

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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	
OWNER INFORMATION (Type or Print)		Date Received 14-NOV-2012		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10484612	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City HOUSTON		State TX		Zip Code [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WDBSK71F19F [REDACTED]		Make MERCEDES BENZ		Model 550 G-CLASS	
				Model Year 2009	
Date Purchased 1/10		Dealer's Name and Telephone Number ALEX RODRIGUEZ Mercedes 281 554 9100		Engine: No. Cylinders 8	
Original Owner ☐		Dealer's City		Fuel Type:	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
				Incident Date(s) 10-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 190000 TIRES, 190000 TIRES				Failure Mileage	
				Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make BRIDGESTONE		Tire Model (Name or Number) POTENZA		Tire Size (Example P215/65R15) 255/35R19	
DOT No. (Example: DOTM9ABC036)		☒ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code 190000 TIRES		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 2009 MERCEDES-BENZ 550SL EQUIPPED WITH BRIDGESTONE POTENZA TIRES, SIZE 255/35/R19. THE CONTACT STATED THAT THE TIRES BEGAN TO LOSE AIR AND HE REPEATEDLY HAD TO ADD AIR TO THEM. AFTER SOME TIME, THE FRONT PASSENGER SIDE TIRE WAS FOUND TO BE COMPLETELY DEFLATED. THE TIRES WERE TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE TREAD WAS SEPARATING. THE OTHER TIRES WERE INSPECTED AND THREE OF THE FOUR TIRES ALL EXHIBITED THE SAME DEFECT OF SEPARATING AND DELAMINATING. THE MANUFACTURER WAS NOT NOTIFIED. ALL FOUR TIRES WERE REPLACED. THE DOT NUMBER WAS NOT AVAILABLE. THE VIN WAS NOT AVAILABLE. THE TIRE WAS LEFT WITH THE SERVICE MANAGER, JASON BRIGGS. HE TOLD ME HE WOULD BRING IT TO THE ATTENTION OF BRIDGESTONE. I NEVER FOUND OUT THE OUTCOME BECAUSE HE STOPPED RETURNING MY PHONE CALLS. I FEAR THAT THIS WAS PART OF A BAD BATCH OF TIRES AND ARE POSSIBLY MORE DEFECTIVE TIRES ON THE ROAD.					
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.					

DISCOUNT TIRE

discounttire.com

5523927

DATE: 09-10-2012 TIME: 1:14 PM

CUSTOMER INFORMATION

VEHICLE INFORMATION

STORE LOCATION

HOUSTON
(H)

TX

2009 MERCEDES BENZ
SL550
19" OPT 230 CHASIS
MILEAGE: 17,721
PLATE #
TORQUE SPECS: 100

TXH 56
2927 SOUTHWEST FREEWAY
HOUSTON TX 77098
PHONE: 713-529-4865
947 JOSE L GARCIA III
WORK ORDER#

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
35560	NRM	2	255/35ZR19XL 96Y B	MICH PILOT SUPER SPORT	.00	283.00	566.00
WARRANTY: MILEAGE- 30,000 SEE REVERSE SIDE FOR WARRANTY DETAILS							
COMMENT: BOLT PATTERN: 5-112							
COMMENT: INFLATION F:36 R:41							
80224	NRM	2	WASTE TIRE DISPOSAL	FEE	.00	2.50	5.00
80219	NRM	2	INSTALLATION &	LIFETIME SPIN BALANCING	.00	16.00	32.00
86666	NRM	2	LIFETIME ROTATION	LIFETIME REPAIRS INCLUDED	.00	.00	.00
35597	NRM	2	295/30ZR19XL 100Y B	MICH PILOT SUPER SPORT	.00	404.00	808.00
WARRANTY: MILEAGE- 30,000 SEE REVERSE SIDE FOR WARRANTY DETAILS							
COMMENT: INFLATION F:36 R:38							
80224	NRM	2	WASTE TIRE DISPOSAL	FEE	.00	2.50	5.00
80219	NRM	2	INSTALLATION &	LIFETIME SPIN BALANCING	.00	16.00	32.00
86666	NRM	2	LIFETIME ROTATION	LIFETIME REPAIRS INCLUDED	.00	.00	.00
98186	NRM	4	#1040K.TQ-50 INVLBS	TPMS VALVE KIT	.00	10.00	40.00

Michelin Flat Tire Assistance - 1-888-553-4327

The tire and/or wheel you have chosen is different from the original equipment provided with your vehicle and may change its handling or stability characteristics. Further information is available from your Discount Tire salesperson.

SUBTOTAL: 1,488.00
TAX: 117.48

TOTAL: 1,605.48

AVS MATCH: Y

XXXXXXXXXXXX

AMER EXPR: 1,605.48
TENDERED: 1,605.48

READER UNAVAILABLE



100%
recyclable paper