

National highway traffic safety Administration

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-11189610-1137

Dear madam/sir greetings

With this complaint, respectfully I wish to bring to your attention, that some business entities believe that the U.S.A is a banana republic, some believe that they are above the law and that someone gave them license to mistreat and harm people and are immune from criminal acts and that due to their money influence and arrogance can do as they please.

I am an [REDACTED] year old disabled citizen with two broken arms full of metal plates, screws and wire.

11-15-17 I bought a set of new tires from FIRESTONE and 5-21-18 the passengers side blow up I consider myself and the people on the front of me very lucky that we did not get killed or paralyzed. The tires proven defective and unsafe and FIRESTONE did not give a dam about the physical and mental harm inflicted to me and to the party and the loss of my property.

My vehicle a 2005 HONDA CRV declared total by the insurance company, before the accident it was in an excellent condition in and out with very low mileage 58000. FIRESTONE acted like a dead fish, made no efforts to inspect their tire, even though said tire was under their nose for over two months, instead they had the audacity a disabled individual to wrestle with the tire and bring it to them like I was a super man, the tire was not repairable, same to them, very disrespectful.

FIRESTONE show no respect and concern for a disabled person thus violating the Americans with disabilities act and no respect for an elderly person.

From day one I found out that FIRESTONE had no intention to accept responsibility and was unwilling to deal with me they just ignore me and acted as a dead fish and now they stang like a dead fish.

I respectfully beg the proper authorities to give the proper consideration to this matter and penalize and impose heavy fines to FIRESTONE, because they are irresponsible, cowards and crooks.

If there are more incidents when FIRESTONE acted as a dead fish our system employees prosecutors, public debentants and certain agencies, they FIRESTONE should be prosecuted for endangering innocent people's lives with their defective products.

Respectfully

[REDACTED]
Fairfield CT [REDACTED]

CB
3-15-19
UD

Customer Invoice

15/2017

FIRESTONE COMPLETE AUTO CARE
FAIRFIELD CT
750 KINGS HWY

Service Advisor:
06 KYLE
203.367.3674

Printed on 05/25/2018 10:56 AM

FAIRFIELD, CT. 06825-5414
DUPLICATE INVOICE

2005 HONDA CR-V EX [RED]
2.4L I4 FL GAS

Lic #: [REDACTED] Vin #: [REDACTED]
In: 11/15/17 2:17PM Mileage: 57,538
Out: 11/15/17 3:57PM

FAIRFIELD, CT

Core #

RETAIL SALE

Description	Rev Hist	Article #	ID	Qty	Unit Price	Extended Price	Job Total
RESTONE TIRE PACKAGE			06				371.26
048136 FR710 BL 215/65R16 98T 65,000 Mile Limited		048136	23TN	4	85.99	343.96	
Warranty							
DOT# W26V7163517							
DOT# W26V7163517							
DOT# W26V7163517							
DOT# W26V7163517							
TIRE-DISC Customer Experience Credit		7011212	23TN	-4	5.16	-20.64	
NEW TIRE WHEEL BALANCE LABOR		7013632	23TS	4	14.98	59.92	
LBR-DISC Regional Promotion		7006016	23TN	-1	11.98	-11.98	
RUBBER VALVE STEM		7015040	23TN	4	2.00	8.00	
PRT-DISC Customer Experience Credit		7001665	23TN	-1	8.00	-8.00	
SCRAP TIRE RECYCLING FEE		7075078	23TN	4	2.80	11.20	
LBR-DISC Customer Experience Credit		7034323	23TN	-1	11.20	-11.20	
TIRE INSTALLATION		7015016	23TS	4	N/C	N/C	
COURTESY CHECK			06				
COURTESY CHECK		7046930	23TS	1	N/C	N/C	

Technician(s):

23 MICHAEL

Payment History:

ECA Check 4010 398.41 2028
Total Tendered 398.41

Summary:

Parts	323.32
Labor	47.94
Shop Supplies	3.36
Sub-Total	374.62
Tax (6.35%)	23.79
Total	\$398.41

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

Initial here to indicate you have received
the Tire Warranty Maintenance and
Safety Manual

All parts are new unless otherwise specified.

Bridgestone Technical Service

201 Bridgestone Pkwy Suite B - Dock Door 132
Lebanon, TN 37090

08/30/2018

[REDACTED]
Fairfield, CT [REDACTED]

Dear [REDACTED]

In connection with your request for consideration, we have received the items listed below:

Damage Estimate

Signed Incident Report

Replacement Invoice

However, without the items listed below, we cannot complete the processing of your request:

Tire

Please forward the missing items to us so that we can complete the processing of your request.

If the missing items are not received by 09/29/2018, the request for consideration will be considered closed and we will dispose of all associated materials. If, for whatever reason, you need more time to supply us with the information please contact us by 09/29/2018 at 1-800-847-3272.

Yours truly,

Claims Processing

With this you continue to play dirty games with me
this is the 3rd threatening letter
The defective tire is your baby now, your negligence
and irresponsibility it is time to stop.
Get in touch with Allstate insurance, I gave you all
the details.

FAIRFIELD, CT.

NOV 20 2011
FAIRFIELD, CT 06424
10601-241199



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
245 MAIN STREET
WHITE PLAINS
NY 10601-2442

10601-241199

