW ROOM SHAPE) FRONT FRONT PANEL, ROCKER PANEL, WHEEL TRIM, ALL JOINTS AND ALIGNMENT OF CHASSIS. CONSUMER HAD TO CHANGE THIS TIRE TO SMALL SPARE, CAUSING STRESS AND POSSIBLE INJURY TO LOWER BACK. CONSUMER HAD JUST COMPLETED BACK TRACTION TREATMENTS ON 8/30/07. THE TREADLESS TIRE AND DAMAGED WHEEL STRUCTURE PARTS ARE AVAILABLE FOR INSPECTION AND PICTURES TAKEN OF IT AND DAMAGES TO VEHICLE. CONSUMER PURCHASED NEW TIRE TO REPLACE THIS SECOND SEPARATION AND IN FEAR THAT THE REMAINING TWO TIRES THAT HAD TREAD ON THEM WOULD SEPARATE AS WELL, PURCHASED NEW TIRES FOR THEM AS WELL. TIRES: BRIDGESTONE P225/75R15.

DRIVER'S DOOR, BALL IDLER ARM,

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.

- WAS UPS SHIPPED TO BRIDGESTONE.

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

CLAIM MADE TO BRIDGESTONE WITH TIRE SHIPPED INCLUDING  
TWO BODY SHOP ESTIMATES [REDACTED] PARTS [REDACTED] + PEPBOYS  
INVOICE FOR [REDACTED] (3 TIRES, BALL JOINTS, IDLER ARM, + ALIGNMENT.  
ADDITIONAL WORK (MECHANICAL) WAS PERFORMED.  
COMPLAINT MADE TO PEPBOYS FOR MERCHANDISE, MARKETING, SALES,  
INSTALLATION AND MAINTENANCE TO DEFECTIVE TIRES.

Both CLAIM + COMPLAINT ENCLOSED WITH PICTURES

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

Official Business  
Penalty for Private Use: \$300

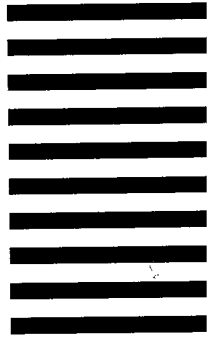
**BUSINESS REPLY MAIL**

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, NVS-210  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



28  
#BCT

**Think your vehicle  
has a safety defect?**

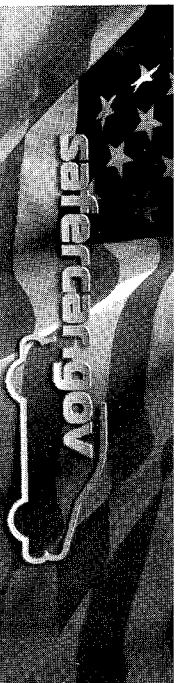
**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**

**nhtsa**  
www.nhtsa.dot.gov  
people saving people

U.S. Department of Transportation  
National Highway Traffic Safety Administration



**PEPBOYS COMPLAINT** [REDACTED]**September 7, 2007**

**September 7, 2007 a complaint made to Maria by phone at 2:10PM who advised that the Area District Manager would contact me between 24-48 hours.**

**September 11, 2007, inquiry made to Scott by phone as to why District Area Manager did not call within 48 hours.**

**HISTORY:**

- 1. Store 0387 marketed, sold, and installed via W01001123 on 2/10/97 mileage - 85234 four Futura tires, valve stems, radial passenger warranty, tire disposal, and lifetime balance.**
- 2. Store 0387 IN1004098 on 5/24/97 issued to correct VIN - 1G6DW5470LF [REDACTED] and mileage - 89138.**
- 3. Store 0387 IN1005761 on 7/15/97 mileage - not recorded replace wheel studs cross threaded by PEPBOYS employee and wheel tire wheel bolt.**
- 4. Store 0311 IN1028108 on 2/2/98 mileage - 99589 tire repair road hazard, rotation, and balance.**
- 5. Store 0387 IN1018942 on 8/26/98 mileage - 104104 tire rotation and repair.**
- 6. Store 0387 IN1022797 on 12/16/98 mileage - 106000 tire wheel balance, COR/855 P225/75R15 SL WW 380BB 45K, valve stem, tire road hazard, wheel balance.**
- 7. Store 0387 IN1023092 on 12/24/98 mileage -106700 tire wheel balance, COR/855 P225/75R15 SL WW 380BB, valve stem, tire road hazard, wheel balance.**
- 8. Store 0311 IN1085964 on 7/25/01 mileage - 114141 wheel balance, replace wheel stud cross threaded by PEPBOYS employee, wheel cylinder rear both.**
- 9. Store 0387 1115678 on 12/29/05 mileage - 119283 computerized wheel alignments.**
- 10. Store 0311 1155173 on 9/1/07 mileage not recorded 1 Cornell 1000 P225/75R15 WW 300AB. P. Villacorta wrote sales invoice.**
- 11. Store 0387 1136047 on 9/4/07 mileage - 121710 3 Cornell 1000 P225/75R15 WW 300AB, 2 upper & lower ball joints, idler arm, 2 rear wheel cylinders, drum turning, and shoes. Service Manager - Marco Quiroz wrote sales invoice.**

**COMPLAINT:**

- 1. Store 0387 Obtained, marketed, sold, installed, and serviced six defective tires on three different occasions.**
- 2. Store 0311:**
  - a. One tire separation not prorated per either Pedro Villacorta or Store 0311 Service Manager Manuel Rodriguez because purchase paperwork was not in vehicle or PEPBOYS computer application system. A subsequent visit was made to Store 0311 to obtain the defective tire and prorating. Manuel Rodriguez displayed a pickup order for 131 tires that had been executed earlier that morning. Manuel Rodriguez could not make PEPBOYS computer application system accept Store 0387 invoice and prorate tire at Store 0311. In lieu of such Store 0311 Service Manager Manuel Rodriguez offered free oil change.**
  - b. Pedro Villacorta on 9/1/2007 who sold the one tire for right rear of vehicle was requested to inspect remaining three tires and was told that I would be traveling 273 miles by 4:00PM that day. Pedro Villacorta inspected the three tires, copied the tire size in the palm of his hand, and told me the other three tires were fine. (The latter was not true as left front tire of vehicle separated the next day on 9/2 in Fort Pierce on way back home causing steering and exterior body damage).**
- 3. Store 0387 mechanic, Randy, on 9/4 ((prior to alignment) inspected front end after left front tire separation) and stated left ball upper and lower joints were more loose than those on the right side due to tire failure separation. I requested Randy put that finding in writing and he agreed. Store 0387 Service Manager, Marco Quirox, said he had called Randy in after I mentioned I would be expecting a written statement of front end findings. When I arrived to pay bill and pick up car, I requested statement from Store 0387 Service Manager, Marco Quirox, in front of mechanic,**

**Randy, who stated it would be in notes. No such statement was on paperwork received from Store 0387 Service Manager, Marco Quiroz. I did pick up the three tires, upper lower ball joints, idler arm, wheel cylinders, and brake shoes removed from the car. The bill of [REDACTED] was paid. <sup>1</sup>**

**ACTIONS ALREADY TAKEN:**

**1. On September 4, 2007, tires replaced at store 0387, replacement of upper/lower ball joints, idler arm, and alignment.**

**2. On September 6, 2007 a call was placed to Cadillac International in N.J. 845-365-8290 to order five good used parts, to include:**

- a. Wheel well molding (aluminum).**
- b. Left front fender molding (plastic).**
- c. Left rocker panel (aluminum).**
- d. Right front bumper molding (plastic).**
- e. Right rear panel (aluminum).**

**Estimate has been received and total cost including shipping is [REDACTED] Contact information 845-365-8290 ask for Gary and quote #2679.**

**3. On September 10, 2007, two estimates for damage to the body were been obtained.**

- a. Maaco #48649 for [REDACTED] less parts. 2120 Wiley Street, Hollywood, Fl. 954-921-5886.**
- b. Donny's Auto Body Repair Shop 1400 South Dixie Highway, Hollywood, Fl. 954-921-6737 for [REDACTED] less parts.**

**DESIRED ACTION:**

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<sup>1</sup> 9/5 upon return to Store 0387 with a draft of this document and supporting invoices, Service Manager Marco Quirox adjusted the prorating of two tires in the amount of [REDACTED] and change.

**It is requested that a claim be initiated for the repair of the vehicle to include the front end steering components (mechanical) and exterior body damage.**

## **Bridgestone Incident Report 841495 Supplement**

**CLAIM**



**Date: September 11, 2007**

### **Description of Incident**

**The vehicle and tires have been maintained by the store 0387 where the tires were purchase and installed. This maintenance included wheel alignments, recurring tire/wheel balance and rotation. While all these invoices for service/maintenance were not included herein, they are available upon request.**

**On 8/31/2007, I checked all fluids under hood (coolant, power steering fluid, brake fluid, oil, battery water, transmission fluid, washed/cleaned/oiled K&N air filter) and checked air pressure in all four tires to be at 30 PSI.**

**On 9/1/2007, at 5:30AM, I alone left Hollywood, Fl. for Inverness, Fl. (a trip north of 273 miles) on the Fl. Turnpike.**

**On 9/2/2007, at 2:00PM, I alone left Inverness, Fl. for Hollywood, Fl. (a trip south of 273 miles) on the Fl. Turnpike. While in the right most lane, approaching the Fort Pierce, Fl. area, about 4:30PM, traveling at 70 MPH the left front tire separated and deflated abruptly without warning. No tire puncture occurred, nothing was struck, (by the tire) on the roadway, and no overloading of the vehicle occurred. Trying to keep the vehicle under control, I:**

- 1. Applied foot braked very lightly.**
- 2. Pulled out of the right most south bound driving lane into the emergency lane. Vehicles were traveling in excess of 85 MPH. Posted speed limit is 70 MPH.**
- 3. Initiated my emergency flashers.**
- 4. Removed seat belt.**
- 5. Turned off engine.**
- 6. Exited the vehicle on driver's side.**
- 7. Inspected damage (performed a walk around vehicle).**

**8. Made cell phone calls (one to my wife and father) stating what happened and that I would be late.**

**My visual inspection revealed the:**

- 1. Right side of the vehicle bumper molding hit an unseen obstruction in the grass area (vehicle was stopped/parked half on the paved surface and half off the paved surface (grass) emergency lane because I had to change the wheel/tire on left side of vehicle and I wanted room to ensure I would not be hit by a distracted driver) and peeled the right front bumper trim off (pictures # 1 A,B,C enclosed) and creased the right rear trim molding (picture # 2 enclosed).**
- 2. Separated/deflated tire (picture # 3) bent the left front fender, wheel well molding, bent/tore the rocker panel (pictures 4 A,B,C), chipped paint off driver door and trim panel (picture #5), peeled off left front fender trim piece (pictures (4 A,B,C) which hit left mirror on driver door loosening it, driver door small dent and tore vinyl /leather on left rear door window area (these two areas did not photograph well and were not enclosed). The two trim pieces were not retrieved as they were in south bound traveling lanes.**

**I then:**

- 1. Opened trunk.**
- 2. Removed jack and spare tire.**
- 3. Jacked up the vehicle.**
- 4. Removed lug nuts and separated/deflated tire from vehicle.**
- 5. Bent the wheel molding and rocker panel out of the way so spare tire could be accommodated in wheel well.**
- 6. Put spare tire and lug nuts on vehicle.**
- 7. Tightened lug nuts.**
- 8. Jacked down vehicle.**
- 9. Placed tire and jack in trunk.**
- 10. Closed trunk.**
- 11. Turned off emergency flashers.**
- 12. Connected seat belt.**

- 13. Started engine.**
- 14. Drove slowly (as steering was compromised) the rest of the way home.**

**I arrived in Hollywood at 7:30PM. Pictures #6 A, B were taken of the vehicle odometer and trip mileage indicator).**

**On 9/4/2007, I went to PEPBOYS where the tires were originally purchased (copy of invoice IN 1023072 enclosed) to have the tires removed and new tires mounted/balanced/installed. I also requested an alignment of the front wheels. NOTE: Vehicle was previously contracted for computerized wheel alignments at store invoice 0387 1115678 on 12/29/05 with recorded mileage 119283. No mention was made, at that time, as to excessive wear or abuse to front end. Invoice available upon request.**

**Randy, the mechanic:**

- 1. Tested the front wheels by placing a bar under raised wheels to ascertain up/down play then put both hands on side of wheel/tire and pushed side to side. I observed these actions applied to both left and right front wheels. I observed more up/down play in left front than the right front.**
- 2. Applied grease to the joints to see if that would address problem.**
- 3. Performed the two tests again with same results.**
- 4. Came to rear of car where I was standing to state the ball joints (upper and lower) and idler arm needed replacement. I questioned Randy; Did the tire separation cause damage to the right (SHOULD BE LEFT) front? Randy responded, Yes. I then requested Randy put his finding in writing, sign and date the document. Randy agreed.**

**When I picked up the vehicle, Randy and the Service Manager were there. I requested the document from Randy who replied notes were made. The paid invoice 0387 1136047(enclosed) reflects no such notes. I removed the three tires, upper lower ball joints, and idler arm from store premises.**

**On 9/4/2007 I placed a call to Gary at Cadillac International in New Jersey to obtain five replacement parts, to include:**

- 1. Right front wheel well molding (aluminum).**
- 2. Right side rocker panel molding (aluminum).**
- 3. Right front fender molding (plastic).**
- 4. Left front bumper molding (plastic).**
- 5. Left rear fender molding (aluminum).**

**This action was taken to defray add on costs at the selected body shop. Price quote enclosed herein.**

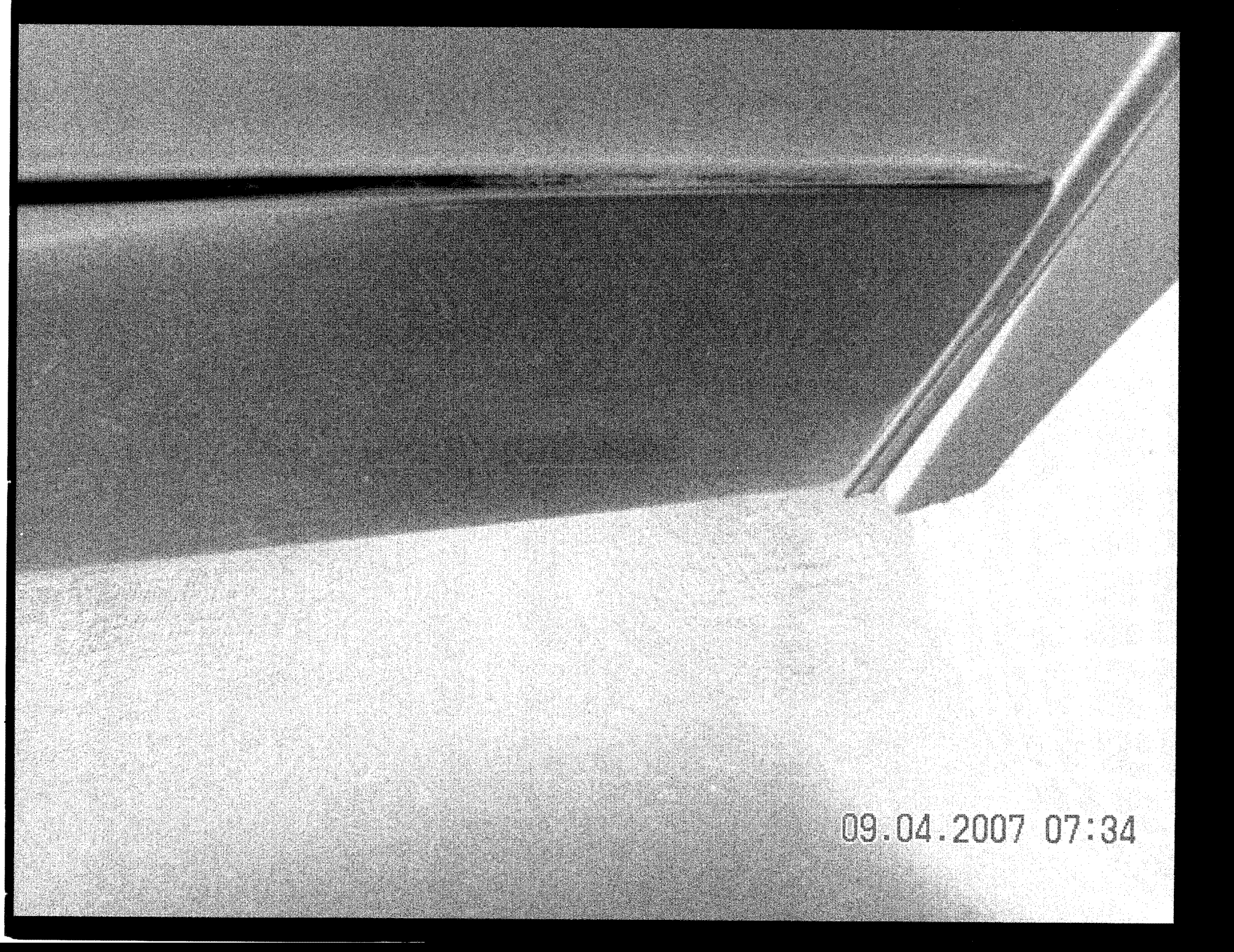
**On 9/10/2007 two body shop estimates were obtained and are enclosed.**

**Please contact me at [REDACTED] Hollywood, FL. [REDACTED]**

**[REDACTED] Phone 9 [REDACTED]**







09.04.2007 07:34



09.04.2007 07:36