

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: Requested Documentation for Investigation 2 of 3
Date: Monday, September 14, 2015 2:35:23 PM
Attachments: [20140615_120602.jpg](#)
[20140615_120620.jpg](#)
[Tire Tread 1.jpg](#)
[Tire Tread 2.jpg](#)
[Tire Tread 3.jpg](#)
[Grave"s AD.jpg](#)
[Back Xray after Surgery side.pdf](#)
[Back Xray after Surgery.pdf](#)
[BBB on Grave"s Tire.pdf](#)
[Consumer Complaint on Grave"s Tire.pdf](#)

Questionnaire.

Maritza L. Marshall-Williams
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on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

-----Original Message-----

From: [REDACTED]
Sent: Saturday, September 12, 2015 1:27 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Requested Documentation for Investigation 2 of 3

To Whom It May Concern,

Here is some more of the supporting documentation of my incident including Xrays of my spinal fusion. I can get copies of more that I have including itemized billing, missed wage amount while on medical leave, etc. if need be. This also shows supporting information where I attempted other resolution avenues including the Better Business Bureau and the Consumer Complaint Agency. In my findings of investigative work, I also ran into other cases that have included YOUR organization for NOT helping to back those of us that are marked, scarred survivors of such wrong doings upon us innocent consumers in the creation of mandating a new Federal law against such actions as these to hold the tire industry accountable. I am unsure if someone within the tire industry is linked with someone within your organization or what the reason is for NOT helping to protect innocent people, survivors or fatality cases that are taken as calls on a daily basis with YOUR organization, but I have begun reaching out to high political officials (including states of Texas and Maryland...more to come) to add to my side of viewing things from our perspective on these types of issues that are interested in helping us out and/or standing as one to help get a federal law into place. Right is right, wrong is wrong and there are moral and ethical codes of living...HUMANE living that should not broken. I am sending you this second email of two with supporting documentation for my case and incident and I have to cut this email short for my need to get ready for work, but I won't rest until I can ensure I have done all I humanly can to help other innocent people behind me.

Maybe if some wrong doing led to someone close to you or yourself to where you or a loved one was injured (or heaven forbid even killed) and their life was marked, scarred, and touched in such an impacting way changing the way anyone would view their own life and even second guessing going on in the same manner with chronic pain like I have experienced, maybe this would help others realize the potential impact this could have and more would flock to the calling of taking a stand....as one....as one species. At the rate this species is going, we are the most destructive species on this planet spanning each and every crack and crevice in every corner of the globe, depleting other species (hence our

Endangered Species Act), etc. and with this rate, we will be the lead to our own destruction. Please consider giving the benefit of the doubt from countless others views that have had their lives turned upside down and around, those that have survived that is, and the loved ones of those lost for such a lacking of a new law being implemented.

Sincerely,

A black rectangular redaction box covering the signature area.

A

L
H2

BBB Complaint Case# [REDACTED] (Ref [REDACTED])

From: Better Business Bureau
<tyler.law@bureaudata.com>

To: [REDACTED]

Date: Tue, Jun 10, 2014 7:01 am

You recently requested our help concerning a problem with the company named above. We will need some additional information in order to continue with the processing of this complaint. Please provide this information by June 21, 2014.

The only thing the BBB can handle for you is the cost of the tire. The other issues (medical, damage to the vehicle, etc.) are considered punitive. You would need to seek legal advice on that. If you want to continue with the complaint, we will send it to the business and ask them to respond, but we will tell them we can only handle the tire issue, and not the other requests.

We encourage you to use our ONLINE COMPLAINT system to respond this complaint.

THE TEXT OF YOUR RESPONSE WILL BE PUBLICLY POSTED ON THE BBB WEB SITE (BBB reserves the right to not post in accordance with BBB policy). PLEASE DO NOT INCLUDE ANY PERSONALLY IDENTIFIABLE INFORMATION IN YOUR RESPONSE. BY SUBMITTING YOUR COMPLAINT, YOU ARE REPRESENTING THAT IT IS A TRUTHFUL ACCOUNT OF YOUR EXPERIENCE WITH THE BUSINESS. BBB MAY EDIT YOUR COMPLAINT TO PROTECT PRIVACY RIGHTS AND TO REMOVE INAPPROPRIATE LANGUAGE.

The following URL (website address) will take you directly to this complaint. You will be able enter your response directly on our website:

To go directly to your complaint click on the following website link:

[REDACTED]

Please use the following to log in:

Case ID: [REDACTED]

Password: [REDACTED]

If you are unable to respond using the internet, then please respond in writing to the address above.

Additional files and information for this complaint are available online. If you do not have access to the Internet, please contact us.

Sincerely,

Linda Witherspoon
Longview Branch Office Manager
BBB Complaint Department
lwitherspoon@easttexas.bbb.org

Check Case Status
 Case ID:

[File Complaint](#)

[Check Case Status](#)

[Business Lookup](#)

Case Status: [REDACTED]

Jun 9, 2014 - **Case # [REDACTED] has been received and is currently in process.** Please check back for continued status updates.

You may modify or amend this complaint until 9am on Wednesday, June 11, 2014 by submitting additional documentation through this online form or by fax to 888-737-6930. If you send additional materials by fax, please include your complaint ID in the upper right corner of each page of additional documentation. After the above indicated deadline, we will attempt to make contact with the subject of your complaint if you elected at the time of filing that we do so, and no further amendments may be attached to this complaint after that time.

Jun 11, 2014 - **Manual review.** If you elected for us to contact the recipient of your complaint on your behalf, we are now attempting to do so based on the contact information you provided. The recipient of your complaint will have 15 days to respond to this matter.

Business/Entity Response Deadline: June 24, 2014

Unless you indicated that we should withhold your name and contact information, the business/entity may contact you directly to reach a resolution to this matter.

Helpful Tips:

- When communicating with the organization in question, be polite.
- Most businesses want to reach an equitable resolution as quickly as possible.
- Be sure to keep detailed records of each interaction with the party in question.
- Ask to read the fine print on any forms or contracts.

Jun 17, 2014 - **Awaiting business/entity response.** The business/entity has now been contacted based on the contact information that was made available to us. Unless you chose to file this complaint anonymously, the business/entity in question has been encouraged to communicate with you directly to reach your desired resolution or an acceptable compromise. It is also during this time that we determine what information will be archived in CCA's permanent records regarding the business/organization's operating procedures. Please notify us as soon as the business/entity in question offers an acceptable resolution to this matter.

Jun 24, 2014 - **Case # [REDACTED] Successfully Archived. The party/organization has been officially censured by the CCA and a negative designation has been filed in permanent CCA records.** After this point, it is still possible that the organization may contact you to resolve this complaint. We regret that a more favorable outcome could not be reached, but be aware that your complaint will remain on record and will serve as a stern warning to others to avoid all dealings with the party in question. Please inform us if the business/entity in question approaches you with an acceptable resolution from this point forward. A resolution can still very likely be achieved, but the organization will retain its negative designation due to the lack of a more timely response.





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ATTENTION:

If you've
purchased a tire
from
Graves Tire Shop
and it has resulted in
vehicular damage
or personal injury,

Contact [REDACTED]
[REDACTED]
[REDACTED]



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