

U.S. Department
of TransportationNational 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

Date Received

RECEIVED

OCT 26 10:50

Reference No.

556368

OWNER INFORMATION (Type or Print)

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 / /

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)		Make	Model	Year
☐ New ☐ Used		State	Zip Code	Engine Size (CID/CC/L) ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection No. Cylinders
Purchased Date	Dealer's Name	Dealer's City	State	Zip Code
Manufacture Date (on driver's door or pillar)	Transmission Type ☐ Manual ☐ Automatic	Restraint System ☐ Driverside Air Bag ☐ Passengerside Air Bag ☐ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☐ No	Drivetrain ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ Sport Utility ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location ☐ Left ☒ Right ☐ Front ☒ Rear	Failed Part(s) ☐ Original ☒ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand <u>Bridgestone</u>	Tire Name <u>RE92</u>	Complete Tire Size <u>205/60/15</u>
No. of Failures <u>1</u>	Date(s) of Failure(s) <u>8-20-00</u>	Failed Part(s) Available? ☒ Yes ☐ No
Mileage at Failure(s) <u>unknwn - tires purchased 1-17-00 (new)</u>	Vehicle Speed at Failure(s) <u>66/65 mph</u>	NHTSA Previously Contacted? ☒ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

See enclosed copy of letter sent to
Bridgestone. I never received a response
from them.

I have the failed tire in my possession. Please
see enclosed photos.

Thank You.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-365-7882

September 12, 2000

Bridgestone Consumer Affairs Department:

I am are very thankful that my children and I are safe and sound. It is really an act of God.

On August 20th, my recently purchased (1-17-00) Bridgestone, right rear tire, separated perfectly at the sidewalls and came right off the rim while traveling on the highway. Through the screams and cries of my children, I tried to control my car and guide it from the fast lane on a highway extension to the slow lane and onto the emergency lane of the highway to safety. Luckily for us, a CHP officer was directly across the highway in the medium and came to our aide.

The CHP officer retrieved the three perfectly circular intact pieces (tread and two sidewalls) of the tire some yards back from where I was able to stop the car. He returned to me with the tire pieces and told me that we were very, very , very lucky. He said this to me more than once. He told me that the tire is clearly defective. He also told me this more than once. He also told me that if it had been one of my front tires our situation would have been a really, really bad one (in other words, we would not have been having a discussion at all).

I understand that as of today, that your recall does not span your Bridgestone product line. Like the CHP officer, I am totally convinced that my tire was defective.

I have informed the Department of Transportation of the incident and I am expecting to receive an investigative form to complete. I will include a picture of the tire and sidewalls and will urge them to investigate this problem as soon as possible.

Meanwhile, I would appreciate it, if you could please tell me which Bridgestone plant manufactured the tire. To follow is the model and DOT number:

Bridgestone RE92205/6015
DOT#: EJCDCHJ

I look forward to your VERY PROMPT response.

Sincerely,

A black rectangular redaction box covering the signature area.

WHOLESALE TIRE CENTER INVOICE

800-270-6000

Make of Vehicle Mercedes Model 300E Year 90 License # 2T0W674
 Odometer Reading 24542 Color Light Gold Date 1/17/00

SALESPERSON:

Tire Mfg: Bridge
 Type: Radial
 Size: 205/60R15
 Item #: 131224
 Salesperson: [Signature]
 Recommended
 Front: 23
 Rear: 35
 Wheel Torque: 81
 DOT #s: 349
359

QTY	ALL PRICES ARE PER WHEEL
ITEM #	DESCRIPTION
	6850 Auto and Light Truck/Van Installation Includes: Lifetime balance and rotation (per wheel on same wheel), new valve stem
	6841 Rim swap / seasonal exchange
	6857 Motor Home & Dual Wheels: By Appt. Only (16.5" and smaller)
	6861 Extra Balance
	7023 CW Disposal Fee
	Road Hazard Warranty N/C
	255783 Flat Repair N/C
	251141 Rotate Tires N/C
	198459 Install Adjusted Tires N/C
	222054 Rebalance Tires N/C

SLIP PRINT
 (Staple register receipt
 to yellow copy.)

*BUSINESS MEMBER #30390592600
 *4 @ 7.00
 * HMT/BALANCE 28.00
 *4 @ 68.49
 * 131326 RE92205/6015 273.96
 *4 @ .25
 * TIRE DISPOSAL 1.00
 * **** 8.25 SALES TAX 22.60
 * TOTAL 325.56
 * Cash 340.00
 * CHANGE 14.44
 *TOTAL NUMBER OF ITEMS SOLD = 4
 *CASHIER: NICHELLE B. REG #97
 *1/17/00 13:17 0147 97 0068 42

THIS PORTION TO BE COMPLETED BY TIRE SHOP:

WORK TO BE DONE
☒ L/R
☒ R/R
☒ S
☐ Best to Spare
☐ Static ☐ Dynamic
☐ Blackwall
☐ Whitewall
 Work done by: [Signature]

SPECIAL INFORMATION
 Missing:
☐ R/F
☐ L/F
☐ R/R
☐ L/R
☐ Note
☐ Customer keeps tire(s)
☐ Carry in rims

PRE-EXISTING BODY CONDITION/SERVICE NOTES
Alignment new?
[Signature]
 I have reviewed conditions and requested work is approved
 Nine Point Quality Assurance Release

• Re-tighten lug nuts the first 25 miles of mounting.
 • The member is responsible for correct tire sizes, load and
 speed ratings as recommended by the vehicle manufacturer.
 Costco Wholesale is not responsible for damage of any kind
 caused by the mounting of non-standard tire sizes, load and
 speed ratings.
 • Costco Wholesale is not responsible for values left in vehicle





