



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

On 10-23-08 traveling southbound on 605 Hwy. 65 M.P.H. front
tire suddenly deflated, we just barely made it to RT. shoulder we
called AAA towing, but Metro CHP freeway service arrived first, driver
changed tire with tread still intact no visible punctures. He then instructed
us to go to San Ysidro wheel and tire shop 12970 Valley Blvd. La Puente,
Ca. where we purchased a used tire for \$30.00 installed, while changing
the tire, they advised me that the valve stem had been cut with a
Cap purchased at Pep Boys. They gave me the valve stem for evidence,
a receipt #667299 for purchased used tire. Cost for new tire \$90.00

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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

safercar.gov



November 24, 2008

NORWALK, CA

Claim Number:

Claimant:

Date of Loss: 11/17/2008

Dear Mr./Ms

This letter is written in response to your claim that was filed at Store #(0792) SANTA FE SPRINGS. Upon receipt of your claim, we have conducted a thorough investigation into this matter and the following is Pep Boys' evaluation and position regarding your claim.

The damage to your vehicle and subsequent loss is unfortunate, and we do sympathize. However, there is no evidence of any negligence on the part of Pep Boys or any of its employees with regard to the damage.

As a valued customer we regret your loss. However, we can only pay those claims that we are legally responsible for.

Very truly yours,

Rhonda Grant

Rhonda Grant

Claims Representative

HUB CAP BRAND + #
FUTURA KT 919

~~Completed~~
~~213-9291152~~

~~1-800-427-9263~~

ASSIST DATE

10/23/08

DRIVER

4162

Freeway Service Patrol Survey



Dear Motorist: The Freeway Service Patrol is a Free program designed to relieve some of the transportation delays associated with your daily commute. This service is funded by Proposition C, the half cent tax measure approved by the voters in November, 1990 and State Highway funds. In order to make this service as friendly and swift as possible, please take a minute to answer the following questions. Your complete responses will be utilized in improving the service. Please return this form in the mail. No postage necessary. THANKS!

Right ☐ ☐ ☐ ☐
Wrong ☒ ☐ ☐ ☐

1. HOW LONG DID YOU WAIT FOR THE FREEWAY SERVICE PATROL?

☐ 0-5 Minutes ☒ 6-10 Minutes ☐ 11-20 Minutes
☐ 21-30 Minutes ☐ Longer _____

2. IF YOUR CAR WAS TOWED OFF THE FREEWAY BY THE FREEWAY SERVICE PATROL, HOW LONG BEFORE ADDITIONAL HELP ARRIVED?

☐ 0-5 Minutes ☐ 6-10 Minutes ☐ 11-20 Minutes
☐ 21-30 Minutes ☐ Longer _____

3. AT WHAT SPEED WAS TRAFFIC TRAVELING PRIOR TO YOUR STOP?

☐ under 20 mph ☐ 21 to 30 mph ☐ 31-40 mph ☒ above 40 mph

4. HOW DID THE FREEWAY SERVICE PATROL KNOW YOU NEEDED HELP?

☒ Driver saw me ☐ Used a call box ☐ Other
☐ Used cellular phone

5. OVERALL, HOW WOULD YOU RATE THE SERVICE?

☒ Excellent ☐ Good ☐ Fair
☐ Poor ☐ Other

6. HOW DID YOU HEAR ABOUT THE FREEWAY SERVICE PATROL PROGRAM?

☐ Newspaper ☒ Radio ☐ TV ☐ Brochure
☐ Friend ☒ Hadn't heard about it until today ☐ Other

7. HOW WOULD YOU IMPROVE THE FREEWAY SERVICE PATROL PROGRAM?

N/A

DRIVERS:

CANNOT ACCEPT GRATUITIES OR PAYMENT.

CANNOT RECOMMEND SECONDARY TOW OPERATORS.

CAN ONLY TOW YOUR VEHICLE TO DESIGNATED DROP LOCATIONS.

For more information regarding the Freeway Service Patrol, please call (310) 265-3072 or visit our website: www.mta.net/fsp.

Freeway Service Patrol is a joint effort of the Metropolitan Transportation Authority, Caltrans and the California Highway Patrol.

© SCANTRON CORPORATION 2007
ALL RIGHTS RESERVED.

SCANTRON® www.scantron.com FORM NO. F-2647-LACTC

Scantron asks that you
please RECYCLE this product.

M12 3837 584 12 11 10 9 8 7 6 5 4 3 2 1



DO NOT MARK IN THIS AREA

1702500

PURCHASE ORDER

667299

		DATE 10-23-08	
		DATE REQUIRED	
CITY, STATE, ZIP		TERMS	
SHIP TO		HOW SHIPPED	
ADDRESS		REQ. NO. OR DEPT.	
CITY, STATE, ZIP		FOR	

QUANTITY	DESCRIPTION	PRICE	UNIT
1	used fire		
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
TOTAL			
CASH			

PAID

1700

10/23/08

4130

IMPORTANT

PURCHASE ORDER NUMBER MUST APPEAR ON ALL INVOICES, PACKAGES, ETC.

PLEASE NOTIFY US IMMEDIATELY IF YOU ARE UNABLE TO COMPLETE ORDER BY DATE SPECIFIED.

PLEASE SEND COPIES OF YOUR INVOICE WITH ORIGINAL BILL OF LADING.

PURCHASING AGENT

OFFICE COPY 2

2-14-09

I

Attn: Dept of Transportation
(Supervisor)

Dear Sir,

We submitted a Complaint and billed, pertaining to the incident on the 605 freeway on 10-23-08 to the manager William of "Pep Boys" Store number 0792 Santa Fe Springs Ca. He said he would submit my claim to the Claims Dept. The next day 10-25-08 I went into the store and asked him for a copy of the complaint he submitted, and he told me he did not have a copy, so there was no copy for me. On 11-28-08 I received a letter dated 11-24-08 from Rhonda Grant Claims representative in which she stated that they made a thorough investigation and Pep Boys possession of Claim Date of loss as 11-17-08 this is an incorrect date of loss the correct date of loss was 10-23-08 their claim so with this inaccuracy and the fact that the letter came from:

3111 West Allegheny Ave.

Philadelphia, Pennsylvania 19132

Phone # 215-430-9000 I doubt

very much that in fact a thorough investigation was made starting with an inaccurate date of loss being 11-17-08 when actual date of loss was 10-23-08

ETI

I called Rhonda Grant at her office several times but only reach her message machine, which said she was either out of her office or was on another call, consequently I never received a response from her, Rhonda's office being in Pennsylvania makes it impossible to communicate to any one from Pep Boys. Local manager William from store # 6792 refuses to cooperate any further or assign case with local Claims Representative. Total case claim incurred amounts to \$157.00.

I think Pep Boys is being very unfair, discriminatory and, bias in this matter. I am enclosing evidence including valve stem, receipts from used tire shop, and also where I bought tires brand new, a copy of CHP service patrol driver # 4162 and service receipt # 478250.

I sincerely hope that you can help me resolve this matter since Pep Boys is spreading it within their bureaucracy from Santa Fe Springs Ca. to Philadelphia Pennsylvania which makes it impossible for a private individual to do this alone.

Respectfully,
D. ... + 1. 00